



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY 25TH FEBRUARY 2013
AT 6.00 P.M.

COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

MEMBERS: Councillors S. R. Colella (Chairman), P. Lammas (Vice-Chairman), C. J. Bloore, J. S. Brogan, Dr. B. T. Cooper, Mrs. R. L. Dent, K. A. Grant-Pearce, Mrs. J. M. L. A. Griffiths, R. J. Laight, P. M. McDonald, S. P. Shannon, Mrs. C. J. Spencer and L. J. Turner

AGENDA

1. Apologies for Absence
2. Declarations of Interest and Whipping Arrangements
3. To confirm the accuracy of the minutes of the meeting of the Overview and Scrutiny Board held on 17th December 2012 (Pages 1 - 8)
4. CCTV Shared Service - Code of Practice (Pages 9 - 22)
5. Quarterly Summary of Environmental Enforcement Action Taken (1st October to 30th December 2012) (Pages 23 - 24)
6. Homelessness Grants 2012/13 - Update Report (Pages 25 - 28)
7. Making Experiences Count Quarter 3 Report (Pages 29 - 48)
8. Quarter 3 Sickness Absence Performance and Health Report (Pages 49 - 54)
9. Overview & Scrutiny Topic Proposal - Community Safety Team (Additional Information) (Pages 55 - 60)

10. Budget 2013/14 - Verbal Update
11. Youth Provision Task Group - Verbal Update
12. Air Quality Task Group - Verbal Update
13. Action List (Pages 61 - 62)
14. Worcestershire County Council Health Overview & Scrutiny Committee (Pages 63 - 86)
15. Cabinet Work Programme 1st March to 30th June 2013 (Pages 87 - 92)
16. Overview and Scrutiny Board Work Programme (Pages 93 - 96)
17. To consider any other business, details of which have been notified to the Head of Legal, Equalities and Democratic Services prior to the commencement of the meeting and which the Chairman, by reason of special circumstances, considers to be of so urgent a nature that it cannot wait until the next meeting.

K. DICKS
Chief Executive

The Council House
Burcot Lane
BROMSGROVE
Worcestershire
B60 1AA

13th February 2013



INFORMATION FOR THE PUBLIC

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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY, 17TH DECEMBER 2012 AT 6.00 P.M.

PRESENT: Councillors S. R. Colella (Chairman), P. Lammas (Vice-Chairman), C. J. Bloore, J. S. Brogan, Dr. B. T. Cooper, Mrs. R. L. Dent, Mrs. J. M. L. A. Griffiths, R. J. Laight, P. M. McDonald (Minute No. 69/01 to Minute No. 73/12), S. P. Shannon, Mrs. C. J. Spencer and L. J. Turner

Invitees: Councillor Mrs. M. A. Sherrey JP

Officers: Mrs. S. Hanley, Ms. S. Morgan, Ms. R. McAndrews and Ms. A. Scarce

69/12 **APOLOGIES**

An apology for absence was received from Councillor K. A. Grant-Pearce.

70/12 **DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS**

There were no declarations of interest or whipping arrangements.

71/12 **MINUTES**

The Minutes of the Overview and Scrutiny Board held on 19th November 2012 were submitted.

RESOLVED that the minutes be approved as a correct record.

72/12 **CCTV SHARED SERVICE - PRESENTATION ON THE ROLE OF THE CCTV TEAM**

The Board received a presentation from the CCTV and Telecare Manager, which had been requested following the completion of an Overview and Scrutiny Topic Proposal, by Councillor S. R. Colella. The presentation covered the following areas:

- Details of the team, staffing levels and the areas which the team were involved in (including CCTV, Lifeline monitoring and installations, lone worker monitoring and emergency planning).
- The Council's CCTV Scheme objectives and code of practice (which, although due for review, had been put on hold due to the implementation of new legislation).
- The benefits of a shared service and the role of the host authority, together with the difficulties which had been faced during this process.

- Partnership working, including details of how the CCTV team supported those partners, in particular the Police and the Community Safety Team.
- Routine CCTV functions and the particular areas of interest during the day and evening, for example shop lifters and suspicious behaviour during the day and at night anti-social behaviour in parks and railway station and drunken or lewd behaviour.

The CCTV and Telecare Manager provided Members with details of the number of cameras throughout the district, together with the number at specific locations (for example the railway station) and statistics relating to incidents monitored and investigated, including information in respect of intelligence received from partners.

Following the presentation the Board discussed the following areas and the CCTV and Telecare Manager responded to questions from Members:

- The work undertaken on behalf of the Police and whether the Police made any contribution towards the cost of the service provided – it was confirmed that funding was not provided by the Police.
- Specific incidents (in some cases repeated incidents within the same area) which had not been picked up by the CCTV team and the effect of the Shared Services on the efficiency of the team.
- The priorities of the team – it was confirmed that a Lifeline call would always take priority due to the potential of it being a “life or death” situation.
- Staffing levels at peak times (including shift pattern planning and how this was determined) and training received by the CCTV team – all members of the team undertook initial training and were registered. An annual audit of the service was also carried out by Telecare.
- The type of cameras and equipment used – the CCTV and Telecare Manager informed Members that the system was approximately 2½ years old and was fully digitalised. However, when providing evidence for the Police this was copied on to DVDs which were provided by the Police.
- The effectiveness of CCTV as a monitoring tool and any performance measures which were in place.
- Feedback from the Police in order to monitor the effectiveness of evidence provided – the CCTV and Telecare Manager was reviewing how this could be improved, but in the meantime agreed to contact the Community Safety Team Analyst to enquire whether there was any appropriate data available.
- The response time to calls received – it was confirmed that 95.8% were answered within 1 minute. This was reviewed on a regular basis and adjustments made where necessary.
- The cost and promotion of the Lifeline service – it was confirmed that leaflets were available in libraries and doctors surgeries, the scheme was also promoted for example through the Older Peoples’ Forum and targeted talks to various organisations.

- The potential use of CCTV in other areas, for example on street parking - further consideration would need to be given to this to ascertain whether it would be best use of the cameras, but in theory it would be possible if Members requested such a service.
- The use of images as Court evidence – this did happen; however there was a strict protocol to follow before releasing the images as evidence.
- Members were invited to visit the CCTV Centre in order to see for themselves how the team operated; suitable dates would be circulated by officers in due course.

RSOLVED:

- (a) that the Board be provided with copies of the CCTV Code of Practice; and
- (b) that the CCTV and Telecare Manager contacts the Community Safety Team Analyst in respect of any available date to support the effectiveness of the use CCTV and provides that information to the Board.

73/12 **THE LIVING WAGE - INVESTIGATION REQUEST REPORT**

The Chairman reminded Members that this had been brought before the Board following a requested made at the full Council meeting held on 21st November 2012. It was understood that the Group Leaders had already met with the Chief Executive in respect of employees wages and those discussions were nearing a satisfactory conclusion. Members discussed the following areas in more detail:

- Any legal requirements by the Council to implement the “living wage”
- Whether this would apply to contractors employed by the Council and if so, how this would be monitored. The Financial Services Manager informed Members that this could potentially be done through the procurement process when negotiating future contracts, but it would be difficult to impose this on current contractors.
- Members discussed whether it was appropriate for the Board to make comment/recommendations on the implementation of this scheme.

RESOLVED that further information be requested from a relevant source in respect of the areas discussed before the Board decide whether further investigation is required.

74/12 **QUARTER 2 FINANCE MONITORING REPORT**

The Board considered the Quarter 2 Finance Monitoring Report. The Financial Services Manager informed Members that this was broken down into service areas and the Heads of Service were asked to complete the financial commentary section. The main areas of variance in respect of shortfall in income were Car Parking, Building Control and Waste (which related to trade waste and cesspools). In respect of treasury management, the Financial Services Manager informed Members that this was due to lower income than expected from investments, which would be reviewed shortly. The variance

within the capital programme was largely due to delays to the Parkside project which would be utilized in 2014.

The Board discussed the following areas in detail:

- The shortfall in car parking income – possible reasons for this and actions being taken to mitigate the loss.
- The loss of income in respect of trade waste and whether this service was a statutory duty of the Council. Officers informed Members that a review of this service was currently being undertaken in order to promote the service, which would include the feasibility of the collection of trade waste being carried out by outside contractors.
- Members were informed that, as part of the transformation process, efficiencies and route optimisation for household waste were being reviewed and the savings from that work would be picked up in future reports.
- A previous incident of fraud at the depot had been investigated by the Audit Board and the Executive Director, Leisure, Environmental and Community Services confirmed to Members that the investigation report had been endorsed by the Audit Board together with the lessons learnt and all necessary actions had now been taken to ensure such an incident did not happen again.
- The inclusion of any cost for bed and breakfast accommodation within the report – officers to clarify the inclusion of this as a separate item in future reports.
- The reduction in the level of sponsorship – the Financial Services Manager informed Members that further profiling on this element of the budget would be undertaken, which would clarify the position in the Quarter 3 report.
- Members were informed that the current underspend on play areas was due to the majority of scheduled maintenance work being carried out in the autumn/winter months (when use of the areas was at a lower level).
- Members requested confirmation of when the “hardship” fund payments would be made and the criteria that needed to be met in order to receive such a payment.

RESOLVED that the Board receive a report detailing the trade waste review.

75/12 **QUARTER 2 WRITE OFF OF DEBTS REPORT**

The Board considered the Quarter 2 Monitoring of Write Offs Report and were informed by the Financial Services Manager that this was provided for noting only.

Members discussed the following areas in detail and officers were asked to provide further information on several points:-

- In respect of the write off of Sundry Debtors as detailed on page 26 of the agenda, Members requested a breakdown to include the number of debtors and transactions.

- Members noted the length of time taken in some cases to recover Council Tax arrears and the Financial Services Manager explained that these were recovered in various ways, for example through benefit payments or through an attachment of earnings. In either case the amount recovered, often on a weekly basis, was minimal and therefore it could take a considerable time to recover the debt.
- Members discussed the debt support which was given to residents and the work of the Citizens Advice Bureau.
- In respect of the aged debt profile Members asked whether this was similar to the previous years and officers agreed to provide comparative data.

RESOLVED that the Quarter 2 Monitoring of Write Offs Report be noted.

76/12 **OVERVIEW & SCRUTINY TOPIC PROPOSAL REPORT - COMMUNITY SAFETY TEAM**

Members were asked to consider a topic proposal which had been put forward by Mr. P. Rowbottom and which referred to work carried out by the Community Safety Team. The Chairman of the Board confirmed that, as the Chairman of Hagley Parish Council, he had knowledge of both Mr. Rowbottom and the issues which he had raised.

Members agreed that, in the circumstances, it would be appropriate for the Community Safety Team to be asked to provide further information before the Board made a decision on this topic.

RESOLVED that information be requested from a relevant source before the Board considers whether further investigation is required.

77/12 **YOUTH PROVISION TASK GROUP - VERBAL UPDATE**

Councillor Mrs. J. M. L. A. Griffiths provided Members with an update of the work of the Task Group to date.

- The first meeting of the Task Group had been held on 5th December and concentrated on work planning. Officers had been tasked with providing further information and setting up various meetings and site visits, including the Ryland Centre, the Trunk, Woodrush Youth Club and the Lounge in Alvechurch.
- Further meeting held on 13th December when the Head of Leisure and Cultural Services was interviewed.
- The Task Group would be visiting the Artrix Centre on 18th December to interview the Artistic Director in respect of working with young people.
- A press release would shortly be issued which would include an invitation to young people to put forward their views and experiences.
- All Councillors had been asked to provide the Task Group with details of activities for young people that they were aware of within their own Ward.

It was anticipated that the Task Group's draft report would be presented to the Board meeting to be held on 22nd April 2013.

78/12 **AIR QUALITY TASK GROUP - VERBAL UPDATE**

Councillor S. P. Shannon informed Members that the first meeting of the Air Quality Task Group had taken place on 4th December when it had discussed work planning and set future meeting dates.

- A press release had been issued and appeared on the Bromsgrove Advertiser website on 12th December. This had included an invitation to residents to put forward their views and experiences. Several responses had already been received from residents in the Hagley area.
- Meetings had been arranged for 9th and 15th January and the Senior Practitioner, Pollution Team at Worcestershire Regulatory Services and a representative from the Public Transport Team at Worcestershire County Council had agreed to attend, together with the Council's Climate Change Manager.
- The Parish Councils had also shown an interest in participating in the investigation and their role would be explored further at a future meeting.

It was anticipated that the Task Group's draft report would be considered at the Board meeting to be held on 26th March 2013.

79/12 **WORCESTERSHIRE COUNTY COUNCIL HEALTH OVERVIEW & SCRUTINY COMMITTEE**

Councillor Dr. B. T. Cooper, the Council's representative on the Worcestershire County Council Health Overview and Scrutiny Committee (HOSC), informed Members that the meeting due to have been held on 7th December 2012 had been cancelled. The reason given for this was that the Joint Service Review would be issuing a press release on Tuesday 18th December 2012, which would provide an update on the next stage of the Joint Service Review.

80/12 **ACTIONS LIST**

Officers informed Members that updates had now been provided on all outstanding items, with the exception of the item in respect of the Joint Service Review. It was confirmed that actions arising from this meeting would be included within the list.

81/12 **CABINET WORK PROGRAMME - 1ST JANUARY TO 30TH APRIL 2013**

The Board considered the Cabinet Work Programme of key decision for the period 1st January to 30th April 2013. Officers informed Members that the Fees and Charges formed part of the budget process.

It was noted that the Playing Pitch Strategy, which Members were informed had been discussed at the Youth Provision Task Group, was due before Cabinet on 6th February 2013.

RESOLVED that the Youth Provision Task Group consider the Play Pitch Strategy as part of its investigation.

82/12 **OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME**

Members noted that an informal briefing, focusing on the budget would take place on 8th January 2013, commencing at 5.00 p.m. as this was a briefing session, it was confirmed that this was not a public meeting.

RESOLVED that the Work Programme be noted.

The meeting closed at 7.38 p.m.

Chairman

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Bromsgrove
District Council

www.bromsgrove.gov.uk

CCTV Operation Code of Practice



1. Introduction

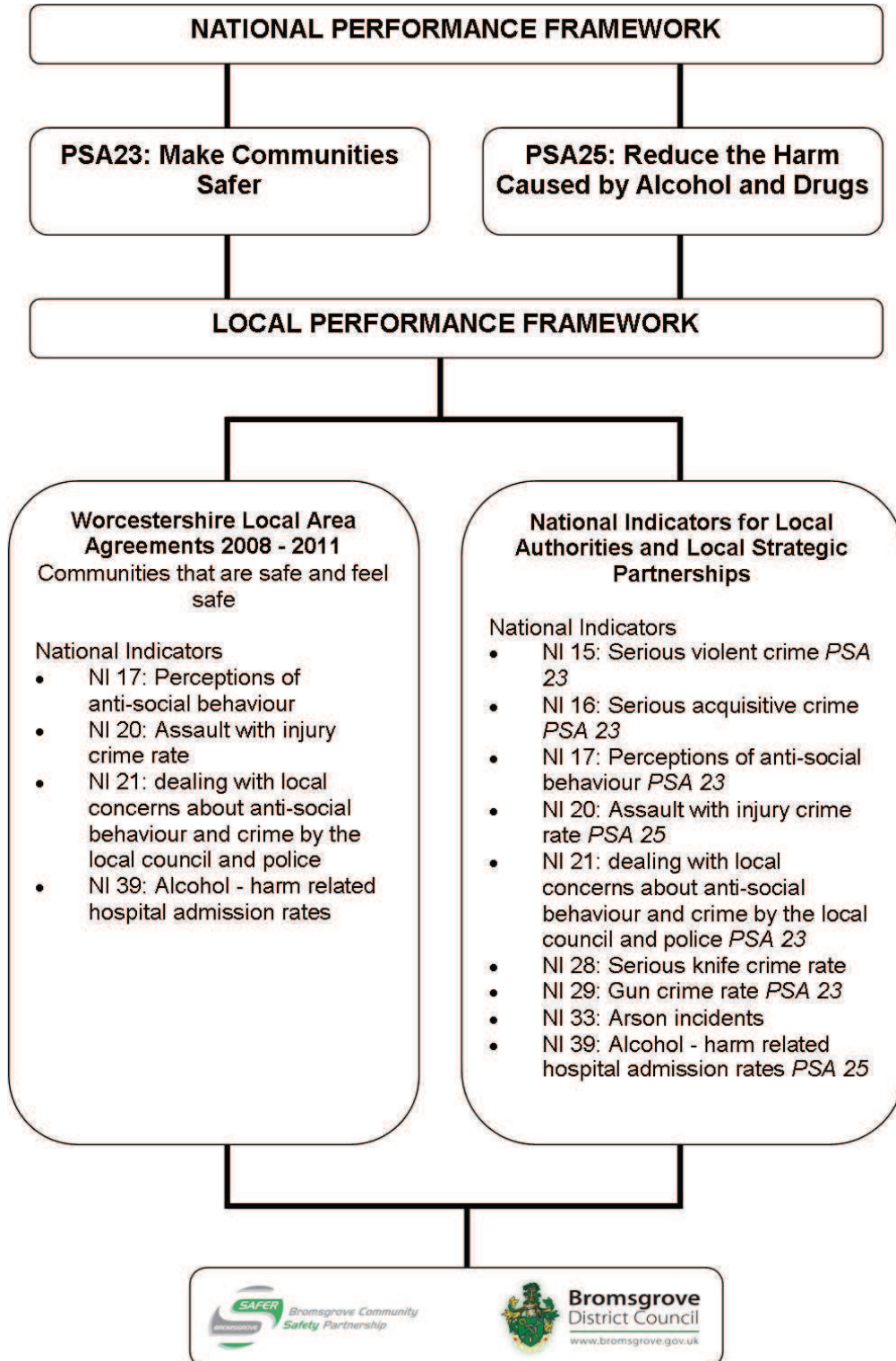
1.1 Objectives of the Bromsgrove District Council CCTV Code of Practice

- 1.1.1 The objective of this Code of Practice is to provide guidance on the correct deployment of Closed Circuit Television (CCTV) within the Bromsgrove District.
- 1.1.2 When new camera locations are considered, this document will be used as a guide for risk assessment, process, decision making, and to ensure that The Council remains within the law, best practice is followed and the best results are achieved.
This Code of Practice has been developed to ensure the best use of resources, ensure the images produced are fit for purpose (see Objectives) and that they are used appropriately in accordance with the Data Protection Act.
- 1.1.3 This document has been written following Consultation with The Community Safety Partnership and Members of Bromsgrove District Council. It is supplemented by a separate procedure manual which offers instructions on all operational aspects of the System. To ensure the purpose and principles of the CCTV system are realised, the manual is based upon the contents of this Code of Practice. The Manual is amended and updated on a regular basis as new Control Room Procedures come in to practice.
- 1.1.4 This Code of Practice will be reviewed every 3 years, or sooner, following a significant occurrence, change to the CCTV scheme, a change in legislation or a change in industry best practice.
- 1.1.5 This document will be available to member of the public on request and via the Bromsgrove District Council website. This will also include a summary version.
- 1.1.6 Bromsgrove District Council may from time to time enter into agreement to monitor CCTV cameras owned by other organisations. This will only be undertaken following a complete operational and business risk assessment. Monitoring of those cameras will follow guidance from the respective Authority's Code of Practice. However their operational principals must match those set in this document.

1.2 Objectives and benefits of the CCTV System

- 1.2.1 The Bromsgrove District Council CCTV System followed the formation of a partnership between Bromsgrove District Council, the Police, Neighbourhood Watch, the local Residents Associations, Parish Councils and Chamber of Commerce and the original scheme was funded by a government grant.
- 1.2.2 CCTV priorities are derived from the specific local needs of Bromsgrove District Council and Bromsgrove Community Safety Partnership through its

CDRP tasking group. Moreover, the operations of CCTV do help address the local and national performance frameworks. The diagram below show how CCTV is influenced by and contributes towards addressing national and local performance frameworks such as Worcestershire’s Local Area Agreements.



1.2.3 The System and its objectives are registered at the Information Commissioners Office.

- to help reduce the fear of crime;
- to help deter crime, detect crime and prevent crime;
- to assist in the apprehension and identification of offenders;
- to produce evidence relevant to the prosecution of offenders;
- to enhance community safety, boost the economy and encourage greater use of the town centre / shopping centre, etc;
- to assist the Local Authority in its enforcement and regulatory functions.
- for the maintenance of Public Order
- to provide information for traffic management

1.3 General Principals of the CCTV system

1.3.1 The System will be operated fairly, within the law, following all relevant legislation and only for the purposes for which it was established or which are subsequently agreed in accordance with this Code.

1.3.2 Acknowledging the responsibility of a Public Authority, the Bromsgrove District Council system will be operated in accordance with all the requirements and the principles of the Human Rights Act 1998. The system will be operated with due regard to the principle that everyone has the right to respect for his or her private and family life and their home.

1.3.3 Privacy zones will be used where appropriate to screen private dwelling windows from the camera view, all operators will be trained in appropriate viewing, and be required to justify their decision to view or record an individual, group or property. When a camera is not being controlled by an Operator the camera will be left to tour in pre-set positions.

1.3.4 Where concerns about intrusion are expressed by an individual or group the concern will be investigated and appropriate action taken in line with Bromsgrove District Council Customer Service Standards.

1.3.5 The operation of the system will also recognise the need for formal authorisation of any 'Directed' surveillance or crime trend (hotspot) surveillance as required by the Regulation of Investigatory Powers Act 2000 and the Police Force policy, and will abide by the Bromsgrove District Council 'Regulation of Investigatory Powers Act 2000 Policy'.

1.3.6 The system will be operated in accordance with the Data Protection Act at all times.

1.3.7 Copyright and all recorded material will remain the property of Bromsgrove District Council.

- 1.3.8 Bromsgrove District Council is the Data Controller for the information belonging to Bromsgrove District Council. Where information is owned by a third party Bromsgrove District Council will be the data Processor.
- 1.3.9 Where cameras are monitored for other organisations and authorities, the Client will have their own Code of Practice based on the operational principals of this Code. Any agreements will be covered by a comprehensive Service Level Agreement to ensure Operational Continuity.

1.4 Equalities Statement

- 1.4.1 This Code is intended to operate within the Council's Equality and Diversity Policy as described in the Inclusive Equalities Scheme. The Bromsgrove CCTV System shall be operated with respect for all individuals, recognising the right to be free from inhuman or degrading treatment and avoiding discrimination on any ground such as sex, gender (including trans-gender), sexual orientation, race, colour, language, religion, political or other opinion, nationality, national or ethnic origin, disability, age, association with a national minority, property, birth or other status.
- 1.4.2 CCTV operatives will receive training on Equality and Diversity to ensure they understand their responsibility.
- 1.4.3 Equality Impact assessments will be carried out as part of a three year rolling program, assessing the fairness of the service and associated policies and procedures

1.5 Control Room Services

- 1.5.1 Bromsgrove District Council monitors 95 Bromsgrove District Council cameras, 17 cameras located in and owned by Wyre Forest, and 5 Automatic Number Plate Recognition Cameras owned by West Mercia Police Force.
- 1.5.2 The CCTV Control Room also Houses the Lifeline Monitoring Stations and provides an Out of Hours call handling Service for Bromsgrove District Council, Bromsgrove District Housing Trust and Highways. CCTV and Lifeline are part of the Community Safety department, which sits within Street Scene and Community.
- 1.5.3 Control Room services will not diversify without consultation and agreement from members.

2 Expansion, Selecting and Sighting the cameras

2.1 Strategic Aims

- 2.1.1 The aim of the CCTV Scheme is to continue to work with and support the priorities of the Council, the Police and other Community Safety Partnership Agencies.
- 2.1.2 It will also assist in the reduction of the fear or crime within the district
- 2.1.3 In future the Control Room may look to generate income through commercial activity to offset the costs of CCTV and generate funds for scheme expansion. However this will only be considered following robust business risk analysis and not to the detriment of existing services.

2.2 Finance

- 2.2.1 Expansion of the scheme, requests for new cameras and changes to CCTV camera locations will be assessed on a case by case basis and funding requirements will be considered within the Bromsgrove District Council budget process and Medium Term Financial Plan.
- 2.2.2 Bromsgrove District Council will also explore opportunities for additional funds where possible.

2.3 Procurement

- 2.3.1 All purchases will be carried out following the Bromsgrove District Council Procurement Policy.
- 2.3.2 Upgrades to all equipment will be considered on a ten year rolling program to ensure the system and quality of image remains fit for purpose

2.4 Camera Location

- 2.4.1 Cameras are located with the following areas; Bromsgrove Town Centre, Alvechurch, Astonfields, Barnt Green, Hagley, Rubery, and Wythall
- 2.4.2 Proposal for a new camera location/scheme will be made by Council Members or members of the Community Safety Partnership, in the form of a written submission, to the Deputy Head of Street Scene and Community Service and to the Portfolio holder for Community Safety, for consideration and consultation.
- 2.4.3 Assessment must be made as to whether CCTV is the most appropriate method to resolve the issue raised, or could other strategies be used i.e. better lighting, neighbourhood warden involvement, diversionary activity, improved planning or design of area.
- 2.4.4 Locations will be carefully chosen following consultation with Community Safety partners and the Planning department. Analysis of the purpose of the camera and type of images required, the issues to be addressed, survey of

the suggested locations taking to account geographical location, technical specification (pan, tilt, zoom, infra red, lens size), power supply, Cabling, Lighting, economical/efficiency/cost issues, privacy issues, surrounding buildings and vegetation, to ensure the images are of the appropriate quality.

2.5 Project management

2.4.1 All projects will be managed appropriately according to their size, following Project Management Best Practice guidelines.

3. The equipment

3.1 Image quality

3.1.1 It is vital the images are of a suitable quality for the purpose for which the system is installed. The stored images are checked on a monthly basis to ensure they are fit for purpose.

3.1.2 The date and time will be checked regularly for accuracy

3.1.3 The Control Room equipment and Cameras will be covered by a comprehensive Maintenance Contract.

3.1.4 Steps will be taken to ensure that cameras are protected from Vandalism.

3.1.5 Systems will be in place to ensure that footage will not be inadvertently corrupted.

3.2 Audio

3.2.1 Audio capability is not part of the Bromsgrove District Council CCTV camera Scheme.

3.2.2 Audio will not be listened to or recorded from the public spaces monitored by the CCTV Cameras. This facility will not be employed.

3.2.3 Should 'help points' or 'public address systems' be installed in the future this will be carried out following the principals of section 2 of this document

3.3 Maintenance

3.3.1 Systems will be in place to ensure camera and recording faults do not go unnoticed.

- 3.3.2 A maintenance contract will be in place and reviewed every 3 years using the Bromsgrove District Council Procurement Policy.
- 3.3.3 Maintenance issues will be reported to the Maintenance Contractor immediately by Control Room Operators and response times monitored in accordance with the contract.
- 3.3.4 All maintenance issues will be recorded for audit and analysis purposes.
- 3.3.5 Any unresolved maintenance issues or unavoidable delays will be reported to the manager.

3.4 Equipment Use

- 3.4.1 The Equipment will only be used by trained, SIA Licensed employee of Bromsgrove District Council.
- 3.4.2 Each employee will be given a detailed instruction in line with this Code of Practice.
- 3.4.3 Checks will be made to ensure procedures are adhered to.

4 Effective Administration

4.1 Responsibility for the Control of Images

- 4.1.1 The Council has responsibility for the images and a legal obligation to ensure that images are only released in accordance with this document and must ensure compliance with the Data Protection Act 1998
- 4.1.2 Copyright of all images whosoever recorded and stored will remain the property of Bromsgrove District Council, except those images produced from cameras owned by third Party Organisations.
- 4.1.3 The scheme will be included in the Council's registered entry with the Information Commissioner's office.

4.2 Access to Images

- 4.2.1 Images will only be used for the purposes defined in this Code of practice.
- 4.2.2 Access to images will only take place in accordance with this Code of practice. Detailed instruction will be provided to those that have access to the images, see section 7.2 and 7.3.
- 4.2.3 Public showing of recorded material will only be allowed in compliance with Police needs connected with an investigation and only then in accordance with the Codes of Practice of The Police and Criminal Evidence Act 1984.

No recorded material will be sold or released to the Media for commercial purposes or provision of entertainment.

- 4.2.4 Recorded images will only be released to Police Officers, duly authorized Police or Council Staff (e.g. Police Community safety Officers, Police Complaints Authority, Civilian Statement Takers, Enforcement Officers).
- 4.2.5 The processing of images will take place within a secure building with restricted access.
- 4.2.6 Other Agencies with Prosecution powers such as Customs and Excise or Health and Safety Executive may make requests for evidence through the scheme Owners. Requests must be made in writing to the CCTV and Lifeline manager.
- 4.2.7 Requests to review and provide footage for insurance claim purposes will be reviewed on a case by case basis by the CCTV and Lifeline Manager and the Information Access Officer. The decision to release data will be made considering the Data Protection Act and the Freedom of Information Act.
- 4.2.8 Where members of the public require access to images, requests may be considered using Subject Access Request (see section 7.2) or Freedom of information (see section 7.3)

4.3 Image Control and storage

- 4.3.1 A catalogued library of high quality recorded media will be maintained. It will be secured in the CCTV Control Room to ensure there is no unauthorized access or accidental damage. Access will be restricted to Control Room Operators and CCTV manager.
- 4.3.2 An audit trail will be maintained for every use, viewing, seizure erasure and destruction. The Procedure Manual contains detailed instruction for every media transaction.
- 4.3.3 All recorded material will be available for 31 days, then electronically cleared and cleaned prior to recording or destruction.
- 4.3.4 Live images will be shared with the West Mercia Constabulary at Hindlip Head Quarters, these images will only be recorded at Bromsgrove District Council Control Room.
- 4.3.5 Video prints may be taken from live images or recorded footage. All video prints will be catalogued detailing the date produced, reason for production and destruction date. Ownership and Copyright of Video prints remain with Bromsgrove District Council.

5 Operational Guidance

5.1 Referral of an incident

- 5.1.1 During monitoring the CCTV Cameras, the Operator see an incident which involves, or appears to involve, criminal activity or other activity requiring Police attention, they will immediately alert the Police Call Management Centre (CMC) and link through pictures of the incident. The Police will immediately assume responsibility for investigating the incident and deciding upon all further action to be taken.
- 5.1.2 The Operator will log the details of the incident, time, date, location, details of what was seen, action taken and conclusion and any other relevant information.
- 5.1.3 If, during monitoring, an operator sees an incident which does not involve, or appear to involve, criminal activity (traffic congestion, damage or obstruction) the Operator will alert the appropriate Agency whose responsibility it will be to investigate the report and take all necessary remedial action.
- 5.1.4 The Control Centre Staff will log the details of the incident in 5.1.2

5.2 Police Use of Recorded Material

- 5.2.1 When the Police have reasonable cause to believe that an incident has been recorded which involves, or may involve, criminal activity, public disorder or antisocial behaviour, a Police Officer will be handed the recorded material by Control Centre staff, against signature and in accordance with the strict CCTV procedures.
- 5.2.2 All recorded material which has been viewed by an 'Investigating Officer' or a 'Disclosure Officer' of a statutory prosecuting agency under The Criminal Procedures and Investigations Act 1996, shall be classified as either 'evidential material' or 'potential unused material'.
- 5.2.3 The recorded material will then be released by the CCTV Control Room, but ownership and copyright remains with the Bromsgrove District Council as owners. The recorded material shall at no time be used for anything other than the purpose specified and identified when the recorded material is released by the CCTV Control Room to the Police.
- 5.2.4 For any recorded material to be used as evidence in any criminal proceedings, there must be evidence of continuity of handling of the recorded material from the time it was first brought into use in the CCTV Control Centre to its production in Court as evidence. The Control Room procedures shall ensure this continuity is maintained.
- 5.2.5 Any recorded material released from the CCTV Control Centre to the Police will be placed in a sealed evidence bag by Control Centre staff before it is removed from the CCTV Control Centre. The recorded material will be kept secure at all times thereafter and will be recorded and dealt with in accordance with Police procedures.

- 5.2.6 The recorded material exhibited in Court as evidence must be the master copy of the recording. There must be no editing, either by cutting or splicing or recording from other sources. However, while the master of the recorded material is in Police possession, Police may take one working copy of the recorded material and a second copy of the recorded material to be used as disclosure material to the defence.
- 5.2.7 Where recorded material is passed to the defence, they will be required to sign a statement acknowledging that the information is subject to the Data Protection Act and that the copyright is owned by Bromsgrove District Council.
- 5.2.8 At the conclusion of the use of any recorded material the Police will return it to the Control Room, where it will be returned following the CCTV procedure Manual, wiped clean and reused or destroyed. However the Court may direct that it should be destroyed instead of being handed back to the Owners.

5.3 Council Use of Recorded Images

- 5.3.1 A Council Officer may ask the CCTV Manager to view recorded images of a specified incident which does not involve, or appear to involve, criminal activity but which may involve the Council services for which the Officer is responsible for enforcement and regulatory functions. This request may arise because;
- during monitoring, a Control Centre staff has seen the incident and alerted the relevant Council Officer.
 - the Council Officer is made aware of incidents by any other means.
 - Directed Covert Surveillance has been authorised following the process as per the Bromsgrove District Council RIPA Policy
- 5.3.2 A log will be kept in the Control Centre of any such viewings.
- 5.3.3 No other viewings by Council Members or Officers will be permitted.
- 5.3.4 All recorded material which has been viewed by an 'Investigating Officer' or 'Enforcement Officer' shall be classified as either 'evidential material' or 'potential unused material'.
- 5.3.5 If a copy of such material is requested it may be produced for the Officer and they must sign to ensure it's security, confidentiality and the purpose for which it has been seized. Master should also be seized as it may be required for court proceedings.
- 5.3.6 The Copyright and ownership will remain with Bromsgrove District Council and shall at no time be used for anything other than the purpose specified and identified when the recorded material is released to the Officer.

5.3.7 Any recorded material released from the CCTV Control Centre to the Officer must be kept secure in a locked cabinet at all times thereafter and returned to the Control Room for cleaning or destruction immediately it is no longer required.

Performance Management

6.1 Data

6.1.1 All incident details are recorded on an electronic incident Management System. This allows year on year comparison of the performance and level of activity monitored.

6.1.2 Figures will be collated monthly and specifically the number of incidents, Crime related incidents, Incident initiated by CCTV and number of arrests will be monitored.

6.1.3 An annual report will be produced and circulated to Councillors, Community Safety Partners and available on the website.

This report will include;

- An overview of the year
- Total Number of Incidents
- Total Number of reviews carried out
- Total Number of incidents resulting in tape seizures
- Total Number of tapes seized
- Total Number of tapes returned
- Total Number of incidents resulting in arrests
- Total Number of arrests made
- Total Number of Calls from shop/pub radio links
- Total Number of Incidents initiated through CCTV observation
- A break down of performance by each camera zone
- A maintenance report
- A look forward to the oncoming year, including any proposed changes to the scheme, and the aims and objectives.

6.2 Period Review

6.2.1 The CCTV scheme will be reviewed every 5 years to ensure it is meeting its objectives and purpose.

6.2.2 The review will be carried out by the CCTV and Lifeline Manager and Deputy Head of Street Scene and Community Services.

7 Public Engagement

7.1 Signage

7.1.1 Members of the public are informed that CCTV is present by the use of signage on entry to space being monitored. The signage is appropriately sized according to its location and contains the Bromsgrove District Council Customers Service Centre number for any enquires. The signage clearly states that Bromsgrove District Council are the owners of the system.

7.2 Subject Access Request

7.2.1 Individuals whose images have been recorded have a right of access, which usually involves being provided with a copy of the images. On receiving a Subject Access Request, appropriate identification and a fee of £10, images will be provided within 40 days. Where images can not be provided the individual will be informed within 40 days.

7.2.2 There is a leaflet available informing members of the public how to apply for access to images of themselves, and a form which must be completed.

7.2.3 If footage produced could be used to identify other persons then they must be obscured or their permission granted.

7.2.4 Bromsgrove District Council may deny access to images if it is not possible to produce them, or producing them would involve disproportionate effort or if not satisfied of the identity of the enquirer. Access may also be denied if giving the information could prejudice the prevention/detection of a crime or the apprehension and prosecution of offenders.

7.2.5 Footage will be provided in an appropriate format. In some circumstances it may be possible to arrange for a viewing of relevant material.

7.2.6 Subject Access Requests will be coordinated by the CCTV and Lifeline Manager and Information Access Officer.

7.3 Freedom of Information

7.3.1 As a public Authority Bromsgrove District Council have a responsibility to respond to Freedom of Information requests.

7.3.2 Any such requests must be made in writing to the CCTV and Lifeline Manager or the Information Access Officer. The Council has 20 days to provide the information subject to any exemptions.

7.3.3 If the information required is about the requester themselves the request should be treated as a subject access request and the relevant form completed.

7.3.4 Images of other people who can be identified are classed as personal data under the principals of the Data Protection Act, and will not be disclosed.

7.4 Comment and complaints

7.4.1 All complaints, queries and comments from members of the public will be handled according to Bromsgrove District Council Customer First Policy. This will be available to the Public in a leaflet 'Your Council – Your Services'

7.5 Interpretation

7.5.1 This document can be explained by an interpreter or translated if required.

7.6 Consultation

7.6.1 Public Feedback will be sought via the CAA Place Survey, the West Mercia Constabulary Crime Survey and the Bromsgrove House Survey.

**Enforcement Outcome Monitoring
1st October 2012 – 31st December 2012**

	ENVIRONMENTAL CRIME TYPE								TOTAL
	Fly Tipping	Fly Posting	Dog Fouling	Graffiti	Littering	Duty of Care	Transport of Waste		
Cases Investigated	20	16	1	0	3	2	0	42	
Ongoing Investigation	7	1	0	0	1	0	0	9	
No Further Action	10	3	1	0	1	1	0	16	
Level One: Advice Given	1	0	0	0	0	0	0	1	
Level Two: Verbal Warning	0	1	0	0	0	0	0	1	
Level Three: Written Warning	2	10	0	0	0	0	0	12	
Level Four: Fixed Penalty Notice Issued	0	1	0	0	1	1	0	3	
Level Five: Court Proceedings	0	0	0	0	0	0	0	0	
Reported for Cleansing#	20	16	1	0	3	1	0	41	

* Enforcement can be taken at any level at the discretion of the Enforcement Officer based on the severity and frequency of the incident. Enforcement is not escalated incrementally.

Reported for cleansing means the waste from the crime has been removed/cleansed as a direct result of an Enforcement Officer's intervention/instruction. The remaining duty of care offence was not reported for cleansing as no offence had taken place.

PLEASE NOTE: Two outstanding fly tipping cases/investigations from the previous monitoring period (1st April 2012 – 30th September 2012) have reached Level 5 and will proceed to Court in Feb 2013.

ABANDONED VEHICLES	
Cases Investigated	11
Ongoing Cases	0
Vehicle not found	2
ENFORCEMENT	
48hr Notice to remove vehicle	9
OUTCOMES	
Vehicle claimed and removed by owner	9
Vehicle removed by Local Authority	0

FIXED PENALTY NOTICE SUMMARY

	Fly Tipping	Fly Posting	Abandoned Vehicles	Dog Fouling	Graffiti	Littering	Duty of Care	Transport of Waste
Fixed Penalty Notices Issued	0	1	0	0	0	1	1	0
Fixed Penalty Notices Paid	0	1	0	0	0	1	1	0
Payment Rate	100%	100%	100%	100%	100%	100%	100%	100%

Figures compiled by Lee Pitchford, Community Safety Enforcement Officer
EES@bromsgroveandredditch.gov.uk

Tel: 01527 881472
 Date: 05/02/2013

BROMSGROVE DISTRICT COUNCIL

Overview and Scrutiny 25th February 2013

Update on Schemes and Initiatives Funded through Homelessness Grant for 2012/13.

Relevant Portfolio Holder	Del Booth
Relevant Head of Service	Deputy Chief Executive

1.0 Background Information

- 1.1 At the Overview and Scrutiny meeting held on the 27th February 2012 the Strategic Housing Team were requested to provide an update on the Homelessness Grant funded initiatives for 2012/13 that were approved by Cabinet on the 1st February 2012.
- 1.2 The annual Homelessness grant to BDC, allocated through Communities and Local Government (DCLG) has been used each year since 2002 to fund a range of homelessness support services and schemes that focus upon the prevention of homelessness and repeat homelessness. Austerity measures introduced by the Government have put households under greater financial pressure and are leading to increases in homelessness in the District. To help support local authorities to manage the increase in demand for services DCLG increased the amount of homelessness grant it awards to local authorities. For Bromsgrove, this resulted in the Homelessness Grant allocation increasing by 40% to £113,470 for 2011/12 and 2012/13.

2.0 Allocation of Homelessness Grant

- 2.1 The table below shows the allocation awarded for 2012/13 projects

Allocation of CLG Homeless Grant 2012/13		
Amount Carried Forward from 11/12	18,531	
Homelessness Grant for 12/13	114,000	
Total	132,531	
Homelessness Grant for 2012/13	Bid allocation	Actual SPEND IN YEAR
CAB Mortgage Rescue Adviser allocated 08/08	17,600	17,600
Housing Options Service	15,000	15,000
Floating Homelessness Prevention Officers	24,000	24,000
mYPlace Rent Deposit Scheme for under 25's	21,500	21,500
Newstart Furniture Project	8,500	8,500
Homelessness Coordinator	2,500	4,500
Night Assessment Centre	3,000	5,375
Step Up – salary	21,000	21,000
St Basils – exp approved in 11/12 inc in carry forward	0	15,000
Total	113,100	132,475

2.2 CAB - Owner Occupier Money Adviser

The Owner Occupier specialist adviser at the CAB offers free, impartial advice for owner occupiers to prevent repossession and homelessness, and to assist clients at risk of getting into mortgage arrears. The hours spent working with each client varies from 9 to 24 hours with an average of 10 hours per client. In total 6 cases have been assisted by the mortgage rescue scheme. The remainder have been resolved by accessing additional benefits such as support for mortgage interest, debt prioritisation, negotiation with mortgage lenders or in a minority of cases where mortgage rescue and other options are exhausted, working with households to plan their move on into other tenures. During 2011/12 78 clients were assisted and in the first 6 months of 2012/13 31 clients were assisted.

2.3 Housing Options

In 2007 the Homelessness Service was re-structured to enable a more preventative approach to those who are homeless and those who are threatened with homelessness by creating a Housing Options Service. The funding is used to enable home visits to be undertaken. The service is offered to anyone seeking advice regarding housing and is supported by the Step Up Private Tenancy Scheme, the mYPlace scheme and Home Choice Plus. The number of clients accessing the service has steadily increased from 646 in 2007/08 to 787 2011/12 and an anticipated 832 in 2012/13.

2.4 Homeless Prevention Floating Support Officers

This service is jointly funded with bdht and Supporting People to provide floating non tenure specific support to 18+ year olds who are homeless or potentially homeless. Clients are supported to maintain their accommodation and prevent them from becoming homeless, or to secure accommodation and sustain it thereby avoiding repeat homelessness. The officers work closely with the Housing Options team to ensure a seamless service for clients who are homeless or at risk of homelessness and prioritise those customers in most need of support. 100% of all clients were successfully supported to live independently in 11/12. The service was awarded an A rating by SP under the QAF in July 2012. 48 households were supported in 2011/12 and 63 supported in the first 6 months of 2012/13.

2.5 St Basils 'mYPlace' Private Tenancy Scheme

mYPlace sources safe, affordable accommodation for young people in the Private Rented Sector, working with local landlords. They support and prepare 18-25 year olds that are homeless or at risk of homelessness to rent privately, creating sustainable tenancies by providing financial support, ensuring affordability, support with independent living skills including setting up utilities, regular tenancy health checks, accessing furniture needed, as well as ongoing support if required. 8 placements have been achieved since April 2012. St Basils have assisted in rehousing a further 13 young people, and

continue to support 7 people on the waiting list and have enabled 3 young people to return to live with their families.

2.6 NewStarts Furniture Project

NewStarts furniture project has grown rapidly into the largest furniture re-use scheme in Worcestershire. It assists those who are homeless and requiring furniture to access settled accommodation earlier and helps those who are on limited incomes to access cheap furniture and avoid getting into debt. The scheme helped 341 households in 2011/12 and 198 in the first six months of 2012/13.

2.7 County Homelessness Co-ordinator

The County Homelessness Strategy Co-ordinator post is responsible for the co-ordination, implementation, monitoring, reviewing and updating the Worcestershire Homelessness Strategy and action plan. This is a jointly funded post between the six local authorities in Worcestershire and Supporting People.

2.8 Night Assessment Centre

The Night Assessment Centre creates a place of safety for people who would otherwise have to sleep rough during the coldest months of the year – November to March – to keep warm and have some food. All clients who access the service have their needs and requirements assessed and a support plan is developed. Support is given to secure temporary or permanent accommodation that is appropriate for the individual. Where clients are presenting with other needs eg: mental health, they will be offered an opportunity to be referred to the appropriate service. 9 clients were assisted in 2011/12 with a local connection to Bromsgrove. The contribution for 2011/12 was carried forward as Worcester City Council were late submitting the invoice for the 2011/12 financial year.

2.9 Step Up Private Tenancy Scheme for over 25's

The Step Up private tenancy scheme was established in 2007 and supports homeless households to access private rented accommodation by offering them help with paying for rent in advance and deposit, therefore, preventing their homelessness. The scheme enabled 21 placements into the PRS during 2011/12 and 17 for the first 6 months of 2012/13. In addition, the Step Up scheme has enabled 17 empty homes to be brought back into use in 2011/12 and 4 empty homes to be brought back into use in the first 6 months of 2012/13.

2.10 St Basils – Callowbrook Lane

During the previous financial year £15,000 was identified to support St Basils in the refurbishment and management of Callowbrook Lane which comprises 15 units of self contained accommodation, leased through a Private Sector Leasing Scheme. The funding was carried forward to 2012/13 as the refurbishment wasn't completed until Spring 2012. The accommodation is available to under 25's that are homeless

or potentially homeless and prepared to engage with training and support.

3.0 Homelessness Performance

3.1 The number of people presenting as homeless, those accepted and the outcome of homelessness prevention services are monitored by the Strategic Housing Team on a quarterly basis. The table below forecasts an increase across all areas for 2013 and this trend is likely to continue due to a range of Welfare Reforms from April 2013.

Performance info 2009/10	Total 2008/9	Total 2009/10	Total 2010/11	Total 2011/12	Projected 2012/13
Presentations	119	123	115	127	144
Acceptances	69	63	66	67	78
No of people in temp accommodation	13 on 31/3/09	14 on 31/3/10	31 on 31/3/11	26 on 31/3/12	50 estimate for 31/3/13
Preventions	172	155	198	204	220
Housing advice (BDHT)	695	766	756	787	832

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OVERVIEW AND SCRUTINY BOARD

Date: 25th February 2013

- 3.5 The Every Customer, Every Time, Customer Experience Strategy was launched in March 2011 and sets out our vision for excellent customer service provision and improving the customer experience when having contact with the Council.
- 3.6 Quarterly reporting is intended to ensure Members are updated in respect of customer feedback, especially complaints made in respect of service provision.
- 3.7 Good customer service improves value for money by reducing failure demand. Improvements to the way we handle complaints has resulted in less officer time spent chasing responses and re-investigating.

Customer / Equalities and Diversity Implications

- 3.8 It is important to monitor aspects of customer service to ensure that we are improving and developing. Customers need to know that we respond properly to complaints, act on the issues raised and report on them. Customer feedback is a valuable tool for understanding what is going well, and what not so well, within the organisation. These form vital information for all transformation reviews.
- 3.9 Measures provide us with useful information about what is happening in our organisation and help us to understand where changes may impact.
- 3.10 Although led by the Head of Customer Services, the customer experience strategy applies to all services and progress against the action plan involves offices from many services working together to the benefit of customers.

4. RISK MANAGEMENT

- 4.1 It is important to analyse the Council's complaints or compliments and for the Council to identify whether there are any trends which need to be addressed and any lessons learned in order to improve the Council performance and service to the customer.
- 4.2 Failure to monitor actions in respect of the customer experience strategy could result in failure to progress.

5. APPENDICES

Appendix 1 - **Making Experiences Count - Quarterly Customer Feedback Report Quarter 3 2012/13**

OVERVIEW AND SCRUTINY BOARD

Date: 25th February 2013

6. BACKGROUND PAPERS

The details to support the information provided within this report are held by Head of Customer Services

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**EVERY CUSTOMER, EVERY TIME -
“Everybody Matters”**

**Making Experiences Count
Quarterly Customer Service Report**

BROMSGROVE DISTRICT COUNCIL

1st October – 31st December 2012



Bromsgrove
District Council

www.bromsgrove.gov.uk

1. Introduction

This report provides some of the key customer service information for the organisation, including:-

- analysis of the complaints and compliments received during this quarter and any other relevant feedback.
- Customer Service Centre management information, including transactional statistics for information.

2. Customer Feedback Analysis

47 complaints were received during this quarter because we did not meet the customer expectations, failed to meet our own standards, or the customer was unhappy with the outcome.

32 complaints (68%) were answered in 15 working days or less. 15 complaints took longer than 15 working days to respond to and details of these complaints are detailed below. There are 5 cases still open at the time of writing. This shows a slight increase in the percentage dealt with within our agreed timescales.

We also received **29 compliments**.

These figures compare with last quarter and last years totals as follows:-

Quarter 3 11/12		Total 11/12		Quarter 1 12/13		Quarter 2 12/13		Quarter 3 12/13	
L	J	L	J	L	J	L	J	L	J
37	19	146	109	43	21	37	37	47	29

The complaints received this quarter related to:

- Not doing what we have said we will do
- Staff being rude to customers
- Not listening to customers
- Giving customers incorrect or confusing information
- Not responding to customers calls and queries
- Delays in taking action
- Wasting tax payer's money.

Although, the overall level of complaints is very low compared to the number of customer interactions. We continue to work with staff to improve customer care. We have recently held further staff briefings based on customer care. The majority of managers have now attended customer care training courses aimed at improving their communication with the customers and managing the customer care performance within their teams.

We are reviewing our process in relation to dealing with complaints using systems thinking principles. A trial has started which sees far greater verbal contact with the customer at the earliest opportunity to improve understanding of the issues and reduce the need for responses

by letter which may not address the real problem. We are also looking to remove the target time for handling complaints as this appears to be driving behavior which see some complaints taking longer to respond to than might be necessary. Instead we are aiming to work on the basis that the complaints should always be dealt with as quickly as possible and that communication with the customer should provide meaningful updates as to progress. We will continue to monitor response times and address concerns if they arise. The outcome of the trial will inform the process in future

The following table shows the total of the complaints and compliments received by department. Those departments with the highest demand inevitably have higher number of complaints but compared with the total demand the numbers are low.

We also see an increase in complaints in those services undertaking transformation reviews as staff gain greater understanding of the importance of customer feedback being recorded and monitored.

Complaints and compliments by department

The following table provides a more detailed breakdown of complaints by service.

Dept	Compliments	Complaints	Responded to within 15 working days	Still open
Community Services	9	2	1	0
Customer Services	3	2	2	0
Environmental Services	12	26	16	1
Legal and Democratic Services	1	1	1	0
Leisure and Culture	4	3	3	0
Planning and Regeneration	0	7	5	2
Resources	0	6	4	2
	29	47	32	5

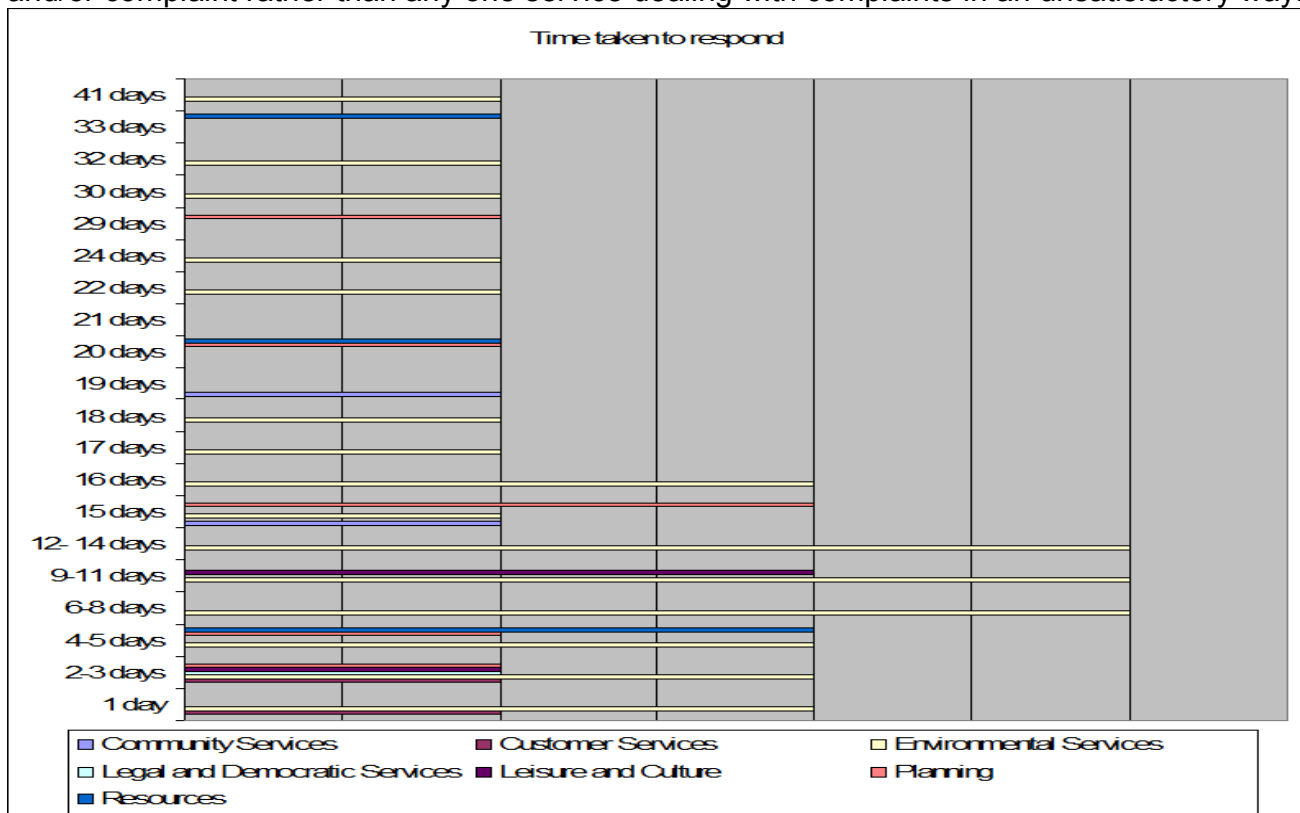
There has been an increase in complaints recorded relating to car parking. This is due to a change in process. In the past all issues were dealt with through the appeals process but this is not necessarily the right course of action for some of the matters raised hence we are now reporting them through our complaints policy.

Time taken to respond to complaints

We aim to respond to customer complaints within 15 working days and 68% of complaints received during this quarter were dealt with within that timeframe. Where it has taken us longer to respond than expected, (15 cases) customers were informed that there would be a delay, except where the delay was only 1 day (2 cases), or where the customer could not be contacted (8 cases).

Time taken to respond to complaints by service

The following chart shows the break down of all complaints by response time. This suggests that the end to end time for responding to complaints is generally based on the nature of the service and/or complaint rather than any one service dealing with complaints in an unsatisfactory way.



The nature of Leisure and Culture complaints is such that they can usually be dealt with either on the spot or within a few days. In the majority of cases, where we have been unable to close the case within 15 working days the delays have been due to difficulties making contact with the customer for further information.

Details of Complaints

The complaints received this quarter are detailed below, along with the outcome of the investigations, actions taken and the days taken to deal with the matter.

Complaint details	Outcome of investigation	Action taken	Days taken to respond
Community Services			
Customer unhappy with the service received from Care and Repair in respect of his guttering	Customer had not been available to give access.	Guttering was fitted by a home improvement agency and Council is making arrangements to inspect the guttering to see if it is fit for purpose.	19 Customer unavailable and not answering messages/ emails.

Customer rang to complain that BURT hadn't arrived on time and the response on the telephone was not very friendly - very abrupt/not helpful.	Complaint about BURT service provider.	Service provider will monitor calls to ensure that customers are being spoken to appropriately	15
Customer Services			
Customer unhappy that she was put through to RBC when attempting to call the council tax department and they redirected her to a telephone support service where she was redirected again	This was received whilst we were having extreme problems with the telephone system. The caller had called BDC and the call transferred to RBC under the business continuity plan. The member of staff who then picked up the call was unable to help and had to transfer the call through to a Council Tax expert.	Apology was given to the customer and query resolved. The call flow was amended to improve service to callers and greetings at the switchboard were modified to reduce confusion.	1
Customer had made numerous attempts to find CSC and feels the signage is inadequate. She feels more effort needs to be made with clear signage.	Explained that we had to remove the large sign which was damaged in the high winds.	We need to improve the visibility of the hub for visitors.- have requested new signage from WCC	3
Environmental Services			
Customer unhappy with the way she was spoken to by a member of the car parking team.	It was found that the person involved was not a Council employee.	The person concerned may have worked for the fairground. Apology was given on their behalf.	3
Customer slipped on the School Drive car park path and injured his knees due to a raised level on the concrete.	Customer contacted to discuss matter but has not responded.	Apology sent but still awaiting further details.	5

<p>Customer complained that car park sign states car park open until 10pm but when she returned at 9.53pm it was locked and she had to drive over the kerb to get out thus damaging her car.</p>	<p>This car park is locked at 2145 due to recent anti social behaviour although the machines still state that it is open until 10pm.</p>	<p>Car park charges refunded and still waiting to hear further details about damage to car but matter will be addressed through insurance procedure.</p> <p>Closing time of the car park has been changed to after 10pm and is not locked in bad weather.</p>	<p>15</p>
<p>Customer unhappy that a car park enforcement officer came in to her shop and was asking questions about a car parked outside. His manner was very aggressive and rude. time.</p>	<p>Staff member indentified Parking Assistant had gone in to the shop intending to be helpful.</p>	<p>Apology given to customer.</p>	<p>5</p>
<p>Customer is an elderly man and on returning to his car he found the attendant about to issue a fine because his blue badge was the wrong way up. He spoke to the attendant who alleges spat at him. He was very upset by this.</p>	<p>The customer reported this in person on the day it happened along with is daughter at the CSC. He was able to speak to a manager who apologised and confirmed that he would investigate. Manager of the Car Park Services interviewed the member of staff concerned and found that his account differs from the customer and the allegation of spitting is contested and cannot be evidence. A valid blue badge was produced.</p>	<p>Formal apology sent to customer and ECN cancelled. Member of staff reminded of appropriate behaviour and this will be monitored.</p>	<p>13</p>
<p>Customer unhappy that she lost money in car park machine and attendant couldn't refund it. She then had to put more money in.</p>	<p>Manager of Car Parking Service spoke to the customer, apologised and explained that the attendants do not carry or refund cash for security reasons.</p>	<p>Car park charge refunded to customer.</p>	<p>10</p>

Customer unhappy that cesspool hadn't been emptied because neighbour hasn't paid his bill.	Manager spoke to both customers and resolved situation.	Cesspool emptied and new arrangements put in place.	11
Customer unhappy that one of her bins hasn't been emptied for a couple of months.	This was due to building rubble being left in the bin and customer had been informed.	Crew removed the rubble so bin could be used.	16
Customer has bin that won't shut properly and maggots are forming in it. She has reported it and been told that a new bin will be delivered but this hasn't happened.	Error in process system identified.	Apology given and new bin delivered.	10
Customer objects to the on going price increase in the garden waste service.	Manager spoke to customer to explain the reason behind the increase.	Customer happy with explanation	32 Several calls had to be made and messages left before contact made with customer
Customer unhappy that although she uses the communal recycling boxes at the flat where she lives, the crews just empty them into the general waste bin.	Although boxes have been delivered to this site, there was no vehicle available to access it.	Boxes taken away and residents informed that there will be a new service as soon as the new vehicle is available	17 Delays with contacting customer
Customer unhappy that bin has been missed twice.	Unsure why this has happened as there are only two collections on this road.	Informed crews to monitor this. Apologised to customer but also explained why it is important to get bin out on time.	6
Customer not happy that the refuse crew empty the bins then leave them all bunched up together outside her property. She is in her 80's and she is constantly having to push her neighbours bin back	The crews do leave bins together as part of their collection.	Apology given .Although the customer is not on assisted collection the crews will ensure that her bin and her neighbours will be placed outside their properties.	8

to her neighbours property who is also in her 80's			
Customer unhappy with the attitude of refuse vehicle driver when he spoke to her about the way she had parked blocking the road.	The crew member had taken the customers remark as being offensive when he meant something else entirely.	Manager spoke to crew member and the customer and resolved the situation.	41 Customer not available
Crew regularly leave both bins on the footpath where the dropped kerb is so she has to keep getting out the car and removing the bin before she can pull on the drive.	Our crews are asked to consider the public as they go about their daily tasks. On this occasion we have left bins that have been emptied in a position that caused the customer to have to move them before parking her car.	Apology given, Crews asked to be more considerate, this will be monitored	24
Customer has an assisted collection for her refuse. She walks using 2 sticks with a great deal of difficulty. On numerous occasions her bins are emptied with no problems but the refuse crews do not put the bins back.	Crew collecting bin for emptying and not returning the bin back to the correct place.	Apology given. Crews asked to make sure this doesn't happen again.	16 Christmas Holidays
Customer leaves his bin out for collection outside his property. After emptying the customer observed the crew member chucking it across the road in to the hedge .He asked for it to be put back and the customer states that he was given an unpleasant look and the bin was not put back.	<p>Manager called customer to discuss the complaint. Customer admitted he was stressed due to personal circumstances and therefore reacted in a way that may have antagonised the crew.</p> <p>He advised he would apologise to the crew if he saw them again.</p> <p>Manager advised that the crews would also be spoken to about the</p>	<p>Apology given.</p> <p>The crews have been spoken to about the situation and advised of the upset caused to the customer. This will be monitored.</p>	12

	situation and reacting as they did.		
Lack of notification concerning the changes to bin collection over the Christmas period, and this has resulted in bins being put out on Friday 28th and excess litter has been put out which is now blowing round the estate.	Bin collections arrangements had been posted on the website, social media, local newspapers and Together Bromsgrove but customer does not read any of these.	Waste Team to look at possibility of posting leaflets to all houses next Christmas.	3
Customer emailed to say please ensure bins are not put out before 7am on the day of collection. This problem of blocking footpaths many hours before collection is causing obvious problems for women with pushchairs and the public in general.	No other complaints reported from this collection round. Our policy does state that bins should be out by 7am on collection day and placed where they will not cause a hazard to residents and road users.	Apology given along with confirmation of the instruction to residents.	6
Customer unhappy and says that a bin crew caused a huge tail back when they could have easily pulled over but they left the vehicle in the middle of the road and strolled about.	No evidence found of this.	Crews have been reminded to consider other road users when making collections.	22 Customer not getting back to us.
Customer unhappy that her bin has been missed again.	This was an error by the crew.	Apology given. Supervisor to monitor this collection.	1
Customer unhappy that the crew arrived at 7:10 to empty bin when they usually come late in the day. He didn't have time to get it out but the bin was on the edge of his house and could be easily seen by the crew.	This was a mop up crew who were sent on before the normal crew.	Apology given, bin collected same day.	1

He is unhappy that they are so inflexible.			
Customer unhappy that his bins are collected and not returned or left half way up his drive. He has a lot of medical waste and needs his own bins and a regular reliable collection.	Customer is on an assisted collection and we were not always returning the bins to his property and we also failed to deliver a grey bin	Apology given, supervisor will monitor this collection.	30 Customer not returning calls or responding to letter.
Customer unhappy about dogs fouling the area	This has been passed to the enforcement team for investigation.	Customer did not contact us again although the team did try to contact her several times.	14
Customer unhappy that several roads in Wythall seem to be always littered with rubbish.	The roads in question had been recently cleaned and will be part of a more rigorous schedule in the future.	Customer informed of the new schedule and asked to contact us again if he spots any further problems	18 Customer not responding to phone calls or emails.
Legal and Democratic Services			
Customer unhappy that elections staff parked their cars on the grass next to the polling station when it was already very wet and muddy and there was a proper car park a minute away.	The polling station staff parked their cars their cars on the grass adjacent to the temporary polling station leaving deep ridges and damages to the grass.	Apology given. The minor works team from the Depot will be making remedial repairs and this will be looked at for the next election	3
Leisure and Culture			
Customer unhappy about the redevelopment of a play area. A disappointing spend of tax payer's money.	Some of the items of equipment had come to the end of their useful life along with continual issues with the safety surfacing and decking areas which had become buckled and in poor condition.	Explanation given to customer.	9
Customer unhappy about the Spadesbourne Suite	One of the two boilers failed on this day.	Apology given. Team to look at improving the	9

being too cold for their dance sessions.		heating in the Spadesbourne Suite if continuing to let the room out for hire.	
Catshill Parish Council unhappy about closure of play area at Bracken Grove, Catshill	The play area has been a target of continued vandalism and visits by youths during unsociable hours due to its location and poor surveillance.	Consulted with local ward members who agreed to remove the damaged equipment and close the area down to prevent any further incidents. The play area will be relocated to a more suitable site.	3
Planning and Regeneration			
Customer (an agent) believes that his client has been discriminated against in relation to a planning application.	The proposal amounted to inappropriate development in the Green Belt and there was a presumption against it. The decision was based on policy and not due to discrimination against the customer.	This was explained to the Agent	20 Delays in getting in touch with the agent.
Customer frustrated by the outcome of his planning application	This application was dealt with in accordance with current and adopted Council policies and guidance.	Full explanation given to customer	15
BDHT did not receive notification of application 12/0531 despite being a neighbouring land owner	It is not part of the Council's publicity procedure to identify and consult the owners of nearby land containing no property address. It is considered that the site notice and press notice issued served the wider publicity requirements.	Letter of explanation sent to BDHT.	29
Customer unhappy about a planning application	After investigation it was found that there were no	No further action taken and explanation given to	15

being breached	breaches of the application.	customer.	
Customer aggrieved by the handling of various enforcement complaints he has submitted and the length of time it has taken to respond to these.	This has in part been due to a number of resource issues affecting the enforcement function	Apology given and customer provided with an explanation for delay in responding to enforcement enquiries. This will be monitored to ensure this does not happen in future.	12
Customer unhappy about an error on the planning portal on the website. This means that no one could access planning applications to object to planning applications currently open for comment.	Planning portal was down just before planning meeting when customer wanted to make objection	Apology given and this will be looked at to make sure that customers have an alternative method if this should happen again.	4
Customer unhappy with the rude attitude of a planning officer when she visited the planning surgery.	Head of Service met with the customer to discuss her concerns.	Apology given and officer will be reminded of our customer care standards.	3
Resources			
Customer was interviewed under caution complained about the interviewing officers aggressive style and the detail that he was being expected to recall about his financial affairs going back 6 years.	Reasons given to the customer for the sequence of events during the investigation.	Apology given for aspects where complaint was justified (reduced rate of Council Tax taken after being advised that benefit claim would be suspended further information could have been given for the reason for the interview on the invitation to attend).	20
Customer unhappy that direct debit wasn't changed after she called in and gave instructions.	Error by member of staff	More care needs to be taken when processing any kind of Direct Debit work. All staff will be advised that care is needed.	33
Customer upset that when he wrote to Council Tax in August to let them	Error made by member of staff	Apology given and processes for informing other departments of	5

know that his wife passed away, it wasn't passed on to other Council departments. He has just received a poll card for his late wife.		deaths are going to be examined.	
Customer unhappy with the way we have dealt with her Council Tax arrears and has several issues she wants answers to.	Error made with recovery charges	Apology and refund given - bank charges are also to be refunded. Direct Debit to be set up with customer. Staff to be reminded of correct recovery processes.	5

“You said – we listened” – what did we change as a result of complaints?

Some of the changes made as a result of complaints include:-

- A new procedure is being developed to inform all departments when we receive information about the death of a resident.
- Changes are being made to our Planning Portal so customers know that they can also access information at the Council House
- A robust process for assisted bin collections has been introduced.

Number of complaints escalated to Head of Customer Services

There was one complaints escalated to the Head of Customer Services for further investigation or action during this period. This relates to a long standing dispute relating to benefits overpayment and investigation is ongoing.

Happy Customers!

The compliments received suggest that customers appreciate the range of services the Council provides, especially when we deal with their requests in a timely and professional manner. We received **29** compliments during this quarter. Here are some of the compliments we have received.

Team	Compliment Detail
CCTV	Wanted to thanks Dawn Withers for her help and her care in calling on him on the morning of 14.10.12.
Customer Services	Thanks to Jo for help in dealing with a Parking Charge Notice
Customer Services	The staff in the service centre at Bromsgrove and also on the telephone are extremely helpful, kind and courteous and probably don't get thanked enough!
Refuse and Recycling	Thank you for a prompt, efficient response and service.

Street Cleaning	Many thanks for the excellent work done by the cleaning team.
Waste management	Excellent clear information on the website regarding Christmas bin arrangements.
Arts and Events	I would like to congratulate you on organising such an outstanding firework display which I thoroughly enjoyed along with many others.
Parks and Open Spaces	Customer would like to compliment us on the sensory garden in Sanders Park as she felt that this looked the best it ever had and was a real pleasure to visit
Events	Congratulations to Bromsgrove Council and the responsible department for buying and erecting the Christmas lights. Above all we thank the Work Gang, responsible for erecting the Christmas Lights.

3. Local Government Ombudsman Complaints

During this quarter there were no complaints referred from the Local Government Ombudsman.

4. Customer Service Centre Information

This section provides some statistical information in respect of the service provided at the Customer Service Centre (CSC). The purpose of the Customer Services team is **to help resolve customer's problems or requests.**

Customer numbers

The following table shows the numbers of customer transactions recorded by the Customer Service Team:

	Totals for 2011/12	3rd quarter 2011/12	1st quarter 2012/13	2nd quarter 2012/13	3rd quarter 2012/13
Face to face (enquiries)	14,121	3,571	3,478	3,546	2,549
Telephone (enquiries)	110,036	25,873	20,176	21,422	17,850
Email (enquiries handled by CS team)	3,496	983	322	904	923
Payments (through cash office)	26,100	7,233	6,073	5393	6,207
Payments (online)	8,814	3,073	1,458	1,315	2,851
Payments (automated telephone service)	6,280	1,985	1,037	1,008	1,897

Payments (assisted telephone service)	10,144	2,612	2,455	2,237	2,558
Total customer contacts	178,991	45,330	34,999	35,825	34,835

We are seeing a gradual decrease in customer enquiries handled by the CSC team. This is due to the transfer of customer contact back to experts within the services. Our transformation reviews are showing that this approach to dealing with customer enquires ensures greater resolution of the issue at first point of contact and reduces the need for repeat contacts. Staffing levels in the CSC have gradually reduced over time thus resulting in savings in the CSC budget and the recharge to the Worcestershire Hub.

There has been a significant increase in payments online which suggest customers are becoming more confident in the use of our online payment method. However, take up of the automated payment line remains low.

Telephone answering performance remains good. 83% of all telephone calls handled at the CSC were answered within 30 seconds and the vast majority (77.6%) of all calls being answered in less than 8 seconds.

As a result of CSA's spending less time handling complex and lengthy enquiries the average wait time has been reduced from 28 seconds to 20 seconds. The shortest wait times were recorded in October. Despite the problems encountered with the telephone system, due to the success of the business continuity plans we were able to answer calls quickly. However, we may not have been able to provide the usual level of service as we did not have access to the same systems.

Amanda de Warr
Head of Customer Services
January 2013

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OVERVIEW & SCRUTINY BOARD

25th February 2013

SICKNESS ABSENCE PERFORMANCE AND HEALTH FOR PERIOD ENDING 30TH DECEMBER 2012

Relevant Portfolio Holder	Councillor Mark Bullivant – Portfolio Holder for Corporate Management
Relevant Head of Service	Teresa Kristunas, Head of Finance and Resources
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To report to the Overview & Scrutiny Board on Bromsgrove District Council's performance for the third quarter (October - December 2012) in relation to sickness absence.

2. RECOMMENDATIONS

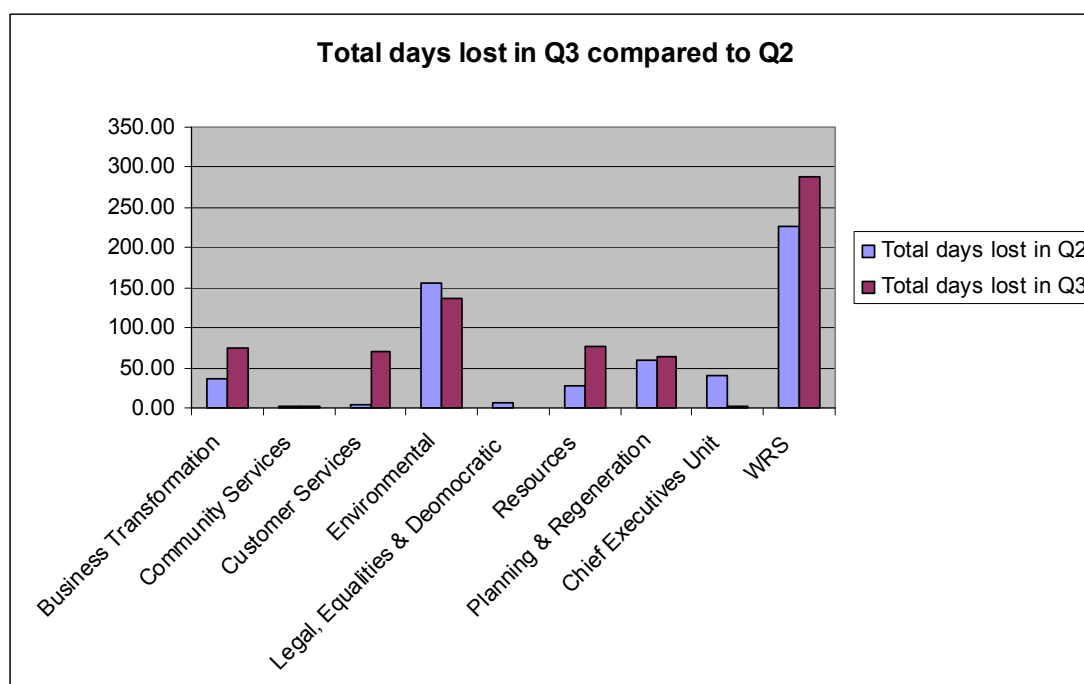
That the data relating to the quarter be noted.

3. KEY ISSUES

Analysis of the monthly statistics for the quarter

Statistics for the quarter October – December 2012 compared to the previous quarter

- 3.1 The graph below shows sickness absence for Bromsgrove District Council employees in the quarter October - December 2012, compared to the previous quarter (July - September 2012).



OVERVIEW & SCRUTINY BOARD

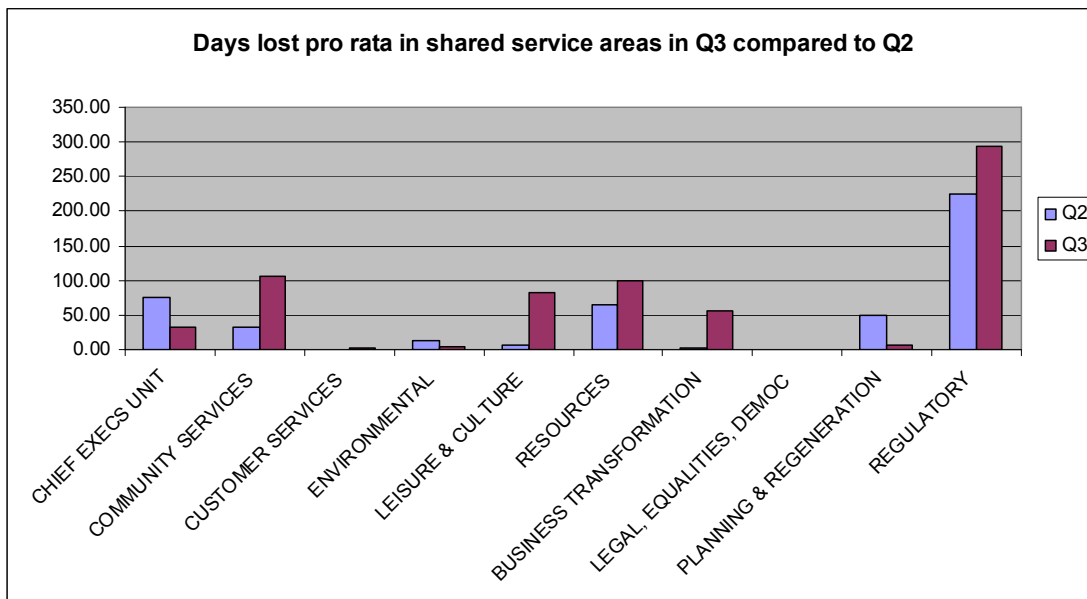
25th February 2013

3.2 The average days lost per person for this quarter is 2.16 days per person compared to 1.98 days in the previous quarter. This indicates a predicted outturn for the year of 7.7 days.

3.3 The main contributing factor for the overall increase in absence is due to an increase in both short term and long term absence. Further information in relation to long-term and short-term absence levels are detailed later in the report.

Shared Service Information

3.4 The graph below provides an overview of sickness absence levels for all employees who specifically work within shared services for the quarter October – December 2012 compared to the previous quarter July – September 2012. Individuals may be employed by either Bromsgrove District or Redditch Borough Council.



3.5 The average days lost per person in shared services for this quarter is 2.15 days, compared to the previous quarter of 1.3 days.

3.6 It should be recognised that WRS proportionately has a higher number of employees compared to other shared services and therefore is likely to show more days lost compared to other services, as demonstrated in the chart above. Within WRS there is a notable shift from short term to long term absence. HR Advisers are working closely with Managers to review long term absence and identify appropriate support and action. As a result a large number of cases have since been resolved with either employees returning to work or dismissal through capability due to ill health. This should also be evident in future reports.

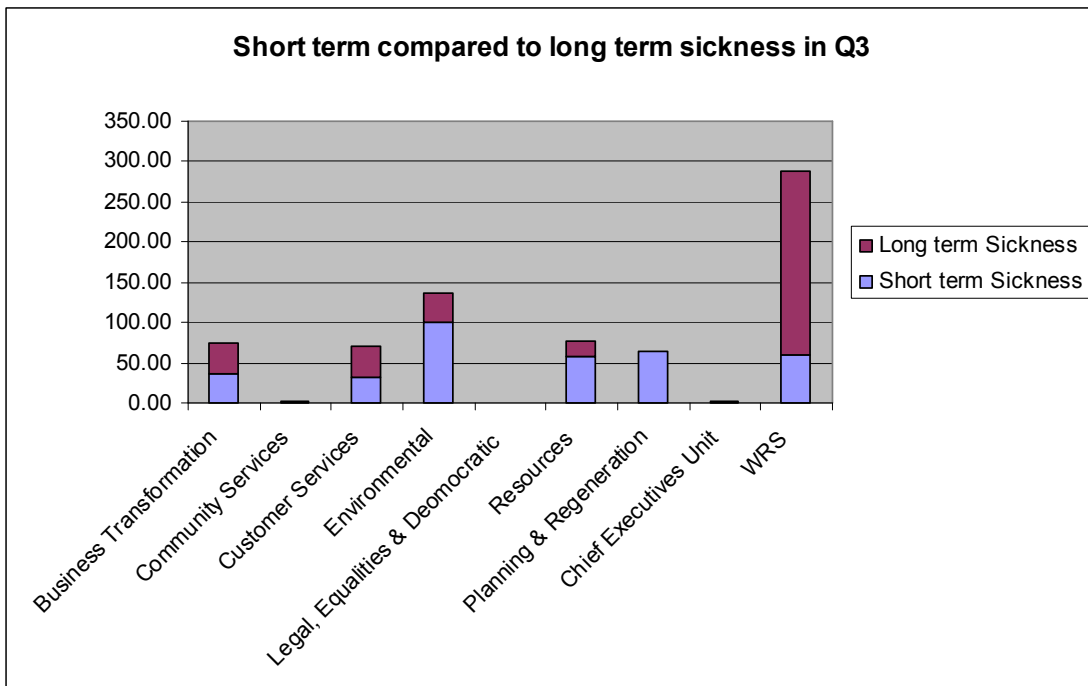
OVERVIEW & SCRUTINY BOARD

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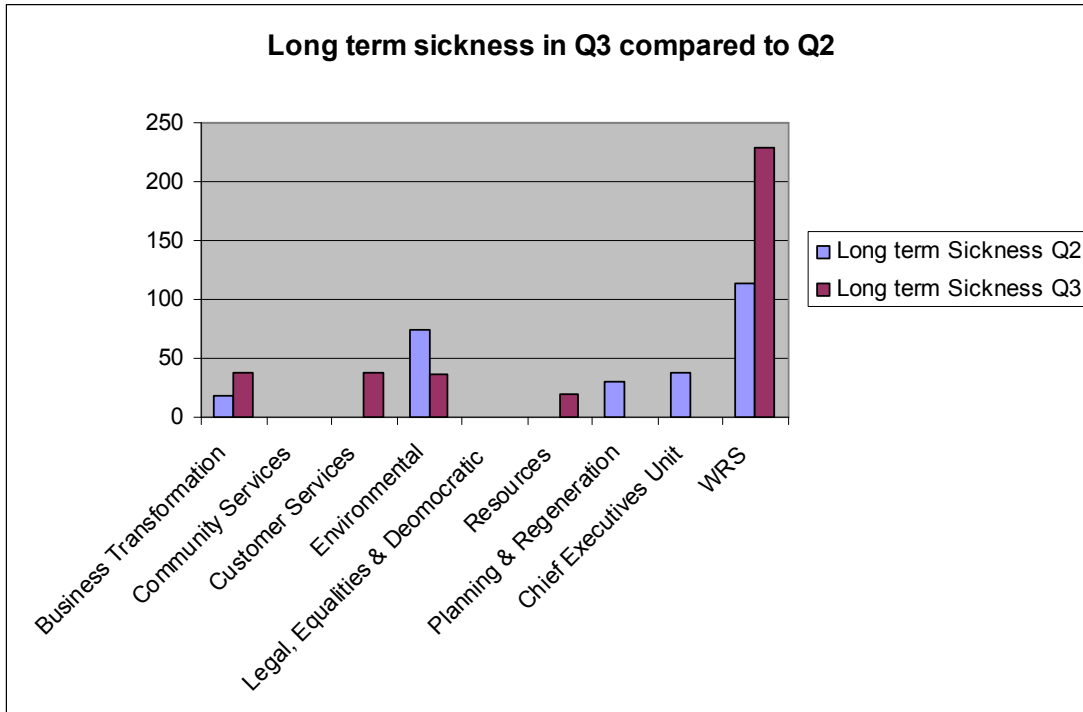
3.7 As well as the ongoing support provided by the Human Resources team, the recently reviewed Occupational Health provision and the appointment of a Wellbeing Officer will continue to assist the Council in the ongoing management of sickness absence and the promotion of Wellbeing amongst employees.

Long term and short term absence comparisons

3.8 The following graph shows a comparison between long-term and short-term absence for the quarter. The graph shows that a higher proportion of absence is related to short term absence. This is a result of seasonal illness such as colds and infections which is to be expected during the winter months. This is in line with sickness absence levels for the previous year.



Long-term absence for the quarter October - December 2012, compared to the previous quarter (July – September 2012)



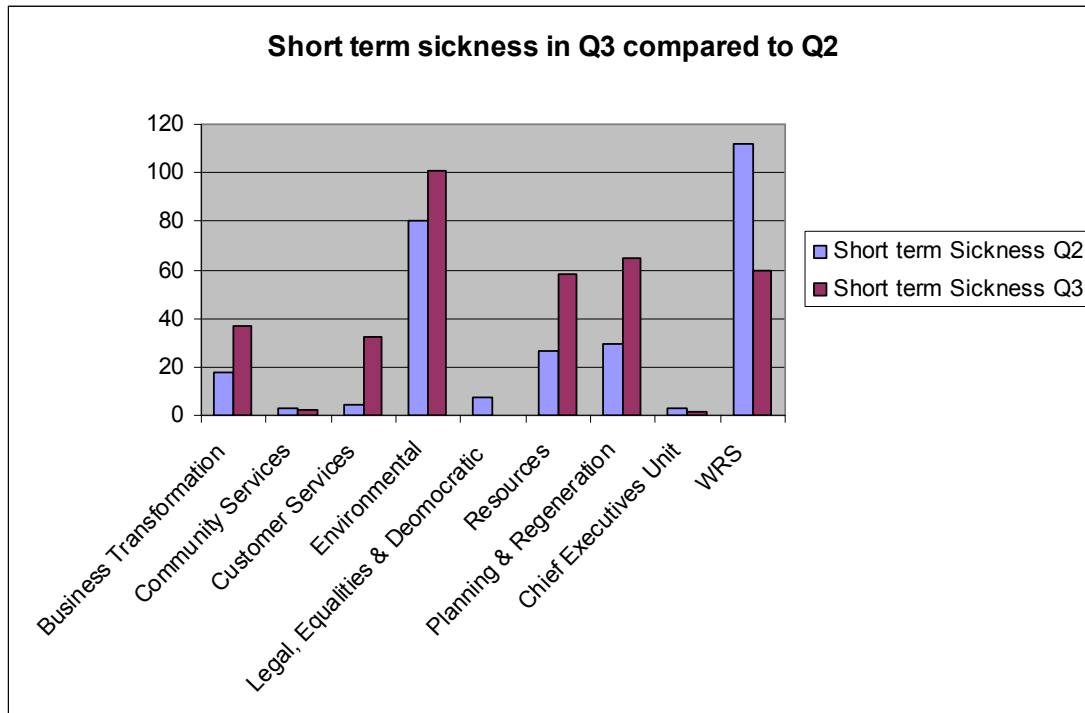
- 3.9 Overall there has been an increase in the number of days lost due to long term absences. This is primarily due to a increase of long term absence in WRS, Resources, Customer Services and Business Transformation & ICT.
- 3.10 Within WRS there is a notable shift from short term to long term with some cases categorised as short term moving to long term. HR Advisers are working closely with Managers to review long term absence and identify appropriate support and action.
- 3.11 A number of the cases identified in this quarter have since been resolved either through the employees returning to work and the dismissal of employees through capability due to ill health, the impact on the sickness figures should be shown in the next quarter. Ongoing cases are been actively managed with the support of Human Resources.
- 3.12 Environmental services continues to show a reduction in absence as a result of effective absence management with HR, Service Managers and Trade Unions working together.
- 3.13 Changes which are soon to be implemented to the Councils Sickness Policy, particularly the introduction of the staggered

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process for management of long term sickness absence should also assist in reducing long term absence in future months.

Short-term absence for the quarter October - December 2012, compared to the previous quarter (July - September 2012)



3.14 Short-term absences have increased compared to last quarter. This is a result of seasonal illness such as colds and infections which is to be expected during the winter months. This is particularly evident in Customer Services and Planning and Regeneration.

There has been a significant decrease in short term absence for WRS.

3.15 There have been a number of recent changes to the provision of services to proactively support the management of sickness absence including weekly onsite clinics for occupational health and the imminent appointment of the Wellbeing Officer. All of which along with the changes which are soon to be implemented to the Sickness Absence Policy and the support and guidance available from HR will continue to assist the Council in absence and the promotion of Wellbeing amongst employees.

Financial Implications

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- 3.16 The effective management of sickness absence is key in controlling the costs associated with sickness pay and service cover. There are no other financial implications identified.

Legal Implications

- 3.17 There are no legal implications identified.

Service/Operational Implications

- 3.18 The effective management of sickness absence is key to ensuring service delivery is maintained and associated operational issues are recognised and addressed. There are no other service/operational implications identified.

Customer / Equalities and Diversity Implications

- 3.19 The effective management of sickness absence is key to maintaining high levels of customer service and should always be carried out in a fair and consistent manner. There are no further customer, equalities and diversity implications identified.

4. RISK MANAGEMENT

There are none identified.

5. APPENDICES

N/A

6. BACKGROUND PAPERS

None.

AUTHOR OF REPORT

Name: Becky Talbot, Human Resources and Organisational Development Manager

E Mail: becky.talbot@bromsgroveandredditch.gov.uk

Tel: (01527) 64252 ext 3385.

OVERVIEW & SCRUTINY BOARD - Meeting 25th February 2013

Response to Overview & Scrutiny Topic Proposal in respect of Community Safety Team

With regard to the evidence Mr Rowbottom has detailed (see Appendix 1 attached), the response on behalf of the Community Safety Team is as follows:-

The Community Safety Team has followed the Council's Enforcement Policy in all respects of this case. The Enforcement Policy clearly states that whilst there are 5 stages of enforcement available, Enforcement Officers have complete discretion towards what actions are taken and it is not necessary to progress through the stages, therefore there is no 'escalation process'.

The difficulties in this case have been detailed previously and as well as issuing verbal and written warnings to the business, we have also sought legal advice on the merits of pursuing formal legal action using Enforcement powers under the Clean Neighbourhood and Environment Act 2005 section 3 which relates to "Exposing Vehicles for Sale on a Road". The advice from Legal Services is that it would not be in the interests of justice or the public purse to embark on legal action in this case. Even a successful prosecution, which is by no means guaranteed, would only result in a fine for breach of notice. The court could not compel the dealership to stop what they are doing; therefore if they choose to pay a fine and continue this practice, we would be in the position of having to start the whole legal process again. The Community Safety Team has taken the advice of Legal Services which is to continue dialogue with the business and seek to negotiate a solution that ensures that there is no ongoing risk to members of the public. The area is regularly monitored and the business is spoken to any time a contravention to the Act is observed or reported. I understand that Worcestershire County Council has also chosen not to pursue formal action under the Highways Act I presume for similar reasons. Mr Rowbottom has been advised by myself and also by the Head of Customer Services, that action is being taken albeit not the action he would like to see; this was following his formal complaint to the Council regarding this matter.

I am confident that my team can evidence that we have and continue to take every action available to us to resolve this matter to the best of our ability. We have had no complaints about this issue from any other member of the public and we have had no reports from the Street Cleansing team that it has had any impact on the delivery of their duties. Obviously, we continue to monitor the situation and will seek further advice should the situation change significantly.

Bev Houghton
Community Safety Manager
8th January 2013

N.B. Further response from Mr Rowbottom attached at Appendix 2.

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OVERVIEW AND SCRUTINY TOPIC PROPOSAL

Name of proposer: Peter Rowbottom

Tel No: **Email:** peterrowbottom66@yahoo.co.uk

Date: 19 November 2012

Title of Proposed Topic: FAILURES OF BROMSGROVE DISTRICT COUNCIL
COMMUNITY SAFETY DEPARTMENT

Specific subject areas to be investigated:

The failure of the community safety team to take effective action to deal with daily offences being committed by a local business, Stratstone, 94-96 Kidderminster Road , Hagley.

Reasons why this subject should be considered:

In order to ensure the integrity of the council's enforcement policy which oblige relevant departments to take effective action which resolves the contraventions of law by ensuring they do not continue. In addition, such action will deter other businesses from committing further offences in future.

Evidence to support the need for this particular investigation:

Since at least June 2011 the Community Safety Team have been made fully aware that Stratstone were committing (daily) offences under section 3 of the Clean Neighbourhoods Act 2005, Exposing vehicles for sale on the public highway. Unfortunately the CST have only given verbal and/or written warnings to the business. Despite offences continuing daily the CST have failed to follow the council's agreed enforcement policy and use the escalation process for enforcement action. To this day the offences continue each day.

In addition, daily offences are also being committed under section 166 of the Highways Act 1980, Forecourt abutting on streets. On a daily basis the business park 6 or more of their showroom vehicles across the entire stretch of public footpath which abutts their business. I presume this prevents the council street cleaning department from carrying out their duties at this location.

The following bodies and individuals have been made fully aware of these offences, including a residents' petition being submitted to Hagley Parish Council some years ago:

Hagley Parish Council, Hagley Ward District Councillors, Worcestershire County Council, the Hagley Ward County Councillor, Bromsgrove District Council, District Councillor Mike Webb portfolio holder. None of these bodies or individuals have taken effective action, in fact some have taken no action at all.

Therefore, on both issues, the CST have totally failed to deal with the daily offences being committed and have therefore failed to ensure compliance by the company concerned, and have failed to follow the council's own agreed enforcement policy.

Council priorities it links to:

**Environment
Sense of community and well-being**

Possible key outcomes:

Compliance with environmental legislation and consequential deterrence of future offences.

In conclusion, I believe there has been unsatisfactory progress and performance on the above issue.

I also believe that these are important issues for residents, hence the residents' petition submitted to Hagley Parish Council relating to Stratstone.

I believe this is a topic where the Overview and Scrutiny could feasibly and constructively make recommendations.

I believe this department is a poorly performing service if such an issue as I highlight above cannot be resolved.

Yours faithfully

Peter Rowbottom

From: Peter Rowbottom [mailto:]
Sent: 15 January 2013 07:24
To: Amanda Scarce
Subject: Re: Overview & Scrutiny Board meeting 17th December

Dear Amanda

I need to ensure all members of the Scrutiny Board are updated ahead of the 21st January meeting.

Please can you circulate this to all members, or if you do not have authority to do that I can e-mail all members directly myself.

"The offences of offering cars for sale on the highway continues daily.

It is important to point out that it is the responsibility of the Community Safety team to **alter** the behaviour of the business in terms of it's illegal practices. If just speaking to the business when an offence occurs is making no difference, then the council must use other actions.

How soon is the negotiated solution mentioned in Bev Houghton's reply to the scrutiny board going to be put into practice? Presumably until then the daily offences continue, and any motor trader throughout the district can also commit the same offences safe in the knowledge that BDC will take no enforcement action against them?

Ultimately, whatever actions the Community Safety team have taken up to now have singularly failed to address the issue, which provides evidence of departmental failure."

Thank you.

Yours sincerely
Peter Rowbottom

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ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
<p>Quarter 2 Finance Monitoring Report</p>	<p>The Board considered the Finance Monitoring Report which details the Council's financial position for the period July – September 2012,</p>	<p>The following actions were agreed:</p> <ul style="list-style-type: none"> a) The inclusion of any cost for bed and breakfast accommodation as a separate item in future reports. b) Members requested confirmation of when the 'hardship' fund payments would be made and the criteria that needed to be met in order to receive such a payment. 	<p>Director of Finance and Corporate Resources.</p> <p>Director of Finance and Corporate Resources.</p>	<p>To be included in the Quarter 3 Report.</p> <p>As soon as possible.</p>	
<p>Quarter 2 Write Off of Debts Report</p>	<p>The Board considered the Quarter 2 Write Off of Debts Report for the period July – September 2012.</p>	<p>The following actions were agreed:</p> <ul style="list-style-type: none"> a) In respect of write off of Sundry Debtors, Members requested that a breakdown to 	<p>Director of Finance and Corporate Resources.</p>	<p>To be included in the Quarter 3 Report.</p>	

- 2 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 17TH DECEMBER 2012

		<p>include the number of debtors and transactions be included in future reports.</p> <p>b) In respect of the aged debt profile, Members requested comparative data for previous years.</p>	<p>Director of Finance and Corporate Resources</p>	<p>As soon as possible.</p>	
O/S from meeting held on 16th July 2012					
<p>Item 4: Joint Service Review – The Future Configuration of Acute Services in Worcestershire</p>	<p>The Board received a presentation from representatives of the Worcestershire Acute Health Trust (WAHT) regarding the current joint service review. A couple of additional pieces of information were requested for the Board’s consideration.</p>	<p>Officers requested that written responses be provided by the WAHT representatives in response to the Board’s questions and circulated for Members’ consideration.</p>	<p>Democratic Services Officer (DSO)</p>	<p>Not specified</p> <p>Email sent to WAHT 19/11/12 – No response received to date (03/01/13).</p>	<p>Expected to be available in November 2012.</p>

Health Overview and Scrutiny Committee Thursday, 24 January 2013 (2.00pm), County Hall, Worcester

Membership

Worcestershire County Council Mr A C Roberts (Chairman), Mr M H Broomfield,
Mrs M Bunker, Mr B F Clayton, Mr A P Miller,
Mrs P J M Morgan, Mr J W Parish, Mr T Spencer.

Bromsgrove District Council Dr B T Cooper
Malvern Hills District Council Mrs J Marriott
Redditch Borough Council Mrs P Witherspoon
Worcester City Council Mr R Berry
Wychavon District Council Mr G O'Donnell
Wyre Forest District Council Mrs F M Oborski

Agenda

Item No	Subject	Page Nos
1	Apologies	-
2	Declarations of Interest and of any Party Whip	-
3	Public Participation <i>Members of the public wishing to take part should notify the Director of Resources in writing or by e-mail indicating the nature and content of their proposed participation no later than 9.00am on the working day before the meeting (in this case 23 January 2013). Enquiries can be made through the telephone number/e-mail address below.</i>	-
4	Confirmation of Minutes – 6 November 2012	Previously circulated
5	Joint Services Review – The Future Configuration of Acute Services in Worcestershire – Next Steps	1
6	The Role of Worcestershire Joint Commissioning Unit, its Development and Work Plan and its Relationship with the Health Overview and Scrutiny Committee	5

Agenda produced and published by the Director of Resources, County Hall, Spetchley Road, Worcester WR5 2NP

To obtain further information or copies of this agenda, please contact Sandra Connolly:
 ☎ Worcester (01905) 76 6606 (direct) or Worcester (01905) 763763, Kidderminster (01562) 822511
 or minicom: Worcester (01905) 766399 email: sconolly@worcestershire.gov.uk

The above reports and supporting information can be accessed via the Council's website at
<http://www.worcestershire.gov.uk/cms/democratic-services/minutes-and-agenda.aspx>

	<p>Supporting Information:</p> <ul style="list-style-type: none"> • Appendix 1 – Terms of Reference, Joint Commissioning Executive 	
7	<p>Older Adult Mental Health Services Strategic Modernisation Programme – Berkeley Ward Proposal</p> <p>Supporting Information:</p> <ul style="list-style-type: none"> • Appendix 1 – Briefing to HOSC members 	13
8	<p>Health Overview and Scrutiny Committee Round-up</p>	39

JOINT SERVICES REVIEW – THE FUTURE CONFIGURATION OF ACUTE SERVICES IN WORCESTERSHIRE – NEXT STEPS

Summary

1. The Health Overview and Scrutiny Committee (HOSC) is to consider the Joint Services Review (JSR) and the next steps.

2. Representatives of the JSR project have been invited to the meeting.

Background

3. At its meeting on 6 November 2012 (minute 597 refers), the HOSC was advised that there would be a further meeting of the JSR Steering Group on 18 December 2012 and it was hoped that there would be a decision made about options for future service configuration which could be followed by a second phase of public engagement and subsequent public consultation.

4. Following the 18 December meeting of the JSR Steering Group, it was announced that the JSR had looked in detail at the work which had been done since October to develop and test the clinical and financial sustainability of options which would maximise health services on all three hospital sites. However, there remained some areas of detail to be completed before the JSR could move to the next phase of engagement with the detailed options for patients and the public to consider. The JSR now expected to hold a second phase of public engagement in early 2013 with a full, three month, consultation starting in the summer of 2013. It was considered timely for HOSC to receive an update on the JSR in January 2013.

Purpose of the Meeting

5. Members are invited to consider:

- timescales and next steps for JSR activities; and
- timescales and next steps for HOSC activities.

6. If timescales are available, to ensure that the Health OSC is able to respond to the forthcoming formal consultation on short-listed models, Members are to specifically consider:

- whether the HOSC is to formally consider and respond to the second phase of public engagement;
- the timing of an informal session for HOSC Members to consider data and evidence underpinning the models;
- at which HOSC(s) to take evidence from Council Members and Officers and other key stakeholders regarding implications for public and community transport and community and social care services; and

- at which HOSC to agree the response to the formal consultation on the short-listed models.

7. Whilst the following may be more relevant for consideration at the future HOSC where Members agree the Committee's response to the formal consultation, Members may also wish to consider the tests and suggested questions regarding reconfigurations below as they consider the next steps.

8. In May 2010, the then Secretary of State for Health set out 4 key tests for service reconfigurations, requiring them to demonstrate:

- support from GP commissioners;
- strengthened public and patient engagement;
- clarity on the clinical evidence base; and
- consistency with current and prospective patient choice.

9. The Centre for Public Scrutiny suggests a number of questions to ask when scrutinising NHS service redesign or reconfiguration:

- what is the purpose of the proposed redesign or reconfiguration?
- how extensive, inclusive and adequate is the consultation process?
- how will access to services be affected?
- what demographic assumptions have been made in formulating the proposals?
- what provisions are being made for the effects on patient flow of initiatives around choice and commissioning?
- what is the clinical evidence on which the proposals are based?
- how will proposed reconfigurations contribute to joint working?
- how will the proposals help the NHS achieve its health improvement goals and reduce health inequalities?
- what infrastructure will be available to support redesigned or reconfigured services?

Contact Points

County Council Contact Points

Worcester (01905) 763763, Kidderminster (01562) 822511
Or Minicom: Worcester (01905) 766399

Specific Contact Points for this Report

Sandra Connolly, Overview and Scrutiny Officer, Resources Directorate (Ext 6606);
Email: sconnolly@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Director of Resources) the following are the background papers relating to the subject matter of this report:

Health Overview and Scrutiny Committee agenda and minutes
of 6 November 2012

Joint Services Review Update, 18 December 2012

<http://www.worcestershirehealth.nhs.uk/news-and-views/latest-news/>

Letter from Sir David Nicholson, NHS Chief Executive,
Gateway Reference Number 14543, 29 July 2010

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_118085.pdf

10 Questions To Ask If You're Scrutinising NHS Service
Redesign or Reconfiguration, Centre for Public Scrutiny, July
2007

http://www.cfps.org.uk/publications?item=206&filter=health&filterfrom=issue_name&match_all=true&offset=25

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Health Overview and Scrutiny Committee
24 January 2013, County Hall, Worcester – 2.00pm**Minutes****Present:**

Worcestershire County Council:
Mr A C Roberts (Chairman), Mr M H Broomfield,
Mrs M Bunker, Mr B F Clayton, Mr A P Miller,
Mr J W Parish, Mr T Spencer.

Bromsgrove District Council: Dr B T Cooper
Malvern Hills District Council: Mrs J Marriott
Redditch Borough Council: Mrs P Witherspoon
Worcester City Council: Mr R Berry
Wyre Forest District Council: Mrs F M Oborski

Officer Support:
Suzanne O'Leary – Overview and Scrutiny Manager
Sandra Connolly – Overview and Scrutiny Officer

Available papers:

- A. The Agenda papers and appendices referred to therein (previously circulated);
- B. Presentation on the Joint Commissioning Unit (circulated at the meeting);
- C. Presentation on the Older Adult Mental Services Strategic Modernisation Programme – Berkeley Ward (circulated at the meeting);
- D. The minutes of the meeting held on 6 November 2012 (previously circulated).

A copy of documents A-C will be attached to the signed Minutes.

**600. (Agenda item 1)
Apologies**

Apologies were received from Penelope Morgan and Gerry O'Donnell.

**601. (Agenda item 2)
Declarations of
Interest and of
any Party Whip**

None.

**602. (Agenda item 3)
Public
Participation**

None.

**603. (Agenda item 4)
Confirmation of
Minutes**

The Minutes of the meeting held on 6 November 2012 were confirmed as a correct record and signed by the Chairman.

**604. (Agenda item 5)
Joint Services
Review – The
Future
Configuration of
Acute Services
in
Worcestershire –
Next Steps**

Attending for this item were Eamonn Kelly, Senior Responsible Officer for the Joint Services Review and from Redditch and Bromsgrove Clinical Commissioning Group and Wyre Forest Clinical Commissioning Group, Simon Hairsnape, Chief Officer (Designate).

Members were advised that the Joint Services Review (JSR) had been established to identify the configuration of acute services in the County to be provided by Worcestershire Acute Hospitals NHS Trust (the Trust) with the aim of clinically and financially sustainable services for the next 5 years, ensuring the right services for the population of Worcestershire. The JSR was a clinically-led process and initially identified 13 potential service models. Before the Phase 1 pre-consultation engagement, JSR leaders gave clear advice that models A and B were not clinically sustainable and this formed the focus of much of the debate at this early stage. Clear messages emerged from this phase of engagement and whilst the discussions were still site neutral, assumptions were made by many in the Redditch community about the future of the Alexandra Hospital.

Further work was undertaken to develop the models and further conversations were had and at the end of 2012 the JSR team acknowledged that the Alexandra Hospital was the site which was likely to be most affected under the review. Messages from the JSR had been consistent, confirming over recent months that 2 A&Es in Worcestershire would not be sustainable and that the Alexandra Hospital was most likely to be affected.

The JSR team was very clear how the people of Redditch felt and all continued to work with the Trust to respond to the messages being heard, particularly working on how many services it might be possible to retain at the Alexandra Hospital. It was also clear that the majority of care needed for Worcestershire's population would need to continue to be provided in-County as its neighbouring healthcare providers would not be able to take the County's patients to any great extent.

As made clear in previous statements, there was ongoing dialogue with out-of-county providers. This work with alternative potential service providers made the review more complex, raising other issues, for example, if another provider ran one of the County's sites, what the impact might be on countywide services.

The review was not yet at the stage to undertake the Phase 2 engagement and the review team had avoided falling into the trap of identifying specific dates for meetings. The current timescale and work was that the work on modelling and clinical specification was now frozen and was subject to quality assurance and sign off before identifying potential options at the end of February to take to the Phase 2 engagement.

As there had been a reference in today's Redditch Advertiser from a local MP to discussions with University Hospital Birmingham, this now needed to be clarified. It was reiterated that the key objective of the review had been to find a sustainable solution of service configuration for Worcestershire Acute Hospitals NHS Trust. At the start of the process the focus had been a solution delivered by the Trust. Whilst this was still the model, if this was not possible, other options needed to be looked at. It was highlighted that any discussions with other acute service providers were very embryonic and there were no detailed plans. The focus of the review remained with Worcestershire Acute Hospitals NHS Trust. Whilst it was possible that this might change by the end of February, the Trust continued to work closely in the JSR and would also want the best outcome for Worcestershire's population.

If options with other providers were to develop, it needed to be acknowledged that there would be competition law constraints and the review remained under the requirements of NHS competition policy. If an option was chosen which involved an additional acute provider, this would change the nature of the JSR and would require more detailed work to be undertaken.

It was reiterated that the JSR continued to try to respond to messages being received and to deliver the review's original objectives.

During the ensuing discussion, the following main points were raised:

- as the forthcoming new health scrutiny regulations would formalise consultation with joint committees, it was questioned whether plans for consultation could already give an indication of whether a Joint HOSC would need to be formed to respond to the consultation to emerge from the JSR. Members were advised that consultation plans were not yet known. However, the review had engaged with neighbouring commissioners who could be affected by the outcomes of the review and they were keeping a watching brief at this stage. As the review progressed, discussions with them would need to be revisited. As soon as clinically and financially sustainable options were reached, Phase 2

pre-consultation engagement would be undertaken, then there would be local elections, with consultation to follow. If options involved other providers, detailed work would be needed to work up those options. Between now and the summer, it was anticipated that the JSR governance arrangements would be reviewed to reflect ongoing changes such as the formal establishment of the CCGs who would take on leading the consultation. It was anticipated that the review would see greater involvement of other commissioners and therefore HOSCs. Members were assured that new CCGs also had a statutory duty to engage and consult. As any changes from the review would impact on the County's 3 CCGs, they would be likely to come together to consult with the populations concerned. It would be for individual HOSCs to decide whether or not to participate in the consultation;

- it was highlighted that Worcestershire's commissioners were in discussion with a number of other providers, not just University Hospital Birmingham and also with West Midlands Ambulance Service NHS Trust. Of those, all supported that there was a need for change and the status quo could not be sustained. Additionally, it was highlighted that a national review of urgent and emergency services had recently been announced. This review would not distract the JSR which could benefit from the national review;
- Members were advised that Redditch & Bromsgrove CCG would be putting out a statement about the article which had appeared in today's Redditch Advertiser. It was known that change was needed and that there would be changes in services at the Alexandra Hospital and the CCG was in the process of working through the potential range of service options. The CCG was committed to the local provision of the greatest range of services and whilst it was too early to say what these might be, service provision would be different to now;
- it was clarified that model C would see the centralisation of a properly staffed and resourced A&E in Worcester with the Alexandra Hospital becoming a 'warm site' which would not have a consultant-led A&E. Recent work had been to identify how much could be retained and how much further it was possible to go in keeping emergency care in Redditch and it was believed that 80% of that activity could be maintained on the site in addition to 65% of urgent care. Similar issues were being faced nationally and it was highlighted that models were needed which would select the right patients to go to the right hospital. The key issue related to medical emergency care and whether

patients, other than trauma or heart attack patients, could be maintained or treated and it was being explored how far it would be possible to go and maintain services. Service changes would also mean workforce challenges. It was reiterated that Worcestershire Acute Hospitals NHS Trust was fully committed to the review too and commissioners continued to work principally with the Trust but if other providers were able to help more and to the benefit of the Trust, this would be explored. Under this model in-patient obstetrics and paediatrics would also be centralised but commissioners wanted services in the north of the County too so that not all patients needed to travel to Worcester. Options were being explored and commissioners were talking to other providers too. Under model C, Worcestershire Royal Hospital would be one of the best hospitals nationally and would provide a standard not achieved in the County before;

- the aim was to complete the work on developing the models and their clinical and financial sustainability by the end of February, then fit in the Phase 2 engagement before the start of the purdah period before the County Council elections. If appropriate, detailed work would then be needed with other providers, with options available for consultation in the summer;
- it was highlighted that the news article in today's Worcester News was based on the minutes of a meeting of the Clinical Senate, an executive committee of the PCT. The clinicians were entitled to their views but Members were assured that this did not represent a decision, but a view and it would have been wrong of the PCT to have censored the views. It was considered disappointing that parties had heard a lot in recent months and been advised it was not for public discussion, then when some of those things appeared in the press, it antagonised and upset people and morale amongst staff was now lower than it had been before Christmas. Members were assured that the review was doing all it could to respond to people and the population of Redditch in particular. Eamonn Kelly advised that he would be the first to admit that there could be lessons learned about transparency and apologised if they had not got this right, recognising that services belonged to Worcestershire's population and their involvement was important. Whilst information had been shared in confidence, it was acknowledged that it might be appropriate to reflect on whether there had been too much caution. It was reiterated that the advice of the Clinical Senate was not binding and that the review was committed to ensuring the brightest possible future for the Alexandra Hospital. Members were advised that the minutes of the Clinical Senate

had featured the JSR as a major agenda item for a number of months, had considered that models A and B were not viable and that Redditch would be the most affected so the news coverage did not say anything new and current conversations were about what could be the biggest possible range of service provision;

- it was noted that early discussions in the JSR had covered the savings needed and the importance of services running differently with increased community services and it was questioned whether there was any evidence yet of a reduced pressure on acute and A&E services. Members were reminded of the previous presentation they had received regarding the Integrated Care Project and it was highlighted that whatever option was ultimately chosen would be dependent on a reduced reliance on acute beds therefore community services would be crucial and work had started on initiatives such as assistive technology, virtual wards and improved end of life options. A&E attendances had gone down in the last month or so which could be put down to the community-based initiatives and it was known that the downward trend needed to be maintained to achieve the necessary reductions. It was also recognised that it was better for patients to be in the community rather than an acute hospital;
- concerns were expressed about the feasibility of conducting the Phase 2 public engagement before purdah yet after the end of February. Members were advised that provisional bookings were being made for events and the review team wanted to do the engagement at this time as people wanted to hear about options, but advice would be taken. Concern was also expressed that pre-election public engagement could see the JSR becoming part of the political football of the election and it was suggested that it should be kept out of the political arena until after the local elections. It was noted that this was one HOSC Member's view and others might have different views. The JSR team would reflect on the timing issues highlighted; and
- concern was expressed about the impact of the JSR delays on the Acute Trust's bid for foundation trust (FT) status, questioning whether the Trust could run out of time with its application and fold. Members were assured that there was full support from the Strategic Health Authority and Trust Development Authority for the review process and timescales and were aware of the implications for the FT application. It was suggested that nationally there were many others in a similar position and it was indicated that the 2014

**605. (Agenda item 6)
The Role of
Worcestershire
Joint
Commissioning
Unit, its
Development
and Work Plan
and its
Relationship
with the Health
Overview and
Scrutiny
Committee**

deadline was likely to be extended. It was key that the Trust achieved FT status and financial sustainability.

The Chairman thanked attendees for their attendance.

Attending for this item were Richard Harling, Joint Director of Public Health, Richard Keble, Head of Joint Commissioning Unit and from Redditch and Bromsgrove Clinical Commissioning Group and Wyre Forest Clinical Commissioning Group, Simon Hairsnape, Chief Officer (Designate).

Members received a presentation on the background to the Joint Commissioning Unit (JCU), services it commissioned, governance, the new Unit and future commissioning intentions.

A Joint Commissioning Unit covering adults' social care and NHS services started in Worcestershire in 2007, building on existing joint commissioning and partnership working and in 2010 joint commissioning was extended to children's services. The 2 separate units were integrated in 2012 and were currently undergoing reorganisation and restructuring. External factors were also key with the Health and Social Care Act 2012 giving a high priority to integration of services and personalisation and there were opportunities in joint commissioning to drive this agenda much harder. The agenda for the JCU was set through the Health and Well-being Board. The Integrated Care Programme was also key for the JCU with its outcomes producing savings and efficiencies. Clinical Commissioning Groups were also critical for the JCU and they had made an ongoing commitment to joint commissioning.

Services commissioned by the JCU were outlined and covered a wide breadth and required significant interface with CCGs and with service providers. The Unit's work ranged from commissioning preventative services, for example, sexual health, to specialised services like substance misuse services and the Unit's work covered all age ranges from pre-birth through to death. Acute services were not commissioned by the Unit. The JCU held a significant number of contracts, particularly with Worcestershire Health and Care NHS Trust and also with independent providers and the County Council.

The JCU accounted to the Joint Commissioning Executive (JCE), a very senior group covering public health, CCGs, Children's Services and Adult Social Care Services, which considered the JCU's recommendations and took decisions based on them. The JCU worked under a Section 75 agreement. The JCE was accountable to the County Council's Cabinet and Council and to the commissioners' Boards. A report would be presented to the March 2013

Cabinet regarding an updated Section 75 agreement. Reports were also provided to the Health and Well-being Board who also ensured delivery. The Children's Trust Board was also referenced in the governance structures due to the JCU's role in commissioning children's services.

Under the Council's future organisational structure, the Head of Joint Commissioning would report to the Director of Adult Services and Health with dotted line accountability to the Director of Children's Services and the accountable officers of the 3 CCGs.

From July 2012 adult and children's commissioning had come together under a single management structure. From 1 April 2013 this would be within the new Directorate of Adult Services and Health and its vision, values, functions and structures were currently under development. The aim of the unit was to improve quality and value for money, driving out savings and efficiencies and improving outcomes and quality. The JCU's budget for 2013/14 would be about £200 million including services and staffing costs. A key expectation of the Unit was relationship management with the Council, NHS providers and CCGs.

Reporting to the Head of the JCU were 3 lead commissioners for children and families, older people and vulnerable adults and mental health and learning disabilities as well as a Contracts and Quality Assurance Manager and Brokerage Manager.

Commissioning intentions were outlined and these demonstrated that the JCU could not work in isolation and was about partnerships and relationships with providers, particularly the Health and Care Trust and the County Council.

During the ensuing discussion, the following main points were raised:

- it was questioned what was left for the CCGs to commission given the range of services commissioned by the JCU. Members were advised that CCGs commissioned all hospital services. Joint commissioning principally covered services where there was a joint health and social care interest and it was highlighted that Worcestershire did more joint commissioning than other similar counties;
- it was noted that the JCU was the main commissioner of services from the Health and Care Trust, commissioning about 60% of its services whilst CCGs commissioned about 40% of services, including community services and community hospitals, with

Redditch & Bromsgrove taking the lead on this on behalf of the County's CCGs;

- Members were advised that most places nationally had started joint commissioning with learning disabilities and then mental health but that Worcestershire had gone further than this and might even want to take joint commissioning further forward;
- it was questioned how clinicians were involved in joint commissioning. Members were assured that the statutory partners, including the CCGs, retained responsibility for the commissioning undertaken by the JCU. The JCU was more than a 'commissioning support unit' and the CCGs received the CSU support from Arden CSU. The JCU would look at population needs, design services, procure services and monitor their provision. It was noted that the JCU was currently in a state of development and it was hoped that it would continue to be successful and to extend the range of services commissioned;
- in response to a question about the impact of 1 CCG potentially deciding to contribute less to the JCU than others and the impact of this, Members were advised that in the past there had been 2 key players, the County Council and the PCT who needed to agree the funding for the Section 75 agreement each year. With the establishment of the 3 CCGs in place of the single PCT, this did make things more complex, although all CCGs had signed up to joint commissioning and there would be some solutions found about the right levels of investment required. Many of the services commissioned by the JCU were countywide services and the CCGs would individually commission the more locally discrete services. Selective commissioning by the JCU for individual CCGs could evolve but working with 3 NHS commissioners was uncharted territory at this stage. It was highlighted that joint commissioning was a voluntary arrangement which the County Council and PCT had been very committed to and there was no evidence of any less commitment from the CCGs. All would work to make it work. The JCE comprised very senior management and there would be early warnings through this body if there were any problems. It was also highlighted that where local differences might be seen would be in service delivery, with the overall commissioned service the same, but with differences in local delivery and pathways for example;
- it was questioned what role the CCGs would have in monitoring services commissioned through the JCU, for example if they were under-performing. Members were assured that CCGs would also monitor performance as

they remained accountable for service provision. With the CCG Chief Executives jointly chairing the JCE they ensured clinical input and safety and quality control. CCGs recognised that some services were high risk and needed to be kept as a particular focus and it was important for the CCGs to keep a tight grip on service performance and was the reason CCGs were embedded in the joint commissioning system to ensure they retained a very clear oversight;

- it was highlighted that real integration of services would see health and social care workers based in the same offices able to use the same computer systems to best work together. It was acknowledged that joint commissioning made commissioning simpler but the real purpose of joint commissioning was to commission integrated services better and success would not be about joint commissioning but about whether integrated services were commissioned. This was a work in progress. It was noted that in Wiltshire, domiciliary care providers also had access to local shared IT systems and Members were advised that there were similar aspirations in Worcestershire although it was a complex area and there were data sharing issues but it was a focus for the future;
- it was questioned what extra resources would be available to the JCU to monitor quality. Members were advised that initially there had been 3 contract monitoring officers but under the new structure this would increase to 8 from 1 April and this was welcomed. It was also highlighted that all parties should take a more active role to ensure quality services;
- Members were advised that the new governance and accountability structures with matters being reported early and formally to CCGs had been developed in order to address any concerns about any of the mechanisms of joint commissioning. The new structures would see more generic roles, ensuring staff were appropriately skilled and better able to move between priorities, making staff more flexible and responsive to the nuances of what CCGs needed. The Head of Joint Commissioning advised that he was happy with the mechanics established to support joint commissioning;
- in response to a question about how much of public health services were commissioned jointly, Members were advised that school nursing and sexual health services were commissioned by the JCU;

- the Chairman advised that HOSC Members needed to think about the future and how it would scrutinise the work of the JCU, using for example plenary cross-committee sessions. Consideration would also need to be given to whether scrutiny should be involved pre or post Cabinet when there were significant changes or developments being proposed and it was suggested that this should be considered further after the elections in May; and
- it was questioned how, if the JCE agreed to a significant service change, that decision would be known by the HOSC. Members were advised that such decisions would be reserved to the CCGs and Cabinet as appropriate and the JCE could not take a decision to close a service for example. There would remain an expectation of an early conversation with the HOSC to inform its work programme. Members were advised that the future of the Berkeley Ward, the next item on the agenda, had been to the JCE as well as the PCT and CCGs. It was suggested that the HOSC might want to consider looking at joint commissioning by service portfolio or alternatively consider the effectiveness of the joint commissioning process itself.

The Chairman thanked the guests for their attendance.

**606. (Agenda item 7)
Older Adult
Mental Health
Services
Strategic
Modernisation
Programme –
Berkeley Ward
Proposal**

Attending for this item from Worcestershire Health and Care Trust were Jan Ditheridge, Director of Service Delivery, Sue Harris, Director of Business Development, Matt Stringer, Head of Community Care Service Delivery Unit and George Theodoulou, Older Adult Psychiatrist, Clinical Lead for South Worcestershire and from the Joint Commissioning Unit, Richard Keble, Head of Joint Commissioning Unit.

The Chairman advised that when an issue felt as if it could be considered by the public to be substantial it should be brought to the HOSC. This would apply to a proposed ward closure and was the reason this item was on the agenda.

Members were reminded of Worcestershire Health and Care NHS Trust's vision for older adult mental health services including dementia and how the Trust had proposed to achieve it. The Trust aimed to enhance community services, improve support to carers and ensure all admissions were meaningful. Specific programmes implemented to achieve these aims included early intervention, Admiral nursing, in-reach to care homes, personal budgets and support in community hospitals. Under the Transforming Community Services agenda, there had been further opportunities and massive engagement between mental health and physical health

services to provide wrap-around services for patients in their own homes, residential or nursing homes. Optimising the benefits of the new organisation which was formed saw, for example, older adult mental health nurses embedded in intermediate care teams, dementia care nurses in community hospital settings and more in-reach into care homes.

When the Trust attended the HOSC in September 2012, Members were advised that as a result of the above changes, there were now improved choices for older people with mental health problems and an improved patient and carer experience. There was now early intervention to help people plan care and there was greater choice of care options. The care pathway had now changed with patients with dementia no longer being admitted to an acute or specialist bed and then automatically transferring into residential care. Services now reduced the possibility of a crisis arising with care needs being managed instead. Such changes had resulted in the Berkeley Ward, which provided South Worcestershire's specialist dementia beds, being empty. Whilst the Trust had anticipated that this would happen, it happened sooner than expected with only 2 or 3 patients in the 18 bedded ward, resulting in its temporary closure at that stage. Commissioners had asked the Trust to monitor the situation to determine whether the reduced demand was real or an aberration, whether there was an impact of the closure elsewhere in the system, to seek views of the public and to ask patients and carers about their experiences. The Trust also talked regularly to staff.

The Berkeley Ward remained closed and there had been very small numbers in South Worcestershire needing admission and those requiring admission had been accommodated in the Clent Ward in Bromsgrove. The Trust had received very positive feedback, with clinicians having asked patients and carers about what it was like for them to not have a service available in South Worcestershire. Interestingly, no-one had mentioned transport being an issue and it seemed that they were more interested in the service provision than access issues, aware that patients would return to a community setting with significant support as soon as this was possible.

The Trust had sought the views of the public, using an on-line survey which received 12 responses and presentation and discussions with Worcester City and South Worcestershire Locality Fora as well as with the patients who were admitted to hospital and their carers. All staff from the Berkeley Ward had been redeployed, with the Trust using the opportunity to place them in various roles around the County, in community hospitals, in Clent Ward

and in the Acute Trust and the liaison team.

Berkeley Ward needed 12 patients in order to provide an appropriate environment for patients and to be cost effective but this number would not have been achieved given the low numbers of patients in South Worcestershire who had required an admission in recent months. Activity and demand did not point to re-opening the Berkeley Ward.

The temporary closure had had no adverse impacts elsewhere in the system, Clent Ward had not been full and there were no waits or pressures in the system with all admissions having been to age and illness appropriate beds. Very constructive comments had been received from patients, carers and the public and staff supported the changes and no redundancies were planned through this process. The Brookhaven development in Bromsgrove remained on target to open in July 2013 for dementia and functional illness care for those aged over 65 years. The liaison service would continue to be enhanced and would make a significant difference, reducing patients' length of stay and improving discharge to where patients wanted to be.

The Trust would continue to develop services for older people with mental health problems, developing community services further and now wanted to close the Berkeley Ward. The Trust also wanted to develop similar pathway models for all older people.

During the ensuing discussion, the following main points were raised:

- in response to a question about what measures the Trust had put in place for patients and carers adversely affected by the centralisation of the service, particularly those from Pershore, Evesham and West Malvern for example, Members were advised that there had been admissions from this area, with 7 from Malvern. However, none had raised access or transport as an issue;
- it was questioned whether Brookhaven was being developed to the right size given the decrease in demand. Members were advised that Brookhaven would be a 30-bed unit and was the first mental health development in Worcestershire for a long time. The unit included a movable wall which would enable the Trust to change the balance as needed between beds for patients with dementia for those with psychoses. The Trust was confident that there would be sufficient beds for the County's population even with the anticipated demographic changes, given the earlier intervention, improved community services and

avoidance of crisis situations. Members were assured that there would not be large numbers of patients needing admission and it was the community end of services rather than the specialist end which needed growth and it was also highlighted that in-patient length of stay was also increasingly becoming shorter;

- it was highlighted that a lot of older people were not on-line yet would have been interested to have responded to the consultation on the future of the Berkeley Ward and the Trust should have also contacted the Older People's Fora in the County. Members were advised that the Trust had also consulted its locality fora;
- Members were assured that current and future service provision complied with single sex standards;
- in response to a question about whether the proposed model would be sustainable, Members were assured that the Trust was not concerned about there being any upward blips in demand, but if the Trust had got things completely wrong, it could respond as an organisation. Members were advised that it was only a small number of patients who needed inpatient care and the Trust was confident it had the right numbers and it was now community services which needed to be addressed. Inpatient care was very specialised and was needed only for a small but complex population and this population was becoming increasingly small as community support developed. A key need was continuity of support for patients and their carers. It was believed that the County was probably approximately in the middle of the predicted demographic changes;
- it was queried whether the reduced demand had been achieved by changing the admission criteria. Members were advised that the decrease in admissions was due to the changes in the provision of community based care;
- Members were advised that the Trust's strategy was well-exercised with commissioners;
- in response to a question about what triggered the Trust providing training in nursing homes, Members were advised that this was normally as a result of a referral, for example if a GP or a family raised any concerns. An older adult consultant would be involved as well as nurses to undertake an assessment and work with the home on why certain behaviours were being exhibited, for example, being linked to the physical environment, and to work with homes on person-centred care;

- it was queried whether GPs received advice from the Trust's specialists about medication prescriptions and conflicts between medications. Members were advised that previously, strong tranquilising medication had been prescribed indiscriminately but the main message to GPs was now about doing more before prescribing anti-psychotic drugs when there was concerning behaviour and the message had got over as GPs were now referring more to the in-reach team;
- financial issues were questioned in relation to the sustainability of community services and the overspend on domiciliary care and the impact on the Trust. Members were advised that this was being watched closely by the Trust as it would impact somehow, although possibly not negatively. A key concern was that service reductions might impact on the preventative agenda;
- it was highlighted that the specialist service providers needed to take more of a leadership role and spread best practice. There was now countywide dementia training which it was hoped would help reduce any 'clunks' between services. The wider market was already being asked to take on the care of more people with dementia and it was anticipated that dementia care would become everybody's business and the challenge for the Trust was give to support and ensure a resilient system of care. It was highlighted that Manchester had established a dementia-friendly community, looking at what could be done to help people continue to have an independent life;
- it was acknowledged that there would be less money in the system for the next 5 years and there would therefore need to be more integration and with voluntary services too; and
- in response to a question about the services provided at the Robertson Centre, Kidderminster, Members were advised that the Witley Ward for older adults would close when Brookhaven opened but had provided a lot of the learning used in developing Brookhaven. The Harvington Ward was for adults and would remain open. There was also a number of community teams based at the Robertson Centre.

The Chairman advised that the HOSC had heard evidence of clinical and financial sustainability and evidence of adequate consultation being undertaken with the caveat about the concern about the narrowness of the Trust's on-line survey.

The Chairman thanked the guests for their attendance.

**607. (Agenda item 8)
Health Overview
and Scrutiny
Committee
Round-up**

As the next meeting of the HOSC was only a few weeks away it was agreed to defer this agenda item.

The meeting ended at 4.26pm.

Chairman

Health Overview and Scrutiny Committee
Tuesday, 12 February 2013 (2.00pm), County Hall,
Worcester

Membership

Worcestershire County Council Mr A C Roberts (Chairman), Mr M H Broomfield,
Mrs M Bunker, Mr B F Clayton, Mr A P Miller,
Mrs P J M Morgan, Mr J W Parish, Mr T Spencer.

Bromsgrove District Council Dr B T Cooper
Malvern Hills District Council Mrs J Marriott
Redditch Borough Council Mrs P Witherspoon
Worcester City Council Mr R Berry
Wychavon District Council Mr G O'Donnell
Wyre Forest District Council Mrs F M Oborski

Agenda

Item No	Subject	Page Nos
1	Apologies	-
2	Declarations of Interest and of any Party Whip	-
3	Public Participation <i>Members of the public wishing to take part should notify the Director of Resources in writing or by e-mail indicating the nature and content of their proposed participation no later than 9.00am on the working day before the meeting (in this case 11 February 2013). Enquiries can be made through the telephone number/e-mail address below.</i>	-
4	Confirmation of Minutes – 24 January 2013	Attached pink pages
5	The NHS Commissioning Board and Area Team – Roles and Relationships with the Health Overview and Scrutiny Committee	1
7	Health Overview and Scrutiny Committee Round-up	5

Agenda produced and published by the Director of Resources, County Hall, Spetchley Road, Worcester WR5 2NP

To obtain further information or copies of this agenda, please contact Sandra Connolly:
☎ Worcester (01905) 76 6606 (direct) or Worcester (01905) 763763, Kidderminster (01562) 822511
or minicom: Worcester (01905) 766399 email: sconolly@worcestershire.gov.uk

The above reports and supporting information can be accessed via the Council's website at
<http://www.worcestershire.gov.uk/cms/democratic-services/minutes-and-agenda.aspx>

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CABINET LEADER'S WORK PROGRAMME

1 MARCH 2013 TO 30 JUNE 2013
(published as at 5 February 2013)

Page 87

This Work Programme gives details of items on which key decisions are likely to be taken in the coming four months by the Council's Cabinet

(NB: There may be occasions when the Cabinet may make recommendations to Council for a final decision. E.g. to approve a new policy or variation to the approved budget.)

Whilst the majority of the Cabinet's business at the meetings listed in the Work Programme will be open to the public and media organisations attend, there will inevitably be some business to be considered that contains confidential, commercially sensitive or personal information. This is called exempt information. Members of the public and media may be asked to leave the meeting when such information is discussed.

If an item is likely to contain exempt information we show this on the Work Programme. You can make representations to us if you consider an item or any of the documents listed should be open to the public.

Agenda Item 15

The Work Programme gives details of items on which key decisions are likely to be taken by the Council's Cabinet, or full Council, in the coming four months.

Key Decisions are those executive decisions which are likely to:

- (i) result in the Council incurring expenditure, foregoing income or the making of savings in excess of £50,000 or which are otherwise significant having regard to the Council's budget for the service or function to which the decision relates; or
- (ii) be significant in terms of its effect on communities living or working in an area comprising two or more wards in the district;

Key Decisions will include:

1. A decision which would result in any expenditure or saving by way of a reduction in expenditure of £50,000 provided the expenditure or saving is specifically approved in the Medium Term Financial Plan.
2. A virement of any amount exceeding £50,000 provided it is within any virement limits approved by the Council;
3. Any proposal to dispose of any Council asset with a value of £50,000 or more or which is otherwise considered significant by the Corporate Property Officer;
4. Any proposal to cease to provide a Council service (other than a temporary cessation of service of not more than 6 months).
5. Any proposal which would discriminate for or against any minority group.

The Work Programme is available for inspection free of charge at The Council House, Burcot Lane, Bromsgrove, B60 1AA from 9am to 5pm Mondays to Fridays; or on the Council's web-site (www.bromsgrove.gov.uk)

If you wish to make representations on the proposed decision you are encouraged to get in touch with the relevant report author as soon as possible before the proposed date of the decision. Contact details are provided. Alternatively, you may write to the Head of Legal, Equalities and Democratic Services, The Council House, Burcot Lane, Bromsgrove, B60 1AA or e-mail: democratic@bromsgroveandredditch.gov.uk

The Cabinet's meetings are normally held every four weeks at 6pm on Wednesday evenings at The Council House. They are open to the public, except when confidential information is being discussed. If you wish to attend for a particular matter, it is advisable to check with the Democratic Services Team on (01527 881409) to make sure it is going ahead as planned. If you have any queries Democratic Services Officers will be happy to advise you.

The full Council meets in accordance with the Councils Calendar of Meetings. Meetings commence at 6pm.

CABINET MEMBERSHIP

Councillor R. Hollingworth
Councillor Mrs. M. A. Sherrey
Councillor M. J. A. Webb
Councillor Dr. D. W. P. Booth

Councillor C. B. Taylor
Councillor M. A. Bullivant

Leader of the Council and Portfolio Holder for Finance, Partnerships and Economic Development
Deputy Leader of the Council and Portfolio Holder for Health and Well-being
Portfolio Holder for Leisure, Cultural Services, Environmental Services and Emergency Planning
Portfolio Holder for Strategic Housing, Business Transformation (including ICT) with special responsibility for the Town Centre Regeneration and Special Projects
Portfolio Holder for Planning, Core Strategy and Regulatory Services
Portfolio Holder for Policy, Performance, Communications, Customer Services, Legal, Equalities, Democratic Services and Human Resources

Decision Including Whether it is a Key Decision	Decision Taker including Details of Exempt Information (if any)	Date of Decision	Documents submitted to Decision Maker / Background Papers List	Contact for Comments
Medium Term Financial Plan 2013/14 to 2015/16	Cabinet <i>Recommendations to be made to Council</i>	20 February 2013	Report of the Executive Director (Finance and Resources) – S151 Officer Resources)	Jayne Pickering, Executive Director (Finance and Resources) – S151 Officer Resources) – S151 Officer Resources) – S151 Officer Resources) 01527 881673
Treasury Management Statement	Cabinet <i>Recommendation to be made to Council</i>	20 February 2013	Report of the Head of Finance and Resources	Teresa Kristunas, Head of Finance and Resources 01527 64252 ext 3295
Home Energy Conservation Act (HECA)	Cabinet	6 March 2013	Report of the Head of Environmental Services	Cericwen John, Climate Change Manager 01527 64252 ext 3790
Flooding Mitigation Measures	Cabinet	6 March 2013	Report of the Head of Environmental Services	Guy Revans , Head of Environmental Services 01527 64252 ext 3292
Finance Monitoring 2012/13 (Quarter 3)	Cabinet	6 March 2013	Report of the Head of Finance and Resources	Sam Morgan, Financial Services Manager, 01527 64252 ext 3295
Write Off of Debts 2012/13(Quarter 3)	Cabinet	6 March 2013	Report of the Head of Finance and Resources	Teresa Kristunas, Head of Finance and Resources 01527 64252 ext 3295
Welfare Reforms Policy	Cabinet	6 March 2013	Report of the Head of Finance and Resources	Teresa Kristunas, Head of Finance and Resource 01527 64253 ext 3295

Playing Pitch Strategy	Cabinet	3 April 2013	Report of the Head of Leisure and Culture	Karl Stokes, Parks and Green Spaces Services Manager 01527 64252 ext 3377
Local Authority Mortgage Assistance Scheme	Cabinet	3 April 2013	Report of the Executive Director (Finance and Resources) – S151 Officer	Jayne Pickering, Executive Director (Finance and Resources) – S151 Officer 01527 881673

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OVERVIEW & SCRUTINY BOARD

WORK PROGRAMME

2012-13

This Work Programme consists of two sections: Items for future meetings (including updates) and Task Group Reviews.

RECOMMENDATION:

(a) To consider and agree the work programme and update it accordingly.

ITEMS FOR FUTURE MEETINGS

Date of Meeting	Subject	Other Information
25th February 2013	CCTV Shared Service - CCTV Operation Code of Practice (2 of 2)	Topic Proposal submitted and agreed at meeting on 16th July 2012
	Quarterly Summary of Environmental Enforcement Action Taken (1st October to 30th December 2012)	Update requested following meeting 23rd April 2012
	Homelessness Grants 2012/13 – Update Report	Update requested following meeting 27th February 2012
	Overview & Scrutiny Topic Proposal – Community Safety Team Additional Information	Requested at meeting held on 17th December 2012
	Making Experiences Count Quarter 3 Report	
	Sickness Absence Performance and Health for Period ended 31st December 2012	
	Budget 2013/14 – Verbal Update	
	Youth Provision Task Group – Verbal Update	
	Air Quality Task Group – Verbal update	
	WCC Health Overview & Scrutiny Committee	
	Actions List	
	Cabinet Work Programme (for information)	

Date of Meeting	Subject	Other Information
26th March 2013 (Tuesday)	Council Plan	
	The Living Wage – additional information	Requested at meeting held on 17th December 2012
	Telephony Problems – Presentation from Head of Customer Services	
	Quarter 3 Finance Monitoring Report	
	Quarter 3 Write Off Of Debts Report	
	Youth Provision Task Group – Verbal Update	
	Air Quality Task Group – Verbal update	
	Actions List	
	Overview & Scrutiny Work Programme 2012-13	
Cabinet Work Programme (for information)		
22nd April 2013	Planning Policy Task Group 12 Month Review	
	Quarterly Summary of Environmental Enforcement Action Taken (1st January to 31st March 2013)	Update requested following meeting 23rd April 2012
	Overview and Scrutiny Board Quarterly Recommendation Tracker	
	Youth Provision Task Group – Final Report	
	Air Quality Task Group – Final Report	
	Actions List	
	Cabinet Work Programme (for information)	

Scrutiny of Crime & Disorder Partnership Meeting Dates

10th September 2012

Reports not allocated

Annual Review of Call In

Countywide Sustainable Community Strategy – this is a ten year strategy and not due to be reviewed until 2014

Topic Proposals not allocated

Shared Services – are they Value for Money? Building Control Services

Shared Services – are they Value for Money? Property Services

Shared Services – are they Value for Money? Internal Audit Services

The Work of Regulatory Services

The Impact of the Localism Act

OVERVIEW & SCRUTINY TASK GROUP/INQUIRY REVIEWS 2012-13

Task Group	Date of Review
Planning Policy Task Group	September 2013

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