



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY 16TH DECEMBER 2013
AT 6.00 P.M.

COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

MEMBERS: Councillors P. Lammas (Chairman), R. J. Laight (Vice-Chairman),
C. J. Bloore, B. T. Cooper, R. L. Dent, K. A. Grant-Pearce,
J. M. L. A. Griffiths, H. J. Jones, L. C. R. Mallett, S. P. Shannon,
C. J. Spencer, C. J. Tidmarsh 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 18th November 2013 (Pages 1 - 10)
4. Car Parking Review Presentation
5. Quarters 1 & 2 Sickness Absence Performance & Health Report (Pages 11 - 16)
6. Making Experiences Count Quarter 2 Report (Pages 17 - 32)
7. Quarters 1 & 2 Write Off of Debts Report (Pages 33 - 38)
8. Quarter 2 Finance Monitoring Report (Pages 39 - 58)
9. Joint WRS Scrutiny Task Group (Pages 59 - 60)
10. Artrix Outreach Provision Task Group - Verbal Update

11. Air Quality Task Group - Verbal Update
12. Worcestershire Health Overview and Scrutiny Committee (HOSC) - Verbal Update
13. Cabinet Work Programme 1st January to 30th April 2014 (Pages 61 - 66)
14. Action List (Pages 67 - 68)
15. Overview and Scrutiny Board Work Programme (Pages 69 - 72)
16. 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

4th December 2013



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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY, 18TH NOVEMBER 2013 AT 6.00 P.M.

PRESENT: Councillors P. Lammas (Chairman), R. J. Laight (Vice-Chairman), C. J. Bloore, B. T. Cooper, R. L. Dent, J. M. L. A. Griffiths, H. J. Jones, L. C. R. Mallett, S. P. Shannon, C. J. Spencer, C. J. Tidmarsh and L. J. Turner

Invitees: Councillor C. B. Taylor

Officers: Ms. J. Pickering, Ms. A. Scarce, Mrs. R. Bamford, Ms. B. Houghton and Mr. C. Santoriello-Smith, Ms J. Bayley and Ms A. Scarce.

45/13 **APOLOGIES**

An apology for absence was received on behalf of Councillor Grant-Pearce.

46/13 **DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS**

Councillor S. P. Shannon declared a Disclosable Pecuniary Interest as a member of the Board of the Bromsgrove Housing Initiative (BHI) in respect of Item 8. As such, Councillor Shannon withdrew from the meeting and took no part in its consideration and voting thereon.

Councillors J. M. L. A. Griffiths and C. J. Spencer both declared Disclosable Pecuniary Interests as members of the Bromsgrove Arts Centre Trust in respect of Item No. 12. As such Councillors Griffiths and Spencer withdrew from the meeting whilst an update was provided on progress with the Artrix Outreach Provision Task Group and were not present and took no part in its consideration and voting thereon.

47/13 **MINUTES**

The Minutes of the Overview and Scrutiny Board meeting held on 14th October 2013 were submitted.

RESOLVED that the minutes be approved as a correct record.

48/13 **UPDATE ON NORTH WORCESTERSHIRE COMMUNITY SAFETY PARTNERSHIP**

The Community Safety Manager presented a briefing note on the subject of the North Worcestershire Community Safety Partnership, the terms of

reference and operating principles for the partnership and the partnership's plan for 2013-16. During consideration of this item the Chairman advised Members that, in line with legislative requirements, the Board's role was to scrutinise the work of the partnership as a whole, rather than the work of any specific partner organisations.

The White Ribbon Campaign, designed to tackle domestic violence against women and girls, was discussed during consideration of this item. The white ribbons would be distributed around Council buildings and made available for interested parties to obtain. In order to promote the campaign Members agreed that information about the campaign, together with some white ribbons, should be made available following the next meeting of Council.

Car crime had not been identified as a particular problem in Bromsgrove district. Car theft tended to occur more during particular seasons; in particular during winter months when drivers were attempting to defrost their cars. Crime levels in Bromsgrove were lower than the levels in Wyre Forest district and Redditch Borough respectively. For this reason the Safer Bromsgrove Group received a lower funding settlement than the safer groups for the other two districts.

Funding for the partnership in 2013/14 was discussed by the Board in detail. This funding had already been committed to specific projects. In particular, the funding allocated to the Safer Bromsgrove Group would be allocated to match funding a Project Officer who would work on delivery of community safety projects, particularly home security assessments, in Bromsgrove district. Some of the funding would also be spent on communications to help reassure residents and address fears about crime and anti-social behaviour.

Members noted that HMP Hewell was a member of the partnership. Following the publication of recent reports by HM Inspectorate of Prisons and the Howard League, which had been critical of the prison, Members questioned whether HM Hewell should remain a member of the partnership. Officers explained that the prison was not a statutory partner and therefore not obliged to be a member of the partnership, however, Officers were not in a position to comment on the advisability of the prison remaining a member of the partnership.

Some concerns were expressed that residents appeared to have become more anxious about anti-social behaviour when compared to previous years. It was suggested that this appeared to be reflected in comments submitted by residents who attended PACT meetings in the district.

Attendance by representatives of the Community Safety Partnership, particularly police representatives, at Parish Council, local school and PACT meetings was briefly debated. Officers advised that representatives of the partnership regularly attended schools. As each organisation was in the process of reducing resources attendance at meetings may need to be considered on a priority basis in future.

Forthcoming reductions to Worcestershire County Council's budget and the impact on community safety projects were also debated. These budgetary cuts would have particular implications for action that the partnership was taking to tackle domestic violence. Community Safety Officers would be responding to the current consultation process concerning proposed reductions to supported people funding.

RESOLVED that the response from the North Worcestershire Community Safety Partnership to Worcestershire County Council's consultation regarding the proposed reductions to supported people funding be considered by the Board a future meeting.

49/13 **QUARTERS 1 AND 2 SUMMARY OF ENVIRONMENTAL ENFORCEMENT ACTION REPORT**

The Board considered the summary of enforcement action report for the period 1st April to 30th September 2013.

The following items were highlighted by Officers for Members' consideration:

- Each environmental enforcement case was investigated by a single Officer. Three Officers investigated environmental enforcement cases including two Officers in the Community Safety team.
- There had been one successful court proceeding during the period, for a duty of care case, though this had not been recorded in the report as the outcome related to a case reported to the Council more than six months previously.
- The reduction in fly tipping during the period was mainly due to improvements being made in the way that the Council responded to reports. Officers previously had attempted to respond to all reports regardless of whether it would have been possible to resolve the issue. Now Officers were focusing on cases where evidence was available to help identify perpetrators or secure a positive outcome.
- When responding to waste carrier offences Officers would check vehicle licenses. As Council staff did not have the authority to stop cars some of this work had been conducted in partnership with the Police which had helped Officers to gain access to vehicles.
- The enforcement Officers had authority to deal with abandoned vehicles. This power did not extend to handling cases where vehicles had been parked in an inconsiderate manner.
- Improvements needed to be made to the way that the Council responded to dog fouling. Residents were being encouraged to report locations and times when dog fouling was likely to occur so that inconsiderate dog owners could be identified and their behaviour could be tackled.
- An Officer, who had been involved in managing the Mucky Pup campaign for the Council, was working with the enforcement Officers to help address problems with dog fouling.

A number of additional issues arising from the report were discussed following the presentation:

- The decision to focus on prioritising particular fly tipping cases for action had been taken in order to ensure that best use was made of available resources. Officers offered to make available further information about the impacts that this approach was having in the community.
- The most common type of fly tipping cases in the district involved grass cuttings and building materials.
- Enforcement Officers could choose how to respond in cases where the owner of the dog had been identified. In some cases it would be appropriate to issue a fine. In other cases, particularly when dealing with first time offenders or children, it might be more appropriate to speak with the offender or their parents.
- Members were advised that the best way to report an instance of dog fouling, or a location where fouling repeatedly occurred at particular times, was through the contact centre.
- Following the introduction of civil parking enforcement in the district there had been some confusion locally about the different roles of the Enforcement Officers and Civil Parking Officers in relation to abandoned vehicles.
- Some abandoned vehicles needed to be referred on to another agency, such as the police, for further action. However, it was not always clear what action was required until an initial inspection of the vehicle had been undertaken.
- When dealing with an abandoned vehicle Officers would place a notice on the vehicle advising observers that the vehicle had been found and was thought to have been abandoned. If the vehicle was not then removed within a specified period by the owner it would be towed away.
- The Department for Environment, Food and Rural Affairs (Defra) provided guidelines that the Council followed when determining whether a vehicle should be considered to have been abandoned.

Members noted that whilst information was provided about the number of cases that were investigated it would be useful to also provide further information in respect of the number of cases that were reported to the Council in within future reports. This could be incorporated into the item in future as part of work which was being undertaken to update the report format.

RESOLVED that the report be noted.

50/13 **PLANNING POLICY TASK GROUP 12 MONTH REVIEW OF RECOMMENDATIONS**

The Board received an update on the action that had been taken to implement the recommendations that were made by the Planning Policy Task Group in July 2012. As recommended by the Task Group an update was also provided in respect of actions taken to implement recommendations made in the internal audit report ad hoc Investigation: Marlbrook Tip.

Officers explained that, in relation to planning enforcement, two types of enquiries tended to be received by the Council. Firstly, there were enquiries relating to developments that had been granted planning permission but where problems had been identified in relation to compliance with some of the

planning conditions. The most appropriate Officer to undertake investigations in response to these enquiries was the Officer who had handled the original planning application and work was being undertaken to encourage Planning (application) Officers to work more closely with the enforcement Officers for that reason. The second type of enquiry tended to occur when development was taking place in locations where there had previously been no properties.

In relation to recommendation 1a, the Portfolio Holder for Planning, Core Strategy, Regulatory and Strategic Housing, was asked to report on the outcomes of his discussions with Officers about the financial implications of implementing the recommendation. He explained that in all cases the implications would be determined by the nature of the conditions set by the Planning Committee when approving an application and therefore each application needed to be considered carefully. Members were informed that the local planning authority had a duty to perform certain tasks and financial constraints was not a reason for refusing planning permission or imposing conditions on a particular application.

With regard to recommendation 2 from the Task Group, concerns were expressed that delays to implementation had occurred as a result of service transformation. Service transformation had extended beyond the original timeframes envisaged for the planning department at the start of the process. This had coincided with managing a backlog of applications and the departure of some experienced members of staff. Training for Officers therefore remained to be completed. However, Officers explained that Members would be receiving additional training in November 2013 which would provide an opportunity to learn more about appropriate conditions for applications.

The process followed by the Council when launching enforcement action was discussed by the Board. Members were advised that Officers followed legal guidance in these processes. The Council's decision about whether it would be expedient to take enforcement action, what enforcement action to take and what requirements to impose, had to be taken outside the public arena. It was considered unfair to the recipient of the enforcement notice if the Council informed and consulted with the public about the proposed enforcement notice prior to consultation with the recipient. The Council needed to make decisions about enforcement in accordance with planning principles and in the interests of the general public and had to balance the interests and rights of the of the public with the rights of the landowner. Once an enforcement notice was issued, the public could be informed and the contents of the notice could be made available.

The implications of this process for the implementation of actions proposed in recommendation 6 were briefly debated. Members noted that provision of information about enforcement cases on the Council's intranet could compromise the security of data in cases where Officers had only recently started to negotiate enforcement action with a developer. However, Officers explained that there was some information which could be shared on the intranet as well as a secure system available to the Planning Department which could be used to store confidential information.

RESOLVED:

- (a) that the outstanding recommendations be included within the Quarterly Recommendation Tracker; and
- (b) that the report be noted.

51/13 **CABINET RESPONSE TO THE AIR QUALITY TASK GROUP REPORT**

The Board considered the response that had been received from Cabinet in relation to the recommendations that had been made by the Air Quality Task Group.

During consideration of this item the following points were raised by Members:

- Disappointment was expressed by the Chairman of the Task Group, Councillor S. P. Shannon, that a number of the Group's recommendations had not been approved by the Cabinet.
- In some cases the Cabinet had been reluctant to approve recommendations as there had been concerns about the cost implications for the Council.
- Due to the health implications of particulate matter Members commented that it would be particularly important to identify ways to fund regular monitoring of air pollution, as proposed in recommendation 9 of the group's report.
- The Board noted that there was the potential for some of the costs involved in delivering a number of the actions proposed by the group to be covered by funding from the Defra Air Quality Grant Programme. Bromsgrove District Council was eligible to apply for up to £1 million from this programme, though specific funds would need to be applied for in order to cover the costs of particular projects.
- Unfortunately Worcestershire Regulatory Services (WRS) had not applied for funding from this grant in 2013. However, Officers were now aware of this grant programme and it was anticipated that applications would be submitted for funding if the programme continued to be in place in future years.

Due to the significance of air quality to public health Members concurred that the feedback received from Cabinet should be considered in further detail and a response submitted for the Cabinet's consideration. Members recognised that the members of the Task Group had the expertise required to assess the subject matter. For this reason the Board agreed that the group should be reconvened to discuss the matter further.

RESOLVED that the Air Quality Task Group be reconvened for one meeting to discuss a suitable response to the Cabinet Response.

52/13 **SCRUTINY TOPIC PROPOSAL - GROUND MAINTENANCE WORK CARRIED OUT FOR BDHT**

Councillor H. J. Jones presented a topic proposal form focusing on the potential for Overview and Scrutiny Members to review ground maintenance

work carried out by the Council on behalf of Bromsgrove District Housing Trust (BDHT). She explained that the Council had provided the trust with some assistance in her ward with maintenance works, particularly through the provision of sandbags, following a recent problem with flooding. As a result of this experience the level of support provided by the Council to the trust in general and the financial costs involved were issues that she felt needed to be clarified.

Provision of sandbags within the district was briefly debated. Members noted that sandbags tended to be provided to residents and agencies when there was a need. The extent to which the Council charged external bodies for the provision of sandbags could not be confirmed during the meeting, though Members concurred that any charges would need to be levied consistently.

The Board noted that there was some uncertainty in respect of the level of services provided to BDHT in general, as well as the extent to which the Council charged for these services. Members commented that it was likely that the Environmental Services Department provided landscaping and cleansing services, though it would be useful to clarify the range of services that were delivered and the financial costs involved.

RESOLVED that further information be requested from a relevant source for the consideration of the Board before deciding whether or not further investigation is required.

53/13 **JOINT WRS SCRUTINY TASK GROUP**

The Board was advised that meetings of the Task Group had taken place on 22nd October and 12th November 2013. During the meeting of the group in October Members had interviewed the Head of Regulatory Services. This interview had been very informative and the group had invited the Officer to attend further meetings to discuss particular issues in more detail. The meeting of the group on 12th November had provided Members with an opportunity to reflect on the information that had been gathered to date and to propose questions for the consideration of expert witnesses.

Councillor R. J. Laight, as Chairman of the Task Group, explained to the Board that the group was still consulting with elected Members from each local authority about their experiences working with Worcestershire Regulatory Services (WRS). There had been very few responses received from Bromsgrove elected Members. Councillor Laight was keen to ensure that the views and needs of Bromsgrove Councillors and residents were taken into account as part of the review. He therefore urged Members to respond to the group's request for information as soon as possible.

54/13 **WORCESTERSHIRE HEALTH OVERVIEW AND SCRUTINY COMMITTEE (HOSC)**

The Chairman invited Councillor B. T. Cooper, as the Council's representative on the HOSC, to provide an update on its most recent meeting.

Members were advised that there had been one main agenda item at the meeting held on 6th November; a presentation on the subject of Well Connected – Worcestershire Health and Care NHS Trust. The presentation had focused on the patient flow, from admission to hospital to returning home. Members' discussions had concentrated mainly upon the planning stages rather than on outcomes.

The final report produced by the Air Quality Task Group was briefly discussed. As the group's proposal, that the health implications of air pollution be the focus of a detailed review by the HOSC, had been approved by Cabinet Members agreed that this recommendation needed to be referred to the Chairman of the Committee for further consideration.

RESOLVED:

- (a) that Officers write to the Chairman of the HOSC inviting him to consider the findings of the Air Quality Task Group and the implications of air pollution for people's health; and
- (b) the report be noted.

55/13 ACTION LIST

The Board was advised that a number of actions remained outstanding, though it was anticipated that many of these actions would be implemented shortly.

Members were informed that the additional information that had been requested for inclusion in the Sickness Absence Performance and Health Report would be incorporated into the following version of the report, which was due to be considered by the Board on 16th December.

It was anticipated that the revised Code of Practice for the CCTV system, requested by the Board earlier in the year, would be presented for Members' consideration in February 2014.

56/13 CABINET WORK PROGRAMME

The Board considered the Cabinet Work Programme for the period 1st December 2013 – 31st March 2014.

Members noted that the Car Parking Review was scheduled to be considered by the Cabinet on 4th December. The review was also scheduled to be considered by the Overview and Scrutiny Board in December. The content of the report could not be confirmed during the meeting, though Members commented that it would be important to ensure that this report was constructive in order to address the concerns of the Bromsgrove Older People's Forum which had previously suggested that this subject needed to be investigated in further detail.

57/13 **OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME**

The Board considered the Overview and Scrutiny Work Programme and discussed a number of items that were scheduled to be considered at an informal briefing on 2nd December. Alongside a presentation on the subject of the Council's budget for 2014/15 would be a presentation focusing on the Hardship Fund and the Universal Credit Scheme.

Members commented that they had received a letter from local community groups who regularly hired the Spadesbourne Suite at Bromsgrove Council House raising concerns over the facilities which would be available at the new civic suite at Parkside. Members therefore requested that an update on this subject be provided for the Board's consideration on 2nd December. Officers explained that, in accordance with budget scrutiny arrangements in previous years, all Councillors would be invited to attend this briefing meeting (which would not be open to the public) and would commence at 5.30pm.

The recent staff survey was also briefly discussed. Analysis of the feedback that had been provided by staff in the completed surveys remained to be completed. However, Members agreed that the information provided in the staff surveys should be considered once this analysis had been finalised and it was noted that this had been included within the work programme for February 2014..

An update was provided under this item with regard to the progress of the Artrix Outreach Provision Task Group. The Chairman of the review, Councillor S. P. Shannon, explained that the group had held a single meeting to date during which expert witnesses had been identified and suitable dates for future meetings had been agreed.

The meeting closed at 8.05 p.m.

Chairman

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Overview and Scrutiny

16th December 2013

SICKNESS ABSENCE PERFORMANCE AND HEALTH FOR PERIOD ENDING 30th September 2013

Relevant Portfolio Holder	Cllr Mark Bullivant
Relevant Head of Service	Deb Poole, Head of Business Transformation and Organisational Development
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To report to Overview and Scrutiny on Bromsgrove District Council's performance for Quarter 1&2 (April to September 2013) in relation to sickness absence.

2. RECOMMENDATIONS

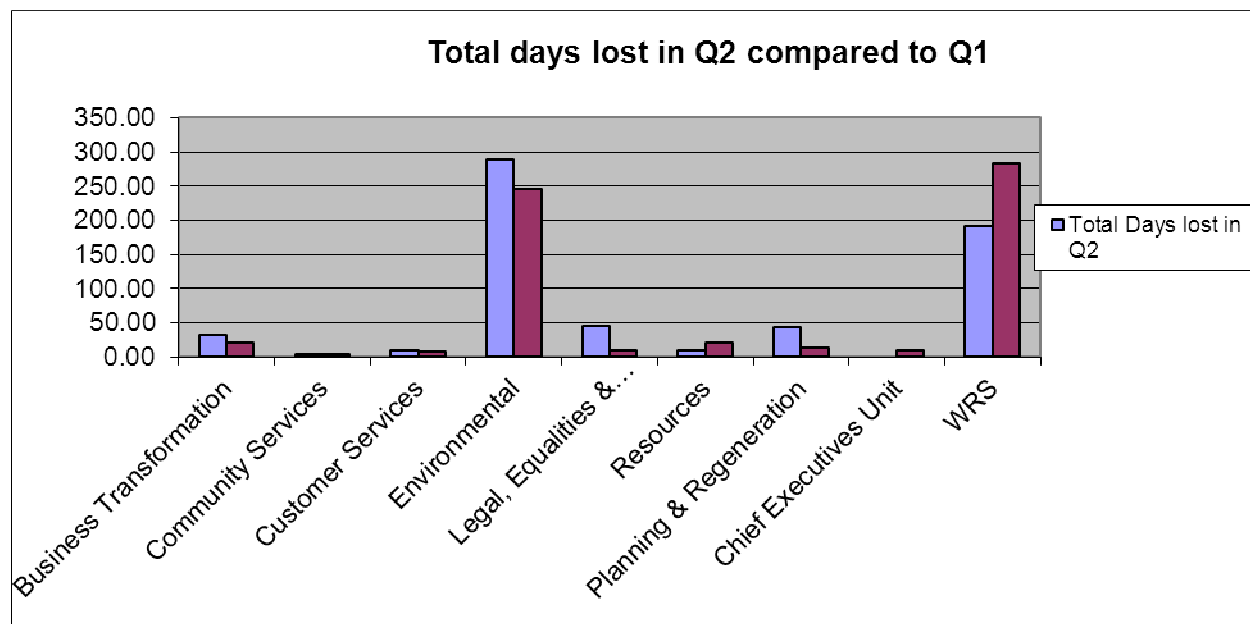
The Overview and Scrutiny Board is requested to note the report

3. KEY ISSUES

Analysis of the monthly statistics for the quarter

Statistics for the quarter July – September 2013 compared to the previous quarter

- 3.1 The graph below shows sickness absence for Bromsgrove District Council employees in the quarter July - September 2013, compared to the previous quarter (April - June 2013).



Overview and Scrutiny

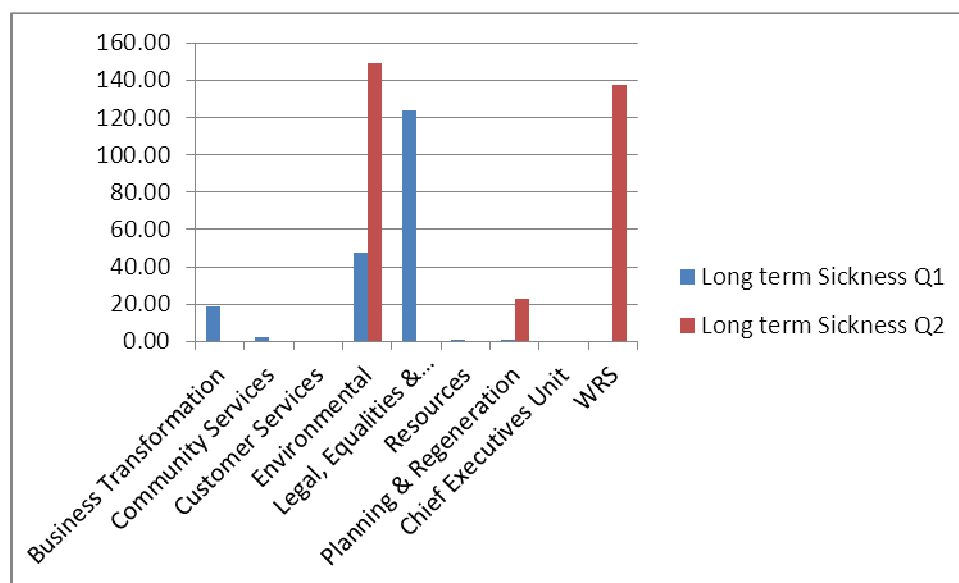
16th December 2013

The information below shows the number of full time equivalent staff in each Department:

27.10	Business Transformation
9.24	Community Services
12.80	Customer Services
116.00	Environmental
21.30	Legal, Equalities & Democratic
12.30	Resources
36.10	Planning & Regeneration
16.60	Chief Executives Unit
106.00	WRS

- 3.2 The average days lost per person for quarter 2 is 1.78 days per person compared to 1.76 days in the previous quarter. This reflects slight increase from the previous quarter
- 3.3 This indicates a predicted outturn for the year of 7.10 days.
- 3.4 Further information in relation to long-term and short-term absence levels are detailed later in the report.

Long-term absence for the July - September 2013, compared to the previous quarter (April – June 21013)

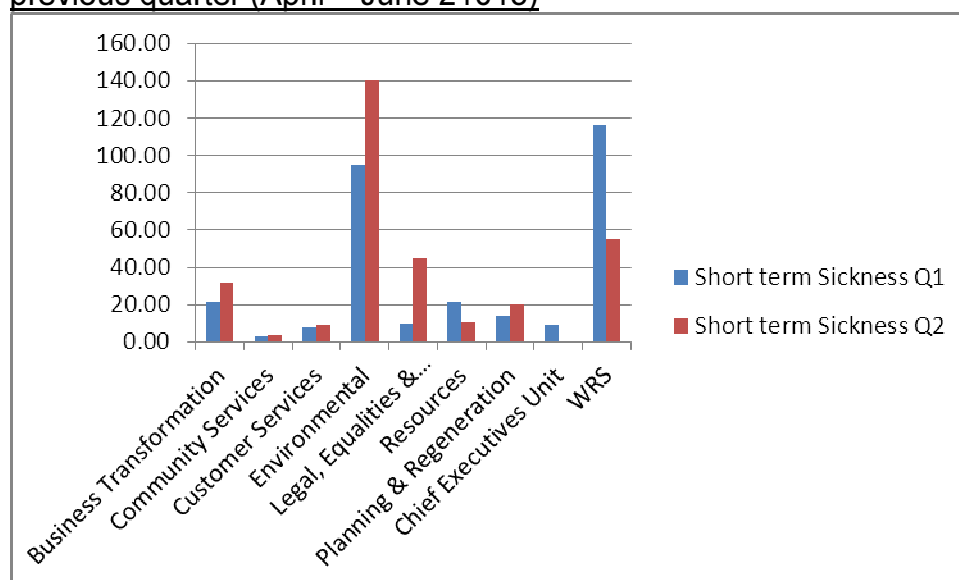


Overview and Scrutiny

16th December 2013

- 3.5 Although the quarter 2 (July – September) position looks significant it represents only a slight increase overall in long term absence. Sickness is considered to be long term after 1 month. The changes are a result of an increase in long term absence in Environmental Services and Planning and Regeneration. In total there were 8 employees on long term absence during this period, 4 in each service area, 2 of these employee are now back at work which will be reflected in Quarter 3 report. HR continues to work with Service Managers and appropriate support is being offered to enable employees to return or work at the earliest opportunity. The sickness absence policy and other relevant policies are being applied to ensure individual cases are resolved as quickly as possible.
- 3.6 All other services have seen a reduction in Long term absence in quarter 2. There are 6 of the 9 Services reporting no long term absences. The reduction in long term absence in services is as a result of long term cases being resolved either through the employees returning to work or the dismissal of employees through capability or ill health retirement
- 3.7 Changes were introduced in July to the Councils Sickness Policy which should assist in the reduction of long term absence in relation to the various stages of support in the policy. On going cases continue to be actively managed with the support of Human Resources

Short - term absence for the July - September 2013, compared to the previous quarter (April – June 21013)



- 3.9 Overall there figures show a slight increase reduction in short-term absences compared to last quarter. The 3 main reasons for absence is Infection (Cold & Flu), Other Muscular & Skeletal and illnesses relating

Overview and Scrutiny

16th December 2013

to Stomach, Kidney and Liver. This is particularly evident in Environmental Services and WRS as these teams were particularly effected by a number of seasonal viruses.

- 3.10 In addition to the recent changes to the Sickness Absence Policy, Human Resources are running Stress Management sessions for Managers with a view to rolling this out for all staff. HR will also continue to provide support and guidance to assist the Council in absence and the promotion of Wellbeing amongst employees, including awareness on topics such as healthy eating, how to keep well in the winter months. A re launch of the Employee Assistance Programme is also planned as a further method of supporting all staff.

Financial Implications

- 3.11 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

- 3.12 There are no legal implications identified.

Service/Operational Implications

- 3.13 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

- 3.14 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.

Overview and Scrutiny

16th December 2013

AUTHOR OF REPORT

Name: Becky Talbot, Human Resources and Organisational Development
Manager
E Mail: becky.talbot@bromsgroveandredditch.gov.uk
Tel: (01527) 64252 ext 3385.

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OVERVIEW AND SCRUTINY BOARD

Date: 16th December 2013

MAKING EXPERIENCES COUNT - QUARTERLY COMPLAINTS REPORT

Relevant Portfolio Holder	Cllr Mark Bullivant
Portfolio Holder Consulted	√
Relevant Head of Service	Amanda de Warr – Head of Customer Services
Wards Affected	All Wards
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report provides the Board with customer feedback data for the second quarter of 2013/14

2. RECOMMENDATIONS

The Board is asked to:

2.1 Note the contents of the report.

3. KEY ISSUES

3.1 This report details the customer feedback received by the authority during the 2nd quarter of 2013/14, including Local Government Ombudsman complaints and the outcomes of customer complaints.

3.2 The report also provides demand data across the main access channels.

Financial Implications

3.3 There are no direct financial implications, although failure to deal appropriately with complaints can lead to financial recompense being necessary.

Legal Implications

3.4 There are no specific legal issues arising from this report. Any legal issues arising from complaints are dealt with on a case by case basis.

Service/Operational Implications

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.

OVERVIEW AND SCRUTINY BOARD

Date: 16th December 2013

- 3.6 As an authority committed to improving customer care customer feedback and demand data is used to measure what is happening in our systems, and to inform improvements.
- 3.7 Quarterly reporting is intended to ensure Members of the Council and customers are updated in respect of customer feedback, especially complaints made in respect of service provision.
- 3.8 Good customer service has improved 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

- 3.9 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 and act on the issues raised to reduce the possibility of them happening again.

4. RISK MANAGEMENT

- 4.1 It is important to use the Council's complaints or compliments to measure how well the system is meeting its purpose and to act on those complaints to fix the system where it is failing.

5. APPENDICES

Appendix 1 - **Quarterly Customer Feedback Report Quarter 2
2013/14**

6. BACKGROUND PAPERS

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

AUTHOR OF REPORT

Name: Lynn Jones
E Mail: lynn.jones@bromsgroveandredditch.gov.uk
Tel: (01527) 64252 extension 3851



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

**Making Experiences Count
Quarterly Customer Service Report**

BROMSGROVE DISTRICT COUNCIL

1st July 2013 – 30th September 2013



Bromsgrove
District Council

www.bromsgrove.gov.uk

1. Introduction

This report details the customer feedback received by Bromsgrove District Council during the period from 1st July 2013 to 30th September 2013.

It also provides information about the customer demand received through the customer service team and payment channels.

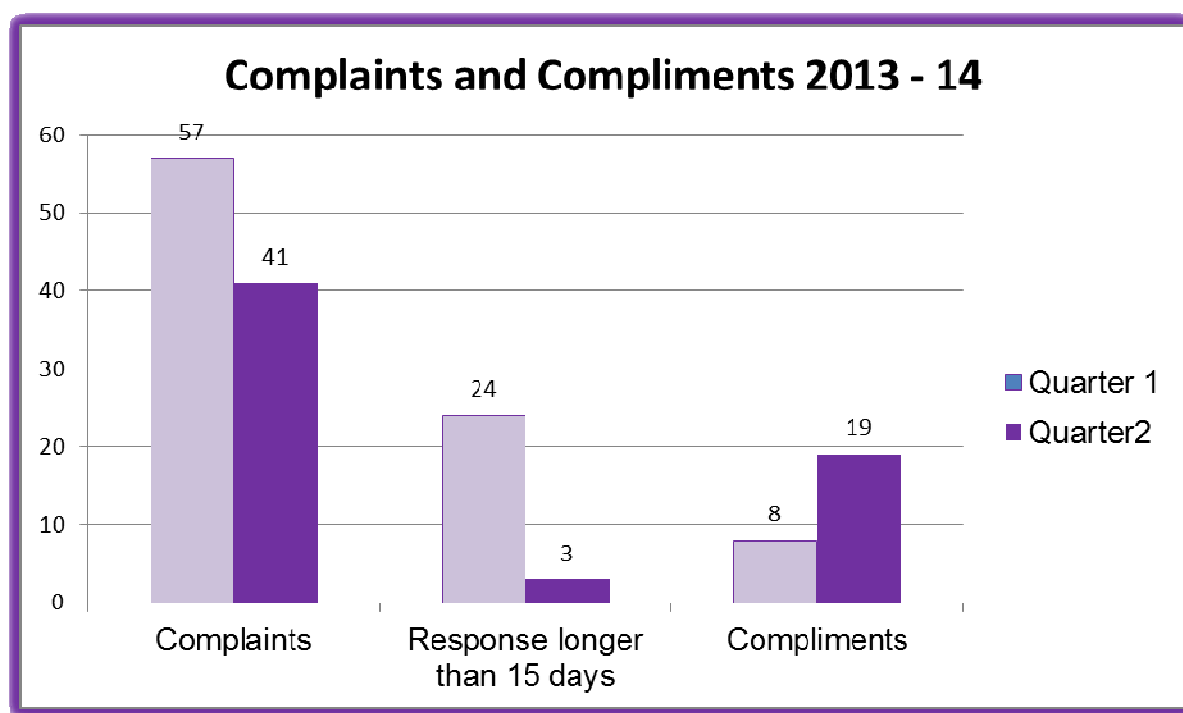
2. Customer Feedback Analysis

41 complaints were received during this quarter because we did not meet the customer's expectations, or failed to meet our own standards, or the customer was unhappy with an outcome. Details of all complaints received can be found at the end of this report in Appendix A.

38 complaints (92%) were answered in 15 working days or less and **3** complaints took longer than 15 working days to respond to.

We also received **19** compliments.

This chart shows number of complaints and compliments for Quarter 1 and Quarter 2; we will continue to chart this as a comparison through the year.



Complaint figures have significantly reduced since last quarter when we received **57** across the Council. As per last quarter, the majority of the complaints for this quarter have been triggered by the Route Optimisation project for Refuse and Recycling and issues with the telephony service within the Revenues team – these are now reducing as the issues are being resolved.

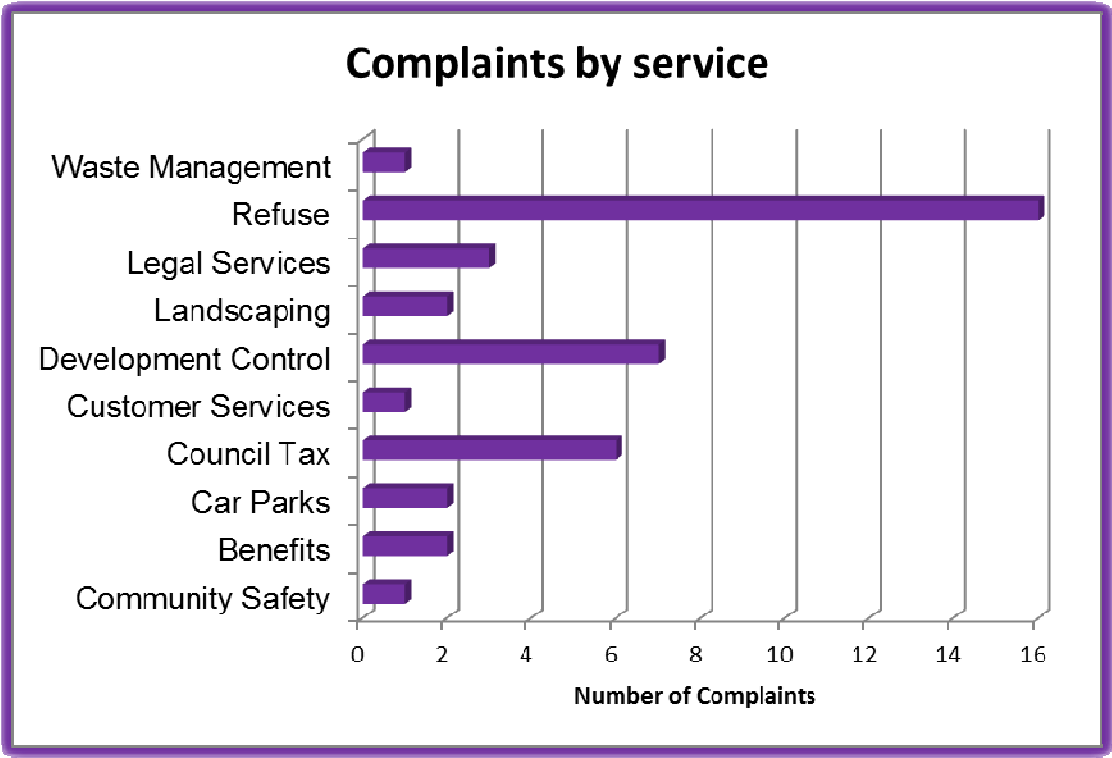
Refuse crews continue to be very flexible during this period of change going the extra mile to help customers who have been confused by the new collection arrangements. Their enthusiasm and dedication seems to have been appreciated as during the month of September there were no complaints about the service.

The common themes in the complaints received this quarter were:

- Missed bins.
- Staff being rude.
- Not doing what we promised.
- Aggressive driving of Council vehicles.
- Lack of response to some customers’ calls and queries.
- Problems getting through on the telephone.
- Customers receiving over bearing demanding letters.
- Automated systems not working consistently.
- Unacceptable delays in taking action.
- Not keeping customers informed of changes/cancellations of service.

Number of complaints by service (detailed)

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



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

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

- New process to ensure that grass is checked for litter before being mown.
- Delivered training regarding sending multiple email communications to the Development Control Team and highlighted the importance of this issue to all staff.
- Developing ways of improving communication within the Benefits Team.

Number of complaints escalated to Head of Customer Services or to Stage 2

There was 1 complaint escalated to the Head of Customer Services for further investigation or action and two to Stage 2 which were dealt with by the Chief Executive and the Head of Legal, Equality and Democratic Services. Details as below:

Housing Strategy

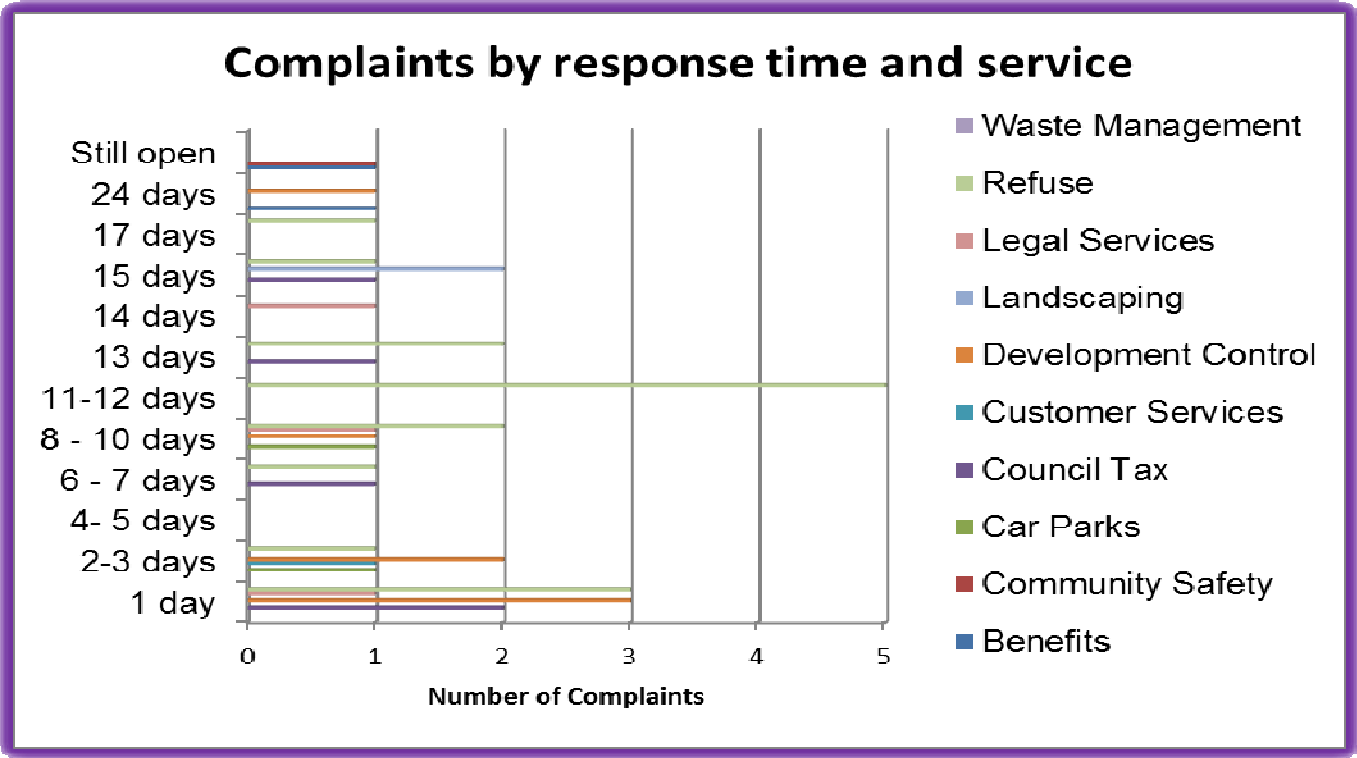
Customer was unhappy with the support that she received from officers in dealing with complaint of disrepair in the property which was supported through the Step Up scheme and was seeking compensation. After investigation, the Head of Customer Services made the decision that further compensation was not appropriate and that every step possible had been taken to ensure this mistake does not happen again.

Planning Committee

Two customers were unhappy about the way a planning committee meeting for the proposals for Norton Farm was conducted. Their complaints were investigated at the Stage 2 stage by the Chief Executive and the Head of Legal, Equality and Democratic Services. After investigation they were satisfied that there were solid reasons for the delays in this meeting but accepted that members of the public present at the meeting would not have understood this. They have made recommendations to the Committee and Officers that in future it would be helpful to explain to the meeting any consultation that takes place between officers only, so that particularly members of the public who may not be familiar with the working of the Committee, will understand the reasons for it.

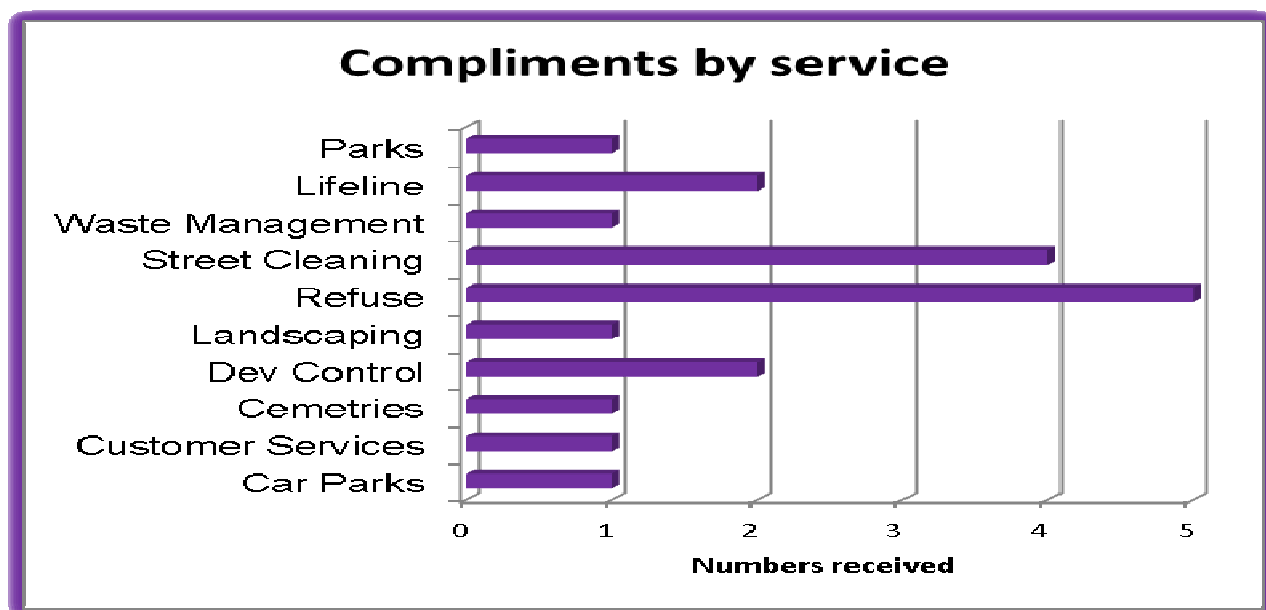
Time taken to respond to complaints

We aim to respond to customer complaints within 15 working days and 92% of complaints received during this quarter were dealt with within that timeframe. Where it has taken us longer to respond than expected, (3 cases) customers were informed that there would be a delay.



Happy Customers!

From the **19** compliments received we can see that customers appreciate the range of services the Council provides, especially when we deal with their requests in a timely and professional manner.



Here are some of the compliments we have received for information.

Team	Compliment Detail
Lifeline	Customer wished to thank us so much for our help and was pleased with the service she received when she fell.
Customer Services	The customer was really grateful and impressed with the lengths Nicki and Beth went to help her with her Blue badge application.
Refuse	Customer says she is over the moon with the level of service provided and politeness of operatives.
Street Cleaning	Compliment from customer for Angela Akers - regarding the compassion that she showed when dealing with a dead cat.
Street Cleaning	Customer wished to compliment the service he has received for some removal of hedge cuttings. He said he was also impressed with the cost of the removal of the hedge cuttings and has booked the council again asking for a quote and the removal of more hedge cutting as he said it would have cost a lot more if he had hired a skip.
Development Control	We write to express our appreciation for the assistance we received when we visited the Council Planning Surgery office this morning. The receptionist was most welcoming and our time with David Kelly, Planning Officer was really helpful. We found the availability of a Planning Surgery to be a most valuable service and hopefully will be appreciated as much by the public in Bromsgrove as it was by ourselves

3. Local Government Ombudsman Complaints

There were no complaints referred from the Ombudsman this quarter.

4. Customer Service Centre Information

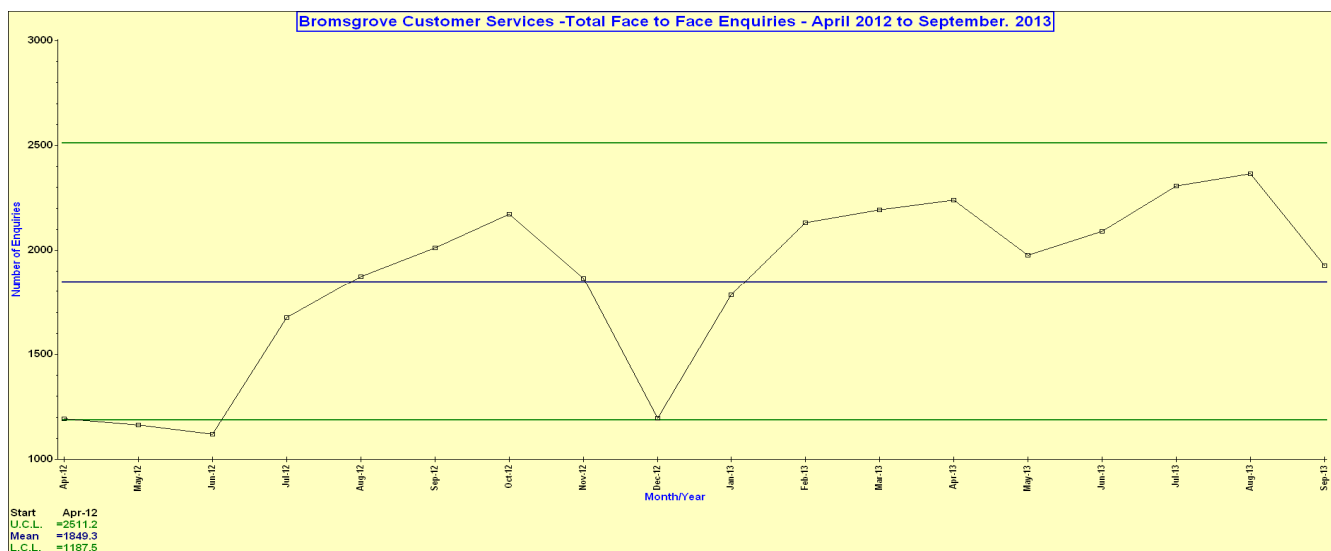
This section provides some statistical information in respect of the amount of customer demand received via the telephone, face to face and through our payment channels.

The operational purpose of the Customer Services team is **'Help me get the support I need with my issue or problem'**. Most customer demand is now passed to expert teams and the customer service staff act as a filter to ensure that the customer gets to see or speak to the right expert. We use this information to help us understand the demand on all Council services.

The following tables and charts show the numbers of customer transactions recorded and trends over time.

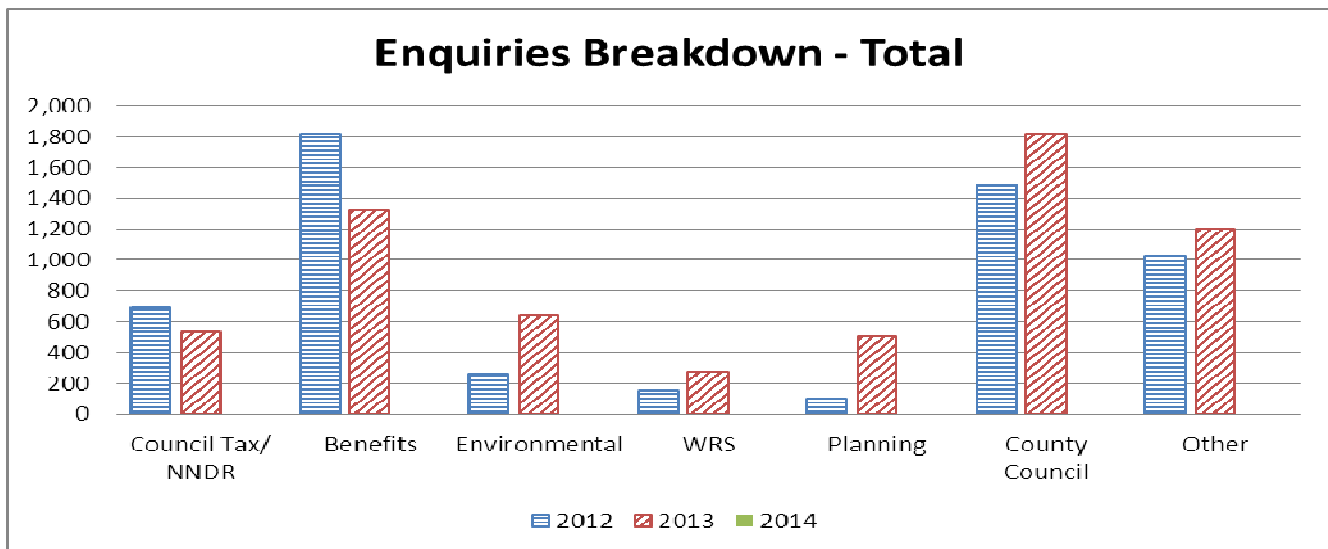
Face to face demand at the Customer Service Centre

The following chart shows the total face to face enquiries being dealt with at the customer service centre on a month by month basis since April 2012 to September 2013. It informs of patterns that occur and the data is then used to plan for busy times and to check the reasons for the peak, this may identify waste in systems which can then be addressed.



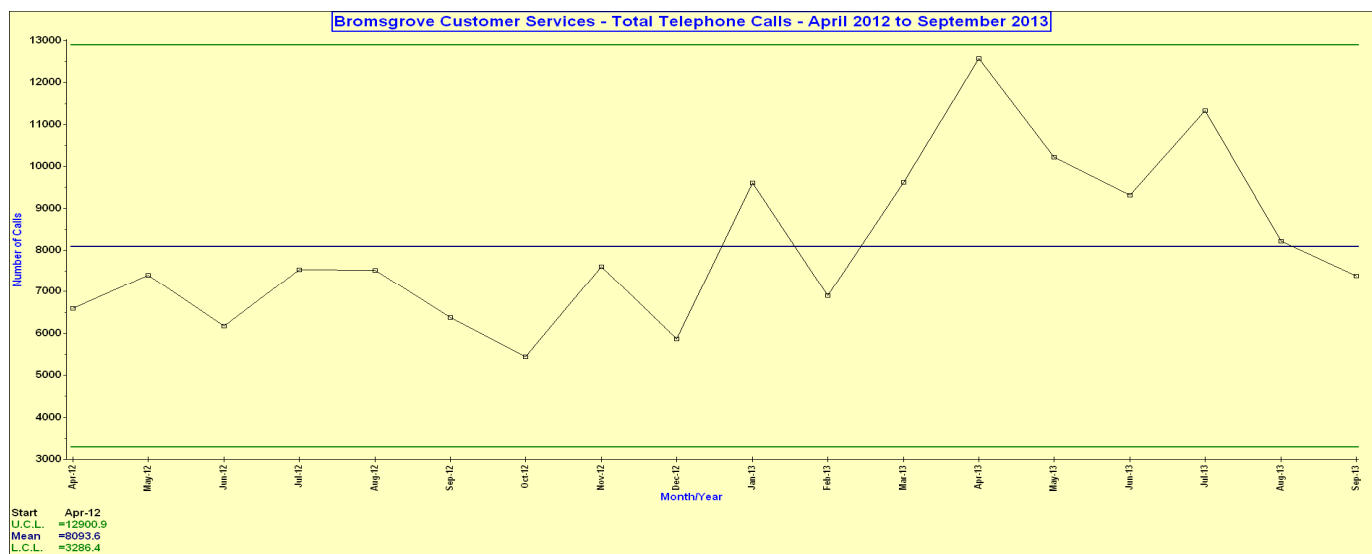
The following chart shows the breakdown of face to face customer enquiries received during the 2nd quarter of 2013/14, compared with the same period last year.

The chart shows that compared with the same period in 2012 the number of Council Tax and Benefits enquiries has reduced; however as we changed how we record this data in July 2012, therefore the data for Qtr 2 12/13 may not be a direct comparison.



Telephone demand received

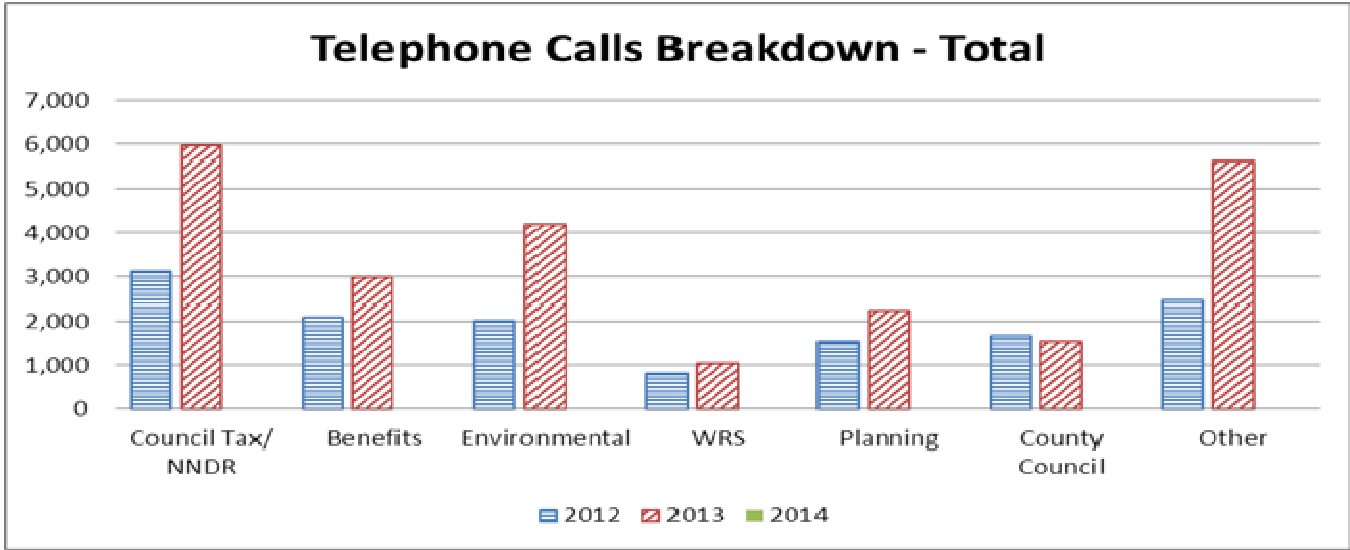
The following chart shows the total telephone calls recorded on the customer service systems from April 2012 until the end of September 2013.



The following chart shows the breakdown of calls received via the switchboard and customer contact centre phone lines by department during the quarter. (Calls made to direct dial lines are not recorded and therefore not included.)

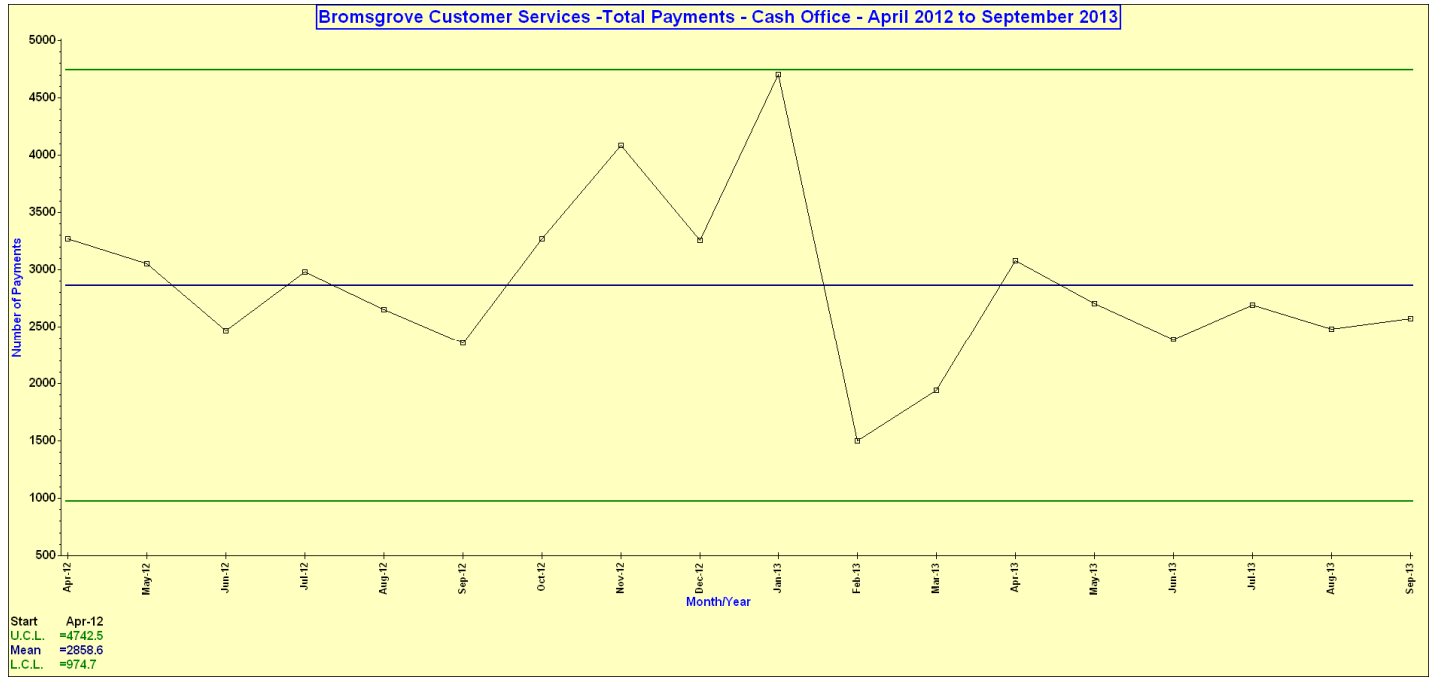
The volume of Environmental calls shows the impact which Route Optimisation had on number of customers calling us for clarification to the scheme during July 2013.

There have been a number of changes to how Benefits and Council Tax calls are dealt since Quarter 1 2012/2013, so the data for Quarter 2 in 2012/13 and Quarter 2 2013/2014 is not comparable.

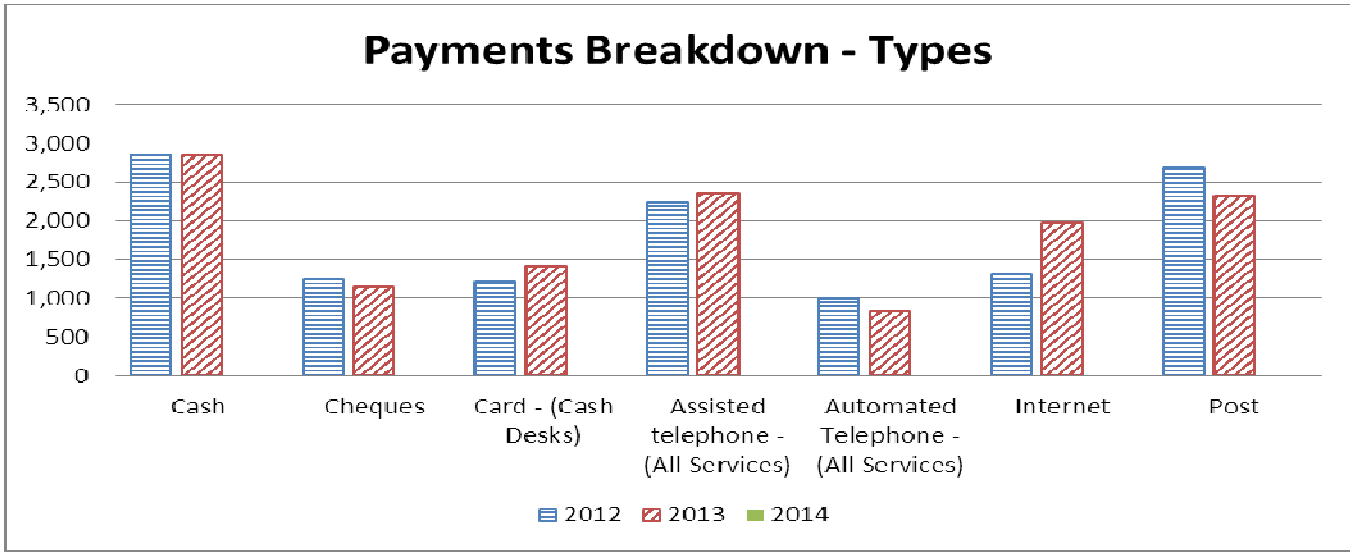


Payments

The following chart shows a month by month comparison of payments received by the cash office and customer services staff during the period April 2012 – September 2013. The chart shows some consistency of payments compared with 2012.



The chart below shows the breakdown of payments across all payment channels. Cash payments remain the same, card payments, telephone and internet payments all show a small increase. Postal payments are showing a small reduction compared with the same period in 2012.



Lynn Jones
Customer Services Manager
September 2013

Appendix A

Details of complaints received and outcomes

Complaint details	Days taken to respond	Action taken	Outcome update from Head of Service
Customer Services			
Customer unhappy that he had problems using the automated payment line and when he rang the Centre for help the advisor was unprofessional and rude.	3 days	Apology given.	Team members have since received further customer care training.
Legal Services			
3 Formal complaints regarding Norton Farm Application Planning Committee procedure.	9 days 14 days 1 day	Complaint not upheld- letter sent explaining the procedure.	Customers informed that they will be kept informed of the ongoing situation.
Car Parking			
Customer unhappy about parking changes in Rubery, enforcing that vehicles can only be parked for a certain amount of time. Is concerned about the tenants that live above the shops and their ability to park without the risk of receiving a parking ticket every day.	2 days	The customer wants the council to provide residential parking for the flats in New Road Rubery as we are now enforcing the limited waiting times. Parking spaces and RTO's are a County responsibility. Explained in response letter.	No further action.
Customer unhappy about a parking fine and that she couldn't challenge it as the online link was not working.	9 days	Apology given about the link not working. Parking Fine upheld as it was issued correctly	No further action
Landscaping			
Customer unhappy that plant containers are empty and that there is litter in the area.	15 days	Arrangement to plant containers had lapsed- this was rearranged and litter cleared. Apology given to customer.	No further action
Customer unhappy that when walking her dog it picked up pieces of a shredded beer can that was left behind by the mower	15 days	Apology given and new process put in place to ensure grass is cleaned of litter before being mown.	All areas to be mown will be checked for litter beforehand.
Refuse			
Customer is autistic and continually having problems getting his refuse in a black bag collected.	15 days	This customer has a particular problem unique to his personal situation so we have decided to treat it	No further action

		as a special case and provide a weekly sack collection, thus avoiding any further stress to the customer.	
Customer unhappy about the waste crew holding up the traffic and their attitude when challenged.	3 days	Discussed with customer that we are providing a service that sometimes can upset other road users. Resident now appreciates that we are carrying out our job to the best of our ability	No further action
Customer unhappy that bin was missed as they have a large family.	7 days	After investigation it was found that the customer's three bins were not out at time of collection. However they were collected on the next working day.	No further action
Customer unhappy that her bin went missing 8 weeks ago and it hasn't been replaced yet.	13 days	Error in process meant that the request wasn't put on the snagging list. The bin has now been replaced and apology given.	Process being refined.
Customer unhappy that bin has been continually missed.	13 days	Apology given and collection to be monitored.	On going monitoring of new collection routes
Customer unhappy that bin has been missed.	15 days	It was found that the wrong type of bin had been delivered to customer – this has been rectified and apology given.	No further action
Customer very angry because the wheelie bins had been left outside his property all over the pavement. This is causing an obstruction for people walking along the road, and this included mothers with pushchairs and small children.	11 days	Apology given and crews will be making sure they place the bins back in a more sensitive position. This will resolve some of the problem but may not address the issues of residents themselves blocking the footpath when they themselves present the wheelie bins first thing in the morning.	On going monitoring of new collection routes
Customer unhappy with the way a member of the refuse crew spoke to her and questioned why she had two large grey bins.	12 days	Apology given for the way she was spoken to and the approach the operative took with her regarding the additional bin. The bin was granted to accommodate medical waste which is not in question.	Operative has since made a personal apology to the customer and performance will be monitored.

Customer unhappy with the way a refuse wagon was being driven which nearly caused him to collide with another vehicle.	11 days	Driver will be re-assessed by our driving instructor.	Staff member currently on long term sickness absence so it will be discussed with him on his return to work.
Customer unhappy that since the routes have been changed she had had problems with her bin collections and has had to ring us several times to sort it out.	1 day	Apology given. Further information delivered to customer and other residents. Collection will be monitored.	On going monitoring of new collection routes
Customer unhappy that bins have been missed a couple of times and that they still have recycling boxes and not bins.	1 day	Apology given, new bin delivered and collections will be monitored.	On going monitoring of new collection routes
Customer unhappy that her bins have been missed several times.	8 days	On investigation it was found that part of the road was being missed. Apology given, collection sorted and monitoring ongoing.	On going monitoring of new collection routes
Customer unhappy that her bins have been missed several times.	12 days	Changes to the bin rounds have caused this problem. We have now put a system in place to stop this happening again. Apology given.	On going monitoring of new collection routes
Customer unhappy that his brown bin hasn't been collected after several requests.	12 days	Apology given and collection sorted. A new service to this road provided as part of the changes to the Waste Service. Unfortunately it has taken the collection crews a couple of occasions to remember to look for brown bins in this area.	On going monitoring of new collection routes
Customer unhappy about a missed bin collection.	10 days	Missed collection of recycling bins on one occasion. Apology given. This resident hasn't had any previous problems with the bin service.	No further action
Customer unhappy with the standard and aggressive manner of driving by a refuse operative.	1 day	Driver has been identified and taken to task about poor driving of a council vehicle. He will be assessed and monitored.	On going assessment.
Customer unhappy about missed brown bin collections	9 days	Apology given and collection to be monitored.	On going monitoring of new collection routes
Development Control			
Complaint regarding the planning section on the BDC	1 day	Customer contacted by Ruth Bamford to suggest	No further action

website not being updated in relation to community contributions for S106 monies.		that he contacts the Ombudsman if he is still not happy as she responded to his complaint 2 months ago and cannot assist him any further.	
Customer not happy as planning application was refused.	1 day	Process explained and advised of the appeal process to the Planning Inspectorate	No further action
2 complaints from customers- they were very annoyed that their e mail addresses were sent out to other people during a consultation process.	3 days	Apology given and taken steps to ensure all Council employees have been reminded to be constantly aware of the risks associated with multiple email communications	Issued an internal communication to all employees of the need to prevent disclosure of email addresses to multiple recipients We will be highlighting the issue in scheduled data protection training sessions. Delivered training to the Development Control team.
Customer unhappy that planning officer has not contacted him during the planning process and that it had missed the deadline.	24 days	Apologised and explained that there were delays due to the volume of applications.	No further action
Customer unhappy that he hasn't heard anything after submitting a request for pre application advice several weeks ago.	1	Apology given and advice forwarded	No further action
Customer unhappy that her planning application is taking longer than expected	8	Apology given	No further action
Benefits			
Customer unhappy that he had to leave a voicemail about his benefits claim after trying to get through several times and he hasn't heard anything.	15 days	Apology given and advice given about claim.	
Customer came in to change address for benefits - has now had to come in 5 times to sort things out. Has cost him £30 in bus fares which he cannot afford on his low income. Feels it should have been a lot more straightforward to do something so simple.	24	Apology given as we did fail to communicate properly with this customer	
Revenues			
Customer has received a second reminder notice for	1 day	Apology given and reminder removed	

non payment of council tax and he feels its too threatening.			
Customer unhappy that when she rang the Automated telephone service to pay her Council Tax bill it put her through to Redditch Council with a message which said they were closed.	15	Tried to ring customer several times but no answer. Letter sent to try and find out what number she was using as there isn't a RBC number on the Council Tax bill. Customer hasn't responded.	
Customer has had a council tax reminder notice and is very upset at the wording on it. He feels it is a bullying letter. He always pays his council tax on time and it should be obvious that it is an oversight this time.	6 days	Apology given	
Tried to call council tax and call was put through by switchboard to council tax. Message received was 'mail box is full' and then customer was cut off. Customer then had to redial to switchboard.	15	Apology given	
Customer telephoned several times to speak to Revenues regarding her Council Tax. She was disappointed that her calls were not answered and that there was no provision to leave a message.	13 days	Apology given	
Customer put through from switchboard to Council tax - no message could be left - line just went dead - rang back again still no answer the line went dead again.	1 day	Apology given	

Overview & Scrutiny Board

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QUARTERLY MONITORING OF WRITE OFFS – 1ST APRIL 2013 – 30TH SEPTEMBER 2013

Relevant Portfolio Holder	Councillor Hollingworth
Portfolio Holder Consulted	Yes
Relevant Head of Service	Amanda de Warr, Head of Customer Access and Financial Support
Wards Affected	All

1. SUMMARY OF PROPOSALS

- 1.1 This report summarises the write off of debts during the first two quarters of 2013/14 along with the profile and level of outstanding debt.

2. RECOMMENDATIONS

That subject to any comments, the Overview & Scrutiny Board note the contents of the report.

3. KEY ISSUES

- 3.1. The current Write Off Policy requires officers to report to members the actual level of write offs and the profile of outstanding debt.

- 3.2. The current bad debts provisions are as follows:

	£
Council Tax	139,268
NDR	19,488
Sundry Debtors	<u>43,987</u>
Total	202,743

Financial Implications

- 3.3 Details of written off debts during the period for Council Tax, Non Domestic Rates, and Sundry Debts, including a break down of the number of debtors, and Overpaid Housing Benefit are attached at Appendix 1. A total of £265,102 of unrecoverable debt was written off during the first two quarters of 2013/14.
- 3.4 An age profile of the outstanding debts at the end of each quarter is attached at Appendix 2. The data for the same periods in 2012/13 are provided for comparative purposes. The outstanding debt at the end of the first quarter is higher than in the following quarter due to the timing of the garden waste collection service invoicing.
- 3.5 An analysis of Council Tax and Non Domestic Rates arrears is attached at Appendix 3. It is important to note that the outstanding arrears reduce

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over the course of the year and therefore figures for 2013/14 cannot be presented until after the end of the financial year.

- 3.6 As from the 1st April 2013 the local authority is required to make arrangements for the way in which it accounts for bad debt provision for Non Domestic Rates. Prior to this date Non Domestic rates were collected on behalf of Central Government and redistributed back to local authorities after taking this into account. These arrangements are not due to be completed until the end of the current fiscal period, therefore the financial implications cannot be fully stated at this time. The amount shown above accounts for costs only.
- 3.7 It is not possible to state in this quarter whether or not the Council Tax provision is adequate and the financial implications cannot be fully stated until quarter 4.

Legal Implications

- 3.8 There are no legal implications.

Service / Operational Implications

- 3.9 No direct implications.

Customer / Equalities and Diversity Implications

- 3.10. No direct implications.

4. RISK MANAGEMENT

- 4.1 No specific risks identified.

5. APPENDICES

Appendix 1- Write offs 1st April 2013 – 30th September 2013

Appendix 2- Aged Debt Profile for Sundry Debts Arrears as at 30th September 2013

Appendix 3 - Council Tax and Non Domestic Rates Arrears Analysis

6. BACKGROUND PAPERS

There are no background papers with this report.

AUTHORS OF REPORT

Name: Amanda de Warr

E Mail: a.dewarr@bromsgroveandredditch.gov.uk

Tel

01527 881241

Overview & Scrutiny Board

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Appendix 1

Write Offs of Council Tax and Non-Domestic Rates

1st April 2013 – 30th September 2013

Council Tax	Amount (£)	Number of Accounts
Gone away	45,405.90	139
Deceased no funds in estate	98.16	1
Bankruptcy	3,779.84	8
Write Of Credit	-11,348.94	76
Statue Barred	8,295.65	18
Uneconomical to pursue	20,068.80	95
Outside Jurisdiction	531.95	1
Small Balance		0
Other	1,210.06	6
Costs written off	7,635.00	136
	74,692.58	480

NDR	Amount (£)	Number of Accounts
Gone away		
Company dissolved	35,854.06	10
Bankruptcy	2,110.37	1
Liquidation	99,959.62	54
In Administration	292.68	3
Ceased Trading – no assets	72.90	1
Statue Barred		
Uneconomical to pursue		
Small Balance	7.20	9
Other		
Costs written off	3,080.00	35
	141,303.93	113

Write Offs of Sundry Debtors - 1st April 2013 to 30th Sept 2013

Sundry Debts		Amount (£)	Number of Invoices
GA	Gone Away	2,457	7
LB	Liquidation/Bankrupt	0	0
NFAV	No further Action due to value	5,504	123
D	Deceased	0	0
AWO	Auto write off under £1.00	16	17
LA	Legal Advised Write Off	0	0
PPAW	Part paid advised Write Off	1,817	17
OP	Overpaid no forwarding address	-284	36
		9,510	200

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Write off of Overpaid Housing Benefit – 1st April 2013 to 30th September 2013

Housing Benefit Write Offs April May June 2013/2014	Amount	No. of cases
Reason		
Bankruptcy	£1,792.99	2
Not reasonable to recover	£40.00	1
Uneconomical to recover	£2,050.43	12
Cannot trace	£3,117.25	5
Old debt-recovery options ex	£11,480.61	8
Total Amount WO	£19,030.88	30

Housing Benefit Write Offs July, August, September 2013/2014	Amount	No. of Cases
Reason		
Deceased	£168.18	2
Bankruptcy	£83.10	1
Not reasonable to recover	£364.52	1
Uneconomical to recover	£3,891.45	17
Cannot trace	£9,032.12	10
No prospect of recovery		
Old debt-recovery options ex	£6,418.62	7
In prison	£606.91	2
Total Amount WO	£20,564.90	40

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Appendix 2

Aged Debt profile for Sundry Debts - 1st April 2013 to 30th Sept 2013

Age	As at 30th Jun 2013	As at 30th Jun 2012
1 – 30 days	325,541	195,341
31 - 60 days	111,331	29,289
61 – 90 days	7,621	181,229
90 days +	151,656	122,197
Total	596,149	528,056

Age	As at 30th Sept 2012	As at 30th Sept 2013
1 – 30 days	284,152	307,507
31 - 60 days	19,102	47,139
61 – 90 days	13,622	5,126
90 days +	92,443	128,772
Total	409,319	488,544

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Appendix 3

Council Tax Arrears

Council Tax Arrears Analysis			
	Q1	Q2	
	Total	Total	Annual debit
Year	£	£	£
1999/00	8905.86	8043.67	25,836,407
2000/01	16978.62	16658.65	26,419,700
2001/02	26124.45	26110.82	29,487,929
2002/03	38213.05	38205.06	35,962,692
2003/04	36708.52	36468.84	40,922,548
2004/05	41447.39	41182.81	41,770,011
2005/06	83102.67	77608.95	44,059,868
2006/07	109176.15	99127.96	46,683,333
2007/08	102073.74	98109.78	49,061,780
2008/09	104700.60	99899.96	51,592,006
2009/10	114022.22	107346.37	53,577,097
2010/11	183899.43	173169.55	55,298,276
2011/12	274388.71	254535.10	55,399,069
2012/13	558,172.76	453,510.99	55,882,474

Non Domestic Rates Arrears

Non Domestic Rates Arrears Analysis			
	Q1	Q2	
	Total	Total	Annual Debit
Year	£	£	£
2000/01	1442.12	1949.52	17,415,978
2001/02	1104.19	2567.25	17,232,868
2002/03	1018.23	1728.14	17,175,162
2003/04	211.80	211.80	17,345,890
2004/05	140.83	140.83	17,854,642
2005/06	11175.23	11175.23	18,803,202
2006/07	15941.64	16219.71	19,823,744
2007/08	12516.69	6111.44	20,822,010
2008/09	36523.87	41120.90	23,586,234
2009/10	91602.30	80340.45	23,829,603
2010/11	92730.58	70437.54	23,233,864
2011/12	180722.33	145560.22	25,205,206
2012/13	527488.09	395658.41	26,984,821

Overview & Scrutiny Board

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APRIL - SEPTEMBER (QUARTER 2) FINANCE MONITORING REPORT 2013 /14

Relevant Portfolio Holder	Cllr Roger Hollingworth
Relevant Head of Service	Jayne Pickering
Non-Key Decision	

1. SUMMARY OF PROPOSALS

To report to Cabinet on the Council's financial position for the period April - September 2013 (Quarter 2 – 2013 /14).

2. RECOMMENDATIONS

- 2.1 That the Overview and Scrutiny Board note the current financial position on Revenue and Capital as detailed in the report.

3. KEY ISSUES

- 3.1 This report provides details of the financial information across the Council. The aim is to ensure Officers and Members can make informed and considered judgement of the overall position of the Council.
- 3.2 A separate finance report for each department plus a council summary is shown on the following pages.

Overview & Scrutiny Board

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Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Overall Council

Service Head	Revised Budget 2013 /14 £'000	Budget April - Sept £'000	Actual Spend April – Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Environmental Services	3,962	1,285	1,269	-16	3,926	-36
Community Services	2,482	618	629	11	2,505	23
Leisure & Cultural Services	2,064	1,006	999	-7	2,053	-11
Planning & Regeneration	1,273	232	242	10	1,268	-5
BDC Regulatory Client	712	84	75	-9	698	-14
Customer Services	10	180	179	-1	13	3
Finance & Resources	838	327	283	-44	826	-12
Legal, Equalities & Democratic Services	1,327	373	350	-23	1,286	-41
Business Transformation	68	712	662	-50	-8	-76
Corporate Services	1,665	943	982	39	1,892	227
SERVICE TOTAL	14,401	5,760	5,670	-90	14,459	58
Interest Payable	75	37	0	-37	0	-75
Interest on Investments	-67	-33	-35	-2	-67	0
COUNCIL SUMMARY	14,409	5,764	5,635	-129	14,392	-17

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Financial Commentary:

- Corporate Services – this budget includes the impact of expected vacancy management and transformation savings not yet allocated to specific service areas. As savings are identified they will be offset against the corporate services provision reducing the year to date and projected overspend for this service.
- A saving of £17K is currently predicted at the end of year compared with the initial budget set by Members in February 2013. Therefore it is assumed the Council will realise all vacancy and unidentified savings.
- Any underspend will be returned to balances to support future year expenditure.

Overview & Scrutiny Board

16th December 2013

Capital Budget summary Quarter 2 (April - September) 2013 /14 – Overall Council

Department	Revised Budget 2013 /14 £'000	Budget April – Sept £'000	Actual spend April – Sept £'000	Variance to date April – Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Environmental Services	1,779	444	435	-9	1,779	0
Community Services	1,011	189	189	0	1,011	0
Leisure & Cultural Services	1,138	217	218	1	1,138	0
Planning and Regeneration	4,103	10	17	7	4,110	7
BDC Regulatory Client	56	3	3	0	56	0
Financial Services	25	25	25	0	25	0
Business Transformation	34	9	11	2	34	0
TOTAL	8,146	897	898	1	8,153	7

Financial Commentary:

- North Cemetery Phase 2 – discussions taking place with designers on this scheme. It is hoped that officers will be able to give timescales for work to commence at the 3rd quarter report.
- Within Business Transformation requirements for members and the Microsoft Office Project are currently under review.

Overview & Scrutiny Board

16th December 2013

Environmental Services	Quarter 2 (April - September) 2013 /14
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Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Environmental Services

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April - Sept £'000	Actual Spend April - Sep £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Car Parks/Civil Parking Enforcement	-495	-316	-316	0	-484	11
Cemeteries/ Crematorium	89	19	18	-1	88	-1
Cesspools/ Sewers	-92	-56	-37	19	-54	38
CMT	0	25	25	0	0	0
Depot	21	360	334	-26	-36	-57
Grounds Maintenance	631	208	201	-7	619	-12
Highways	244	70	48	-22	205	-39
Refuse & Recycling	2,269	568	588	20	2,284	15
Street Cleansing	1,251	378	385	7	1,264	13
Transport	-48	-20	-18	2	-40	8
Waste Management Policy	-5	-2	-3	-1	-6	-1
Climate Change	48	24	18	-6	37	-11
Land Drainage	49	27	26	-1	49	0
TOTAL	3,962	1,285	1,269	-16	3,926	-36

Financial Commentary:

- The increase in Cesspools is mainly due to additional cesspool emptying at Frankley pumping station.
- A receipt of £17K for solar electricity payments and a vacant post within the Depot accounts for the majority of the £57k underspend.
- Route optimisation is now in place and savings have been identified to deliver the predicted savings for 2013/14.

Overview & Scrutiny Board

16th December 2013

Capital Budget summary Quarter 2 (April – September) 2013 /14 Environmental Services

Service	Revised Budget 2013 /14 £'000	Budget April - Sept £'000	Actual Spend April – Sept £'000	Variance to date April – Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Depot Site Security	46	22	22	0	46	0
Vehicle & Equipment replacement programme	785	347	350	3	1,303	0
Rollout Bins – Round Extension	150	50	38	-12	150	0
North Cemetery Phase 2	179	0	0	0	179	0
Cemetery Toilets	23	1	1	0	23	0
Bromsgrove Monument – Armed Forces Monument	20	20	19	-1	19	-1
CPE (Civil Parking Enforcement)	4	4	5	1	5	1
Flooding Mitigation Measures	54	0	0	0	54	0
TOTAL	1,261	444	435	-9	1,779	0

Financial Commentary:

- North Cemetery Phase 2 – this is due to start this year, meeting with designers to take place.
- In relation to the Cemetery toilets – the 3rd quarter report will include the financial implications resulting from the decision Members made.
- Flooding Mitigation Measures – essential grille replacement works to be carried out under the Wyre Forest hosted SLA. Wyre Forest awaiting quotations for the works to be carried out.

Overview & Scrutiny Board

16th December 2013

Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Community Services

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April - Sept £'000	Actual Spend April – Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Housing Strategy	1,902	466	486	20	1,921	19
Community Safety & Transport	550	203	197	-6	556	6
Community Cohesion	30	-51	-54	-3	28	-2
TOTAL	2,482	618	629	11	2,505	23
Financial Commentary:						

Capital Budget summary Quarter 2 (April – September) 2013 /14 – Community Services

Service	Revised Budget 2013/14 £'000	Budget April – Sept £'000	Actual Spend April – Sept £'000	Variance to date April – Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Strategic Housing	1,002	180	180	0	1,002	0
New Start Van	9	9	9	0	9	0
TOTAL	1,011	189	189	0	1,011	0
Financial Commentary:						
<ul style="list-style-type: none"> Expenditure is expected within the forthcoming quarters. 						

Overview & Scrutiny Board

16th December 2013

Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Leisure and Cultural Services

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Business Develop	99	407	407	0	99	0
Cultural Services	337	143	142	-1	333	-4
Leisure & Cultural Manage.	-14	24	24	0	-14	0
Parks & Open Spaces	468	77	76	-1	466	-2
Sports Services	1,174	355	350	-5	1,169	-5
TOTAL	2,064	1,006	999	-7	2,053	-11

Financial Commentary:

- The underspend within Sports Services is due to the following reasons:
 - The budget for the Dolphin Centre payment to the Trust is higher than the agreed amount for 13/14.
 - There is a saving on casual staff within the Sports Development budget. Officers will be meeting in Quarter 3 to identify if/where the budget is required.

Overview & Scrutiny Board

16th December 2013

Capital Budget summary Quarter 2 (April – September) 2013 /14 – Leisure and Cultural Services

Service	Revised Budget 2013 /14 £'000	Budget April – Sept £'000	Actual Spend April – Sept £'000	Variance to date April – Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Sports Facilities	468	105	105	0	468	0
Play Areas	615	72	70	-2	614	-1
Other Schemes	55	40	43	3	56	1
TOTAL	1,138	217	218	1	1,138	0

Financial Commentary:

- Budgets have been profiled based on when expenditure is due to take place. Officers have advised that all schemes are scheduled to take place before the end of the financial year.

Overview & Scrutiny Board

16th December 2013

Planning and Regeneration	Quarter 2 (April - September) 2013 /14
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Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Planning and Regeneration

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Building Control	-5	-64	-64	0	-18	-13
Development Control	518	28	44	16	530	12
Strategic Planning	470	172	163	-9	458	-11
Economic & Tourism Development	231	63	62	-1	226	-6
Emergency Planning	13	6	9	3	18	5
Town Centre Development	46	27	28	1	54	8
TOTAL	1,273	232	242	10	1,268	-5

Financial Commentary:

- Strategic Planning received reimbursement of underspent contribution to WCC for Community Infrastructure Levy work.
- Development Control had a number of vacancies which were covered by agency staff until new staff were appointed .
- There is an increase in consultant's fees due to the receipt of complex planning application.
- There is a half year salary saving for Building Control of a vacant post which is being recruited to.

Overview & Scrutiny Board

16th December 2013

Capital Budget summary Quarter 2(April – September) 2013 /14 – Planning and Regeneration

Service	Revised Budget 2013 /14 £'000	Budget April – Sept £'000	Actual Spend April – Sept £'000	Variance to date April – Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Town Centre Development - Project Management	54	0	0	0	54	0
Town Centre Development – Public Realm	419	10	10	0	419	0
Parkside School - New Offices	3,630	0	0	0	3,630	0
Sale of Council House	-	-	2	2	2	2
Market Hall Development	-	-	5	5	5	5
Recreation Road Disposal	-	-	0	-	-	-
TOTAL	4,103	10	17	7	4,110	7
Financial Commentary: <ul style="list-style-type: none"> • Town Centre Development – Public Realm works to be carried out by WCC before our work can commence. Also there is a Cabinet report dated the 6 November 2013 requesting a revision to the capital programme however this has not been reflected in this report as it is not yet approved. • Parkside redevelopment – awaiting final profile of spend. 						

Overview & Scrutiny Board

16th December 2013

Worcestershire Regulatory Services – BDC Client	Quarter 2 (April - September) 2013 /14
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Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Regulatory Client

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Environmental Health	894	190	179	-11	878	-16
Licensing	-182	-106	-104	2	-180	2
TOTAL	712	84	75	-9	698	-14
Financial Commentary: <ul style="list-style-type: none">• Environmental Health transferred to Regulatory Services.						

Overview & Scrutiny Board

16th December 2013

Worcestershire Regulatory Services – BDC Client	Quarter 2 (April - September) 2013 /14
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Capital Budget summary Quarter 2 (April – September) 2013 /14 – Regulatory Services

Service	Revised Budget 2013 /14 £'000	Budget April – Sept £'000	Actual Spend April – Sept £'000	Variance to date April – Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Worcestershire Enhanced Two Tier Programme (WETT)	56	3	3	0	56	0
TOTAL	56	3	3	0	56	0

Financial Commentary:

- The expenditure is jointly funded by all partners in accordance with the business case. The budget for 13/14 is £503k, BDC share at 11.05% being £56k.

Customer Services	Quarter 2 (April - September) 2013 /14
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Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Customer Services

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Customer Services	10	180	179	-1	13	3
TOTAL	10	180	179	-1	13	3

Financial Commentary:

There are no significant variances to report at this stage.

Overview & Scrutiny Board

16th December 2013

Finance and Resources	Quarter 2 (April - September) 2013 /14
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Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Finance and Resources

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Accounts & Financial Mgmt	11	229	229	0	11	0
Central Overheads	0	30	30	0	0	0
CMT	0	25	25	0	0	0
Human Resources & Welfare	5	147	104	-43	-7	-12
Revenues & Benefits	822	-104	-105	-1	822	0
TOTAL	838	327	283	-44	826	-12

Financial Commentary:

- There is an under spend on Corporate Training in this quarter as Human Resources have been having meetings with departments to establish requirements. There is expenditure in other departments of £12k to offset this underspend.

Capital Budget summary Quarter 2 (April – September) 2013 /14 – Finance and Resources

Service	Revised Budget 2013 /14 £'000	Budget April – Sept £'000	Actual Spend April – Sept £'000	Variance to date April – Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Income Management PCI Compliance	25	25	25	0	25	0
TOTAL	25	25	25	0	25	0

Financial Commentary:

- No variances.

Overview & Scrutiny Board

16th December 2013

Legal, Equalities and Democratic Services	Quarter 2 (April - September) 2013 /14
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Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Legal, Equalities and Democratic Services

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April – Sept £'000	Actual Spend April - Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
CMT	0	23	23	0	0	0
Democratic Services & Member Support	1,166	231	200	-31	1,130	-36
Elections & Electoral Services	204	41	40	-1	207	3
Legal Advice & Services	7	121	123	2	-1	-8
Land Charges	-50	-43	-36	7	-50	0
TOTAL	1,327	373	350	-23	1,286	-41

Financial Commentary:

- Legal, Equalities & Democratic Services – £24k of savings are due to vacant posts in Democratic Services and also an underspend from the Members Services and their training budget.

Overview & Scrutiny Board

16th December 2013

Business Transformation	Quarter 2 (April - September) 2013 /14
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Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Business Transformation

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
IT Services	57	643	608	-35	10	-48
Business Transformation	0	15	14	-1	-22	-22
Policy & Performance	11	54	40	-14	5	-6
TOTAL	68	712	662	50	-7	-76

Financial Commentary:

- The underspend within IT Services is due to vacancies within the department and re-negotiation of software contracts. Further potential savings have been identified however, subject to approval, these will be utilised to finance the system upgrades necessary for the Council to attain PSN compliance.
- The underspend within Business Transformation is due to vacancies within the department.
- A virement of £32k from Salaries is requested to Other Local Authorities to pay for Transformation Academy from Stoke City Council. 50% of this will be recharged to Redditch Borough Council.

Overview & Scrutiny Board

16th December 2013

Capital Budget summary Quarter 2 (April – September) 2013 /14 Business Transformation

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Member ICT Facilities	9	0	0	0	9	0
Sunray Devices	9	9	11	2	9	0
ESX Services	16	0	0	0	16	0
TOTAL	34	9	11	2	34	0
Financial Commentary: <ul style="list-style-type: none"> • Member ICT Facilities are currently being reviewed. • ESX servers are part of the Office project which is currently under review. 						

Revenue Budget summary Quarter 2 (April – September) 2013 /14 – Corporate Services

Service Head	Revised Budget 2013 /14 £'000	Profiled Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date April - Sept £'000	Projected Outturn 2013/14 £'000	Projected Variance 2013/14 £'000
Corporate Resources	1,584	763	822	59	1,816	232
Corporate Admin / Central Post / Printing	81	180	160	-20	76	-5
TOTAL	1,665	943	982	39	1,892	227
Financial Commentary: <ul style="list-style-type: none"> • The underspend within Corporate Admin, Central Post and Printing is related to vacant posts within the department, these have now been filled. • The overspend within Corporate Resources is due to the corporate vacancy management provision and unidentified savings which is offset by vacancy underspends in other departments. 						

Overview & Scrutiny Board

16th December 2013

4. TREASURY MANAGEMENT

- 4.1 The Council's Treasury Management Strategy has been developed in accordance with the Prudential Code for Capital Finance prudential indicators and is used to manage risks arising from financial instruments. Additionally Treasury Management practices are followed on a day to day basis.
- 4.2 The Council receives credit rating details from its Treasury Management advisers on a daily basis and any counterparty falling below the criteria is removed from the list of approved institutions.
- 4.3 Due to market conditions the Council has reduced its credit risk for all new investments by only investing in the highest rated instruments and has shortened the allowable length of investments in order to reduce risk.
- 4.4 At 30th September short term investments comprised:

	31st March 2013 £000	30th September 2013 £000
Deposits with Banks/Building Societies	10,800	15,000
Total	10,800	15,000

Income from investments and other interest

- 4.5 An investment income target of £67k has been set for 2013 /14 using a projected return rate of 0.75% – 1.50 %. During the past financial year bank base rates have remained 0.5% and current indications are projecting minimal upward movement for the short term.
- 4.6 In the 6 months to 30 September the Council received income from investments of £33k.

REVENUE BALANCES

4.7 Revenue Balances

The revenue balances brought forward at 1 April 2013 were £3.093m. Excluding the impact of any projected over or under spends it is anticipated that £97k will be transferred from balances during 2013 /14 to fund revenue expenditure; giving a current projected balance at 31 March 2013 of £2.996m.

Overview & Scrutiny Board

16th December 2013

Legal Implications

None.

Service/Operational Implications

All included in financial implications.

Customer / Equalities and Diversity Implications

None, as a direct result of this report.

5. RISK MANAGEMENT

Risk considerations covered in the report. There are no Health & Safety considerations.

6. APPENDICES

None.

7. BACKGROUND PAPERS

Available from Financial Services.

AUTHORS OF REPORT

Name: Sam Morgan – Financial Services Manager
Email: sam.morgan@bromsgroveandredditch.gov.uk
Tel: (01527) 549130 ext 3790

Name: Siobhan Moss – Principal Accountant
Email: s.moss@bromsgroveandredditch.gov.uk
Tel: (01527) 881467

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Worcestershire Regulatory Services (WRS) Joint Scrutiny Task Group: **Update**

The latest meeting of the Task Group took place at Bromsgrove Council House on Thursday 21st November 2013.

Prior to the start of the scrutiny meeting the group observed a meeting of the Worcestershire Shared Services Joint Committee, which is the decision making body for Worcestershire Regulatory Services. Members then proceeded to interview the Chairman and Vice Chairman of the Joint Committee.

The next meeting of the Task Group is due to take place on Wednesday 4th December at Redditch Town Hall. During this meeting Members are due to interview representatives of the WRS Management Board.

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CABINET LEADER'S

WORK PROGRAMME

1 JANUARY 2014 TO 30 APRIL 2014

(published as at 1 December 2013)

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 to 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 13

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
Dodford, Hagley and Beoley Conservation Area Appraisals and Management Plans - Consultation	Cabinet	8 January 2014	Report of the Head of Planning and Regeneration	Mike Dunphy Strategic Planning Manager 01527 881325
Medium Term Financial Plan 2014/15 – 2016/17 Update	Cabinet	8 January 2014	Report of the Executive Director (Finance and Resources) – S151 Officer	Jayne Pickering, Executive Director (Finance and Resources) – S151 Officer 01527 881673
Housing Allocations Policy Review under Localism 64	Cabinet	8 January 2014	Report of the Executive Director and Deputy Chief Executive	Derek Allen/Amanda Glennie Strategic Housing 01527 881269
Disposal of Council Owned Assets at Hanover Street Car Park/George House - Update	Cabinet <i>(there may be a recommendation to Council)</i>	8 January 2014	Report of the Executive Director (Planning and Regeneration, Regulatory and Housing Services)	Richard Savory Town Centre Project Manager 01527 881281
Fees and Charges 2014/15	Cabinet	5 February 2014	Report of the Executive Director (Finance and Resources) – S151 Officer	Jayne Pickering, Executive Director (Finance and Resources) – S 151 Officer 01527 881673

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 2014/15 – 2016/17	Cabinet <i>(Recommendation to be made to Council)</i>	February 2014	Report of the Executive Director (Finance and Resources)	Jayne Pickering, Executive Director (Finance and Resources) – S151 Officer 01527 881673
Assistive Technology – Future Working with Worcestershire Telecare	Cabinet	5 March 2014	Report of the Acting Head of Community Services	Judith Willis, Acting Head of Community Services 01527 64252 ext 3348
Woodford, Hagley and Beoley Conservation Area Appraisals and Management Plans - St Adoption	Cabinet	2 April 2014	Report of the Head of Planning and Regeneration	Mike Dunphy Strategic Planning Manager 01527 881325
Homelessness Grant Policy	Cabinet	2 April 2014	Report of the Executive Director and Deputy Chief Executive	Derek Allen/Amanda Glennie Strategic Housing 01527 881269
Review of Policy for the Allocation of Rural Affordable Housing developed under “Exception Site” policy	Cabinet	2 April 2014	Report of the Executive Director and Deputy Chief Executive	Derek Allen/Amanda Glennie Strategic Housing 01527 881269

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
Playing Pitch Strategy	Cabinet	2 April 2014	Report of the Head of Leisure and Culture	Karl Stokes Parks and Green Spaces Services Manager 01527 64252 ext 3377

- 1 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 18th NOVEMBER 2013

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
Item 4 – Update on North Worcestershire Community Safety Partnership	The Board received an update on the progress of the North Worcestershire Community Safety Partnership.	The Board requested sight of the response from the North Worcestershire Community Safety Partnership to WCC's consultation regarding the proposed reduction to supported people funding.	Community Safety Manager	As soon as available.	
Item 5 - Quarters 1 & 2 Summary of Environmental Enforcement Action Report	The Board considered the Quarters 1 & 2 Summary of Environmental Enforcement Action Report.	The number of cases that were reported to the Council to be included within future reports.	Senior Community Safety Project Officer.	Quarter 3 report.	
Item 6 – Planning Policy Task Group 12 Month Review of Recommendations	The Board considered the report in respect of the 12 month review of the Planning Policy Task Group.	The outstanding recommendations to be included within the Board's quarterly recommendation tracker.	Democratic Services Officer	As soon as possible.	

There were no actions following the meeting on 14th October 2013

O/s Meeting held on 16th September 2013					
Item 4 – Update on the Bromsgrove Town Centre Regeneration and Public Realm Improvements	The Board received a presentation from the Senior Project Manager.	The following actions were agreed: (a) Brick work (as specified by Cllr Rory Shannon) included within the snagging list.	Senior Project Manager (Requested for information emailed to 25/09/13 reminder sent	As soon as possible.	

- 2 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 18th NOVEMBER 2013

		(b) Confirmation that WCC will be responsible for re-sealing the footpaths and estimated life expectancy of same. (c) The current life expectancy of the Dolphin Centre.	15/10/13 and 20/11/13)		
O/S meeting held on 25th February 2013					
Item 6 – Homelessness Grants 2012/13 Update	The Board considered the briefing paper in respect of Homelessness Grants 2012/13	(c) Estimated costs and earmarked reserves in respect of the spare room subsidy for 2013/14 and 2014/15	The Executive Director, Finance and Resources	As soon as possible.	

OVERVIEW & SCRUTINY BOARD

WORK PROGRAMME

2013-14

All meetings commence at 6.00 p.m. in the Committee Room unless otherwise stated.

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	Additional Information
16th December 2013	Quarter 2 Finance Monitoring Report	
	Quarters1 & 2 Write Off of Debts Report	
	Quarters 1 & 2 Sickness Absence Performance & Health Report	
	Making Experiences Count Quarter 2 Report	
	Summary of Playing Pitch Strategy	Requested following meeting on 16/09/13
	Car Park Review	
	WRS Joint Scrutiny – Verbal Update	
	Cabinet Work Programme	
	WCC Health Overview & Scrutiny Board – Verbal Update	
	Artrix Outreach Provision Task Group – Verbal Update	
	Action List	
	Work Programme	
20th January 2014	Quarter 3 Summary of Environmental Enforcement Action Report	
	Update of Flooding Preventative Work within the District	Requested following meeting on 14/10/13
	Savings Made in respect of Shared Services Report	Requested following budget briefing 02/12/13
	Cabinet Work Programme	
	WRS Joint Scrutiny Exercise – Verbal	

Date of Meeting	Subject	Additional Information
	Update	
	Artrix Outreach Provision Task Group – Verbal Update	
	WCC Health Overview & Scrutiny Board – Verbal Update	
	Action List	
	Work Programme	
24th February 2014	Quarter 3 Sickness Absence Performance & Health Report	
	Summary of Results of Staff Survey - Presentation	Requested following meeting on 14/10/13
	Cabinet Work Programme	
	WRS Joint Scrutiny Exercise – Verbal Update	
	Artrix Outreach Provision Task Group Report	
	WCC Health Overview & Scrutiny Board – Verbal Update	
	Action List	
	Work Programme	
24th March 2014	Report on the revised CCTV Code of Practice	Requested following presentation 25/02/13
	WCC Health Overview & Scrutiny Board – Verbal Update	
	Quarter 3 Finance Monitoring Report	
	Quarter 3 Write Off of Debts Report	
	Making Experiences Count Quarter 3 Report	
	WRS Joint Scrutiny Exercise – Verbal Update	
	Cabinet Work Programme	
	Action List	
14th April 2014	Work Programme	
	Quarter 4 Summary of Environmental Enforcement Action Report	
	Cabinet Work Programme	
	WCC Health Overview & Scrutiny Board – Verbal Update	
	WRS Joint Scrutiny Exercise – Final Report	
	Action List	
	Work Programme	

Scrutiny of Crime & Disorder Partnership Meeting Date

18th November 2013

Provisional Informal Budget Briefings 5.30 p.m.

7th January 2014

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

Topics to be considered (as recommended by Task Groups)

1. Provision of services available to disaffected young people and those not in education, employment or training within the District.
2. Review into CO2 emissions in the District.

OVERVIEW & SCRUTINY TASK GROUP/INQUIRY REVIEWS 2013-14

Task Group	Date of Review
Planning Policy Task Group	September 2013
Youth Provision Task Group	September 2014
Air Quality Task Group	October 2014

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