



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY 24TH FEBRUARY 2014
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
To invite Councillors to declare any Disclosable Pecuniary Interests or Other Disclosable Interests they may have in items on the agenda, and to confirm the nature of those interests.
3. To confirm the accuracy of the minutes of the meeting of the Overview and Scrutiny Board held on 20th January 2014 (Pages 1 - 6)
4. North Worcestershire Water Management Presentation on Projects in the District
5. Making Experiences Count Quarter 3 Report (Pages 7 - 22)
6. Medium Term Financial Plan 2014/15 - 2016/17 (Pages 23 - 38)
7. Overview & Scrutiny Topic Proposal Report (Pages 39 - 42)
8. Joint WRS Scrutiny Task Group - Verbal Update
9. Artrix Outreach Provision Task Group - Verbal Update

10. Air Quality Task Group Report - Verbal Update following further consideration by Cabinet
11. Worcestershire Health Overview & Scrutiny Committee - Verbal Update
12. Cabinet Work Programme March to June 2014 (Pages 43 - 48)
13. Overview and Scrutiny Board Work Programme (Pages 49 - 50)
14. To consider any other business, details of which have been notified to the Head of Legal, Equalities and Democratic Services prior to the commencement of the meeting and which the Chairman, by reason of special circumstances, considers to be of so urgent a nature that it cannot wait until the next meeting.

K. DICKS
Chief Executive

The Council House
Burcot Lane
BROMSGROVE
Worcestershire
B60 1AA

13th February 2014



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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY, 20TH JANUARY 2014 AT 6.00 P.M.

PRESENT: Councillors P. Lammas (Chairman), R. J. Laight (Vice-Chairman), C. J. Bloore, B. T. Cooper, R. L. Dent, K. A. Grant-Pearce, 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 and Ms. J. Bayley

73/13 APOLOGIES FOR ABSENCE

An apology for absence was received on behalf of Councillor J. M. L. A. Griffiths.

74/13 DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS

Councillor C. J. Spencer declared a Disclosable Pecuniary Interest as a member of Bromsgrove Arts Centre Trust in respect of Item No. 8. As such Councillor Spencer withdrew from the meeting and took no part in its consideration and voting thereon.

75/13 MINUTES

The minutes of the Overview and Scrutiny Board meeting held on 16th December 2013 were submitted.

RESOLVED that the minutes be approved as a correct record.

76/13 AIR QUALITY TASK GROUP RESPONSE TO CABINET

Councillor S. P. Shannon, Chairman of the Task Group, explained that the group had reconvened in December 2013 to discuss in detail the response that had been received from the Cabinet in respect of their recommendations.

A few, minor alterations had been made to the group's recommendations, though the majority remained the same. Members had added further information to support the recommendations and, where appropriate, had provided details about how funding could be obtained to cover the costs involved in delivering the actions detailed in the group's recommendations.

During consideration of this item the Portfolio Holder for Planning, Core Strategy, Regulatory and Strategic Housing, Councillor C. B. Taylor, was invited to comment on the Task Group's response. He acknowledged that the group's findings remained worthy of note, though suggested that he would need to seek further specialist advice in respect of the feasibility of recommendation 7. Councillor Taylor advised the Board that he intended to discuss a number of the proposals with the Chairman of the Worcestershire Shared Services Joint Committee. He also confirmed that he was intending to sign the two letters referred to in the group's final report.

The potential for Bromsgrove District Council to apply for funding in any future rounds of the Defra Air Quality Grant Programme was also briefly debated. Councillor Shannon explained that the Council had been eligible to apply for up to £1 million of funding the previous year. It was suggested that applications for funding from this grant programme in future years would help the Council to secure the funding needed to pay for some of the actions identified in the group's final report.

RESOLVED that the Overview and Scrutiny Board agree the recommendations in conjunction with the additional information and pass the report to Cabinet for its further consideration.

77/13 **BUDGET PRESENTATION**

The Executive Director for Finance and Corporate Resources delivered a presentation on the Council's budgetary position as of 20th January 2014 (Appendix 1).

During the delivery of this presentation the following points were highlighted for Members' consideration:

- The Council's budget for the period 2014/15 – 2016/17 had not yet been set. £100,000 of savings still remained to be identified.
- In addition to reductions to the Government grant there had also been a decrease in the amount that the Council received from the Department for Work and Pensions (DWP) in the form of housing benefit.
- Heads of Service had been working to identify potential savings. Many of these savings would be achieved through service reviews and from job vacancies.
- The budget was being planned in accordance with the Council's strategic purposes.
- Every effort was being made to minimise the impact of budget savings on the delivery of frontline services.
- Officers were attempting to identify savings that could be made to enabling services, or services which were not delivered directly to the customer.
- The borrowing costs that had been taken into account by Officers included the costs for Parkside and the costs for a new leisure centre, though Officers recognised that no decision had yet been taken by Members in respect of a new leisure centre.

- A Council Tax increase of 1.9% had been proposed by Officers. This would mean that the local authority would not be eligible to apply for the Council Tax freeze grant.
- The Council would need to meet additional pension costs of £154,000 for 2015/16 – 2016/17.
- The Council's balances were £3 million at the date of the meeting. Officers were keen to maintain balances of at least £1.1 million going forward. There was therefore the potential for £700,000 to be used from balances to help to meet the Council's budgetary requirements over the following 3 year period.
- Heads of Service had been assessing the potential impact of the proposed County Council cuts on services delivered by the district Council. This would include considering the potential increase in demand for district Council services as a result of the removal or reduction of County Council services due to funding cuts.
- A tool had been developed to enable Officers to compare the fees charged by the Council to deliver services with other local authorities in the country and to identify the potential for changes to be made to the Council's current charging levels.

Following the presentation Members raised a number of further points for discussion:

- The arrangements for spending funding secured through the budget bid for economic and cultural events over the following six year period. Members were advised that it was anticipated that this process would be facilitated by Officers rather than in the form of grants to local Voluntary and Community Sector (VCS) organisations. Officers would continue to consider the best way to manage the funding.
- The potential impact of the Longbridge development and internet shopping on custom in Bromsgrove town centre as well as on revenue for the Council from car parking charges. Members were advised that at present the Council was anticipating that a similar amount in revenue would be generated from parking fees in the following financial year.
- The potential impact of efficiency savings for enabling services on frontline services. Officers urged Members to notify senior managers of any instances where cuts to enabling services were observed to have a negative impact on frontline services.

RESOLVED:

- (a) that a further update on the Council's budget for the period 2014/15 – 2016/17 be provided for the Board's consideration on 24th February; and
- (b) that the report be noted.

78/13 **SAVINGS MADE IN RESPECT OF SHARED SERVICES REPORT**

The Executive Director for Finance and Corporate Resources presented a report detailing the savings that had been achieved by the Council as a result of entering into shared services with neighbouring local authorities.

During the presentation of this report the following matters were outlined for Members' consideration:

- The savings that had been realised from shared services had been detailed for the period 2010/11 – 2013/14.
- In the early years of the process savings had been made through the introduction of a shared management team and a small number of shared services, such as Electoral Services.
- In 2012/13 agreement had been secured for a larger number of services to be shared and this had enabled the Council to achieve significant savings.
- Redundancy costs for staff who had left during this period had been particularly high in 2010/11 and 2012/13 mainly due to the fact that a number of long-serving staff aged 50 years or older had left the organisation in these years and they had been entitled to significant pay outs.
- The recent changes to the Corporate Management Team structure had enabled the Council to achieve further savings, to an estimated £2.369 million by January 2014.

At the end of the presentation a number of additional issues were raised for discussion:

- There remained some services that were not yet shared (below senior manager level). Therefore the Council could explore the potential to share these services with other local authorities.
- It was possible that if more shared service agreements were negotiated the Council would need to meet additional one off costs at a later date.
- The costs involved in working with Vanguard and savings achieved through service transformation had not been provided as the focus of the report had been on the financial implications to the Council of delivering shared services.
- Savings accrued from deleting posts when creating the shared services continued to be taken into account as part of the Council's figures for budgetary savings. The extent to which these savings could continue to be incorporated into the Council's calculations and alternative budget arrangements that could be taken into account were discussed.

RESOLVED that the report be noted.

79/13 **JOINT WRS SCRUTINY TASK GROUP**

Councillor R. J. Laight, Chairman of the Task Group, provided an update on the work of the Joint Worcestershire Regulatory Services (WRS) Task Group.

Members were advised that two meetings of the group had taken place since the last update had been provided. During the first of these meetings, on 18th December 2013, Members had interviewed the Head of Regulatory Services together with a number of senior WRS Officers. The discussions had been full

and frank and a lot of detail had emerged about the operation of WRS services.

At the second meeting Members had considered a written response to a number of questions that had been set for the consideration of members of the WRS Management Board. The group had also interviewed a representative of the Board.

A further three meetings were scheduled to take place together with a visit to Wyatt House, the base for WRS. The group was aiming to complete their investigations by the end of April 2014.

80/13 **ARTRIX OUTREACH PROVISION TASK GROUP**

The Chairman of the Task Group, Councillor Shannon, outlined the work of the group.

There had been two meetings of the group since the last meeting of the Overview and Scrutiny Board. At the first of these meetings Members had interviewed the Council's Arts and Events Officer and Arts and Events Manager. At the second meeting the Chairman of the Artrix Operating Trust and Councillor Spencer, in her role as a Council representative on that trust, had been interviewed.

Councillor Shannon explained that in line with the group's terms of reference Members had been investigating the funding provided by the Council to the Artrix. This had been undertaken both to ensure that the Council received value for money, that the services which were included within the Service Level Agreement (SLA) were delivered to a satisfactory level and that outreach services were provided to customers in greatest need of receiving those services.

Councillor Shannon commented that he was disappointed that at the previous meeting of the Board Members who had not been appointed to the Task Group had commented on the progress of the review. He expressed concerns that this indicated that some of the content of the Task Group meetings had been shared with other Members outside the meetings and he reminded all Members that Task Group meetings were supposed to be treated as private and confidential.

Finally Councillor Shannon requested that, as the review had commenced slightly later than anticipated and the group was consequently a little behind schedule, the deadline for completion of the review be extended from February to April 2014.

RESOLVED that the deadline for completion of the Artrix Outreach Provision Task Group be extended to April 2014.

81/13 **CABINET WORK PROGRAMME 1ST FEBRUARY 2014 TO 31ST MAY 2014**

The Board considered the Cabinet Work Programme for the period 1st February to 31st May 2014.

82/13 **OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME**

Members considered the Overview and Scrutiny Work Programme and noted that the update on flood prevention work in the district, which had been due to take place during the meeting, had been postponed. Officers had suggested this delay was due to a number of Worcestershire County Council budgetary cuts potentially impacting on the service causing imminent changes to strategic service arrangements. As a consequence it had been suggested that an update be provided for the Board's consideration in February on flood prevention projects that the team were delivering to be followed by a further report focusing on the strategic level in June 2014.

Councillor B. T. Cooper, the Council's representative on the Health Overview and Scrutiny Committee (HOSC), confirmed that there had been no meetings of the Committee over the festive period. The following meeting was due to take place on 22nd January 2014.

The meeting closed at 7.06 p.m.

Chairman

OVERVIEW AND SCRUTINY BOARD

Date: 24th February 2014

MAKING EXPERIENCES COUNT - QUARTERLY COMPLAINTS REPORT

Relevant Portfolio Holder	Cllr Roger Hollingworth
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 third 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 3rd 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
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- 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 3
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 October 2013 – 31 December 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 1 October 2013 to 31 December 2013.

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

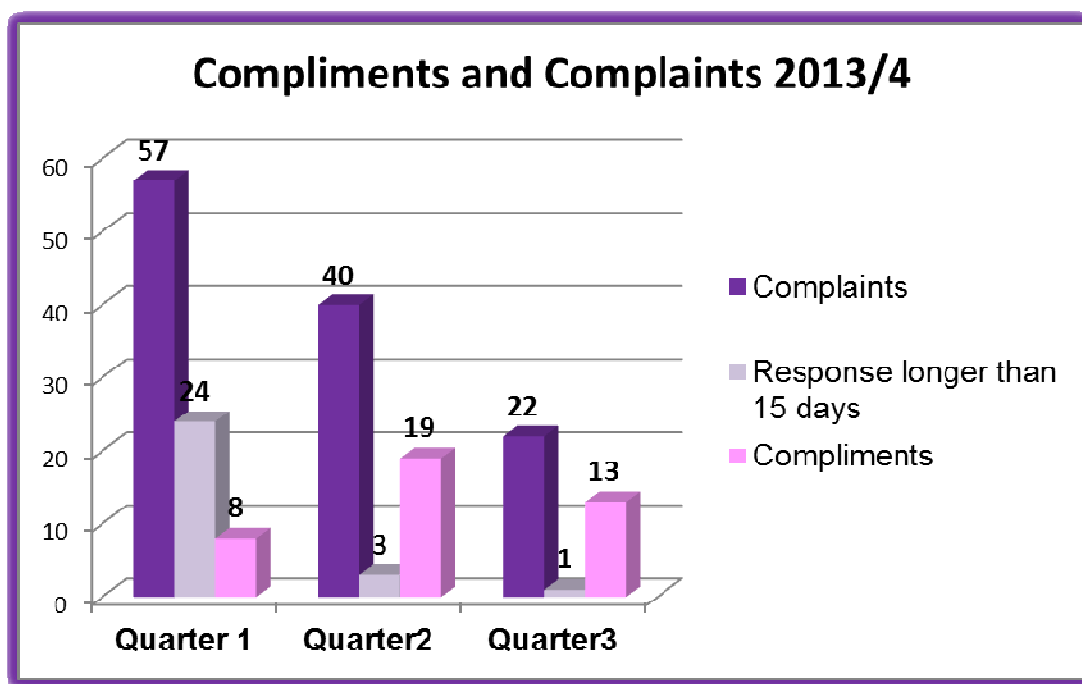
2. Customer Feedback Analysis

22 complaints were received during this quarter because we did not meet the customer's expectations, 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.

21 complaints (95%) were answered in 15 working days or less and **1** complaint took longer than 15 working days to respond to.

We also received **13** compliments.

This chart shows number of complaints and compliments for Quarter 1, Quarter 2 and Quarter 3. We will continue to chart this as a comparison through the year.



Complaint figures have significantly reduced since last quarter when we received 40 complaints across the Council.

There has been a very marked decrease in complaints about waste collections from **22** in quarter 2 to **3** this quarter. Refuse Crews have worked hard and adopted new processes to make the new collection service work and it seems that customers are appreciating this.

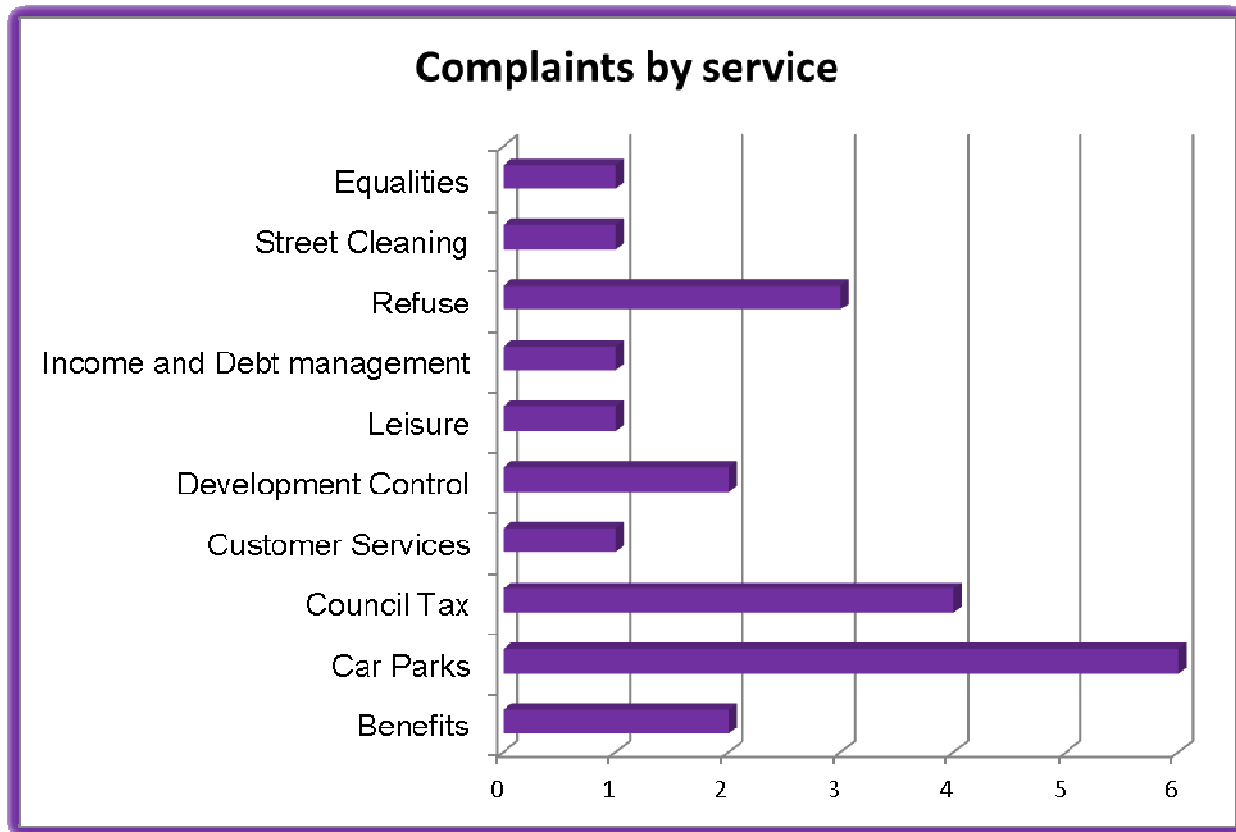
There has also been a drop in complaints for Planning from **7** in Quarter 2 to **2** this quarter. The Development Control team has been making a concerted effort to keep customers updated and informed of their application progress or any developments with objections and this seems to have had a positive effect on the number of complaints received.

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Although we have seen a slight rise in complaints about car parking, 4 of the 6 complaints received were in reality parking fine appeals and were registered as the customer wanted them dealt with as a complaint, even though our policy suggest that parking fine complaints should not normally be dealt with through the complaints system.

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:-

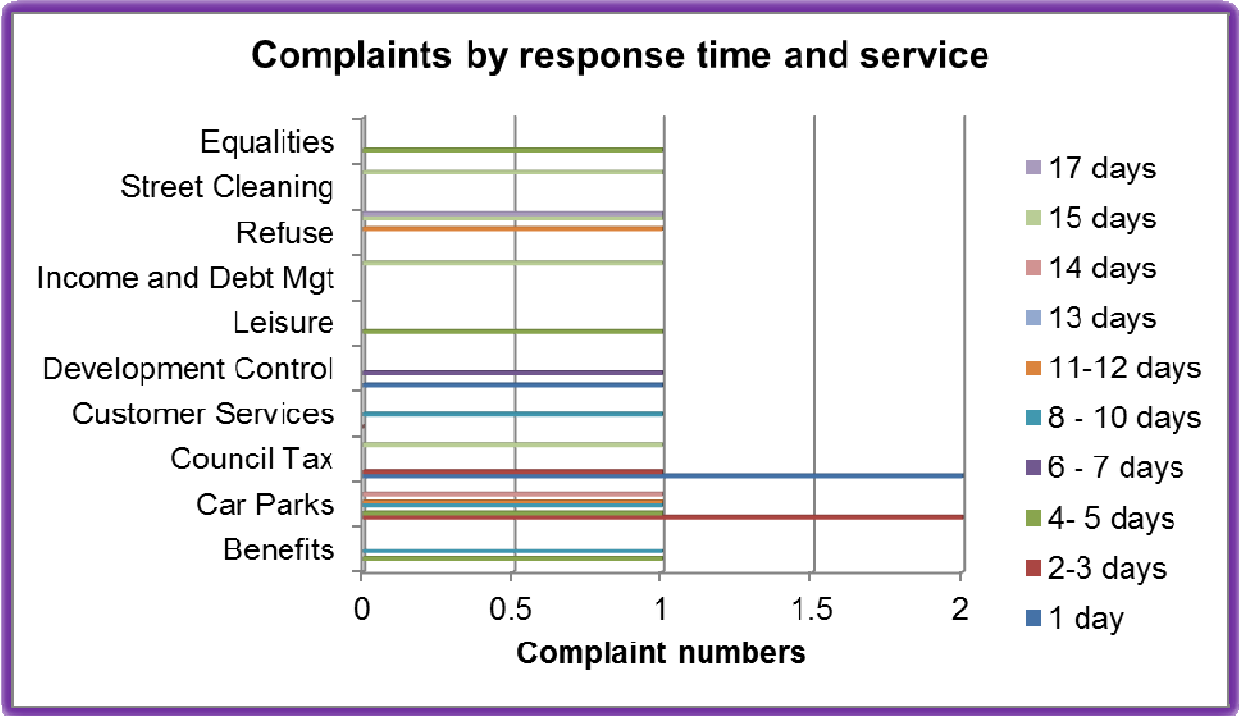
- Refuse Crews now have a total list of all assisted collections to help them when they cover different rounds.
- Reminder and Demand letters are being reviewed to make them clearer and more customer friendly.
- We will be developing some training for front line staff to help them when serving vulnerable customers.

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

There were no complaints escalated to the Head of Customer Services for further investigation.

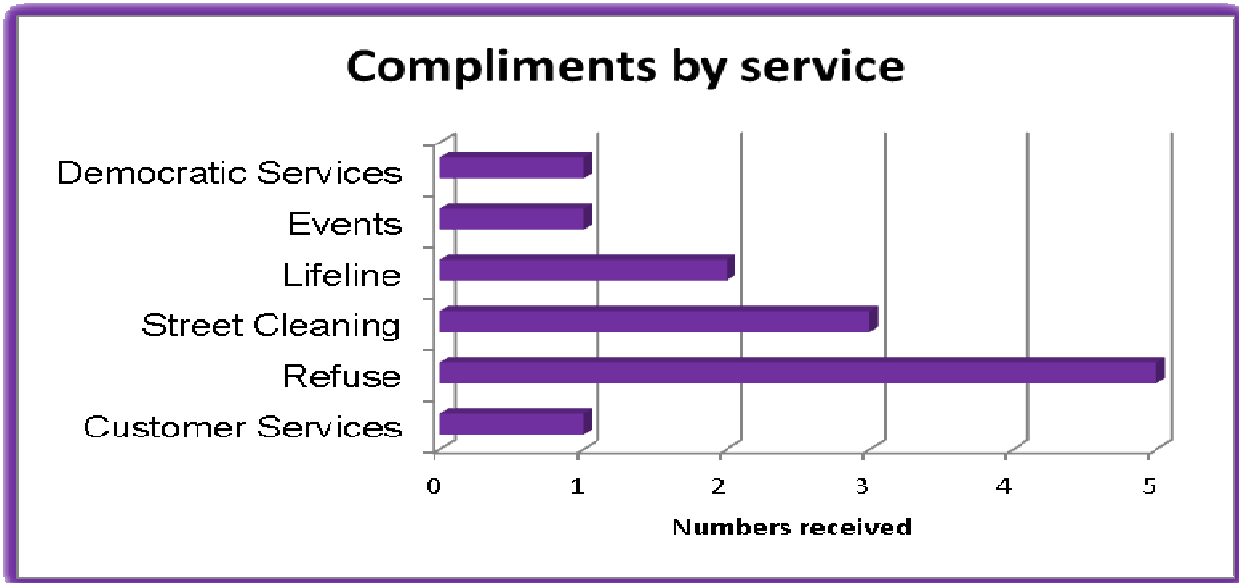
Time taken to respond to complaints

We aim to respond to customer complaints within 15 working days and 95% of complaints received during this quarter were dealt with within that timeframe. Only 1 case took longer to respond than expected, and an apology was given to the customer for the delay.



Happy Customers!

13 compliments were recorded and the following chart shows compliments by service.



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The following table details all of the compliments recorded this quarter.

Team	Compliment Detail
Lifeline	Customer wished to thank us so much for our help and was pleased with the service she had recently.
Lifeline	Customer's son wanted to thank operator Alan Anderson, for his help in getting medical assistance for his mother. He believes that his prompt actions may have saved her life.
Customer Services	Thank you to the two ladies in reception who guided us to the Premier Inn when we were lost especially to the lady whose car we followed and showed us the way in her sports car {in her dinner hour} we found the locals very friendly during our stay only too willing to help with directions and advice.
Customer Services and Refuse	Thank you to both customer services and the depot regarding rubbish and recycling for sorting out my concern. It is easy to complain but we often forget to praise
Refuse	Customer happy that crew member went back to collect bin from garage - was lovely and very helpful
Refuse	Please convey mine and my elderly mother's thanks for the excellent service the waste collection team showed when dealing with my mother's recent bin 'oversight'. Entirely her fault but the team dealt with the problem expertly and with a great deal of sensitivity and understanding. From being dealt with on the telephone to the guys who picked the bin up she says they were excellent and made her feel so much better.
Refuse and Support Services	Customer rang to say a big thank you to Kim who helped him recently when he was having difficulty with his refuse collection. Kim took the full brunt of his frustration and dealt with it really well. She arranged a smaller bin and assistance with his collection. He is very appreciative of all the help and support that he has been given.
Refuse	Customer wanted to pass on her compliments on how delighted she is with the service she received for garden waste. She informed us that she no longer dreads calling as she said the service has improved in the last 3 months.
Street Cleaning	Street Cleansing team have been cleaning the area around Wheelwright Close and Cllr Bernie wanted to express what an excellent job has been carried out and what a difference this has made.
Street Cleaning	Customer wants to say thank you for the quick service we provided sweeping the leaves from drain area
Street Cleaning	Customer reported some graffiti on her estate recently and she has been really impressed by how quickly and how well the graffiti has been cleaned off. She wanted to say thank you.
Democratic Services	Customer gave a thank you for all the hard work on the Joint Scrutiny Task Group
Events Team	Customer says "Fabulous firework display this year. So well choreographed it lifted my spirits and brought out the child in me. A wondrous sight."

3. Local Government Ombudsman Complaints

There was 1 complaint referred from the Ombudsman this quarter.

Planning Committee

Customer has complained about the planning committee's decision to grant planning permission for a residential development at the Avoncroft Cattle Breeders site against officer recommendation. A response has been sent and is currently being considered by the Ombudsman.

4. Customer Service Centre Information

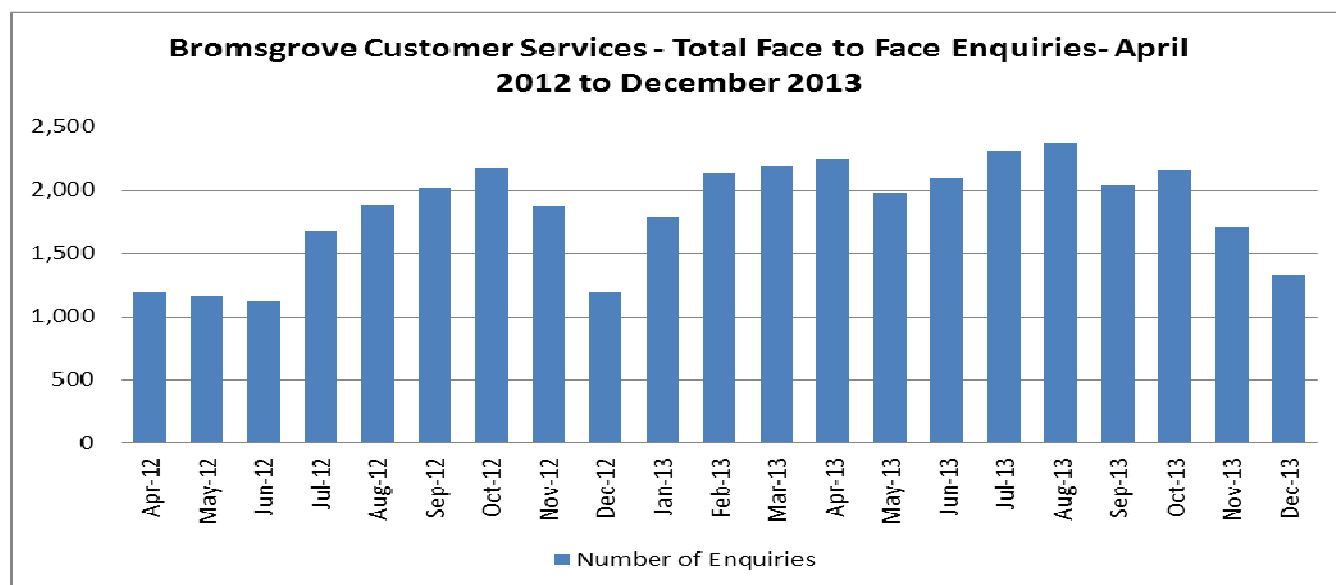
This section provides some statistical information in respect of the amount of customer demand received via the telephone, face to face and through our payment channels.

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

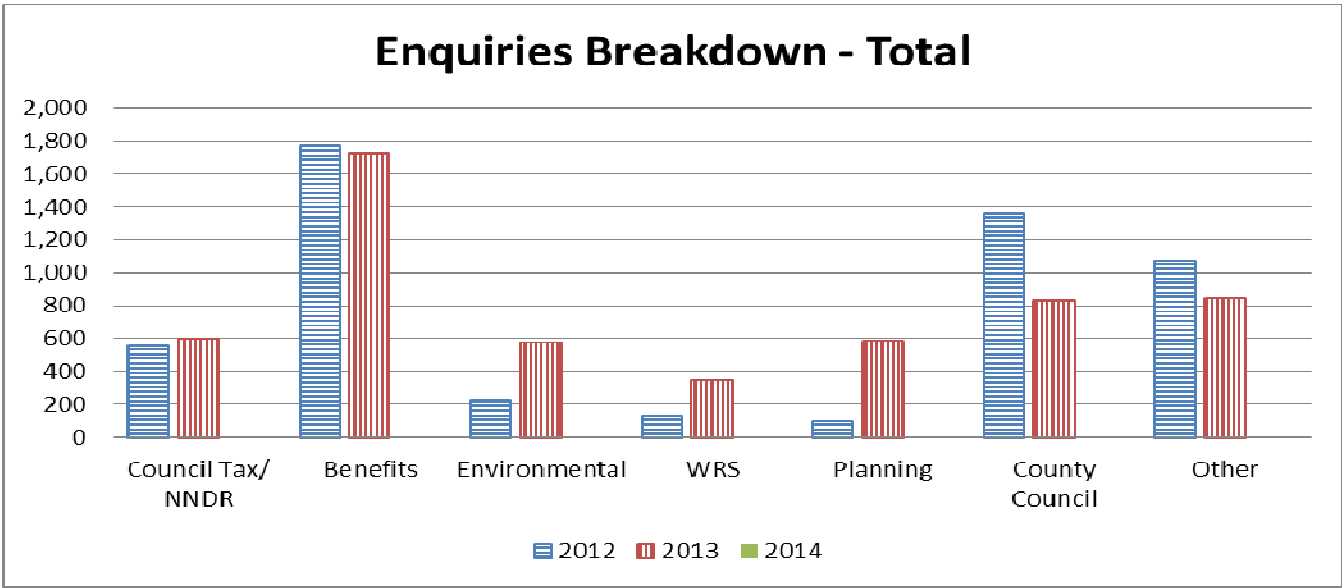
The following chart shows the total face to face enquiries being dealt with at the customer service centre on a month by month basis since April 2012 to December 2013.



The following chart shows the breakdown of face to face customer enquiries received during the 3rd quarter of 2013/14, compared with the same period last year.

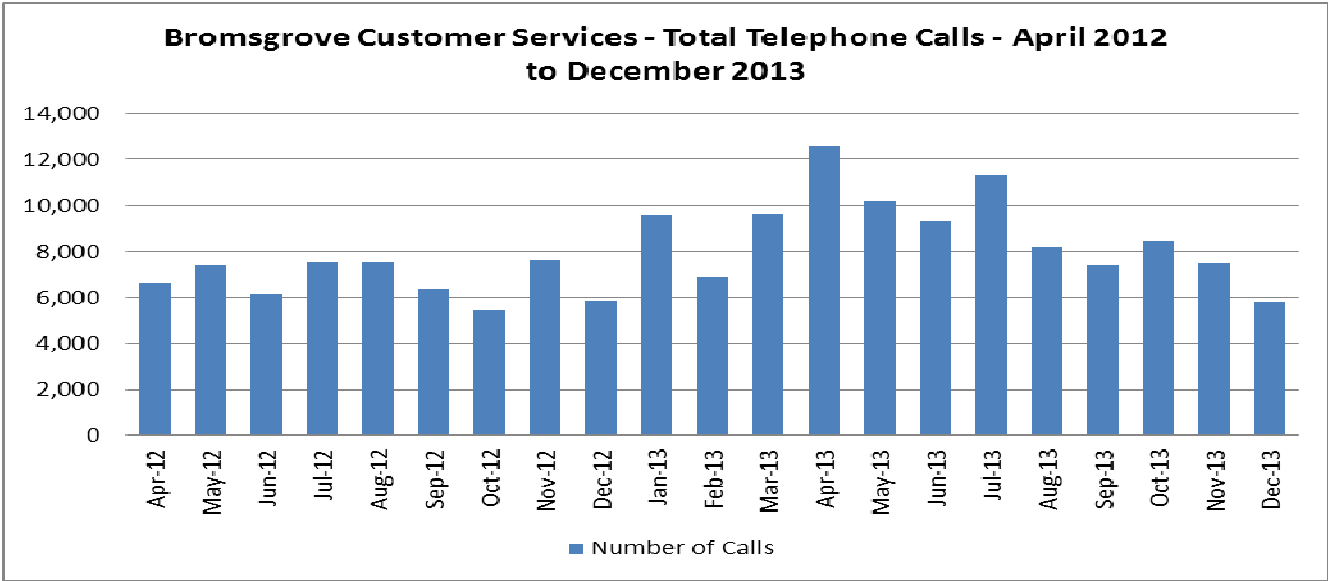
The chart shows that compared with the same period in 2012 the number of Council Tax and Benefits enquiries has reduced; however we have changed how we were recording numbers of enquiries, therefore this data cannot be used as a comparison, only as an indicator of the spread of volumes.

We are seeing a reduction in the number of County Council enquiries since October 2013 when Worcestershire County Council changed access to Blue Badge, Concessionary Fares and Waste Permits to online access.



Telephone demand received

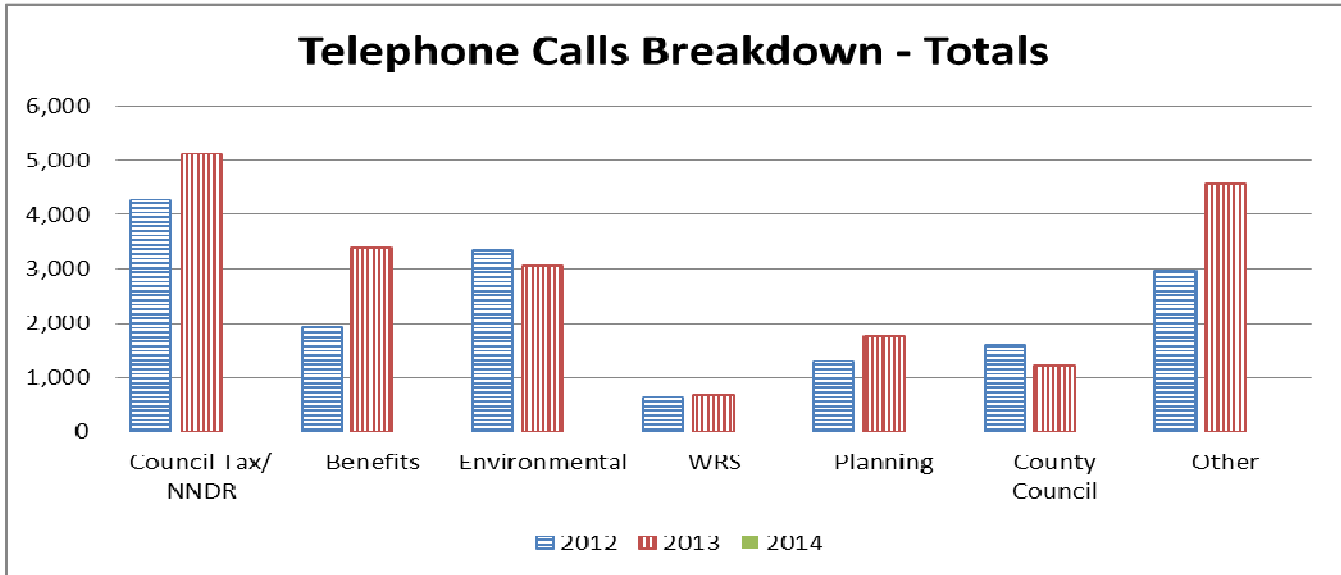
The following chart shows the total telephone calls recorded on the customer service systems from April 2012 until the end of December 2013.



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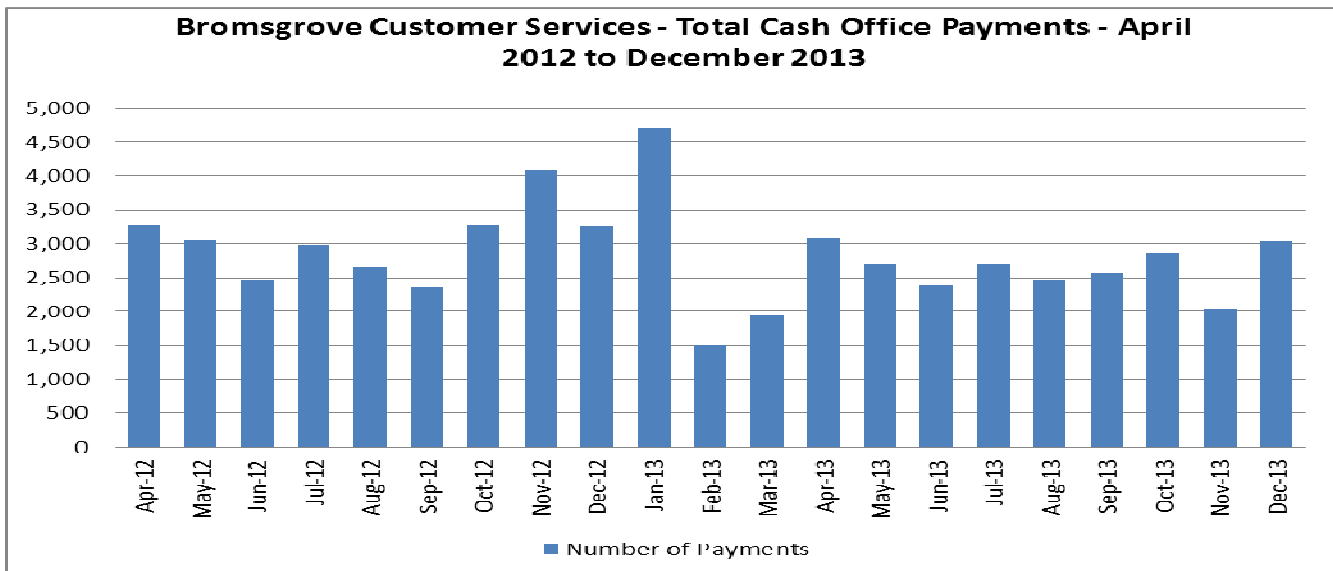
The following chart shows the breakdown of calls received via the switchboard and customer contact centre phone lines by department during the quarter. (Calls made to direct dial lines are not recorded and therefore not included.)

The majority of calls are now transferred to an expert within the services, but the customer service staff provide a welcoming service and ensure that customers get through to the right expert.



Payments

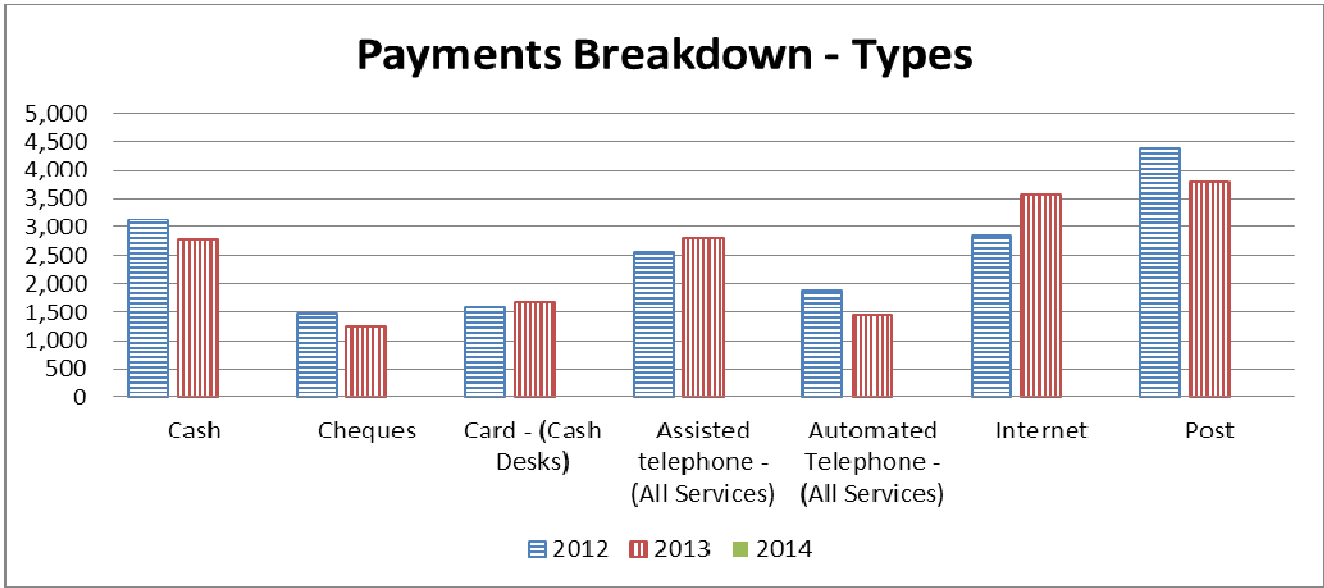
The following chart shows a month by month comparison of payments received by the cash office and customer services staff during the period April 2012 – December 2013. The chart shows a reduction in payments by cash office compared with the same period 2012.



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The chart below shows the breakdown of payments across all payment channels. We can see a reduction in cash, postal and cheque payments compared with the same period in 2012, and an increase in internet payments.

There is also a small increase in card payments through the cash office.



Lynn Jones
Customer Services Manager
January 2014

Details of complaints received

Complaint details	Days taken to respond	Action taken	Outcome update from Head of Service
Customer Services			
Customer called at CSC on Christmas Eve to renew car park permit but offices closed. Customer is frustrated that he could not renew permit and had to pay full rate over the Xmas period (including Xmas day and Boxing day as no sign to indicate free parking on those days), he believes our Car Parking policy is not compatible with the operation of the Service Centre. Also states that the ticket machine is out of order today.	11 days	Apologised given to customer for inconvenience, advised that the dates and times of office closure over the Christmas period had been advertised well in advance in a variety of places. A response is being sent from the Parking Team to explain our car parking policy.	Christmas opening arrangements always reviewed in light of total customer demand to ensure least possible disruption to the majority.
Leisure and Culture			
Contractor unhappy about our tendering process for Barnsley Hall. He feels that the company that won the tender didn't supply the correct quotes and he has evidence of this. He has discussed this with officers & HOS and remains unhappy with the process that has been followed and the outcome.	5 days	HOS and the Procurement Manager met with the Contractor to explain our process in detail and to give feedback on the submission provided to try and resolve their concerns and improve future submissions. Ultimately they remained unhappy as they were unsuccessful with their submission and they feel the process that was followed was unclear to them.	No further action.
Environmental Services			
Customer unhappy that hedge had been removed behind his house as it helped with security.	15 days	The footpath was cleared as requested and the hedge was trimmed. We worked with BDHT and they painted his fence with anti climb substance and customer is happy	Customer has commented on what a good job BDHT have done with the painting and 'anti climb' Paint signs erected on the fence.
Customer unhappy that she received a parking fine for being 7 minutes over the time on her ticket. She had issues with her children which caused her to be late and asked the enforcement officer to cancel the fine to no	3 days	Customer has also appealed which was unsuccessful. Letter sent explaining that our charges are some of the lowest in the area and that we do have pay on foot machines in two of the car parks	No further action There is a full appeals in place for PCNs including an independent review when they

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avail. She feels that parking charges in Bromsgrove are causing businesses to suffer.			reach the final stage.
Customer feels that enforcement officers are favoring certain customers and letting them park in parent and child spaces.	9 days	On investigation via the appeals system it was found that the customer involved did have a child with him. This was explained in a letter.	No further action
Customer's elderly mother's blue badge ran out and they applied for a new one but in the meantime she parked and was fined for not displaying a badge even though she had paid. Customer is very unhappy and thinks this fine and the new blue badge system is very unjust to the elderly.	5 days	This will be reviewed via the appeals process once the customer can produce a valid blue badge.	Waiting to hear from customer.
Customer unhappy that one of the pay machines in the car park is constantly out of use.	9 days	A new part was ordered for the machine and this was explained to the customer and an apology given. The machine has now been fixed.	No further action
Customer unhappy as he was called to a flooding problem at one of the properties above the shops on the High Street and had to park as close as possible with his equipment. The car park enforcement officer then issued a ticket and wouldn't listen when the customer was asking what he should do and she also told him not to appeal.	12 days	Apology given to customer and fine cancelled via the appeals process.	No further action
Customer sent in an appeal for parking fine but the response was sent to wrong address although he had given correct address. When he eventually got the appeal decision, his appeal had been refused and he only had a very short time to pay.	3 days	Apology given and customer given more time to pay.	No further action
Customer unhappy that her bins weren't collected over the Christmas period and that she hadn't had any notification of the collection times.	11 days	Customer doesn't have access to internet and doesn't read the papers so didn't know when collections were. Waste Promotions Officer visited her at home and apologised. The service are planning to leaflet properties that have changes to their collections next Christmas as this will cost the same as	No further action.

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		advertises but be more customer focused.	
Customer unhappy that a refuse vehicle has been parked in a residential street for about one hour every week day for the last 3 months and is causing damage the footpath.	17 days	This has been investigated and has been dealt with.	This will be monitored closely.
Customer is on an assisted collection and is unhappy that since the collections have been changed his bins have not been returned to his property. He has made numerous phone calls about this to no avail.	15 days	Apology given to customer. Crews have been spoken to and this will be monitored	Crews now have a total list of collections to check for each round.
Equalities and Diversity			
Customer is unhappy that the Chair of the Equality and Diversity Forum ruled at the meeting on 12th December that his item was political in nature and was not appropriate to the Equality and Diversity Forum meeting.	5 days	Customer met with Equalities Officer to discuss his concerns. Customer is a member of a movement which he says tackles the corruptness that undermines the English Constitution, Lawfulness and Legalities. It was explained that their views are not compatible with the Aims and Objectives of the Bromsgrove Equality and Diversity Forum.	No further action.
Planning and Regeneration			
Customer unhappy about the application for development on the Meadow School site.	1 day	Customer's queries were responded to and situation explained. Other queries regarding waste collections have been forwarded for action.	No further action
Customer unhappy about construction work taking place at Romsley.	6 days	Customer's queries were responded to and situation explained.	No further action
Benefits			
Customer unhappy with the way she was treated by a member of the benefits team	9 days	Customer contacted and apology was given.	After talking to staff involved their perception of events were different to the customer. However they were reminded to be aware of how customers can perceive their actions.
Customer unhappy that he had received a parking ticket whilst at	5 days	Customer has moved to Redditch now and his new benefits claim	We have reminded our

Agenda Item 5

the CSC. At the time he was starving and homeless and applying for a food parcel from the emergency living fund, He feels that the benefits advisor treated him very badly and took a lot longer than he should have.		has been resolved with him. The parking ticket has been paid for from the ELF fund.	staff to consider parking requirements for vulnerable customers.
Council Tax			
Customer's advocate was unhappy that a revenues officer wouldn't listen to him and kept talking across him when he rang about his client's council tax bill.	1 day	The officer concerned couldn't find any record of the customer and tried to explain this to the advocate but he wouldn't accept what she was telling him.	The address given was not in our area and details were given of other Council. No further action.
Customer unhappy with the way she was treated when she informed us she was moving house and also had difficulties trying to report this to a manager.	1 day	Customer contacted and complaint discussed in full. Apology given.	Further training will be given to the staff involved.
Customer unhappy that the office was closed when he called about his council tax even though it says on the bill that it was open on that day.	2 days	Customer contacted and apology given. We failed to remove information from the reverse of our bill causing the customer to believe he could speak with a member of staff on a Saturday morning.	Information on reverse of bill has now been corrected.
Customer rang to complain about a member of council tax team, saying he was rude confrontational and unprofessional when dealing with his enquiry.	15 days	Customer was repeatedly using foul language and making personal comments about the officer concerned, making it impossible to deal with the initial complaint. He has been informed that this is not acceptable and we have now limited his contact to one officer who will deal with queries in future.	No further action at this time but contact is being monitored.
Income and Debt Management			
Customer unhappy with wording on a final reminder letter for his allotment and says he had to ring to find out what the amount was as it wasn't on the letter.	15 days	Apology given to customer. Wording on the reminder is a standard format and the amount owed was on customer's letter. However with the introduction of our new payments system we are looking to change the format and wording of final reminders to make them clearer and more customer friendly.	Reminder letters are being reviewed.

MEDIUM TERM FINANCIAL PLAN 2014/15 – 2016/17

Relevant Portfolio Holder	Roger Hollingworth
Portfolio Holder Consulted	Yes
Relevant Head of Service	Jayne Pickering (Exec Director)
Wards Affected	All
Ward Councillor Consulted	None specific

1. SUMMARY OF PROPOSALS

1.1 To enable Members to consider the current financial position for the revenue budget 2014/15- 2016/17.

2. RECOMMENDATIONS

2.1 The Overview and Scrutiny Board are asked to note the current position for 2014/15-2016/17.

3. KEY ISSUES

Financial Implications

3.1 The Council's Medium Term Financial Plan (MTFP) provides the framework within which the revenue and capital spending decisions can be made over a 3 year period. It is revised and updated on an annual basis to take into account any alterations that may be required as a result of changes that impact on the Councils services.

3.2 As part of the review officers consider the impact of demand on service and the costs associated with this demand. This may result in additional costs (associated with maintaining current service delivery) or reductions in anticipated income revenue over the next 3 years.

3.3 As Members are aware there are considerable additional cost pressures facing the Council over the next 3 years as a result of a number of issues including:

- Reduction in Government Grant Settlement
- Changes to welfare reform and the impact on the Council from residents service need
- Cuts to County Council Funding
- Transfer from Housing Benefit to Universal Credit
- Impact of any reduction in Business Rates
- Impact of the current National Economy

3.4 Officers will continue to work with our partners to identify the costs that may be associated with some of these changes.

Formula Grant / Localised Business Rates

- 3.5 As Members are aware there has been a significant reduction in Central Government funding over the last 4 years. The level of grant for 2014/15 is £495k less than 2013/14 (13% cut) with a further £498k reduction proposed for 2015/16.
- 3.6 From April 2013 part of the Government Grant contains this council's share of localised business rates. For 2014/15 this amounts to £1.5m. If business rates grow above the governments assessed baseline, then this council keeps a proportion of this funding. The opposite applies for any losses with the Council having to repay some of its formula funding.
- 3.7 The Council joined a business rates pool with a number of Councils in the Greater Birmingham and Solihull LEP to mitigate against the risk of having to repay grant funding or major losses.
- 3.8 The long term effect of the localisation of business rates and the benefits of being a member of the pool are still uncertain and will be reviewed annually. The treatment of appeals relating to years prior to the commencement of the Business Rates localisation are payable by the Council and work is ongoing with the valuation office to assess the impact of these appeals on the budget position.
- 3.9 For the purposes of the Financial Plan period future years business rates performance is assumed to be at the baseline level, adjusted to reflect any projected surpluses or losses to the position.

New Homes Bonus

- 3.10 The Council received New Homes Bonus in the current year of £687k. It is prudent to assume that in future years that this figure will increase as a result of additional houses being developed together with the assumed increase in taxbase of 0.5% per annum. This would raise an estimated £950k in 2014/15 and by 2016/17 it is estimated that the Council would benefit by £1.2m of New Homes Bonus.
- 3.11 As agreed in the current financial plan any income received from New Homes Bonus grant will be utilised to offset the pressures facing the Council.

Council Tax

- 3.12 To ensure that necessary levels of funding are available given the large reductions in government grant highlighted above, then Council Tax increases will have to be sufficient to ensure that funding is available

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for the services that create value to the customer have appropriate levels of financial resource.

- 3.13 As Members may be aware the Government has offered a 1% Council Tax Freeze grant to enable Councils to not increase Council Tax for 2014/15. This would generate approximately £60k for 2014/15 which would be lost once the grant is removed in 2016/17. The increase currently included in the financial planning proposal is 1.9% which will realise over £120k pa and will provide an increase to the base each year.

Transformation

- 3.14 The significant reductions in funding are not anticipated to improve for a number of years and therefore officers have looked at alternative ways to deliver savings whilst improving services to the community. As previously reported the services provided by the Council are undergoing transformational change using a different approach to assessing the value provided by the service. This work will focus on the purpose of services to the community and will aim to realise savings and protect those services that create value to our customers.
- 3.15 As reported previously officers will continue to review the financial position of the authority within a framework of financial principles. These are:
- Reduce Waste in a system (Stop it now)
 - Design a new system to reduce waste and cost
 - Reduce the costs associated with enabling service provision rather than those that create the value to the customer.
- 3.16 There are 3 levels of costs associated with services delivered by the Council;
- Create Value – these are the costs to deliver front line service, those which create real value to the customer
 - Add Value – these costs provide support to those services on the front line. They add value to the customer but do not directly deliver the service
 - Enable – there are a number of costs that relate to the enabling functions across the Council. These include the management and support services that provide advice and support to the services who add and create value. As part of the financial principles officers are looking at the ratio of the cost of the enabling function compared with those that create value with the aim to align resources to those that provide the most value to our customers.

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- 3.17 Any additional income currently generated that delivers more than the target revenue has been built into the projections as a revised target to achieve.
- 3.18 Officers have also identified a number of budget pressures that have either been deemed “unavoidable”. Unavoidable includes the ongoing effects of pressures identified during 2013/14 together with any issues that have been raised as fundamental to maintaining service provision as part of the budget process. In addition income shortfalls that cannot be managed by improved marketing or price increases have been addressed during the budget planning. These pressures are detailed in Appendix 2 and include :
- Reduction in funding from other agencies for the delivery of Council services. These include
 - Worcestershire County Council – reduction in funding for the customer service centre £25k
 - Worcestershire County Council – reduction in funding for the Essential Living Fund £60k
 - Worcestershire County Council – potential withdrawal of contract for Lifeline Contract £31k
 - DWP – cut in grant funding associated with the administration of Housing Benefit £27k
 - Additional pension costs resulting from the new assessment (£54k)
 - Additional one year accommodation costs to be offset by future savings on the move to Parkside School (£130k)
 - Costs associated with the Independent Electoral Registration (£17k)
 - Shortfall on income due to reduction in take up of services (£17k)

Financial Position

- 3.19 The current summary position below includes the financial impact of the above in addition to the following assumptions:
- 1% pay award in relation to inflationary increase. This will be subject to the National negotiation that the Council is signed up to.
 - General inflationary increases in relation to contract arrangements
 - Inclusion of the provisional settlement for 2014/15 & 2015/16
 - 3% increase in fees and charges (where appropriate)
 - Potential costs of the development of Parkside with the County Council
 - Potential costs of a new Leisure Centre of £11.5m from 2014/15 (this will be subject to formal feasibility appraisal and member agreement)

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- An estimation of the New Homes Bonus income
- Additional income estimated in relation to the Business Rates receivable by the Council

3.20 The revised position is shown below.

	2014-15 £000	2015-16 £000	2016-17 £000
Departmental Expenditure	11,590	11,457	11,233
Unavoidable Pressures	353	210	232
Bids	194		0
Savings identified	-643	-400	0
Net Service Expenditure	11,494	11,267	11,465
Investment Income	-58	-58	-58
Cost of Borrowing	283	726	1,008
Recharge to Capital Programme	-25	-25	-25
Net Operating Expenditure	11,694	11,910	12,390
Funding from balances	-251	-326	-518
Revenue Support Grant	-1,716	-1,175	-893
Business Rates Retention	-1,555	-1,598	-1,598
Business Rates Growth	-176	-176	-176
Funding from Reserves (re Essential Living Fund)	-60		
New Homes Bonus	-950	-1,076	-1,202
Collection Fund Surplus (Council Tax)	-98	0	0
Council Tax - based on 1.9%	-6,832	-6,993	-7,157
Funding Total	-11,638	-11,344	-11,544
Shortfall	56	566	846

Appendix 1 details the revenue bids that have been requested to support the delivery of strategic purposes over the next 3 years.

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Savings currently identified at Appendix 3 include :

- Savings resulting from transformational redesign of systems and services of £495k
- General underspends offered up as future savings £123k
- Additional income received for services delivered £55k

- 3.21 The Council is to set a balanced budget for 2014/15 – 2016/17 and therefore will have to approve further savings, increase income or reduce high pressures for the 3 year period. Any additional spending, over and above the pressures identified above, would also need to be funded by additional savings. Officers are committed to realise the necessary levels of savings through transformation and will continue to work with staff to enable services to be delivered at a reduced cost to meet the cuts anticipated.

General Fund Balances

- 3.22 The level of the general fund balance is currently £3m. This level of balances are in excess of the £1.1m as approved by members as the required level in the current climate. The £3m will not provide sufficient funds to support the shortfall currently projected over the 3 years and therefore officers will continue to review their budgets to mitigate the financial risk to the Council.

Legal Implications

- 3.23 None as a direct result of this budget update.

Service / Operational Implications

- 3.24 The MTFP will enable services to be maintained and, where achievable, improvements to the community.

Customer / Equalities and Diversity Implications

- 3.25 The impact on the customer has been reduced due to the savings being realised by reduction of waste in the services and ensuring that all service that create value to the customer are resourced.

4. RISK MANAGEMENT

- 4.1 To mitigate the risks associated with the financial pressures facing the Authority regular monitoring reports are presented to both officers and Members to enable proactive action being undertaken to address any areas of concern.

Overview & Scrutiny Board

24th February 2014

5. APPENDICES

Appendix 1 – Revenue Bids 2014/15 – 2016/17

Appendix 2 – Unavoidable Pressures 2014/15 – 2016/17

Appendix 3 – Revenue Savings 2014/15 – 2016/17

AUTHOR OF REPORT

Name: Jayne Pickering – Exec Director Finance and Resources

E Mail: j.pickering@bromsgroveandredditch.gov.uk

Tel: 01527-881400

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NEW REVENUE BIDS 2014/15 - 2016/17

APPENDIX 1

Strategic Purpose	2014-15 £'000	2015-16 Y/N (continue funding)	2016-17 Y/N (continue funding)	Comments - Link to Purpose
Help me Run a Successful Business				
Small Business Saturday free parking	6	Y	Y	Free Car Parking on the Small Business Saturday to support small Business in the Town Centre and improve footfall
Funding for Town Centre Officer	38	Y	y	To enable the continued availability of the specific officer for completion of the Parkside and other Town Centre projects for a 3 year period. An estimation has been made for the income to be received from work with other Councils.
Provide Good Things for me to See, Do and Visit / Help me Run a Successful Business				
Arts and Cultural Programme	150	N	N	To support arts and cultural events in the District to improve the Economy and footfall in the Town Centre. A 6 year programme (£25k pa) with annual economic assessments undertaken to review the success of the funding. Projects to include; Bromsgrove International Young Musicians Festival and enhancement of Bromsgrove Festival together with other events to bring inward investment into the District.
Total Bids	194	0	0	

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UNAVOIDABLE REVENUE PRESSURES 2014/15 - 2016/17

APPENDIX B

Description	2014-15 £'000	2015-16 £'000	2016-17 £'000	Comments
Legislative Costs / Grant reductions				
Additional Pension Funding required	54	70	72	Impact of the Actuarial revaluation of the deficit funding required over 21 year period
Legislation - changes in employer NI contributions	0	0	160	Estimate of increase in employer NI costs resulting from changes in second state pension legislation
Individual Elector Registration	17	Y	Y	Additional Costs associated with the Individual Elector Registration
BDC Local & Parish Election	0	140		Costs associated with the BDC Local & Parish Election
DWP Admin Subsidy Grant	27	Y	Y	Reduction in the grant payable from the DWP in relation to Housing Benefit Administration
Reduction in WCC funding for Essential Living Fund	60		0	Reduction in the grant payable from Worcestershire County Council in relation to the Essential Living Fund payments.
Lifeline - WCC contract ending	31	Y	Y	Potential reduction in income from WCC in April should contract be terminated
WCC Income	25		Y	Reduction in contribution from WCC for Customer Service Centre
Service Costs				
Accommodation Costs	130	Y	Y	Accommodation costs of transferring staff to Redditch Council House in readiness for move to Parkside. To be offset by savings in 2015/16 relating to the reduction in premises costs once the Parkside move is undertaken
Changes to access to decision notices	5	Y	Y	Information available on the internet therefore limited income generation for this service
Change to pre application advice for residents	4	Y	Y	The Transformational review in Planning has demonstrated that there is limited value in charging for this service. Members have approved that this charge be withdrawn.
TOTAL	353	210	232	

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REVENUE SAVINGS 2014/15 - 2016/17

APPENDIX C

Strategic Purpose	2014-15 £'000	2015-16 Y/N (continue saving)	2016-17 Y/N (continue saving)	Comments General / Service Redesign / Additional Income
Enabling				
Worcestershire Regulatory Services	-25	Y	Y	Savings generated from the service review within WRS
Customer Services	-59	Y	Y	Service review following redesign of the service to mitigate impact of WCC cuts to funding
Audit Fees	-15	Y	Y	Contract reduction in Audit Fees
Head of Service Restructure (Finance and Resources)	-42	Y	Y	Savings from the redesign of the management team within Financial Resources
Valuation Services (Property)	-37	Y	Y	Renegotiation of Contract for Services
Replacement Financial System	-20	Y	Y	Review of costs associated with new financial system
Financial Services ; Accountancy / Payments / Payroll	-35	Y	Y	Redesign of the financial services section
Legal & Democratic Services redesign	-22	Y	Y	Review of vacant posts and redesign of the service provided
Legal Services	-8	Y	Y	General Reductions on budgets following review
Transformation	-72	Y	Y	Renegotiation of Contract for Services

REVENUE SAVINGS 2014/15 - 2016/17

APPENDIX C

Strategic Purpose	2014-15 £'000	2015-16 Y/N (continue saving)	2016-17 Y/N (continue saving)	Comments General / Service Redesign / Additional Income
Accommodation running costs (Parkside)	0	-250	Y	Savings realised from the move to Parkside and the associated reduction in premise costs
Keep my Place, Safe and Looking Good				
CCTV Contract	-32	Y	Y	Additional income generated from out of hours contract for CCTV and Lifeline
Career break for 3 months	-4	N	N	General savings from reduction in costs
Garden Waste (2015/16)	0	-150	Y	Additional income from increasing the charge for Garden Waste to £45 pa
Environmental Services - Redesign of service delivery	-108	Y	Y	Redesign of the support and other services within Environmental to include; bereavement, waste collection and management
Planning Services (Building Control)	-14	Y	Y	Review of vacant posts
Provide Good Things for me to See, Do and Visit				

REVENUE SAVINGS 2014/15 - 2016/17

APPENDIX C

Strategic Purpose	2014-15 £'000	2015-16 Y/N (continue saving)	2016-17 Y/N (continue saving)	Comments General / Service Redesign / Additional Income
Leisure Services redesign of provision and structure to deliver service	-95	Y	Y	Redesign of the support and other services within Leisure and Cultural Department
Additional Market Income	-25	Y	Y	Additional income generated at the market
Page 37				
Help me Run a Successful Business				
Town Centre Manager	-30	0		Income realised from the Town Centre Manager post working with other Councils
TOTAL	-643	-400	0	

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OVERVIEW AND SCRUTINY BOARD

24th February 2014

SCRUTINY INVESTIGATION PROPOSAL

Relevant Portfolio Holder	Councillor Mark Bullivant (Leisure)
Portfolio Holder Consulted	No
Relevant Head of Service for Overview and Scrutiny	Claire Felton – Head of Legal, Equalities and Democratic Services
Wards Affected	All wards
Ward Councillor Consulted	No – not at this stage
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 An Overview and Scrutiny Topic Proposal Form relating to the provision of Leisure Activities throughout Bromsgrove District has been completed by Councillor Rita Dent and is submitted for consideration by the Board.

2. RECOMMENDATIONS

- 2.1 That the Board considers the completed proposal form (at Appendix 1) and agrees to one of the following:
- (a) that further information be requested from a relevant source before deciding whether or not further investigation is required;
 - (b) that the topic is included on the work programme for further investigation at a future date;
 - (c) that the topic is included on the work programme and a Task Group is established to undertake a more in-depth investigation, in which case a Chairman for the Task Group should be appointed ; or
 - (d) take no further action.

3. KEY ISSUES

Financial Implications

- 3.1 There are no financial implications directly relating to this report, however, if the proposal is accepted, any implications would be considered as part of the subsequent investigation undertaken.

Legal Implications

- 3.2 There are no legal implications directly relating to this report, however, if the proposal is accepted, any implications would be considered as part of the subsequent investigation undertaken.

OVERVIEW AND SCRUTINY BOARD24th February 2014

Service/Operation Implications

- 3.3 An Overview and Scrutiny Topic Proposal Form relating to the provision of Leisure Activities throughout Bromsgrove District has been completed by Councillor Rita Dent.
- 3.4 If the Board decides that it does wish to investigate this topic further, it then needs to decide whether it is appropriate for the Board itself to undertake the investigation or whether a more in-depth investigation is required and a task group established.
- 3.5 Another option is for the Board to request further information on the topic from a relevant source, such as the relevant Head of Service to assist Members to decide whether an investigation is required.
- 3.6 Alternatively, the Board could decide that it is not a topic it wishes to investigate, in which case no further action would be required.

Customer / Equalities and Diversity Implications

- 3.7 N/A

4. RISK MANAGEMENT

- 4.1 N/A

5. APPENDICES

Appendix 1 – Overview and Scrutiny Proposal Form

6. BACKGROUND PAPERS

None

7. KEY

None

AUTHOR OF REPORT

Name: Amanda Scarce – Committee Services Officer
E Mail: a.scarce@bromsgroveandredditch.gov.uk
Tel: 01527 881443

OVERVIEW AND SCRUTINY TOPIC PROPOSAL

Name of Proposer: Cllr Rita Dent Tel No: 01527 835635 Email: bromcon@yahoo.com Date: 3rd February 2014	
Title of Proposed Topic:	Leisure Activities throughout the Bromsgrove District
Specific subject areas to be investigated:	<ul style="list-style-type: none"> • Activities that are provided throughout the district by the Council (including such areas as the Dolphin Centre, Street Theatre and the role of Sports Development) • Do the Council have a statutory duty to provide any of these activities? • Including accessibility and availability to all parts of the District. • The cost to the Council of providing any activities and to establish whether these are value for money
Reasons why this subject should be considered:	<ul style="list-style-type: none"> • To find out what is provided and whether the activities are what the residents want and to ensure we are meeting their needs. • To identify any possible duplication of activities • To identify any possible savings which could be made
Evidence to support the need for this particular investigation:	Leisure and Cultural Services have a considerable budget and in these times of economic difficulty it is important to ensure that the Council is receiving value for money and the activities provided are meeting the needs of residents and are evenly distributed throughout the District.
Council priorities it links to:	Provide good things for me to see and do in my locality & help me live life independently.
Possible key outcomes: (i.e. what do you anticipate could be achieved?)	<ul style="list-style-type: none"> • Ensuring the Council receives value for money from the service • Ensure the activities provided are meeting the needs of residents

Please indicate if any of the following apply to the proposed subject area:

CRITERIA	NO	YES	Why?
Is it a priority issue for the Council or the Local Strategic Partnership?		Y	Health and wellbeing
Is it an important issue for local residents?			This will be established through the investigation.
Is it a topic where Overview and Scrutiny could feasibly and constructively make recommendations?		Y	In order to ensure that the right services are being provided and the Council receives value for money.

Please return completed forms to: Democratic Services,
 Legal, Equalities and Democratic Services, Bromsgrove District Council
 Email: scrutiny@bromsgrove.gov.uk

Agenda Item 7

Is it a topic where external review would be helpful?		A comparison of what is provided in other authorities may be useful.
Is it a topic where a review could be made in time to make recommendations for the executive decision making process?		N/A
Is it a poorly performing service?		This will be established from the investigations.
Is it a review that could render significant savings or value for money?	Y	This will be established through the investigation, with a potential for savings to be made.
Is the topic strategic in scope?	N	

CABINET LEADER'S WORK PROGRAMME

1 MARCH 2014 TO 30 JUNE 2014
(published as at 4 February 2014)

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

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

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

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

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	5 March 2014	Report of the Head of Planning and Regeneration	Mike Dunphy Strategic Planning Manager 01527 881325
Disposal of Council Owned Assets at Hanover Street Car Park/George House - Update	Cabinet <i>(possible recommendation to Council)</i>	5 March 2014	Report of the Executive Director (Planning and Regeneration, Regulatory and Housing Services)	Richard Savory Town Centre Project Manager 01527 881281
Quarter 3 Financial Monitoring Report 06 46	Cabinet	5 March 2014	Report of the Executive Director (Finance and Resources)	Sam Morgan Financial Services Manager 01527 587008
Policy for Securing Repayment of Disabled Facilities Grants and Lifetime Loans	Cabinet	5 March 2014	Report of the Head of Legal, Equalities and Democratic Services	Clare Flanagan 01527 64252 ext. 1278
Housing Allocations Policy Review Update	Cabinet	5 March 2014	Report of the Deputy Chief Executive and Executive Director	Derek Allen Strategic Housing 01527 64252 ext 1278
Response to the Birmingham Plan 2031	Cabinet	5 March 2014	Report of the Head of Planning and Regeneration	Mark Dunphy Strategic Planning Manager 01527 881325

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 - 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 the "Exception Site" policy	Cabinet	2 April 2014	Report of the Executive Director and Deputy Chief Executive	Derek Allen/Amanda Glennie Strategic Housing 01527 881269
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
Debt Recovery Policy Review	Cabinet <i>(possible recommendation to Council)</i>	4 June 2014	Report of the Head of Customer Access and Financial Support	Amanda De Warr 01527 881241

Agenda Item 12

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
Discretionary Rate Relief Policy Review	Cabinet <i>(possible recommendation to Council)</i>	4 June 2014	Report of the Head of Customer Access and Financial Support	Amanda De Warr 01527 881241

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
24th February 2014	Update of Flooding Preventative Work within the District	Requested following meeting on 14/10/13
	Summary of Results of Staff Survey - Presentation	Requested following meeting on 14/10/13
	Artrix Outreach Provision Task Group – verbal Update	
	WRS Joint Scrutiny Exercise – Verbal Update	
	WCC Health Overview & Scrutiny Board – Verbal Update	
	Cabinet Work Programme	
	Work Programme	
24th March 2014	Report on the revised CCTV Code of Practice	Requested following presentation 25/02/13
	Quarter 3 Write Off of Debts Report	
	Quarter 3 Finance Monitoring Report	
	Artrix Outreach Provision Task Group – Verbal Update	
	WRS Joint Scrutiny Exercise – Verbal Update	
	WCC Health Overview & Scrutiny Board – Verbal Update	
	Cabinet Work Programme	
Work Programme		
14th April 2014	Summary of Playing Pitch Strategy	Requested following meeting on 16/09/13
	Artrix Outreach Provision Task Group Report	

Date of Meeting	Subject	Additional Information
	WRS Joint Scrutiny Exercise – Final Report	
	WCC Health Overview & Scrutiny Board – Verbal Update	
	Cabinet Work Programme	
	Work Programme	

Scrutiny of Crime & Disorder Partnership Meeting Date

18th November 2013

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
Youth Provision Task Group	September 2014
Air Quality Task Group	February 2015