



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY 15TH DECEMBER 2014
AT 6.30 P.M.

COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

MEMBERS: Councillors L. C. R. Mallett (Chairman), H. J. Jones (Vice-Chairman), C. J. Bloore, J. S. Brogan, R. A. Clarke, S. R. Colella, B. T. Cooper, R. J. Laight, P. Lammas, R. J. Shannon, S. P. Shannon, C. J. Spencer and C. J. Tidmarsh

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 17th November 2014 (Pages 1 - 10)
4. Action List (Pages 11 - 28)
5. Quarter 2 Finance Monitoring Report (Pages 29 - 42)
6. Budget Position - Pressures and Savings Presentation
7. Capital Budget - Presentation
8. Cabinet Work Programme 1st January to 30th April 2015 (Pages 43 - 48)
9. Car Parking Short Sharp Review - Verbal Update

10. WCC Health Overview & Scrutiny Committee - Update (Pages 49 - 64)
Minutes from meeting held on 5th November attached for information.
11. Overview and Scrutiny Board Work Programme (Pages 65 - 68)
12. 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 2014



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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

17TH NOVEMBER 2014 AT 6.00 P.M.

PRESENT: Councillors L. C. R. Mallett (Chairman), H. J. Jones (Vice-Chairman), J. S. Brogan, R. A. Clarke, S. R. Colella, R. J. Laight, P. Lammas, P. M. McDonald, R. J. Shannon, S. P. Shannon, C. J. Spencer and C. J. Tidmarsh

Invitees: Councillor M. Webb

Officers: Ms. J. Pickering, Mr. J. Godwin, Ms. A. De Warr, Ms. A. Scarce and Ms. J. Bayley

64/14 **APOLOGIES**

Apologies for absence were received on behalf of Councillors C. J. Bloore and B. T. Cooper.

Councillor P. McDonald confirmed that he was attending as a substitute for Councillor Bloore.

65/14 **DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS**

Councillor H. J. Jones declared an other disclosable interest in respect of Item No. 8 as a trustee of Amphlett Hall.

66/14 **MINUTES 25TH SEPTEMBER 2014**

The minutes of the Overview and Scrutiny Board held on 25th September 2014 were submitted.

It was noted that Councillor R. A. Clarke's apologies had been omitted from the minutes.

RESOLVED that, subject to the amendment detailed in the preamble above, the minutes of the meeting held on 25th September 2014 be approved as a correct record.

67/14 **MINUTES 13TH OCTOBER 2014**

The minutes of the Overview and Scrutiny Board held on 13th October 2014 were submitted.

RESOLVED that the minutes of the Overview and Scrutiny Board held on 13th October 2014 be approved as a correct record.

68/14

QUARTER 2 WRITE OFF OF DEBTS REPORT

The Head of Customer Access and Financial Support presented the Quarterly Monitoring of Write Offs report for the period 1st July to 30th September 2014. During the presentation of this report the following points were highlighted for Members' consideration:

- The total amount of debt that had been written off during the quarter was £46,935.
- As requested, comparative data had been provided for the previous year.
- The level of debt that had been written off had decreased since the previous year.
- There had been a review of all of the Council's debts and this had resulted in the identification of a number of cases where Officers had concluded there was no possibility of writing off the debt. The outcomes of this review had impacted on the figures recorded for the previous year.
- The Council was collecting debts dating back to 1999/2000. The level of debts owed from previous years continued to fall.
- Colour copies of the graphs included in the report were provided and Officers explained that these graphs had been updated to illustrate both the total write off of debts for 2013/14 and the position for 2014/15 at the time of writing.
- The Council would pursue all options to support people struggling to repay their debts, but would start to pursue repayment of the debt more actively if the individual experienced a change in circumstances.

Following delivery of the report Members discussed a number of matters in further detail:

- Officers explained that incentives could not be offered for the payment of Council Tax or business rates. However, incentives were offered by some Councils to pay off other debts, such as sundry debts, by direct debit.
- The deadline for invoices for debts. The deadline tended to be 30 days, though this varied depending on the type of payment involved.
- The possibility of including debtors personal details in the report. Officers explained that under data protection rules they were unable provide this information for Council Tax and it would only be possible to supply the information in a redacted form for business rates, which would be time consuming to provide.
- The potential to predict the level of write offs in advance. Officers advised that it was not possible to make predictions on a quarterly basis, though the Council had made relatively accurate predictions in previous years about bad debt provision for the year ahead.
- The circumstances that might encourage individuals in debt to approach the Council for support.
- The increasing focus of the local authority on the needs of the individual as a whole, rather than as customers of separate Council services.

Agenda Item 3

Overview and Scrutiny Board
17th November 2014

- The repeated attempts adopted by the Council to obtain payment of debts. The arrangements for payment of debts from previous years and how the funds returned to the Council were reflected in Council budgets.
- The reasons why the report focused on debts dating back to 1998/1999. Officers clarified that the Council's computer systems had changed at this stage and the data could be obtained from this period for inclusion in the reports.
- The value of outstanding debts that had not been paid for over 30 days or more and how this compared to previous years.
- The use of debt collection agencies. Members were advised that debt collection agencies were involved in collecting outstanding debts when no other action could be taken by the Council and would only be paid a fee in cases where they were able to recover a debt.
- The circumstances where "statute barred" applied. Members were advised that this referred to debts which the Council was not legally permitted to collect.
- The frequency with which the Council reviewed payment plans for bad debtors.
- The amount of debt due to liquidation that had been written off and the extent to which this debt was owed by multiple parties in relatively small sums.
- The increase in the number of invoices that had been dispatched for Lifeline. Officers confirmed that Bromsgrove District council had not had to cover the costs of lifeline services delivered to residents living outside the District.
- The extent to which particular individuals and businesses were more frequently in debt to the Council.

RESOLVED that the report be noted.

69/14

LEISURE PROVISION TASK GROUP - FINAL REPORT

The Chairman of the Leisure Provision Task Group, Councillor C. J. Spencer, presented the Group's final report. Members were advised that the group had held 6 meetings and had reviewed leisure services in detail. The Group had also used evidence gathered during two previous reviews, the Youth Provision Task Group and the Artrix Outreach Task Group.

Based on the evidence that had been obtained the Task Group had proposed four recommendations. In respect of the second recommendation from the group Councillor Spencer commented that Members already received a detailed list of all the leisure activities that were taking place in the district. Similarly, she acknowledged that a number of Ward Councillors maintained the content of the noticeboards located in their wards. In relation to recommendation 4 Members were advised that the Council was already in negotiations with BAM to use the sports hall facility at North Bromsgrove High School outside school hours. Sports England had confirmed that there was sufficient sports hall facilities within the area and therefore the inclusion of a sports hall within the new Dolphin Centre was not necessary. The Board discussed the proposal and the potential impact on cleaning arrangements at

the school. Officers explained that the cleaning arrangements would be addressed as part of the negotiations.

Councillor R. J. Shannon explained that as one of the local ward Councillors for the town centre he would be happy to endorse the Group's third recommendation. He also explained that he would be willing to fund the installation of a second noticeboard, as detailed in this recommendation, using his Ward Councillor grant funds.

The extent to which Councillors were familiar with the leisure activities that were delivered in their wards was also discussed. It was suggested that many activities were provided by external organisations whilst some activities had been withdrawn following budget reductions. The Board also discussed the launch of the review and noted that the Councillor who had proposed the exercise, Councillor R. Dent, had not been consulted during the review. To some extent it was suggested that it would be useful to determine whether she felt her objectives had been addressed by the review.

The Chairman concluded her remarks by thanking the other members of the Task Group for their hard work as well as the Head of Leisure and Cultural Services and the Sport and Physical Activity Development Manager.

RECOMMENDED that the Leisure Provision Task Group report and recommendations be submitted to Cabinet for approval.

70/14

FEES AND CHARGES REPORT

The Executive Director for Finance and Corporate Resources presented the Fees and Charges 2014/15 report. Members were advised that Cabinet had already considered and resolved on the report, with the fees and charges that had been approved due to be introduced in the new financial year. In future years it was anticipated that the report would be presented for the Board to pre-scrutinise. For 2014/15 the report had been provided to help contextualise the Council's income and assist in constructive budget scrutiny.

During consideration of the report a number of issues were discussed in detail:

- A decision had been taken by Cabinet to reduce the charge for green waste collection from £45 to £38. There would be a shortfall in the estimated income in 2014/15 of £7,000 and in 2015/16 the full year effect of the reduction would be a shortfall of £63,000.
- The garden waste collection service had previously generated a surplus.
- The reduction in the charge for garden waste collection services would not result in other Council Tax payers subsidising the service. The reduction in the charge would reduce the profit generated by the service for the Council.
- The number of customers paying for the garden waste collection service had increased in recent years.
- The surplus generated by the garden waste collection service in recent years had been returned to balances.

Agenda Item 3

Overview and Scrutiny Board
17th November 2014

- The potential for the surplus funds to be used to finance green energy initiatives was discussed and Members questioned the extent to which the carbon footprint of the green waste collection service had been assessed.
- The impact of the withdrawal of a green waste collection service in the district was also discussed and concerns were raised that this might lead to an increase in fly tipping.
- Members understood there had previously been a policy at the Council which was designed to encourage residents to compost green waste. Concerns were raised that the increase in demand for the green waste collection service ran counter to this policy.
- The Board noted that the green waste collected was processed and sold as soil conditioner.
- An increase in the fees for bulky collections had also been agreed by Cabinet. Officers explained that a new approach to collections had been adopted whereby the Council would remove items in situ. Council staff would also dismantle items if required.
- The fees for strategic housing were briefly discussed and further detail was requested.
- The increase in the fees that were charged for the burial of children and for memorial trees and plaques was debated and Members questioned whether these increases were necessary.

The car parking charges were also discussed. Members noted that these had remained static. Members discussed how parking fees could be reduced during evening hours in order to have a positive impact on the night time economy. Members noted that the subject of parking charges was in the process of being reviewed by the Car Parking Short, Sharp Review and it would be more appropriate to wait until the review had been completed before any decisions were made on this subject. Members were also disappointed to note that a notice of motion on this subject had been proposed for the consideration of Council on 19th November.

RESOLVED:

- (a) that the Head of Environmental Services be invited to attend the following meeting of the Board to present a report on the green waste and bulky waste collection services; and
- (b) that the report be noted.

71/14

OVERVIEW OF BUDGET REPORT

In addition to the report, the Executive Director for Finance and Corporate Resources delivered a short presentation focusing on expenditure for the period April to September 2014 and projected figures for 2014/15 at the end of the year. The Board was advised that Officers anticipated that there would be an underspend of £1,000 at the end of the financial year.

It was noted that there had been significant change to borrowing costs for the Council for the year when compared to the projected borrowing levels that had been anticipated at the start of the year. This was attributed to delays with the development of the Dolphin Centre and Parkside. As a result of these delays

Agenda Item 3

Overview and Scrutiny Board
17th November 2014

the costs associated with both initiatives would not, for the time being be met through borrowing but by using capital receipts.

A shortfall of £200,000 was expected in respect of Environmental Services at the end of the year, which could be offset by savings made by other departments. The shortfall related to a decision to investigate the potential to dispose of trade waste in-house rather than to contract this service out to the private sector as originally planned.

Members considered the Medium Term Financial Plan 2015/16 to 2017/18. Officers explained that the report had been designed to list costs in relation to the Council's strategic purposes as part of a new approach to presenting budgetary information for scrutiny.

Whilst considering this report the following matters were discussed:

- Funding for the New Homes Bonus. This had been higher than anticipated and there would be a report to Cabinet in January 2015 on the subject.
- The causes of the delays of the development at Parkside. Officers explained that more lime plaster than had originally been anticipated was required for the building and this would take a number of weeks to dry.
- The inclusion of savings from vacancies in the budget figures. Members were advised that there would always be some unfilled vacancies due to unexpected staff resignations.
- The level of savings that had been accrued following the departure of the former Director of Planning and plans in the long-term to fill this post.
- The figures detailed in relation to the strategic purposes included contributions that had been made by partner authorities involved in shared services with the Council.
- The costs for emergency planning, listed as enabling services. The Board was informed that this figure referred to the Council's contribution to the Emergency Planning Officer for North Worcestershire.
- The proposal to increase Council Tax by 1.9 per cent.
- The increase in business rates. This would be accompanied by an increase in the amount generated by business rates that local authorities would be required to pay to the government.
- The reasons why no income had been recorded for Amphlett Hall. Members were informed that the figures provided covered the Council's costs as a landlord.
- The net expenditure of £1.8 million on ICT and the reasons for these costs. Members were advised that staff wages represented only a small fraction of the costs.
- The overall expenditure on CCTV at £488,869, which needed to cover both staff and licensing costs. Income was provided by partner authorities for use of this service.
- The disabled facilities grants and whether figures for these grants should be included within the report or treated as capital expenditure.
- Income from licenses for taxi drivers and concerns amongst drivers that they were subsidising other services provided by Worcestershire Regulatory Services (WRS). Officers explained that the charges for

licenses could only be set at a level that covered the costs of providing the service.

- The investment property listed under the strategic purpose “help me run a successful business”.
- The need to pay full business rates for properties, regardless of whether they were vacant. A short period of void rates could apply when a property was empty and business rates could be reduced if a property was partly demolished.
- The lower business rates levied for car parks compared to properties.
- Contingency plans in the event that the site of the existing Council House did not sell following the move to Parkside.
- The listing of transport costs under a number of the strategic purposes. Officers explained that the transport costs listed under enabling services were for MOT testing and those detailed for “keep my place safe and looking good” were for fleet vehicle maintenance.
- The income figures recorded for the museum. Officers clarified that this figure covered income from both the museum and sponsorship of the roundabouts in the district.
- The benefits of presenting comparative figures for each item and the potential for this to be done for the relevant strategic purposes.
- The inclusion of figures for general grants, donations and bequests. This included a grant to the CAB and a donation to the Bromsgrove Festival. Officers confirmed that other events in the district received Council funding from alternative budgets.

RESOLVED that the report be noted.

72/14

JOINT WRS SCRUTINY TASK GROUP - UPDATE REPORT

Councillor R. J. Laight, the Chairman of the Joint WRS Scrutiny Task Group and the Council’s representative on the group, provided an update to Members on the outcomes of the Worcestershire Shared Services Joint Committee’s consideration of the scrutiny group’s recommendations. The Board was advised that the Joint Committee had approved the first 5 recommendations. One further recommendation, recommendation 11, had been forwarded to Cabinets at partner authorities for approval and had been agreed by Bromsgrove District Council’s Cabinet on 5th November 2014.

The Joint Committee had not endorsed recommendations 7, 8, 9 or 10. To some extent Members were advised that this had not been surprising, particularly the recommendation on the changes to the governance structure. However, all of the Overview and Scrutiny Boards in the county, apart from the Wyre Forest Scrutiny Committee, had endorsed the recommendations. The Management Board for WRS had been asked to review the findings detailed in relation to those 4 recommendations and to report alternative proposals in due course which it was hoped would address some of the scrutiny group’s concerns.

The Task Group had not discussed proposals for WRS to enter into a strategic partnership with an external organisation in detail. These proposals were still in the process of being reviewed, though Members were aware that the level

of interest in the partnership had been reduced to a single bidder. Officers confirmed that the strategic partnership would only be pursued if it represented the best option for partners and there remained the option for partners to continue to work together without entering into partnership with the private sector if Members did not feel the option represented value for money.

RESOLVED that the report be noted.

73/14 **CAR PARKING SHORT SHARP REVIEW**

Councillor S. P. Shannon, Chairman of the Car Parking Short, Sharp Review, provided a verbal update to Members on the work of the group. The Board was informed that the group had held 2 meetings. During which Members had considered information on car parking patterns in the district and interviewed the Environmental Services Manager. Comparative figures, comparing income from car parking charges this year to previous years, had also been reviewed. The group had requested comparative data for car parking charges at similar local authorities for the following meeting.

Members noted that it would be useful for the group to compare car parking patterns prior to and following the redevelopment of the town centre, although it was acknowledged that as the official opening of the town centre had only recently taken place, this data would not yet be available.

74/14 **WCC HEALTH OVERVIEW AND SCRUTINY COMMITTEE**

Officers advised Members that Councillor B. T. Cooper, the Council's representative on the Worcestershire Health Overview and Scrutiny Committee (HOSC), had hoped that the minutes from the latest meeting of HOSC, which took place on 5th November, would be available for the Board's consideration in his absence. Unfortunately this was not the case and a brief update provided by Councillor Cooper was read out to Members..

The Board was advised that two key issues had been discussed by HOSC. This included:

- Mental Health Liaison.
- The Acute Hospital Services Review. Members were informed that the preferred option required by NHS England was for external scrutiny by the West Midlands Clinical Senate, which was due to report in February 2015. In the meantime existing services would continue to be maintained unless safety or governance issues were identified.

75/14 **ACTION LIST**

Officers explained that additional information had been circulated to Members of the Board that morning. This had been provided in response to a number of questions that had been raised at the previous meeting of the Board.

The Chairman commented that there were a number of outstanding items listed on the Action Sheet. In order for the Board to discuss this item in more

detail the Action Sheet would be considered early on the agenda at the next meeting..

76/14

CABINET WORK PROGRAMME 1ST DECEMBER 2014 - 31ST MARCH 2015

The Board considered the Cabinet Work Programme for the period 1st December 2014 to 31st March 2015. Members expressed an interest in the Environmental Services Transformation and Shared Services Restructure. Officers advised that this report had been presented at a recent meeting of the Shared Services Board, to which all Members had been invited, and a decision would be made on it by Cabinet prior to the next meeting of the Board. However, due to Members' interest in this item it was agreed that the Head of Environmental Services would be invited to attend give a presentation on the shared services and transformation which had been undertaken.

The Chairman informed Members that Cabinet was due to receive an update on the development of the Hanover Street site, though this had been included in the Cabinet Work Programme. Due to the Board's previous interest in this subject he invited the Executive Director for Finance and Corporate Resources to provide the Board with an verbal update on this matter,.

Members were advised that Officers were hoping to prepare a report on this subject for consideration at Cabinet on 3rd December, though it was possible that a special meeting of the Cabinet would need to be convened.

The following areas were discussed in detail:

- The previous development plans for the site were no longer applicable following the withdrawal of the developer.
- There were a number of options available to the Council for development of the site including: marketing the site in its current state, developing the site and selling it in its entirety, developing and retaining the site as a landlord and dividing the site up for sale for various purposes.
- Cabinet would need to decide which option would represent value for money for Bromsgrove District Council and for local residents.
- It was likely that some of the information would be exempt. Wherever possible the Board would consider information in an open and transparent manner, but if necessary could enter into confidential session.

The Board discussed whether there would be a need for an extra meeting to provide Members with an opportunity to pre-scrutinise the report. The option for this meeting to be held prior to Cabinet on 3rd December was considered, but due to the uncertainty as to when the report would be ready it was agreed that Officers would canvass dates once the date for the Cabinet's consideration of the report was finalised.

RESOLVED that

Agenda Item 3

Overview and Scrutiny Board
17th November 2014

- (a) the Head of Environmental Services be asked to present a summary of the Transformation and Shared Services Restructure at the following meeting of the Board; and
- (b) an additional meeting of the Board be arranged in order to pre-scrutinise the report in respect of the future development of the Hanover Street site.

77/14

OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME

Members considered the latest edition of the Overview and Scrutiny Board's Work Programme. As Members had requested a significant amount of additional information as well as extra items it was agreed that no further items should be requested for the following meeting.

The meeting closed at 8.55 p.m.

Chairman

- 1 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 17th November 2014

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
<p>Item 5 – Quarter 2 Write Off of Debts Report</p> <p align="center">Page 11</p>	<p>Members considered the Quarter 2 report.</p>	<p>(a) The allocation of recovered debt from previous years (for example collected in 2014 but was in respect of debt from 2004).</p> <p>(b) Whether bailiff charges were included within the amount recovered.</p> <p>(c) How regularly are payment plans for bad debts reviewed?</p> <p>(d) A breakdown of the Aged Debt Profit for sundry debts for 61-90 days.</p> <p>(e) Details of the Council Tax arrears which would show whether these refer to the same debtors' year on year.</p>	<p>Head of Customer Access and Financial Support/Executive Director, Finance and Resources</p>		
<p>Item 7 – Fees and Charges 2014/15</p>	<p>Members considered the Fees and Charges Report for 2014/15.</p>	<p>(a) Surplus funds in respect of Green bins from the inception of the scheme.</p> <p>(b) Has the carbon footprint been calculated in respect of providing the green bins?</p>	<p>Executive Director, Finance and Resources Head of Environmental Services.</p>		<p>(a) See attached.</p> <p>(b) See attached.</p>

- 2 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 17th November 2014

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
Page 12		<p>(c) It was understood that the there was a policy in place to encourage people to compost garden waste, is this still in place and why are we not encouraging residents to do this rather than providing them with a green bin.</p> <p>(d) How much has been collected over recent years. (There appears to be a significant increase in profit.)</p> <p>(e) Explanation in respect of the above 3% increase for child burial and trees and plaques.</p>	<p>Members requested that the head of Environmental Services attend the next meeting of the Board to respond to the points raised. Email request sent 18/11/14</p>		<p>(c) See attached.</p> <p>(d) See attached.</p> <p>(e) The higher than 3 pc rise for trees is due to the increased cost of trees from our suppliers and the cost of maintaining and managing the trees in their early days.</p> <p>Children’s burials are currently within adult sections of the</p>

- 3 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 17th November 2014

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
Page 13					<p>cemetery, the reasons for increasing the fees in excess of 3% for the burial of children is to reflect the extra administration because of this, including advising families what can be placed on graves as usually in specific children's sections there are different rules. We will be addressing this by having a children's section, when the new cemetery extension is laid out next year.</p> <p>Plaques are often placed with memorial trees and benches. We have had low memorial prices for a while and the costs we pay for them have risen.</p>

- 4 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 17th November 2014

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
Page 13		(f) Bulky collection – full explanation of the new process, including the provision of quotations and why this has been put in place. (g) Strategic Housing fees and charges – an explanation as to what these refer to.			(f) See attached.
Item 8 – Medium Term Financial Plan – 2015/16 to 2016/17	Members considered the Medium Term Financial Plan Report and update.	(a) Details of the Trade Waste scheme proposals. (b) Any increase in Business Rates. (c) Breakdown of income in respect of CCTV.			(a) See attached.
Item 13 – Cabinet Work Programme	Members consider the most recent Cabinet Work Programme.	The Head of Environmental Services be asked to give a short presentation to the next Board meeting covering the transformation and shared services work in respect of the Environmental Services Team.	Head of Environmental Services. Email request sent 18/11/14	15/12/14	

- 5 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 17th November 2014

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
Outstanding Actions 13th September 2014					
<p>Item 5 – Overview of Budget</p> <p align="center">Page 15</p>	<p>Members considered a report on the Medium Term Financial Plan 2015/16 – 2017/18.</p>	<p>(a) The amount of the Pension Deficit. (b) A list of services the Council provide on behalf of WCC – there cost and how much WCC pay BDC. (c) Details of statutory services and the cost together with details of non-statutory services we provide and their cost.</p>	<p>Financial Services Manager – email request 14/10/14</p>	<p>As soon as possible.</p>	
<p>Item 6 – Quarterly Recommendation Tracker</p>	<p>Members considered the Overview & Scrutiny Quarterly Recommendation Tracker.</p>	<p>A response to the outstanding Recommendations from the Planning Policy Task Group be requested.</p>	<p>Head of Planning. (email sent 14/10/14)</p>	<p>To be included in the next Quarterly Tracker.</p>	
Outstanding Actions 15th September 2014					
<p>Item 6 – Development Control</p>	<p>The Head of Planning and Regeneration provided Members with an update on the Transformation work taking place within the Development</p>	<p>(a) The actual overspend figures for the service. (b) When the removal of overtime payments and the car allowance scheme</p>	<p>Head of Planning and Regeneration. (a) Email request</p>	<p>As soon as possible.</p>	

- 6 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 17th November 2014

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
	Control team.	came into effect.	to Finance sent 16/09/14, 7/10/14 and 30/10/14. (b) Email request set to HR 7/10/14 and 30/10/14.		
Outstanding Actions – 16th June 2014					
Item 6 – Summary of Results of Staff Survey	Members received a presentation	(a) The Board to be provided with a timeline for implementation of the recommendations. (b) An update of progress being made at a future meeting. (c) Members to have input in any future staff survey.	Head of Business Transformation and Organisational Development.	Autumn 2014	
Outstanding Actions – 14th April 2014					
Item 10 – Cabinet Work Programme	Members considered the Cabinet Work Programme for the period 1 st May to 31 st August 2014.	(a) Key decision items to be marked clearly on the Work Programme. (b) The inclusion of a short narrative to be considered in respect of each item in	Democratic Services Manager	As soon as possible. Verbal request made to	

- 7 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 17th November 2014

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
		order for the Board to be able to make a more considered decision as to whether its input would be appropriate.		Democratic Services Manager 15/04/14. Email follow up sent 17/06/14. Further email follow up sent 25/07/14.	

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Question (a) Surplus Funds

Surplus funds in respect of Green bins from the inception of the scheme.

Since the service was implemented, there has been a separate allocation of costs associated with the delivery of the service and the revenue received. During 2012/13 and 2013/14 the accounts showed an approximate surplus of £200k for each year. This however is based on estimates of staffing and other costs attributed to the service and the estimated surplus generated is on an estimated basis and offsets the cost relating to other services provided.

Question (b) Carbon Footprint

Has the carbon footprint been calculated in respect of providing the green bins?

The carbon footprint for this service has never been calculated due to the complexity and variance of considerations.

The garden waste collections are intrinsically linked to the JMWMS, which does contain a performance target for climate change within it however, a meaningful target is still to be developed again due to the complexity and variable associated with this.

As no current figure is available, the following issues should be considered:

- Garden waste is collected by using 3-4 26 tonne refuse vehicles
- Peak demand collection periods utilise up to 4 26 tonne vehicle per week
- Low demand collection utilise 3 26 tonne vehicles per week
- There are approximately 18,000 customers receiving this service over a two week period
- 9,000 properties are collected per week
- Mileage of collection vehicle shave been reduced following RO
- Our collection vehicles cover approximately 1742 miles over the two week period

If this service was not available to customers; there is the potential for 18,000 customers to:

- Look at alternative methods of dealing with garden waste, such as composting

Agenda Item 4

- Hide garden waste within the grey domestic wheelie bins: increasing volume and weight of wheelie bins, increase in transport costs and disposal costs to WCC
- 18,000 customers may take garden waste to the HRC at Romsley, which would have a huge impact in their own carbon footprint, impact greatly on the HRC site capacity and running costs for WCC
- Some customer may fly-tip the garden waste.

Question (c) Compost garden waste

It was understood that the there was a policy in place to encourage people to compost garden waste, is this still in place and why are we not encouraging residents to do this rather than providing them with a green bin.

The policy referred to is the Joint Municipal Waste Management Strategy (JMWMS) and one of the fundamental principles is to prevent waste from entering the waste streams. The principle upon which the strategy is built is that of waste prevention, the top of the waste hierarchy as in Waste Strategy for England 2007. Through making opportunities available, designing appropriate collection systems and raising awareness, the Partnership will endeavour to ensure that everyone in our communities can play an active role in ensuring that the amount of waste is reduced before it enters the waste stream.

The Partnership will continue to promote waste prevention through a variety of campaigns and initiatives that will be reviewed to ensure that the most effective campaigns, targeting key waste streams such as food waste, are implemented.

Worcestershire County Council (WCC) takes on the role of promoting the home composting scheme and does this through 2 main channels:

- a) They run a master composter scheme which trains and supports a number of volunteers that attend local events etc where they encourage people to try composting and also provide support to those who require assistance in getting over problems with composting.
- b) The discounted home compost bin promotion is still actively running and residents can purchase bins at a highly subsidised price. Recently (sept 2014) BDC residents were delivered a home composting leaflet delivered via the Advertiser newspaper (some homes may have been excluded due to distribution issues).

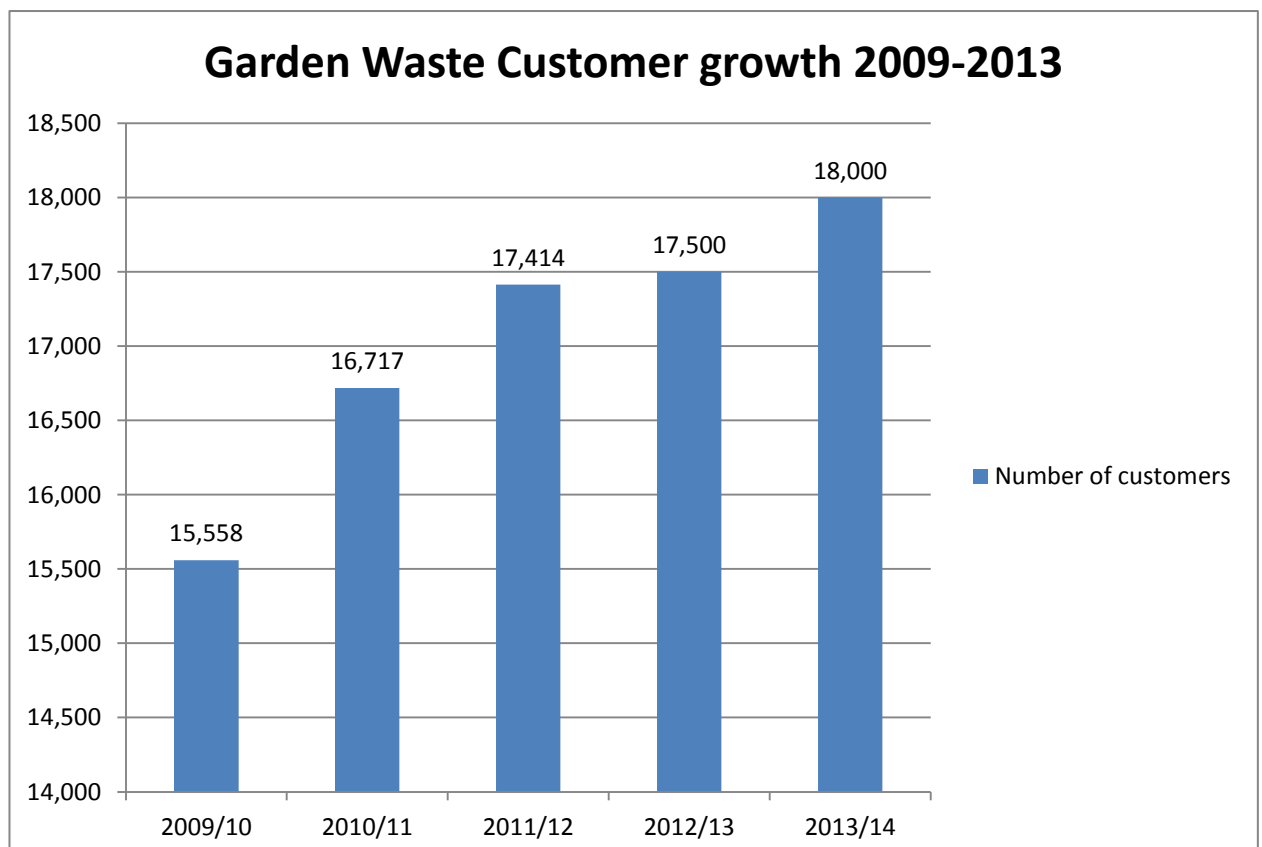
Composting will be discussed with customer at point of contact and promoted throughout 2015 on our collection vehicles.

Agenda Item 4

Question (d) Collection rates

How much has been collected over recent years. (There appears to be a significant increase in profit.)

Year	Total (tonnes)	Number of Customers	kg/hh/yr	Price £	Collection period
2004/5	3,512.880	36,423	96.45	0	12 mth
2005/6	8,667.690	36,423	237.97	0	12 mth
2006/7	7,621.810	36,423	209.26	0	Apr - Dec
2007/8	8,295.710	36,423	227.76	0	Apr - Nov
2008/9	9,070.000	36,423	249.02	0	Apr - Nov
2009/10	6,026.000	15,558	387.32	30	Mar - Nov
2010/11	6,275.000	16,717	375.37	30	Mar - Nov
2011/12	6067	17,414	348.40	31	Mar - Nov
2012/13	6,330.950	17,500	361.77	32	Mar - Nov
2013/14	6,395.030	18,000	355.28	35	Mar - Nov



Question (f) Bulky Collections

Bulky collection – full explanation of the new process, including the provision of quotations and why this has been put in place.

PURPOSE – “HELP ME GET RID OF ITEMS I DON’T WANT”

OPERATING PRINCIPLES:-

Principle 1: We will collect anything provided it is not a hazardous substance.

Practice:

- We will not collect items that require specialist handling such as unidentified chemicals, asbestos or oil.
- Any other item will be collected.
- If it is a hazardous substance we will provide information to help the customer to contact someone who can help them.

Principle 2: We will encourage re-use by signposting to re-use centres.

Practice:

- Customers will be asked whether an item is re-useable and information will be provided to help the customer contact someone who can help them.
- If we collect items that are in our opinion re-useable, we will take them to the re-use centres rather than the tip.

Principle 3: We will collect at a time to suit the customer

Practice:

- The customer will be asked when they would like us to collect and we will make arrangements to meet that request whether it be the same day or booked in advance.
- There will be no limit to the number of pre-booked collections.

Principle 4: We will collect from wherever suits the customer.

Practice:

- The customer will be asked where they would like the item collected from.

Agenda Item 4

- If the customer is happy to leave outside in an accessible place they do not need to be present when collected.
- If the customer needs help removing the item from their home we will make arrangements to meet that request.
- The customer or a nominated person will need to be available at the time of collection.

Principle 5: We will not do anything illegal or dangerous

Practice:

- We will observe manual handling requirements.

Practice 6: We will respect people and their homes/surroundings

Practice:

- We will be polite at all times portraying a customer focused service.
- We will take care when entering people's property to ensure we do not cause any damage.

Bulky Quotations – Price Structure & Procedure

The new bulky charges are now in place for Bromsgrove:

Single Item = £7.50 (A 3 piece suite would be 3 items/ a 2 piece suite 2 items etc.)

2 Items = £15.00

3 Items = £20.00

Black Bags = £2.00 per bag minimum of 10 bags

We do **not** remove hazardous/dangerous items such as asbestos, liquids or fire arms.

If you have any doubts, please speak to your line manager.

Quotes should be carried out by the person/persons undertaking the removal where ever possible and based on an estimation of timing.

Taking into account the following: access, size, if it needs dismantling, disposal facilities, weight and the amount of operatives needed.

Quoted at £30 per hour per operative – (most jobs will need at least 2 operative.)

Example:

If a bulky removal will take 15 minutes, and needs 2 operative to remove the quote will be £15.

If it takes 4 operatives to remove and takes 15 minutes then the quote will be £30.

The £30 per hour/per operative is based on the price to include all overhead costing's.

Procedures – Operational

When giving a quote the operative can make a decision to either take the items while they are there (depending on work load) or arrange an alternative collection time/date with the customer.

When giving a quote the operative should follow the procedure below:

1. If the customer is happy to go ahead and book the bulky collection

Phone Business Support on 01527 881188

Tell the support team the cost you have quoted and when you have agreed to remove the items. Pass the phone to the customer to make payment by Credit/Debit Card.

Once the customer has made the payment take the call back and confirm with the support team that the payment is complete.

2. If the customer is not on site or wants to think about the quote given.

Phone Business Support on 01527 881188

Tell the support team the cost you have quoted and that the customer will call back if they decide to use the service.

When entering a residents property **do not** remove safety boots, please ensure you cover the boots with 'Happy Feet' footwear protector that slips over the boot as supplied by your co-ordinator.

Where 'straight forward' the Business Support team will quote the customer a price over the phone, rather than passing to the area teams to quote. This will be done using the same pricing structure for the removal of items such as: mattresses, electrical items, furniture and black bags etc.

If a bulky collection has been arranged by Business Support and when you arrive at the property the items are not as stated on the paperwork the following steps should be taken:

1. Where possible speak to the customer and if necessary re-quote to include the additional items and confirm with business support that the additional payment has been made prior to taking the items.
2. If unable to speak to the customer only take those items listed on the paperwork.

In Some cases it may be that the authority will not be the cheapest option.
Example: A resident asked for a quote to remove 40 2x2 slabs from a rear garden, taking into consideration access from the rear garden to the vehicle and the fact that only 20 slabs could be put on the vehicle (due to legal weight limits) this would be 2 loads at a minimum of 1 hour for 2 operative at £60, the resident was advised that it may be more cost effective to look elsewhere or hire a small skip.

Procedures – Support Services

1. Taking a call about a Bulky Collection

Questions to be asked first are:

- Where is the bulky collection?
- What is the bulky collection?

This will tell you whether it needs to be quoted or if it's a standard booking.

A quote will be needed if:

- The item is over 6ft
- The items are large or not standard
- There is a mixture of non-standard items (like piano, garage door, rubble)
- If it is garden waste (even if its bagged)
- If it is inside the property or garage
- If it is in a rear garden
- Bagged items that can't be lifted by 1 man

If a quote is needed **DO NOT** give the customer a verbal price, you can explain that the minimum cost will be £7.50 but the price will be confirmed by the Officer that visits.

Information to get from the customer at the time of booking:

- Name
- Address
- Contact telephone number
- Detailed description of the items (how heavy, size, what it is etc)
- Location of where the items will be placed for collection

- Payment
- Date of collection
- Time of collection (if applicable)

Information to tell the customer at the time of booking:

- Tell the customer about our refund policy at the time of taking the payment (see below).
- Tell the customer where the items need to be placed ready for collection
- Tell the customer the date the collection will be made
- Tell the customer what time the items need to be ready by
- Receipt number for payment

2. Booking a time for a standard bulky collection

If the customer wants to book a specific time for the collection then you need to agree what the time is and make sure it is recorded on M3 / Orb calendar.

Confirm the date and time to the customer at the end of the call.

We **do not** do same day collections unless it is specifically agreed with the Team Leader / Place Co-ordinator.

3. Booking a quote

Log the request for a quote to be given onto M3 or Oneserve with as much detail about the items, location.

When you speak to the customer explain that an officer will be in touch soon, (knock door or telephone) to arrange the quote. Support Services **do not** book the date/time of the quote.

4. Cancellation of bulky collections

If a customer cancels 24 hours prior to the collection, update M3 / Orb Calendar and then ring the Team Leader/Place Co-ordinator to let them know its cancelled as they may have already arranged their workload for the next day.

Refunds are not given unless the cancellation has been received 24 hours before the collection.

5. Payment Options

We want customers to ideally pay by Debit/Credit Card as this is the cheapest payment method.

Agenda Item 4

If customers want to pay by cash let them know that they can go into the Customer Service Centre or One Stop Shops.

Always see if you can persuade the customer to pay by card or see if they have a family/friend that could use their card.

Operatives can take payments whilst quoting but this should be the exception rather than the rule as it causes additional work.

(a) Details of the Trade Waste scheme proposals.

A review is currently being carried out to identify the most appropriate direction for our current Trade Waste Service. A full and detailed report will be presented to cabinet in the spring of 2015.

Options under consideration and investigation are:

Option 1 - Keep the current Trade Waste Service in-house

Option 2 - Create a partnership with another authority

Option 3 - Selling existing client list & stock to external contractor

Option 4 - Create a partnership with a tendering third party who will run the service including collections.

Option 5 - Create a partnership with an external third party who will assist us to increase customer numbers but the collection service would be carried out by a company owned by the Local authority or a group of local authorities..

Overview & Scrutiny Board

15 DECEMBER 2014

APRIL - SEPTEMBER (QUARTER 2) FINANCE MONITORING REPORT 2014/15

Relevant Portfolio Holder	Councillor Mike Webb, Portfolio Holder for Finance, Partnerships and Economic Development
Relevant Head of Service	Jayne Pickering, Executive Director Finance and Corporate Resources
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 To report to the Overview and Scrutiny Board on the Council's financial position for Revenue and Capital for the period April -September 2014 (Quarter 2 – 2014/15)

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. The report is currently based on the departments within the Council. The aim is to report the financial position across the strategic purposes from April 2015 when the new financial system is implemented.
- 3.2 This report includes both revenue and capital expenditure with a summary for the Council followed by the departmental analysis of expenditure.

Overview & Scrutiny Board

15 DECEMBER 2014

Revenue Budget summary
Quarter 2 (April – September) 2014/15 – Overall Council

3.3 Internal recharges have not been included in these figures to allow comparison for each service area. However Support costs have been included.

Service Head	Revised Budget 2014/15 £'000	Profiled Budget 2014-15 £'000	Actual Spend 2014-15 £'000	Variance to date £'000	Projected Outturn 2014/15 £'000	Projected Variance £'000
BDC Reg Client	154	40	24	-16	136	-18
Business Transformation	2,393	1,014	981	-33	2,365	-28
Community Services	2,378	727	708	-20	2,322	-56
Corporate Resources	1,984	1,039	1,041	2	1,998	15
Customer Access & Financial Support	567	-1,003	-1,013	-9	533	-34
Environmental Services	2,456	964	1,027	63	2,659	204
Finance & Resources	464	202	207	5	507	43
Legal & Democratic Services	832	384	364	-20	808	-24
Leisure & Cultural Services	2,362	1,031	1,016	-15	2,350	-11
Planning & Regeneration	712	402	393	-9	695	-18
SERVICE TOTAL	14,301	4,799	4,748	-52	14,374	73
Interest Payable	283	142	0	-142	0	-283
Interest on Investments	-58	-29	-23	6	-58	0
COUNCIL SUMMARY	14,526	4,912	4,725	-187	14,316	-210

Financial Commentary:

At the end of quarter 2 there is a predicted saving against budget of £210k. This includes a number of variances across services as detailed in this report. It also includes an shortfall in income relating to Environmental Services. The initial budget was based on £250k income realised from the potential sale of the Trade Waste service. Officers are now reviewing the position on Trade Waste to bring forward options that may be available for service delivery. It is anticipated that this will be presented to members in early 2015/16. In addition to the shortfall in income there has also been an increase in vehicle repairs and maintenance.

The savings on interest payable is due to an the initial budget including costs associated with borrowing to support the capital programme during 2014/15. This has not been required this year due to slippage on a number of capital schemes.

Overview & Scrutiny Board

15 DECEMBER 2014

Capital Budget summary
Quarter 2 (April -September) 2014/15 – Overall Council

Department	Revised Budget 2014- 15 £'000	Profiled budget April - Sept £'000	Actual spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Projected Variance £'000
Regulatory Services	19	1	1	0	19	0
Business Transformation	90	45	45	-0	90	0
Community Services	939	647	578	-69	939	0
Environmental Services	2,540	194	202	8	2,540	0
Leisure & Cultural Services	2,835	244	244	-0	2,834	-0
Planning & Regeneration	4,993	3,904	3,907	3	4,997	4
Budget for Support Services Recharges to be allocated to the schemes at the end of 2014/15	0	0	0	0	25	0
TOTAL	11,397	5,035	4,977	-58	11,426	4

Financial Commentary

Due to the review of Environmental Services, there has been a delay in the procurement of vehicles. Officers are now developing timescales to ensure that the vehicles required can be purchased as soon as possible. This may mean that capital budget has to be carried forward to 2015/16 and officers will include the implications of the procurement into the next quarterly report.

Overview & Scrutiny Board

15 DECEMBER 2014

**Regulatory - Client
Quarter 2 (April - September) 2014/15**

Revenue Budget summary

Service Area	Revised Latest Budget 14-15 FY £'000	Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Sum of Projected Variance £'000
BDC Reg Client	351	150	137	-13	330	-20
Environmental Health / Protection / Enforcement	-11	-7	-7	0	-9	2
Pest & Dog control	0	0	-3	-3	-4	-4
Public Health	0	0	0	0	0	0
Licenses (all)	-186	-103	-103	-0	-182	4
CMT	0	0	0	0	0	0
Grand Total	154	40	24	-16	136	-18

Financial Commentary:

There is currently an expected saving within the Worcestershire Regulatory Services function which will be shared across all partners and this represents the BDC share.

**Worcestershire Regulatory Services
Quarter 2 (April - September) 2014/15**

Capital Budget summary

Capital Project Description	Revised Budget 2014-15 £'000	Profiled budget April - Sept £'000	Actual spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Projected Variance £'000
BDC share of Regulatory - WETT shared service	19	1	1	0	19	0
Total	19	1	1	0	19	0

Financial Commentary:

The expenditure for a new IT System is jointly funded by all partners in accordance with the business case. The £19k represents the financial cost for Bromsgrove and it is expected to be fully spent by the end of the financial year.

Overview & Scrutiny Board

15 DECEMBER 2014

**Business Transformation
Quarter 2 (April - September) 2014/15**

Revenue Budget summary

Service Area	Revised Latest Budget 14-15 FY £'000	Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Sum of Projected Variance £'000
ICT	1,909	767	767	-0	1,908	-1
Human Resources	304	152	112	-40	281	-23
Transformation	65	33	43	10	66	1
Equalities	34	22	23	1	34	1
Policy	81	41	36	-5	77	-5
Grand Total	2,393	1,014	981	-33	2,365	-28

Financial Commentary:

There are a couple of posts within the HR department that are currently vacant and maternity leave cover is being provided internally. One of the posts has been filled and therefore the savings will not be as significant at the end of the financial year.

Capital Budget summary

Capital Project Description	Revised Budget 2014-15 £'000	Profiled budget April - Sept £'000	Actual spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Projected Variance £'000
Infrastructure refresh and PSN	90	45	45	-0	90	0
Total	90	45	45	-0	90	0

Financial Commentary:

Work continues with the PSN project, officers recommend that budget is drawn down from this specific reserve for this scheme, expected costs £90k.

Overview & Scrutiny Board

15 DECEMBER 2014

Community Services
Quarter 2 (April - September) 2014/15

Revenue Budget summary

Service Area	Revised Budget 2014-15 £'000	Budget April - June £'000	Actual Spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Sum of Projected Variance £'000
Housing Strategy	1,769	521	513	-7	1,744	-25
Community Safety & Transport	497	157	144	-13	468	-29
Community Cohesion	111	49	50	1	110	-1
Grand Total	2,378	727	708	-20	2,322	-56

Financial Commentary:

There has been a reduction in the cost of running the community transport scheme due to the contract being renegotiated.

Within Housing Strategy there is a saving due to BDHT not increasing their contract by inflation.

Capital Budget summary

Capital Project Description	Revised Budget 2014-15 £'000	Profiled budget April - Sept £'000	Actual spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Projected Variance £'000
Disabled facilities Grant	515	435	424	-11	515	0
Energy Efficiency Home Insulation Project	17	9	0	-9	17	0
Grants - affordable housing	313	156	119	-37	313	0
Implementation of Localism Changes	5	2	0	-2	5	0
Discretionary Home Repair Assistance & Housing Renewal Grants	89	44	35	-10	89	0
Total	939	647	578	-69	939	0

Financial Commentary:

There has been less demand for Disabled Facilities grants during the first quarter of the year. Officers are continuing to work with residents to ensure all support is in place in their homes.

Affordable Housing grants relate to funds to support Registered Social Landlords and these have not yet been drawn on for 2014/15

Overview & Scrutiny Board

15 DECEMBER 2014

**Corporate Services
Quarter 2 (April - September) 2014/15**

Revenue Budget summary

Service Area	Revised Latest Budget 14-15 FY £'000	Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Sum of Projected Variance £'000
Corporate Resources	1,700	902	873	-29	1,656	-45
Corporate Admin/ central post & printing	283	137	131	-6	269	-14
Grand Total	1,984	1,039	1,004	-35	1,924	-59

Financial Commentary:

Within Communications there is a projected saving of £14k on various budgets relating to marketing/promotion. Savings within Corporate Services is due to the vacant post of Executive Director Planning & Regulatory

**Customer Access & Financial Support
Quarter 2 (April - September) 2014/15**

Revenue Budget summary

Service Area	Revised Latest Budget 14-15 FY £'000	Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Sum of Projected Variance £'000
Customer service centre	330	172	172	-0	350	20
Financial Support	72	31	31	-0	65	-7
Revenues & Benefits	149	-1,208	-1,216	-9	101	-47
Valuation Services	16	1	0	-1	16	0
Grand Total	567	-1,003	-1,013	-9	533	-34

Financial Commentary:

Within Customer Services the variance is due to a reduction in funding from Worcestershire County Council. It is expected that this overspend will reduce over the next six months. Revenues & Benefits has an underspend due to a review of the Fraud Service and vacancy management.

Overview & Scrutiny Board

15 DECEMBER 2014

Environmental Services
Quarter 2 (April - September) 2014/15

Revenue Budget Summary

Service Area	Revised Latest Budget 14-15 FY £'000	Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Sum of Projected Variance £'000
Car Parks/Civil Enforcement Parking	-623	-280	-264	16	-593	30
Cemeteries	32	18	1	-17	2	-30
Cesspools/Sewers	-108	-58	-28	30	-76	32
CMT	0	25	25	-0	-1	-1
Depot	690	367	322	-45	610	-80
Grounds Maintenance	441	199	191	-8	433	-7
Highways	174	70	48	-22	121	-52
Refuse & Recycling	937	228	370	142	1,308	371
Street Cleansing	882	386	357	-29	832	-51
Transport	-40	-28	-31	-3	-46	-6
Waste Management, policy, promotion, management	-5	-3	-3	-0	-6	-1
Climate Change	16	8	8	-0	15	-1
Land Drainage	61	30	30	-1	59	-2
Grand Total	2,456	964	1,027	63	2,659	204

Financial Commentary:

Income from off street/on street car parking enforcement is lower than anticipated. Officers will be meeting with Wychavon District Council who provides the parking service under an SLA agreement to discuss this and the SLA payments.

Bromsgrove Bereavement Services income is more than budgeted and accounts for the projected surplus.

Cesspools continue to show a deficit due to the removal of trade effluent at Frankley and other pumping stations.

Salary savings due to vacant posts within Depot services.

Savings within the Highways team are due to staff vacancies.

Within Refuse and recycling there is a £250k shortfall in the Trade Waste Service for 2014-15. This relates to the anticipated sale of the trade Waste Service. Officers are now exploring other options for developing the service but due to the timescales this will result in the saving not being achievable in this financial year.

Ongoing issues with vehicle breakdown within the service will continue until new freighters are received nearer the end of the financial year.

Staff vacancies account for the savings within Street Cleansing which is currently under review, which accounts for holding vacancies.

Overview & Scrutiny Board

15 DECEMBER 2014

Capital Budget Summary

Capital Project Description	Revised Budget 2014-15 £'000	Profiled budget April - Sept £'000	Actual spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Projected Variance £'000
North Cemetery Phase 2	479	6	6	0	479	0
Refuse collection vehicle replacement programme	2,025	188	196	8	2,025	0
Flooding Mitigation Measures	36	0	0	0	36	0
Total	2,540	194	202	8	2,540	0

Financial Commentary:

North Cemetery Phase 2 - the infrastructure review is now taking place. Budget has been reprofiled to reflect expenditure taking place at end of second quarter.

Refuse Vehicle replacement programme is for Environmental Services Vehicles. Procurement of vehicles is currently taking place, but procurement of other vehicles is on hold until the service review is completed.

Flood Mitigation Measures - replacement of culvert grilles - the work has been undertaken but invoices have not yet been received

**Finance and Resources
Quarter 2 (April - September) 2014/15**

Revenue Budget summary

Service Area	Revised Latest Budget 14-15 FY £'000	Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Sum of Projected Variance £'000
Accounts & Financial Management	434	202	207	5	477	43
Central Overheads	30	0	0	0	30	0
Grand Total	464	202	207	5	507	43

Financial Commentary:

The projected overspend is due to redundancy and pension strain costs following a service review.

Overview & Scrutiny Board

15 DECEMBER 2014

**Legal, Equalities and Democratic Services
Quarter 2 (April - September) 2014/15**

Revenue Budget Summary

Service Area	Revised Latest Budget 14-15 FY £'000	Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Sum of Projected Variance £'000
Democratic Services & Member Support	483	209	195	-14	477	-6
Election & Electoral Services	175	68	76	8	161	-13
Professional Legal Advice & Services	266	147	136	-11	264	-3
Land Charges	-92	-41	-43	-2	-94	-2
Grand Total	832	384	364	-20	808	-24

Financial commentary:

In Democratic Services officers have been working with the Member Development Steering Group to identify a comprehensive training programme post 2015 election. It was therefore felt that a saving could be achieved in the final quarters of 2014/15 by reducing the training offering recognising that this is the final part of a 4 year term. Within Legal there is a saving in salaries taking account of a short term change in working pattern agreed for a member of staff.

**Leisure and Cultural Services
Quarter 2 (April – September) 2014/15**

Revenue Budget summary

Service Area	Revised Latest Budget 14-15 FY £'000	Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Sum of Projected Variance £'000
Business Development	800	474	483	9	811	11
Cultural Services	287	140	141	1	285	-2
Leisure & Cultural Mgt	103	52	59	7	117	14
Parks & Green Space	337	78	72	-7	334	-3
Sports Services	835	286	262	-25	803	-32
Grand Total	2,362	1,031	1,016	-15	2,350	-11

Financial Commentary:

Business development income has reduced in relation to the Spadesbourne suite as we prepare to relocate to Parkside resulting in a predicted shortfall. Sports services is predicting an saving in sports development and car park refunds at the Dolphin Centre, however this may be mitigated during the busier months ahead.

Overview & Scrutiny Board

15 DECEMBER 2014

Capital Budget summary

Capital Project Description	Revised Budget 2014-15 £'000	Profiled budget April - Sept £'000	Actual spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Projected Variance £'000
Sports Facilities	2,224	60	60	0	2,224	0
Play Areas	494	184	184	-0	494	-0
Other Schemes	117	0	0	0	117	0
Total	2,835	244	244	-0	2,834	-0

Financial Commentary:

Officers have advised that all schemes are scheduled to take place before the end of the financial year, so the budgets have been re-profiled to reflect the fact that expenditure will be in Quarter 3 - Quarter 4 (Oct 2014 – March 2015). The revised full year budget has been re profiled by £170k to reflect expenditure planned for 2015/16.

**Planning and Regeneration
Quarter 2 (April - September) 2014/15**

Revenue Budget summary

Service Area	Revised Latest Budget 14-15 FY £'000	Budget April - Sept £'000	Actual Spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Sum of Projected Variance £'000
Building Control	-128	-73	-70	3	-111	17
Development Control	213	190	189	-1	154	-9
Economic & Tourism Development	150	85	92	7	220	20
Emergency Planning / Business Continuity	14	7	7	0	14	0
Strategic Planning	404	166	147	-19	366	-38
Town Centre Development	59	27	28	1	51	-8
Grand Total	712	402	393	-9	695	-18

Financial Commentary:

Strategic Planning has had a number of vacancies which will be filled by March 2015. Also a number of budgets will be underspent.
Building Control had a vacancy which is now filled.
Development Control planning applications are lower than the previous year but have assumed income will increase to budget.

Overview & Scrutiny Board

15 DECEMBER 2014

Capital Budget summary

Capital Project Description	Revised Budget 2014-15 £'000	Profiled budget April - Sept £'000	Actual spend April - Sept £'000	Variance to date £'000	Projected Outturn 2014-15 £'000	Projected Variance £'000
Town Centre Development - Project Management	38	19	19	0	38	0
Town Centre - Public Realm	1,533	1,533	1,604	71	1,604	71
Market Hall development site	73	73	72	-1	73	0
Stourbridge Road development site	0	0	4	4	4	4
Parkside School	3,350	2,550	2,550	0	3,350	0
Total	4,993	4,174	4,248	74	5,068	75

Financial Commentary:

There are a number of projects that are under construction within this service area. Both the redevelopment of Parkside and the High Street Improvements are committed to be fully spent by the end of the financial year.

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 2014 £000	30th September 2014 £000
Deposits with Banks/Building Societies	10,000	11,000
Total	10,000	11,000

Overview & Scrutiny Board

15 DECEMBER 2014

Income from investments and other interest

- 4.5 An investment income target of £58k has been set for 2014/15 using a projected return rate of 0.5%. 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 £23k.

5. REVENUE BALANCES

5.1 Revenue Balances

The revenue balances brought forward at 1 April 2014 were £3.74m. Excluding the impact of any projected over or under spends it is anticipated that £210k will be transferred to balances during 2014/15.

Legal Implications

None.

Service/Operational Implications

All included in financial implications.

Customer / Equalities and Diversity Implications

None as a direct result of this report

7. RISK MANAGEMENT

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

8. APPENDICES

None

9. BACKGROUND PAPERS

Available from Financial Services

AUTHORS OF REPORT

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CABINET LEADER'S WORK PROGRAMME

1 JANUARY 2015 TO 30 APRIL 2015

(published as at 1 December 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 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.

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 M. A. Sherrey	Leader of the Council and Portfolio Holder for Community Services, Partnerships and Governance
Councillor C. B. Taylor	Deputy Leader of the Council and Portfolio Holder for Planning Services and Housing
Councillor M. J. A. Webb	Portfolio Holder for Finance, Economic Development and Emergency Planning
Councillor D. W. P. Booth	Portfolio Holder for Enabling (excluding Finance and Governance)
Councillor R. L. Dent	Portfolio Holder for the Town Centre and Regulatory Services
Councillor M. A. Bullivant	Portfolio Holder for Environmental Services and Leisure Services

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
Mobile Homes Act 2013 – New Policy relating to Licensing Fees	Cabinet (<i>possible recommendations to Council</i>)	7 January 2015	Report of the Head of Community Services	Derek Allen Housing Strategy Manager 01527 64252 ext 1278 Councillor K. Taylor
Playing Pitch Strategy Review of the Council's approach to the provision of playing pitches	Cabinet	7 January 2015	Report of the Head of Leisure and Culture	Dave Wheeler Manager Councillor M. Bullivant
Medium Term Financial Plan Update Including Council Tax Base 2015/16 Capital Programme 2015/16 to 2017/18	Cabinet (<i>possible recommendations to Council</i>)	7 January 2015	Report of the Executive Director Finance and Resources	Jayne Pickering 01527 881400 Councillor M. Webb
Council Tax Support Scheme and Hardship Scheme Final Scheme	Cabinet (<i>with recommendations to Council</i>)	7 January 2015	Report of the Head of Customer Access and Financial Support	Amanda De Warr 01527 881241 Councillor M. Webb
New Homes Bonus Scheme	Cabinet (<i>with recommendations to Council</i>)	7 January 2015	Report of the Executive Director Finance and Resources	Jayne Pickering 01527 881400 Councillor M. Webb

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 2015/16 – 2017/18 update	Cabinet	4 February 2015	Report of the Executive Director Finance and Resources	Jayne Pickering 01527 881400 Councillor M. Webb
Homelessness Grant Update and Approval of Bids for 2015/16	Cabinet	4 February 2015	Report of the Head of Community Services	Derek Allen Housing Strategy Manager 01527 64252 x1278 Councillor K. Taylor
Medium Term Financial Plan 2015/16 – 2017/18 Budget Council Tax Setting Pay Policy	Cabinet (<i>with recommendations to Council</i>)	25 February 2015	Report of the Executive Director Finance and Resources	Jayne Pickering 01527 881400 Councillor M. Webb
Finance Monitoring Report Quarter 3	Cabinet	4 March 2015	Report of the Executive Director Finance and Resources	Jayne Pickering 01527 881400 Councillor M. Webb
Setting of Fees for a Street Café Policy	Cabinet (possible recommendations to Council)	1 April 2015	Town Centre Regeneration Programme Manager	Richard Savory 01527 881281 Councillor R. Dent/ Councillor M. Webb

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
Modifications to the Bromsgrove District Local Plan	Cabinet (recommendations to Council)	1 April 2015	Report of the Head of Planning and Regeneration	Mike Dunphy Strategic Planning Manager 01527 881325 Councillor K. Taylor

Health Overview and Scrutiny Committee **Wednesday, 5 November 2014, County Hall - 1.30 pm**

Minutes

Present:

Mr A C Roberts (Chairman), Mr W P Gretton,
Mrs J L M A Griffiths, Mr P Grove, Ms P A Hill,
Mr A P Miller, Prof J W Raine, Ms M A Rayner,
Mr G J Vickery, Dr B T Cooper, Ms J Marriott (Vice
Chairman), Mrs F M Oborski, Mrs P Witherspoon

Mr M J Hart

Also attended:

Frances Martin, Integrated Commissioning Unit
Jenny Dalloway, Worcestershire County Council
Simon Hairsnape, Redditch and Bromsgrove Clinical
Commissioning Group / Wyre Forest Clinical
Commissioning Group
Simon Trickett, South Worcestershire Clinical
Commissioning Group

Worcestershire Health and Care NHS Trust - Sue Harris,
Stephen Collman and Dr William Creaney,

Bulman, Worcestershire Health and Care Trust Patient
Representative
Mr P Pinfield, Worcestershire Healthwatch
Simon Adams, Healthwatch Worcestershire

University Hospitals Birmingham NHS Foundation Trust -
Dame Julie Moore, Rt Hon Jacqui Smith,
Andrew McKirgan and Viv Tsesmelis

Worcestershire Acute Hospitals NHS Trust -
Harry Turner, Chris Tidman and Mark Wake

Cllr Susan Barnett, Birmingham Health Overview and
Scrutiny Committee

Suzanne O'Leary (Overview and Scrutiny Manager) and
Emma James (Overview and Scrutiny Officer)

Available papers

- A. Agenda papers
- B. Presentation handouts for items 4 and 5

A copy of documents A and B will be attached to the
signed Minutes

711 Apologies and Welcome

Apologies had been received from Committee members Mike Johnson and Frances Smith. Apologies had also been received from Richard Keble, Head of the Council's Integrated Commissioning Executive Unit, in relation to Agenda item 4.

The Chairman welcomed everyone to the meeting.

712 Declarations of Interest and of any Party Whip

During Agenda item 5 (Acute Hospital Services), Cllrs Fran Oborski and Pat Witherspoon declared an interest as members of the Patient Public and Stakeholder Advisory Group for the Worcestershire Acute Services Review.

713 Public Participation

None.

714 Mental Health Liaison

Attending for this item were:

Commissioners:

Integrated Commissioning Executive Unit – Frances Martin (Director) and Jenny Dalloway (Interim Lead Commissioner for Mental Health and Dementia)

Simon Trickett, Chief Operating Officer of South Worcestershire Clinical Commissioning Group (CCG) and Simon Hairsnape, Chief Officer of Redditch and Bromsgrove CCG and Wyre Forest CCG

Providers:

Worcestershire Health and Care NHS Trust (WHCT) – Sue Harris (Director of Strategy and Business Development) and Stephen Collman (Director of Operations)

Dr William Creaney – Medical Director at Worcestershire Health and Care NHS Trust

Feedback of Experiences:

Jim Bulman – Patient Representative

Peter Pinfield – Chairman of Worcestershire Healthwatch

Simon Adams – Chief Operating Officer of Worcestershire Healthwatch

The Chairman explained the context for the discussion, which followed the Health Overview and Scrutiny Committee's (HOSC) consideration of the Well Connected Programme, which comprised a number of projects, including mental health liaison. The HOSC was aware that additions had been made to the service in 2012, as part of a pilot exercise.

Earlier this year the Integrated Commissioning Executive Unit (ICEU) decided not to recurrently commission the pilot service following feedback from an independent evaluation and review, which found little or no evidence of impact on admission numbers, length of patient stay, or savings and efficiencies.

The Director of the Integrated Commissioning Unit and the Interim Lead Commissioner for Mental Health and Dementia delivered a presentation which provided an update on the current Mental Health Liaison Service, including service development, A&E and ward activity from April to August 2014, an overview of who accesses the service and next steps.

There had been a number of service changes over several years, most recently in April this year. Work was ongoing to improve outcomes for patients, as part of commissioners' overall strategic aims. To take this forward, there was a need for greater understanding of the detail and pressures involved.

A&E and Ward activity April to August 2014

In relation to A&E activity, from April to August 2014 64,446 people had attended A&E, of which 367 presented with mental health issues. 134 of the 367 breached the 4 hour A&E target (approximately the same numbers breached the target during daytime hours as night-time hours (10pm – 8am).

This did not include figures for patients with mental health issues presenting after 10pm, which would be addressed by a different pathway and community based team (crisis team).

Liaison activity was currently provided to the wards where the patient had been admitted with self-harm or overdose. One of the changes from the recent review was that previously the liaison service had provided support for older mental health needs including older adults with dementia.

Who accesses the service?

Those accessing mental health liaison could be divided into four groups: those in crisis, those in mental distress, physical health admission with mental health needs, and physical health admission with dementia.

There was no change in service for those in crisis (16 during the stated period), who would be assessed under the Mental Health Act. The Service was meeting its

contractual requirements and although the 4 hour A&E target would always be breached, this was because of the specialist nature of the assessment – this was an example of where targets did not align.

The 4 hour target commenced from the point of arrival at A&E until a referral to the wards. Clinically, many mental health patients would need longer to have a specialist assessment and this was dependent on their illness.

More work was needed to understand the needs of the second group (patients with a high level of mental distress), especially after 10pm. This group would not need Mental Health Act assessment and would be seen by the liaison service. If arriving at A&E after 10pm, they could wait, accept a follow-up appointment (59% offered this), or may leave. 9% of these patients declined service or discharged themselves.

It was explained that those requiring Mental Health Assessment within 24 hours may be people with long standing mental health problems, which may have deteriorated, leading to a primary physical health issue such as self-harm or overdose. They would be admitted to an acute bed or discharged with a follow-up appointment. For patients admitted with self-harm, the liaison service would assess within 24 hours.

In relation to dementia care on the wards, two Liaison Nurses were available to provide service to patients with a dementia diagnosis. Previously the Mental Health Liaison Service had provided support to these older adult patients.

It was acknowledged that a growing number of younger people suffered dementia and the Medical Director confirmed that the Dementia Service was ageless.

What next?

The main areas of work with a local focus, led by commissioners focused on dementia care for inpatients and the urgent care pathway. There were a number of Department of Health strategies and clearer expectations around mental health, and a crisis concordat, involving multi-agency support, including West Mercia, was looking at improving outcomes for patients at local and regional level.

Training was another area of work, as well as looking at getting the right level of support for patients, and understanding why people present at A&E.

In conclusion, the ICEU Director wanted to reassure HOSC members that statutory requirements continued to be met for the huge numbers of people. It was unfortunate that the pilot had not delivered its original aims, but the service had come a long way from its 2008/09 provision, which spanned 5 days a week, 9am-5pm and commissioners had no areas of significant concern.

Service provider perspective

The WHCT's Director of Strategy and Business Development acknowledged the work in hand, which it was hoped would address the Trust's on-going concerns relating to:

- dementia care (ideally where patients would be supported within the setting most appropriate for their physical needs)
- access to services after 10pm for those who have self-harmed (accepting that A&E was not the best patient route, access to support from a specialist consultant should be available for those presenting there)
- the crisis care pathway
- achieving parity of esteem for mental and physical health and holistic care for the patient

Dr William Creaney, Medical Director explained that post 10pm, a screening tool was used to identify patient needs. Mental Health Act assessment for those in crisis took considerable time and involved more than one doctor with appropriate experience and a social worker. If the patient was not detained, assessment would be followed up the next day.

Feedback of experiences

Jim Bulman, a patient representative, pointed out the simplicity of hospital access for someone with a physical injury, such as a broken leg, compared to a mental health problem, which was less obvious, especially over a 24 hour period. He highlighted the difficulty for carers of patients many of whom would be elderly parents, caring for people in their 30s or 40s, who could be faced with the fear of a family member self-harming and there being no one available to go to. What do you do?

Worcestershire Healthwatch representatives (Peter Pinfield, Chairman and Simon Adams, Chief Operating Officer) set out the role of Healthwatch as an independent body which gathers patient experiences. Mental health liaison was a complex service area,

although it was only one small part of a very wide service. Healthwatch did not have any data on mental health liaison specifically, and whilst the lack of comparable data on outcomes for mental health liaison hampered analysis, it was clear that those around the table all wanted improvements. It was clear that providers and commissioners were now moving forwards together and it would be important to continue to maintain communications and consultation with service users. Healthwatch would be having input to the Care Quality Commission's inspection of Mental Health Services in the New Year, and the inspection may answer some of the issues being raised by HOSC.

Mental Health Services in Primary Care was a business priority for Healthwatch, particularly services for those with a mental health crisis. This was based on experiences from patients and carers during the organisation's first year of operation, which continued and which had been corroborated with the county's GPs. The main issues were:

- availability of talking therapies
- re-accessing services once discharged
- out of hours crisis support
- suitable places of safety for children and young people
- capacity

Healthwatch action to date included talking to a range of people within the relevant organisations and mapping the existing services and pathways in an understandable way. This work had included comparison of services with guidelines from the National Institute for Health and Care Excellence (NICE) guidelines and setting up a task and finish group. Initial observations, which would be fed into the CQC inspection, included a lack of information and guidance, the closure of local support groups and whether NHS111 plugged the gap in providing a 24/7 helpline.

The Redditch District Council HOSC member pointed out that she was aware of five mental health action groups within the area.

HOSC members welcomed the issues highlighted by Healthwatch, which provided a focus of scrutiny beyond NHS reports, and would reflect on the most appropriate opportunities to assist and engage.

Main Discussion points

- It was acknowledged that the different patient

pathways for mental health services, including mental health liaison, presented a complex picture;

- Members asked whether there had been an evaluation of the impact of the changes to mental health liaison. Because of changes in the data collected, it was not possible to make direct comparison between the current and past service provision, but it was reiterated that all statutory responsibilities were met;
- Concern was expressed about young adults presenting at A&E with mental health needs, who may be assessed as an adult, but would benefit from a service tailored to children. It was confirmed that amongst the 367 people presenting at A&E, some may be under 17 years of age, however the Health and Care Trust's Director of Operations reassured members that the Mental Health Liaison Service did not differentiate between the age of a patient;
- There was a single point of assessment, which included children and young people;
- Patients with potential to self-harm, who presented at Minor Injuries Units would be directed to A&E or the crisis team
- 59% of those in high level distress were offered follow-up appointments and members queried whether the system was robust enough to ensure people did not slip through the gap? This was an area the HOSC would want to monitor. The Lead Commissioner agreed this was always a major concern. The objective was to have a single care plan where people would be followed up. Through analysis of case studies, commissioners could learn lessons and try to avoid patients turning up at A&E;
- From a provider perspective, administrative systems were felt to be 'pretty slick' and a key difference with mental health liaison was that people did not need to be directed back through their GP;
- Cllr Griffiths, who had previously been a member of the Community Health Council subcommittee dealing with mental health services, felt disappointed that services appeared to her relatively unchanged since 1999
- Cllr Gretton queried the figures for patients presenting at A&E with mental health issues amounting to around one a day, including older people with dementia – but was advised that these were the number of patients where mental health was the primary cause of admission to A&E, others with dementia or mental health needs would have physical health needs as their primary cause of admission;
- Members expressed concern about the 10pm cut off point and commissioners explained that the rationale

behind this was because evaluation during the pilot (when provision was 24hour), indicated that the vast majority of patients accessed services between 8am and 10pm;

- It was clarified that mental health liaison was hospital based, did not go out into the community, and operated from 8am to 10pm. Outside of those hours the crisis team would respond;
- It was clarified that people being treated within the community were unlikely to go to A&E unless there were particular changes in circumstances, such as self-harm, although they may be treated at an alternative mental health facility;
- The WHCT's Director of Operations confirmed that the dedicated assessment team was available 24hours, 7 days a week and worked with the police force. He felt there had been significant changes during his 20 years' experience and the service area being discussed today was only a small part of this.

In particular HOSC members welcomed the experience of the patient representative and the issues highlighted by Healthwatch, which provided a focus of scrutiny beyond NHS reports, and would reflect on the most appropriate opportunities to assist and engage.

The ICEU Director was given the opportunity for closing comments and thanked the Committee and service users for the discussion. The purpose of today's update had been to look at mental health liaison in acute hospitals and not the whole range of mental health services. Everyone was committed towards achieving parity of esteem for both physical and mental health.

715 Acute Hospital Services

- (a) University Hospitals Birmingham (UHB) Temporary Embargo

Attending for this part of the agenda discussion were:

University Hospitals Birmingham NHS Foundation Trust
Rt Hon Jacqui Smith (Chair), Dame Julie Moore (Chief Executive), Andrew McKirgan and Viv Tsesmelis (Directors of Partnerships)

Worcestershire Clinical Commissioning Groups (CCGs)
Simon Hairsnape (Chief Officer of Wyre Forest CCG and Redditch and Bromsgrove CCG)
Simon Trickett (Chief Operating Officer of South Worcestershire CCG)

Simon Hairsnape, Chief Officer of Redditch and Bromsgrove (R&B) CCG and Wyre Forest (WF) CCG set

out the background to the discussion, following the Committee's invitation to representatives from University Hospitals Birmingham NHS Foundation Trust (UHB). Worcestershire's CCGs commissioned services from a variety of providers, based on their judgement of capacity and demand. Towards the end of August UHB colleagues had notified Worcestershire CCGs that they were unable to accept referrals initially for three specialty services, but there were now seven affected; tertiary referrals were unaffected.

To date this had affected 61 patients who would have wanted to go to the Queen Elizabeth Hospital (QE) - 47 from Redditch and Bromsgrove, 7 from Wyre Forest and 7 from South Worcestershire. For some patients in Redditch and Bromsgrove, the QE was closer than Redditch's Alexandra Hospital (the Alex). Whilst understanding the basis for the decision, it was not one which the CCGs fully agreed with and this complex area was being worked through in dialogue with UHB.

Responding to members' concerns about the impact on patient choice, particularly for those whose circumstances made it far easier to access the QE, Dame Julie Moore, UHB's Chief Executive denied any breach of the NHS constitution, which stated that patients needed to be given a choice of four different places to be treated. These could be anywhere in the country and it was the responsibility of commissioners to ensure that choice was available.

UHB's Chief Executive explained that the Trust had seen a steady increase in demand over recent years, with bed numbers rising from 1100 in 2010 to 1500 and the Trust being forced to fully re-open the former QE, which was supposed to have closed after the new site was opened. UHB had reduced lengths of stay and increased efficiency, but demand was still outstripping supply. Whilst popularity was good, it had reached disproportionate levels and demand from Worcestershire residents had increased vastly by 56% over recent years. She felt that this was partially the result of ongoing uncertainty surrounding services at The Alex, which had been going on for far too long. In her view The Alex needed to be a vibrant hospital. The Chief Executive was sorry to have to have taken this step and that the decision would be reviewed at the end of November.

Acknowledging the popularity and excellence of the QE, Rt Hon Jacqui Smith, UHB Chair explained that one of the difficulties of capacity was that current levels were

putting at risk provision of the tertiary services which were only available at the QE; it was necessary to control demand to enable the Trust to deliver those services for which there was no alternative for the public – for example treatment of children with heart problems.

Main discussion points

- The UHB representatives were very pleased to be invited to this meeting and have the opportunity to discuss the situation;
- The temporary embargo would be reviewed at the end of November, but it was important that the QE's tertiary services could be delivered;
- UHB's Chief Executive reiterated that the NHS constitution specified that patients had to be offered a range of providers and this was the responsibility of commissioners; the Trust had sought legal advice, which had reached the same conclusion;
- Cllr Vickery, a regular attendee at R&B CCG's board meetings asked if things could have been done differently, to have not taken people by surprise – the UHB Chief Executive hoped the situation would not arise again, but pointed out that the Trust had communicated the potential situation to stakeholders over a long period of time; it had not taken anyone by surprise;
- When asked about opportunities to collaborate with others regarding services in demand, the Chief Executive advised that this already took place, with over 60 various providers at the last count. If the Trust was a commercial business, it would open a new branch;
- The UHB Chair spoke about the Trust's consistent steps since 2010/11 to address capacity, which had not been taken behind closed doors – including 170 extra beds in the last two years and £4m capital investment; however the point had been reached where decisions had had to be made to protect tertiary services;
- In response, Redditch and Bromsgrove CCG's Chief Officer said that there were 'two sides to the story', and differences in opinion about responsibilities. He explained the process for setting contracts each year, which included a degree of flexibility and allowance for patient choice. The UHB situation may have resulted in part from efforts over recent months to encourage patients to visit hospitals with shorter waiting lists, including the QE, in order to ease pressure points;
- HOSC members were reassured that although patient choice had been affected, the additional demand was being dealt with and there would be no clinical consequence for patients who would have

normally gone to the QE, who would be referred elsewhere;

- The R&B CCG Chief Officer confirmed that capacity, workforce needs and training were closely monitored with stakeholders, although they did not always get things right, and everyone was doing their best to work through the current situation. He was confident of a long-term solution and would want Birmingham based hospitals to continue as a provider for Worcestershire residents, as for many this concerned their local hospital;
- The South Worcestershire CCG Chief Operating Officer explained how CCGs tried to plan service provision for patients, and how this would include future expected demand for example from new housing;
- A HOSC member was keen to stress the excellence of Worcestershire's own hospitals;
- HOSC members agreed that the on-going uncertainty around services at The Alex were hard for staff and also worrying for the public;
- It was confirmed that the situation affected patients living in the other boundary areas, not just Worcestershire, and that there were pressures on the QE from outside Worcestershire also;
- A concern around access to breast screening clinics at the Princess of Wales Community Hospital for Alvechurch GP surgery patients would be picked up by the CCG Chief Officer, and was not related to the UHB situation;
- The UHB representatives said that the Trust had been looking at possibilities of boosting capacity, although this was more complex as a Foundation Trust. Whilst it was right to look to provide more care in the community, it was a false hope that this would reduce acute care needs – people were living for longer but at some point would still need hospital care.

In finalising this part of the discussion, the HOSC Chairman felt that although the temporary embargo may not have started off as a substantial change for Worcestershire residents, it had gradually become one. He pointed out the need for good communications going forward. The UHB Chair and Chief Executive reiterated that they were more than happy to attend any future HOSC discussion.

(b) Future of Acute Hospital Services in Worcestershire

Attending for this part of the agenda discussion were:

Cllr Susan Barnett, Chair of Birmingham City Council
Health and Social Care Scrutiny Committee

Worcestershire CCGs

Simon Hairsnape (Chief Officer of Wyre Forest CCG and
Redditch and Bromsgrove (R&B) CCG)

Simon Trickett (Chief operating Officer of South
Worcestershire CCG)

Worcestershire Acute Hospitals NHS Trust

Harry Turner (Chairman)

Chris Tidman (Deputy Chief Executive)

Mark Wake (Medical Director)

Simon Hairsnape, Chief Officer of R&B CCG and WF CCG summarised the current situation, whereby the Future of Acute Hospital Services Programme Board was continuing to work through the assurance process. The proposals were now being considered by the West Midlands Clinical Senate, and a small number of outstanding actions were being addressed. The Clinical Senate's work would take some months and would not report back until February 2015, with the result that it was unlikely to be possible to initiate public consultation before the May 2015 general election. However, pre-consultation engagement had started, and the HOSC had been supplied with a copy of the presentation, which aimed to communicate some complex messages in an accessible way.

As a consequence of the delayed timescale, the Programme Board was working closely with partners to monitor service demands.

The Chairman asked the Overview and Scrutiny Manager to update the Committee on engagement with other HOSCs regarding a potential Joint HOSC, since it was possible that discussions at today's meeting may have influence. It was explained that a Joint HOSC would be required if a service change affecting neighbouring local authorities was deemed a substantial change for its residents. Birmingham's HOSC had expressed a desire for involvement in Worcestershire HOSC's discussions, however, scrutiny colleagues in the other boundary areas had confirmed they did not view the proposals as a substantial change and therefore there was no envisaged need for a Joint HOSC at this stage.

Cllr Oborski pointed out that someone from Warwickshire had attended the Patient Public and Stakeholder Advisory Group for the Worcestershire Acute Services

Review, of which she was a member, and queried whether Warwickshire's scrutiny function should therefore also be involved?

The Scrutiny manager advised that Warwickshire had confirmed it did not view the changes as substantial. The WF CCG Chief Officer explained that the boundary area CCGs had opted to be consultees, rather than to consult their residents; if they were consulting alongside Worcestershire's CCGs, then they would need to be part of a Joint HOSC.

Cllr Barnett, Chair of Birmingham City Council's Health and Social Care Scrutiny Committee advised that a few months ago she had become aware that the proposals for The Alex may affect Birmingham patients, particularly should it close, and was aware of residents who went there because it was quicker to reach.

At this point Worcestershire Acute Hospitals NHS Trust's Deputy Chief Executive was keen to stress that there was no suggestion of The Alex closing and that the proposals protected the vast majority of services there, with A&E services actually being enhanced. Worcestershire hospitals were experiencing similar pressures in demand as Birmingham, with referrals up by 8% in the last year.

The Chief Officer of R&B and WF CCGs advised that the Chief Executives of the relevant hospital trusts and CCGs had been written to, and all had confirmed within the last month that the changes did not look significant for them.

Main discussion points

- Regarding the HOSC's dialogue with other area HOSCs, the Chairman referred to Birmingham's concerns, as expressed by Cllr Barnett, which would need to be reflected on and considered alongside the guidance;
- The HOSC Vice-Chairman was concerned about the number of stages of review the proposals were being subject to and referred back to the fairly strong assurances previously given to the HOSC about timescales - in response Chief Officer of RB and WF CCGs acknowledged that the delay allowing for regional level consideration was frustrating, however advised that the local NHS England area team had been hugely supportive;
- HOSC members asked what assurances could be given about patient safety and sustaining services,

and Mark Wake, Medical Director from Worcestershire Acute Hospitals NHS Trust (WAHT) explained that this would be reviewed on an on-going basis to identify any implications arising from the unfortunate delay. Whilst WAHT was concerned, the Board had a clear review process, which would remain at the top of its priorities, including feedback from the patient experience committee and a suite of measures to monitor safety. WAHT would take any necessary measures to correct any issues, in dialogue with commissioners and stakeholders;

- Harry Turner, WAHT Chairman stressed that the Trust's Board meetings were public, as it was important to have transparency around safety and sustainability of services, even if on occasion this led to controversial media coverage; Cllr Vickery suggested that a Joint HOSC could assess the potentially negative changes for Redditch and some Birmingham residents; if, as voiced today, UHB may have the capacity to expand, and Worcestershire did not, why were commissioners not collaborating with neighbouring Trusts? The Chief Officer of RB CCG confirmed that the Trusts did already work together;
- Another HOSC member, whilst acknowledging the disappointing delay, praised the WAHT Board for its clear focus on quality, safety and patients.
- Plans for consultation would be brought to HOSC at an appropriate time and commissioners were keen to hear about any groups who may benefit from seeing it. HOSC members praised the new public presentation for being clear and understandable.

716 Health Overview and Scrutiny Round-up

In Redditch the local disability action group had some concerns about new arrangements for reviewing people's return to work in relation to welfare. The Overview and Scrutiny Manager would refer this issue to the Adult Care and Well-being Scrutiny Panel. As this service involved GPs, the HOSC Chairman would also raise the issue with the CCGs.

In relation to Cllr Rayner's enquiry into how the 80 or so domiciliary care providers in the county were monitored, the Chair advised that this area was part of the remit of the Adult Care and Well-being Scrutiny Panel, and that he had attended a recent panel briefing on this topic.

The Overview and Scrutiny Manager advised that

information about a consultation on changes to Tenbury Minor Injuries Unit was expected in the New Year.

Cllr Oborski referred to a Parliamentary report on children's mental health, which she would be bringing to the attention of the Children and Young People's Scrutiny Panel, and which may also have relevance to the HOSC.

The discussion about Healthwatch England's report on complaints would be deferred to a future meeting.

Regarding the future work programme, the following suggestions were put forward:

- GP opening times and availability of appointments
- GP surgeries in areas bordering other CCGs, for example Alvechurch
- Availability of services at Minor Injuries Units
- Mental Health (Issues raised at the meeting by Healthwatch)

The meeting ended at 4.20 pm

Chairman

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OVERVIEW & SCRUTINY BOARD

WORK PROGRAMME

2014-15

RECOMMENDATION:

That the Board considers and agrees the work programme and updates it accordingly.

ITEMS FOR FUTURE MEETINGS

Date of Meeting	Subject	Additional Information
15th December 2014	<ul style="list-style-type: none"> • Budget Pressures/initial savings/additional scrutiny • Capital Budget 	
	Finance Monitoring Quarter 2 Report	
	Car Parking Short Sharp Review – Verbal Update	
	WCC Health Overview & Scrutiny Committee – Update	
	Cabinet Work Programme	
	Action List	
	O&S Work Programme	
21st January 2015 (Wednesday)	Budget Scrutiny Report	
	Planning Applications – Quarterly Backlog Data	Requested at meeting held on 15/09/14
	Quarterly Recommendation Tracker	
	Leisure Provision Task Group – Cabinet Response	
	WCC Health Overview & Scrutiny Committee – Update	
	Cabinet Work Programme	
	Action List	
O&S Work Programme		
16th February 2015	WCC Health Overview & Scrutiny Committee – Update	
	Cabinet Work Programme	
	Action List	
	O&S Work Programme	
16th March 2015	Scrutiny of Crime and Disorder Partnerships – Update North Worcestershire Community Safety Partnership	

Date of Meeting	Subject	Additional Information
	Summary of Environmental Enforcement Overview & Scrutiny Training	
	WCC Health Overview & Scrutiny Committee – Update	
	Cabinet Work Programme	
	Action List	
	O&S Work Programme	
13th April 2015	Planning Applications – Quarterly Backlog Data (to Review further need for this information.)	Requested at meeting held on 15/09/14
	Quarterly Recommendation Tracker	
	WCC Health Overview & Scrutiny Committee – Update	
	Cabinet Work Programme	
	Action List	
	O&S Work Programme	

Reports to be Received by the Board Quarterly – dates to be confirmed

Finance Monitoring - Quarterly
 Write Off of Debts - Quarterly
 Sickness Absence Performance - Annually
 Making Experiences Count - 6 monthly

Reports to be Received by the Board Annually

Summary of Environmental Enforcement (March 2015 meeting)

Scrutiny of Crime & Disorder Partnership

The Board must hold at least one meeting at which it considers the scrutiny of Crime and Disorder Partnership. This will be discussed at the meeting to be held on 16th March 2015.

Topics to be considered (as recommended by Task Groups)

The following topics were suggested by Task Group for further investigation. It is up to the Board to decide whether they wish these to be considered within its current Work Programme.

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 12 MONTH REVIEWS
2014-15**

Task Group	Date of Review
Air Quality Task Group	March 2015
Artrix Outreach Provision Task Group	July 2015
Leisure Provision Task Group	November 2015

When considering topics for investigations Members may wish to take into account the Council's Strategic Purposes as detailed below:

Our Strategic Purposes for Bromsgrove

Help me to live my life independently

Help me to be financially independent

Keep my place safe & looking good

Help me find somewhere to live in my locality

Provide good things for me to see, do & visit

Help me run a successful business

Support services enable us to deliver our purposes

Bromsgrove District Council
www.bromsgrove.gov.uk

For more information view the Council Plan at:
<http://www.bromsgrove.gov.uk/cms/council-and-democracy/council-plan.aspx>