



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

MONDAY 13TH APRIL 2015
AT 6.00 P.M.

COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

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

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 16th March 2015 (Pages 1 - 10)
4. Making Experiences Count - Quarters 2 & 3 Report (Pages 11 - 28)
5. Car Parking Short Sharp Review - Cabinet Response (Pages 29 - 30)
6. Action List (Pages 31 - 34)
7. Quarterly Recommendation Tracker (Pages 35 - 50)
8. Worcestershire Health Overview and Scrutiny Committee - Summary of Work (Pages 51 - 52)

9. Overview and Scrutiny Board Annual Report 2014/15 (Pages 53 - 72)
10. Overview and Scrutiny - Future Training Needs (Pages 73 - 80)
11. Overview and Scrutiny Board Work Programme (Pages 81 - 84)
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

2nd April 2015



INFORMATION FOR THE PUBLIC

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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW AND SCRUTINY BOARD

16TH MARCH 2015 AT 6.00 P.M.

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

Observers: Councillor D. W. P. Booth, Councillor M. A. Sherrey, Councillor C. B. Taylor and Councillor M. J. A. Webb

Officers: Ms. J. Pickering, Mrs. R. Bamford, Ms. D. Poole, Mr. M. Hanwell, Ms. B. Houghton, Mr. I. Roberts, Ms. A. Scarce and Ms. J. Bayley

120/14 **APOLOGIES FOR ABSENCE AND NAMED SUBSTITUTES**

Apologies for absence were received on behalf of Councillors C. J. Spencer and C. J. Tidmarsh. It was confirmed that Councillor H. Jones was attending as a substitute for Councillor Tidmarsh.

The Board noted that Councillor Tidmarsh was unfortunately in poor health. The Chairman requested that the Board's best wishes be passed on to Councillor Tidmarsh and his family.

121/14 **DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS**

There were no declarations of interest or whipping arrangements.

122/14 **MINUTES**

The minutes of the meeting of the Overview and Scrutiny Board held on Monday 16th February 2015 were submitted.

RESOLVED that the minutes of the meeting of the Overview and Scrutiny Board held on 16th February 2015 be approved as a correct record.

123/14

SCRUTINY OF CRIME AND DISORDER PARTNERSHIPS - UPDATE NORTH WORCESTERSHIRE COMMUNITY SAFETY PARTNERSHIP

The Chairman explained that there was a legal requirement for the Overview and Scrutiny Board to scrutinise the work of the local Crime and Disorder Reduction Partnership (CDRP) at least once a year. Under the terms of the legislation the focus of the Board had to be on the work of the partnership as a whole rather than on the work of individual partner organisations.

The Community Safety Manager proceeded to present a report concerning the work of the local CDRP, the North Worcestershire Community Safety Partnership (NWCSP), during the year. Whilst delivering this presentation the following matters were highlighted for Members' consideration:

- The NWCSP was the first merged community safety partnership to be approved by the West Mercia Police and Crime Commissioner (PCC).
- The Safer Bromsgrove Group, a sub group of the NWCSP, had a particular focus on crime and disorder matters relevant to Bromsgrove and had delivered a range of projects in the district.
- The NWCSP and the South Worcestershire Community Safety Partnership were due to be reviewed in 2015 to assess the extent to which both partnerships were fit for purpose.
- There was a statutory requirement for a 3 year rolling plan to be produced in a Strategic Assessment report for the partnership.
- The CWCSPP had 5 key priorities; anti-social behaviour, burglary and home security, business and rural crime, reducing reoffending and violence and abuse.
- The CWCSPP applied for funding from the PCC and in 2014/15 had received funding based on the previous year's allocation.
- In future years the PCC had indicated that he would be making 2 year funding settlements.
- Funding had been received to support the delivery of the West Mercia Police Business and Rural Crime strategies.

Following the presentation of the report Members discussed a number of additional points in further detail:

- The involvement of HMP Hewell in the work of the CWCSPP. Officers confirmed that the prison had been involved in some local partnership activities, though it was not a statutory partner.
- The process for monitoring the impact of projects that received funding from the PCC.
- The potential for the outcomes of the review of the NWCSP to be shared with Members of the Overview and Scrutiny Board.
- The value of data provided on a ward basis and the potential for confusion to arise if this data was not analysed in context.
- The role of the West Mercia Police Force's Independent Advisory Groups (IAGs) which provide advice on particular subjects. Members were

advised there were three IAGs; race and religion, disability and lesbian, gay bisexual and transgender (LGBT).

- The role of the North Worcestershire Hate Incident Partnership and the need for the IAGs to be organised so as not to duplicate the work of the partnership.
- Requirements for securing funding from the PCC. Officers explained that projects needed to meet community needs and to be based on sound intelligence.
- The potential to spend funding on staffing costs. Members were advised that PCC funding had to be spent on community safety projects and could not be reallocated to fund Police Officer posts.
- The £15,000 allocated to tackling unlawful incursions on business and rural land. For this project Officers would work with private landlords to help them protect their land.
- The need to ensure that those bidding for funding from the Community Safety team had properly audited accounts and were in need of financial support.
- The loan shark awareness event and the need for future events to be promoted in a sensitive manner and to take place at an appropriate location.
- The Worcestershire Safe Places Scheme - this scheme would be implemented in Bromsgrove in spring/summer 2015 and local businesses would be invited to become safe places.
- The impact of various budget cuts agreed by Worcestershire County Council on support for victims of domestic abuse in the county and the continuing focus of partners on early intervention.
- The investment of additional funding in upgrading the CCTV system in the district.
- Local safeguarding roles for both Council Officers and Councillors. Members were advised that a briefing note on the subject of child sexual exploitation had recently been circulated among partners and the partnership had links at a strategic level to the Safeguarding Children Board.
- The role of the Worcestershire Safer Communities Board in a 2 tier authority area, comprising senior representatives of the responsible authorities.

RESOLVED that the update report be noted.

124/14

SUMMARY OF ENVIRONMENTAL ENFORCEMENT

The Community Safety Manager presented the Summary of Environmental Enforcement Outcomes Monitoring Report for the period 1st April 2014 to 31st January 2015. During the delivery of this report the following matters were raised for Members' consideration:

- The Community Safety team undertook environmental enforcement duties on behalf of Environmental Services.

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- There were six stages to the enforcement process. The enforcement Officers could use their discretion to determine which stage in the process should be followed in a particular case.
- Whilst there had been an increase in the number of fly tipping and fly posting cases investigated when compared to the previous year there had been a decline in the number of dog fouling cases.
- In cases where no further action had been recorded there may have been a lack of evidence or no crime had been detected when Officers were called to the scene.
- The Council had a statutory duty to investigate cases of abandoned vehicles.
- In total 2 fixed penalty notices (FPNs) had been issued for fly tipping during the period and these had both been paid.
- A further 2 FPNs had been issued for waste carrier licences which had not been paid. One of these cases had been referred to the Council's Legal Services team for further consideration.

Following the presentation of the report Members discussed a number of issues in further detail:

- The extent to which written warnings would deter offenders from fly tipping in future.
- The use of written warnings to advise residents that they should not leave bags of rubbish alongside full bins on refuse collection days.
- The legal definition of fly tipping and the value of providing a breakdown of the types of fly tipping cases that had occurred in future reports.
- The need for Officers to have enough evidence to justify issuing an FPN as this evidence could be used in court if the case reached that stage.
- The potential to trace perpetrators guilty of fly posting from the contact details provided on posters.
- The reduction in cases of dog fouling reported to the Council and the suggestion that these figures did not reflect the full scale of the problem in the district.
- The need for witnesses to be prepared to identify a particular dog and owner when dog fouling occurred and the reluctance of many people to act as witnesses in an legal proceedings.
- The potential for Officers in the place teams to act as official witnesses in cases of dog fouling and the likelihood that this would lead to an increase in the number of cases reported because the team operated in the community.
- Restrictions on covert surveillance of repeat offenders. Members suggested that the CCTV team could identify hotspots and direct the Enforcement Officers to those locations.
- The value of displaying notices that could advise potential offenders of the fines they might be required to pay if they persistently failed to collect their dog's faeces or left bags containing excrement in the community.
- The potential to tackle the behaviour of drivers who threw litter onto the highways and the role of the place teams in providing a litter picking service.

- The role of the dog warden services provided by WRS compared to the service provided by enforcement teams at other authorities..

RESOLVED that the report be noted.

125/14 **ACTION LIST**

Members were advised that a significant amount of information had been provided in relation to the staff survey following the previous meeting of the Board. To ensure that Members could review this information in a constructive manner it was agreed that the Overview and Scrutiny Board consider this information in further detail at a meeting in the new municipal year.

RESOLVED that the Overview and Scrutiny Board in 2015/16 be asked to consider further information about the staff survey at a future meeting.

126/14 **IPADS (BACKGROUND INFORMATION AND CURRENT POSITION)**

The ICT Transformation Manager delivered a presentation on the subject of the provision of Ipads to elected Members. At the end of the presentation Members discussed the following points which had been covered in within it:

- The limited functionality of the Ipads using the Good software and how this compared to some Councillors' personal Ipads.
- Restrictions that the Ipads placed on Members' ability to add attachments to emails. Members noted that Word documents and photographs could not be viewed on their Council emails using the Ipads.
- The restrictions placed on accessing a Councillor's personal email using their Council Ipad and the extent to which having multiple devices for work, personal use and Council responsibilities could be time consuming and confusing.
- The restrictions placed by the Government on Councillors' email use through the need to comply with PSN rules.
- The different approaches adopted by Councils to comply with PSN requirements. Members who were also County Councillors noted that they could access their Council emails through personal IT equipment and this was considered to be compliant.
- The lack of action that had been taken in response to issues that had previously been raised by Members with both the external training providers and with the ICT team.
- The need for further and more regular meetings of the Member Development Steering Group to take place.
- The difficulties that Members experienced when attempting to print documentation for Council business and the inconvenience that this caused.
- The difficulties involved in obtaining support from the ICT team through the IT helpdesk and the financial costs to Councillors when doing so from outside the Council.

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- The problems for Councillors involved in visiting the ICT team to deliver equipment, particularly for Councillors who had work responsibilities.
- Future training plans for Councillors and the need for this to be arranged effectively for new Councillors elected in May 2015.
- The 10 remaining Ipads which had not been returned by some elected Members for the latest software to be installed.
- The extent to which the financial costs listed in the presentation took into account the additional costs of Officer time involved in supporting Councillors, particularly in the Democratic Services team.
- Limitations placed by the Good software on the potential to create folders and the need for the ICT team to perform this function for Councillors on a regular basis.
- The potential for Ipads to be a useful communications tool for elected Members if the problems were resolved.
- The Council's phone contract and the role of the procurement team in monitoring the extent to which this remained value for money.

The Board was informed that the ICT team would appreciate a list of areas that Members felt required further investigation and the following matters were subsequently highlighted for Officers' consideration.

- The need for Councillors to attach photographs to emails for Ward work. This function was not currently available on the Ipads.
- The need for a wireless printer facility to be made available from which Members could print information from their Ipads.
- The value that would arise if Councillors' meeting appointments could be viewed alongside personal and work commitments to enable Councillors to manage their diaries effectively.
- The potential for Councillors to access their personal emails via their Ipads.
- The reasons why other local authorities, like Worcestershire County Council, were able to operate a different system whilst remaining PSN compliant.
- The Ipad trial that had been undertaken did not reflect the final arrangement that had been implemented. In the trial Councillors had been permitted to access the Good software through their own Ipads.
- The need to identify the Committee that had approved investment in provision of the Ipads.
- The potential for Microsoft Office to be installed on Members' Ipads.

RESOLVED that the Overview and Scrutiny Board in 2015/16 consider receiving a further update on progress with this matter at a meeting of the Board in the summer of 2015.

127/14

PLANNING APPLICATIONS - BACKLOG DATA

The Head of Planning and Regeneration explained that she had provided a written response to a number of questions that had previously been raised by the Board on the subject of the planning service. Whilst presenting her responses she highlighted the following matters for Members' consideration:

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- Prior to service transformation staff were allocated numerous planning applications each day regardless of their existing workloads. At times staff could potentially have a workload of up to 45 applications at any one time.
- Under service transformation applications were left in a box until the case officers had the capacity to deal with them.
- The backlog represented customer demand.
- A number of Councils that were undertaking service transformation applied a similar system and had managed at times to reduce the size of the backlog.
- The backlog was approximately 60 by the date of the meeting.
- It was likely that the backlog would remain at this level until the new financial year as the majority of Planning Officers' leave years ended in March and many would seek to use up their leave that month.

Following the presentation of the responses Members discussed a number of key issues in further details:

- The potential for a Planning Officer to challenge experts consulted about a planning application when that advice appeared to be contradicted by the local context.
- The need for technical evidence to be available to challenge the views expressed by experts consulted in the planning process.
- The impact of large number of objections to a planning application on the workload of Planning Officers and the potential for patterns to emerge where residents had similar complaints.
- Current staffing arrangements in the Planning Department. Members were advised that the Development Control team was up to capacity, though there were two vacancies in the Planning Policy team and one member of staff on maternity leave.
- The potential for staff from both Redditch Borough Council and Bromsgrove District Council to work on the backlog and how tasks might be allocated across the 2 authorities.
- Difficulties arising from the fact that Planning Officers in Bromsgrove and Redditch were employed at different grades. These difficulties were compounded by the fact that Planning Officers were employed at a different level to Planning Policy Officers.
- The rights of staff to appeal any decisions about staffing grades reached through the job evaluation process.
- The possible future structure of a shared Planning service. Members were advised that it was likely a business case would be brought forward in the following 6 months.
- The greater volume of planning applications received by Bromsgrove District Council compared to Redditch Borough Council. Members were advised that Bromsgrove received a third as many applications.
- The fact that applications received by Bromsgrove District Council tended to be more complex and therefore required more time to assess.
- The similarities in the systems used at both Councils by the Planning Officers.
- Arrangements for notifying customers that there might be a delay in consideration of their planning application.

- The benefits of maintaining open communications with the customer about the progress of an application.
- The leave year arrangements for new staff which started the month that the employee was employed by the Council. It was suggested that in the long-term this would help to reduce the impact of staff leave on the backlog experienced in the spring each year.
- The value of quarterly updates on progress with clearing the backlog and the need to only invite Officers to attend a Board meeting if the size of the backlog increased further.

RESOLVED that Officers provide quarterly updates to the Overview and Scrutiny Board on progress reducing the backlog in the planning process.

128/14

QUARTER 3 FINANCE MONITORING REPORT

The Executive Director for Finance and Corporate Resources presented the Finance Monitoring Report for the period 1st April to 31st December 2014. During the presentation of this report the following points were highlighted for Members' consideration:

- A new financial ledger system was now being used by the Council and this system would make it easier to produce monitoring reports in a format requested by Members from 2015/16.
- Officers were anticipating that Council services would achieve a relatively low underspend of £18,000 by the end of 2014/15.
- Further savings up to £301,000 were anticipated from the interest payable relating to costs associated with borrowing to support the capital programme which had not been required due to slippage during the year on a number of capital schemes.
- A decision about the trade waste service had been delayed until 2015/16 and this had impacted on the figures recorded for the Environmental Services department.
- There had been a small underspend on capital projects arising from a delay in procurement of vehicles for Environmental Services.

At the end of the presentation the Board discussed the impact of the lower than anticipated income from civil parking enforcement on the service. Members were advised that there were no plans to reduce the number of Civil Parking Enforcement Officers. However, the efficacy of the service would continue to be reviewed on an annual basis.

RESOLVED that the Council's financial position on Revenue and Capital for the period 1st April to 31st December 2014 be noted.

129/14

OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME

The Board received the following updates relating to the content of the Overview and Scrutiny Work Programme:

- a) Overview and Scrutiny Board – 13th April meeting

Officers explained that the Board was due to consider a number of items on 13th April. This would include:

- The quarterly recommendation tracker.
- The Making Experiences Count Update Report.
- The Overview and Scrutiny Board's Annual Report 2014/15.
- A discussion of Overview and Scrutiny training arrangements in the new municipal year.

b) Worcestershire Health Overview and Scrutiny Committee (HOSC)

The Council's representative on the HOSC, Councillor B. T. Cooper, explained that a detailed update on the work of the Committee would be provided at the following meeting of the Board. However, he did provide a brief update on the latest meeting of the HOSC and advised Members that the following matters had been considered:

- Mental health services and support for elderly patients. Further detailed information about these services would be considered at a future meeting.
- An update on the Alexandra Hospital following the resignation of 5 A&E consultants. At the time of the meeting the letter detailing the consultants' reasons for resigning had not been available for public consideration. The Committee had been advised that 3 of the consultants would be leaving in May 2015 and the other 2 would leave later in the summer. The Committee had been advised that no decision had been reached regarding options for the future management of the hospital, though the trust was aiming to keep an A&E department and to recruit consultants to replace the departing staff.

At the next meeting of the HOSC Members would be considering the issues impacting on patients who were registered with a GP practice in a Clinical Commissioning Group located outside Worcestershire.

The Chairman expressed concerns about the future of the Expert Patient Programme in Worcestershire. Worcestershire County Council was no longer investing in this programme. However, whilst it was difficult to measure the impact of the programme there was evidence to suggest that the scheme led to long-term benefits for patients. Members requested that the issue be raised at a future meeting of HOSC.

130/14 **CABINET WORK PROGRAMME 1ST APRIL TO 30TH JULY 2015**

The Board considered the content of the Cabinet Work Programme for the period 1st April to 30th July 2015.

Officers noted that a request had been made to the Cabinet to hold their meeting at a slightly later time to provide the Board with an opportunity to pre-scrutinise the report on the subject of the Hanover Street and George House site. However, the date and time of these meeting remained to be confirmed.

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Overview and Scrutiny Board
16th March 2015

The meeting closed at 8.27 p.m.

Chairman

OVERVIEW AND SCRUTINY BOARD

Date: 13th April 2015

MAKING EXPERIENCES COUNT - QUARTERLY COMPLAINTS REPORT

Relevant Portfolio Holder	Cllr Del Booth
Portfolio Holder Consulted	√
Relevant Head of Service	Amanda de Warr – Head of Customer Access and Financial Support
Wards Affected	All Wards
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report provides the Board with customer feedback data for the second and third quarter of 2014/15

2. RECOMMENDATIONS

The Board is asked to:

2.1 Note the contents of the report.

3. KEY ISSUES

3.1 This report details the customer feedback received by the authority during the 2nd and 3rd quarter of 2014/15, including Local Government Ombudsman complaints and the outcomes of customer complaints.

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

Financial Implications

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

Legal Implications

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

Service/Operational Implications

3.5 The Every Customer, Every Time, Customer Experience Strategy was launched in March 2011 and sets out our vision for excellent customer

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Date: 13th April 2015

service provision and improving the customer experience when having contact with the Council.

- 3.6 As an authority committed to improving customer care customer feedback and demand data is used to measure what is happening in our systems, and to inform improvements.
- 3.7 Quarterly reporting is intended to ensure Members of the Council and customers are updated in respect of customer feedback, especially complaints made in respect of service provision.
- 3.8 Good customer service has improved value for money by reducing failure demand. Improvements to the way we handle complaints has resulted in less officer time spent chasing responses and re-investigating.

Customer / Equalities and Diversity Implications

- 3.9 It is important to monitor aspects of customer service to ensure that we are improving and developing. Customers need to know that we respond properly to complaints and act on the issues raised to reduce the possibility of them happening again.

4. RISK MANAGEMENT

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

5. APPENDICES

Appendix 1 - **Quarterly Customer Feedback Report Quarter 1
2014/15**

6. BACKGROUND PAPERS

The details to support the information provided within this report are held by Head of Customer Access and Financial Support

AUTHOR OF REPORT

Name: Lynn Jones
Customer Services Manager
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**EVERY CUSTOMER, EVERY TIME -
“Everybody Matters”**

**Making Experiences Count
Quarterly Customer Service Report**

BROMSGROVE DISTRICT COUNCIL

1 July to 31 December 2014



Bromsgrove
District Council

www.bromsgrove.gov.uk

1. Introduction

Agenda Item 4

This report details the customer feedback received by Bromsgrove District Council during the period from 1 October 2014 to 31 December 2014.

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

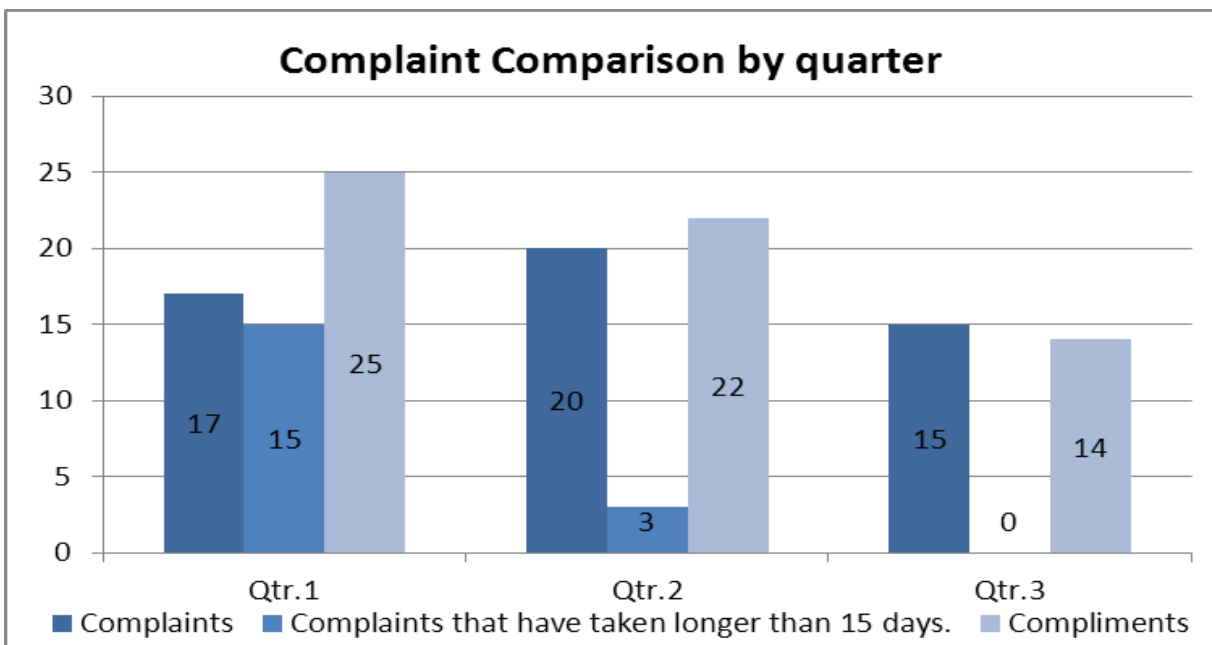
2. Customer Feedback Analysis

35 complaints were received during this quarter because we did not meet the customer's expectations failed to meet our own standards, or the customer was unhappy with an outcome. Details of all complaints received can be found at the end of this report in Appendix 1.

92% of complaints received were answered in 15 working days or less.

We also received **26** compliments.

This chart shows number of complaints and compliments for each quarter of 2014- 2015.

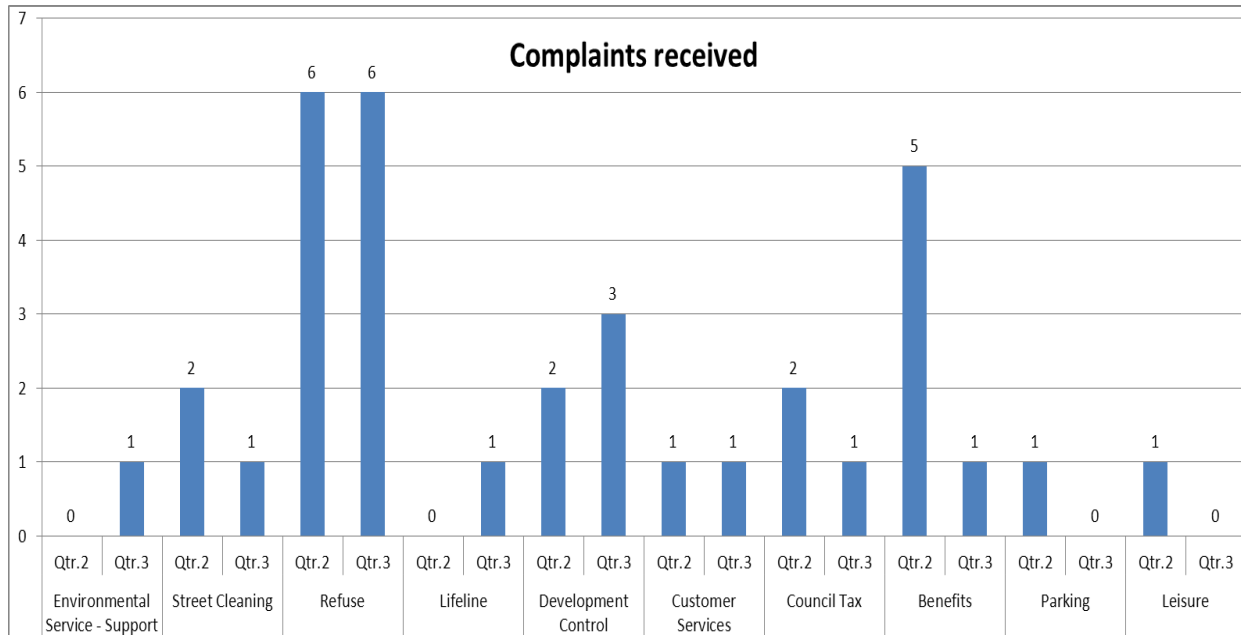


The common themes in the complaints received this period were:

- Attitude of staff
- Customers not understanding our processes
- Administrative errors
- Delays
- Missed Bins

Number of complaints by service (detailed)

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



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

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

- Customer Care refresher training arranged for some front line staff
- Quality monitoring put in place
- Used customer feedback to identify where we need to update staff knowledge on systems and processes in Revenues and Benefits.
- Placed two areas within the district on a regular cleansing schedule

Time taken to respond to complaints

We aim to respond to customer complaints within 15 working days. **3** complaints took longer to resolve in quarter 2; these were complex cases which needed time to gather information for the customer

Happy Customers!

From the **26** compliments received we can see that customers appreciate the range of services the Council provides, especially when we deal with their requests in a timely and professional manner.

Here are all of the compliments we have received this quarter.

Refuse
I would like to thank the crew that collected all of the rubbish from my old bathroom on Friday 3rd October. There was a large pile there, but it was all taken and was left very tidy afterwards. Well worth the £35 fee that I paid, a service I would recommend to customers.
Customer was driving down Windsor Street in Bransgrove a couple of weeks ago and she heard a shout "you've got a puncture". The two lads, Mark & Jason, came running over and

explained to her that it was her tyre; they changed the wheel for her. She thinks they deserve a big pat on the back as they saved her from what could have been a very dangerous situation, she was about to drive back down the highway to Redditch and the tyre was almost coming off when they stopped her. She would like them to be commended for their actions and kindness.

The men that came to do the bulky collection, were smart pleasant and efficient, Thought the service was much improved from the previous service, thinks this is an excellent service now, will definitely use again

Street Cleansing

Mr Finn would like to thank the crew who cleaned up the road by the motorway bridge it looks wonderful after looking terrible for so long. The crews names are Colin Nash & S Powell

Customer emailed to say that the team attended earlier in the week and what a fantastic job they have done! I wish I had taken a before and after photo! All gutters cleared of weeds, mini road sweeper cleaned paths and verges sided out properly.

The lady was phoning to compliment Council staff for the work that had been undertaken to fix a wall on Chapel Walk and to remove graffiti. She had reported the problem to the Council recently and was impressed by the quality of the works that had been carried out.

Thank you so much for your prompt response, it's greatly appreciated, a very refreshing experience compared to Birmingham City Council !

Customer came into CSC on behalf of all the residents in his Lane to say what an excellent and efficient job was done removing the recent fly tipping.

Commemoration Day 16th August - Please thank Carl Walker and Team, The area by the memorial looked great, the area was cleaned up and the grass cut - actually its a super area of grass and a lovely tranquil place - a credit to the town I say

I attended the Burma Star memorial service yesterday and the Committee who organise it has asked me to say a big thank you for the excellent work with cleaning up the memorial and making the place look tidy.

Gamow Green Lane – area tidied and customer rang to say she was very pleased with the quick response and to say great job done.

Landscaping

Customer emailed to say a big 'THANK YOU' for finally getting the hedge cut down. It has looked a mess for a number of years and I have emailed a few people to try and get it sorted. The contractors concerned came and had quite a job on their hands, as in some places they had to use chainsaws to bring it back into order. They worked very hard at this and the results are obvious. A number of neighbours have also commented on how much better it looks, so I would be grateful if you would pass on our thanks to the workers concerned. Well done and thank you very much.

Thank you for cutting back the trees along Wesley Walk. The team has done an excellent job and it's made the area much nicer and pleasant. Thank you.

Just wanted to say what a great job the guys have done in clearing our green open space. All the residents are very happy with the service and work ethic of the guys who came out to ensure that the trees and bushes on our green space are well maintained. Just one phone call today and they were there within 1 hour and have left the space very clean and tidy. Great job , which will encourage the residents to look after it

Customer wanted to thank the team for the wonderful work they have done in getting rid of the weeds, the area around where she lives is now looking beautiful and a pleasure to walk around. The Operatives were polite and courteous.

Customer has phoned to say you spoke to him a few weeks ago about his concerns regarding grass cutting, etc. at Stoke Heath. He wanted to say that the place has never looked better and he wants to thank the lads for all they have done, especially Graham Cutler. He said their attitude was good and everyone around the Tollhouse Road is really pleased.

Customer came in to main reception this afternoon had requested some advice for maintenance of the hedge on Friday last week, and two fellas turned up this afternoon, full of

enthusiasm and gave great advice on what to do - customer feels they should be recognised for the great service today!

Leisure

Customer would like to pass on thanks and appreciation to all members of staff who helped to organise the Carnival in Sanders park over the weekend. As a stallholder at the event, he was really impressed with every aspect of the weekend. From start to finish, all members of the team were efficient, friendly, and professional and were a credit to Bromsgrove Council. Big thanks to Ian and the team.

Place Team

Leon and Asa have been out to see customer who wanted to say how very polite and helpful both of the officers were. They didn't just look at the job, but also gave some helpful advice , both went above what was expected, couldn't have been more helpful.

Benefits

Customer thanked Rachael Dobson and Lynn Jones for all their help with sorting out her debt issues. She verbally thanked the whole CSA/Benefit team at the Dolphin Centre for being so nice to her on all her visits.

Customer rang to Benefits for all their help with sorting out her issues.

Customer phoned to thank all the team for support he had received while he had been poorly.

Customer Services

Customer wanted to say the staff in the customer service centre are always very helpful and friendly.

Customer was very pleased with Jason Smith for the help and assistance he gave her filling out her appeal form for her car park fine - she wanted to say how helpful Jason was.

3. Local Government Ombudsman Complaints

There were two complaints referred from the Ombudsman this quarter.

1. Refers to planning permission for external insulation

This complaint relates to what the customer feels was the mal administration shown by the council in its consideration and management of the planning permission it approved for a joint application between Bromsgrove District Council (BDC) and Bromsgrove District Housing Trust (BDHT) to apply external insulation to houses on the road they live on. The customer is not happy with our response as they feel the Council failed to abide by their own council policy which was included in the planning report i.e. that any alterations made to houses should not affect the natural appearance of the street scene.

2. Refers to not receiving help with a housing application

The customer has provided various medical correspondences in support of her need to be rehoused due to her daughter's condition. However because she is in rent arrears, BDHT do not feel that the family's needs warrant discretion with regards to allowing a move. They have been advised that once the arrears have been cleared they will be on priority need. The customer feels that in light of the circumstances the Council should use their discretion to help assist them in moving to a more suitable property.

4. Customer Service Centre Information

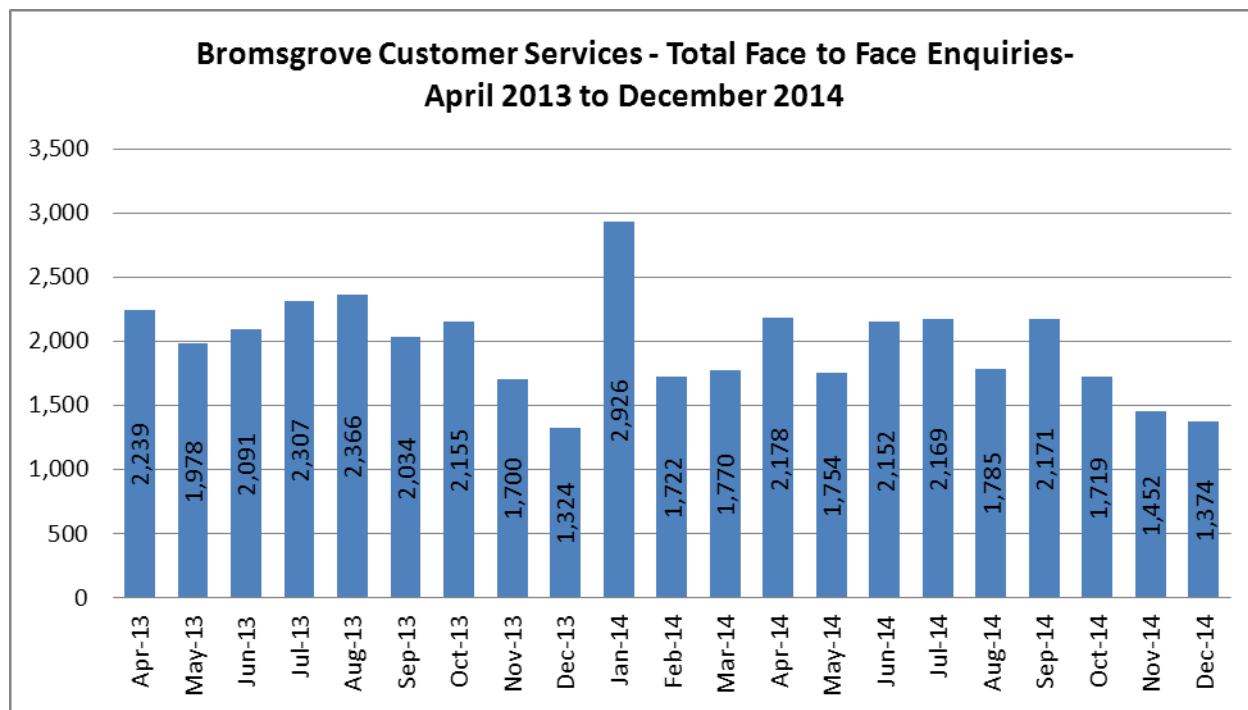
This section provides some statistical information in respect of the amount of customer demand received via the telephone, face to face and through our payment channels.

The operational purpose of the Customer Services team is **'Help me get the support I need with my issue or problem'**. Most customer demand is now passed to expert teams and the customer service teams act as a filter to ensure that the customer gets to see or speak to the right expert.

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

Face to face demand at the Customer Service Centre

The following chart shows the total face to face enquiries being dealt with at the customer service centre on a month by month basis since April 2013 to December 2014. It informs of patterns that occur and the data is then used to plan for busy times and to check the reasons for the peak, this may identify waste in systems which can then be addressed.



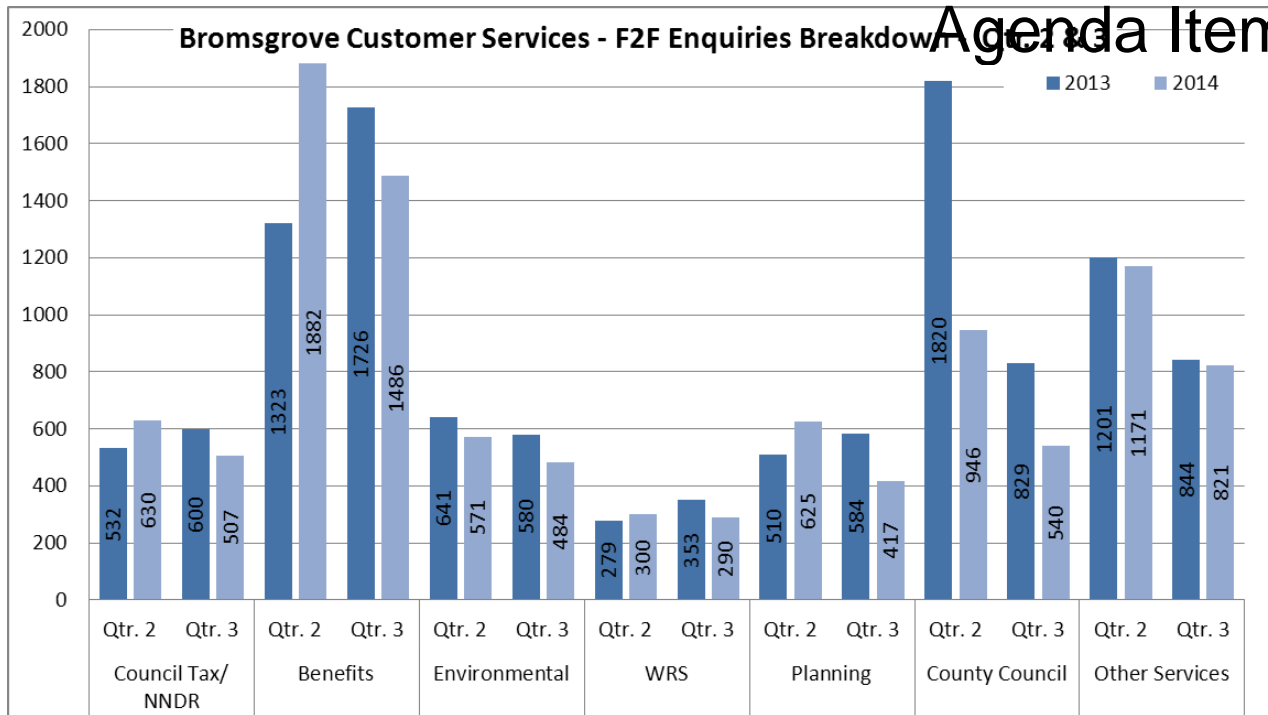
The following chart shows the breakdown of face to face customer enquiries received during Qtr. 2 and Qtr.3 2014 compared with the same period in 2013.

In Qtr. 2 2014, it shows an increase in enquiries for Council Tax and Benefits with a decrease in demand during Qtr.3 compared with the same period in 2013. July to September is a peak period for summons and recovery action.

The small reduction in other service enquiries during July to December is a result from the successful introduction of system thinking methods and transforming services which has reduced the need for the customers to make repeat contact through the reduction of waste.

Benefits have also seen a slight decrease in the number of enquiries. This is due to a new trial that has been introduced at the customer service centre, enabling officers to have 'understand me' conversations with each customer. This is with the aim of understanding why the customer has made the initial contact, with the purpose of reducing the need for the customer to make repeat unnecessary contact.

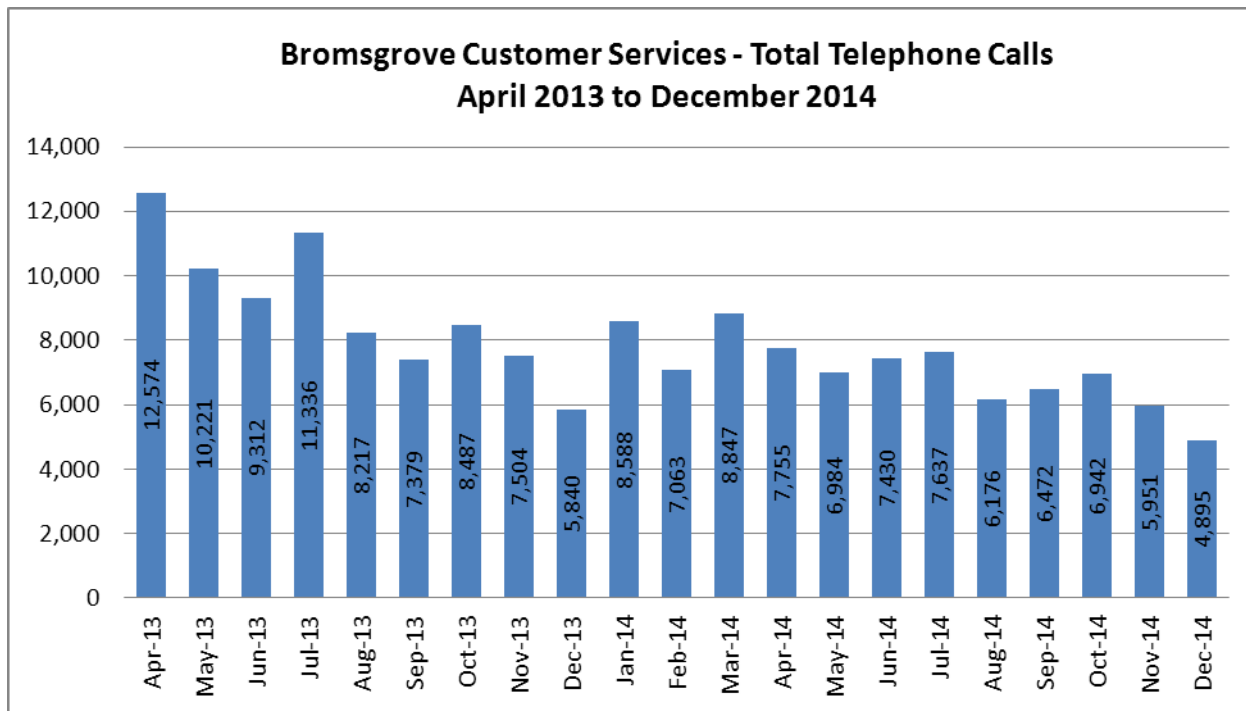
County Council enquiries continue to reduce through the Customer Service Centre; these services are now accessed via online methods.



Telephone demand received

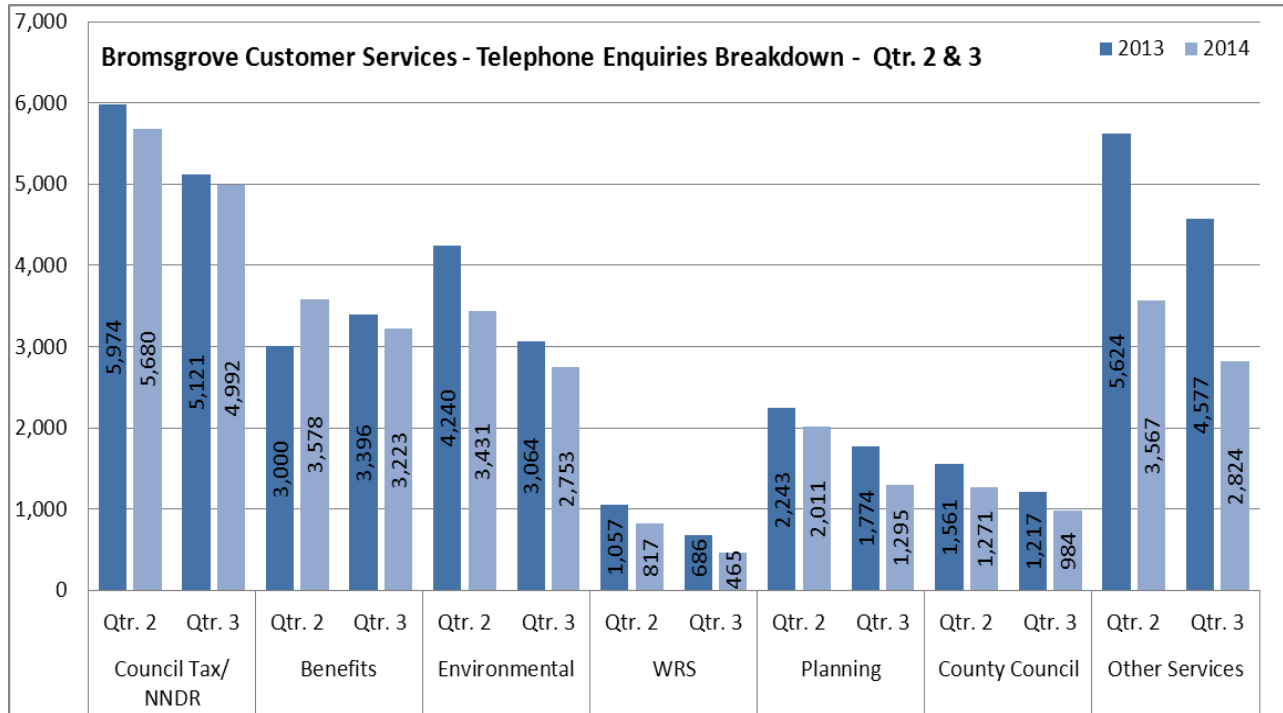
The following chart shows the total telephone calls recorded on the customer service systems from April 2013 until the end of December 2014.

The data shows an overall reduction in calls compared with Qtr. 3 2014



The following chart shows the breakdown of calls received via the switchboard and customer contact centre phone lines by department through from July 2014 to December 2014. (Calls made to direct dial lines are not recorded and therefore not included)

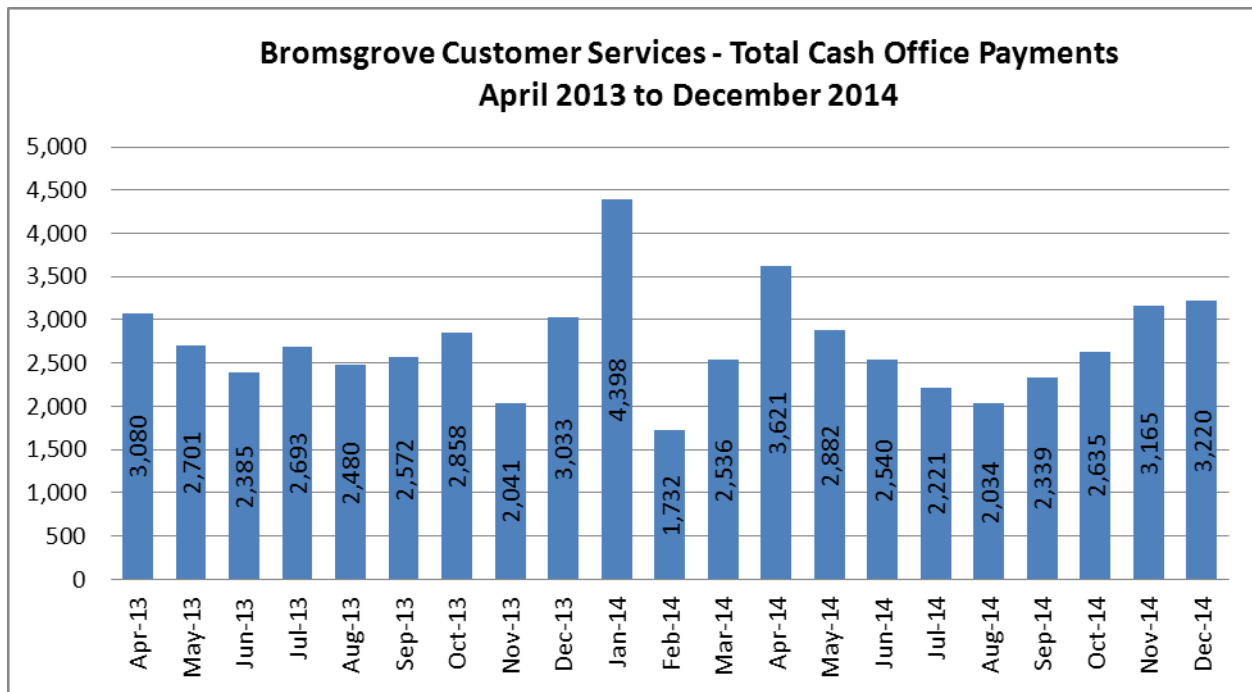
Compared with Qtr. 3 in 2013 the data shows a slight decrease in the number of enquiries across all departments during 2014. All services have recently reviewed their correspondence in order to reduce unnecessary contact and waste steps for customer; this has resulted in any correspondence sent by the departments, stating their direct dial instead of the switchboard number.



Payments

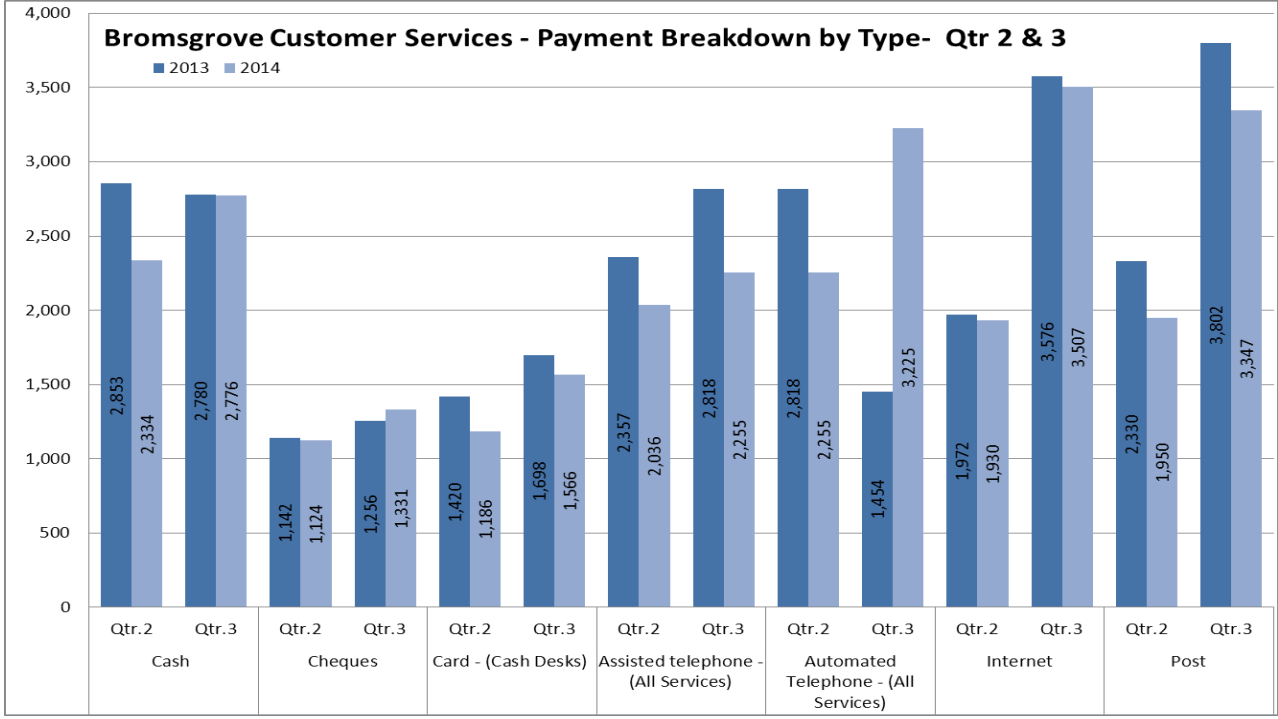
The following chart shows a month by month comparison of payments received by the cash office and customer services staff during the period April 2013 – December 2014.

Comparison shows an increase in payments during the Qtr.3 2014 compared with the same period during 2013.



The chart below shows the breakdown of payments across all payment channels.

In February 2014 an upgrade to Bromsgrove payments system was installed, this has improved access to online and Automated Telephone Payments (ATP) self-serve access. As the confidence and awareness has grown over the year of the improved system, it has resulted in a 45% increase use of ATP compared to last year. This has resulted in a decrease of card payments both at the cash desk and assisted telephone payments.



Lynn Jones
 Customer Services Manager
 March 2015

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Complaint details	Days taken to respond	Action taken	Outcome update from HOS
Benefits			
<p>Customer unhappy that he received letters concerning housing benefit and council tax benefit from a property he had already informed BDC he had vacated. He came in to CSC about the housing benefit letter as was very concerned about it then received a further letter about his council tax benefit on the next day. He was concerned that the matter hadn't been dealt with and about the unnecessary stress this has caused, particularly as he suffers with angina and a heart condition where he needs to avoid stress.</p>	12	<p>Apologies given for the upset and stress caused and explanation given. Letters had been delayed due to processing issues and were therefore out of date, and the address had not been updated for correspondence.</p>	Improved processing of changes to circumstances implemented
<p>Customer has sent in previous letters and had not received a reply</p>	19	<p>The delay in replying to enquiry about change in payment method was acknowledged and apology given.</p>	A backlog in outstanding correspondence at the time of this enquiry contributed to the delay in responding. This is now resolved.
<p>Customer came into Customer Services with a benefit award letter to another customer which was in the same envelope as hers. She was furious that a mistake like this could have happened.</p>	5	<p>Manager contacted customer to apologise for this error. Post Room advised of this mistake which will be monitored.</p>	No further action.
<p>Customer not happy that the Housing Association emailed rent increase to Benefits in April and have had to email twice since but account still not updated.</p>	11	<p>Error on web based system which was rectified with the housing association. Customer contacted and apology given.</p>	No further action
<p>Customer would like to make a complaint about the way her benefit claim has been dealt with as this has affected her council tax</p>	17	<p>The single person discount was added to the customer account before her benefits claim was assessed. The customer had taken out house</p>	Benefits and Revenues teams have been advised to consider the

payments. Her benefits were calculated wrongly and clarification is inaccurate.		insurance because she thought her payments would be lowered but is now out of pocket because with re assessment her benefit claim is lower. Apology given and a small reimbursement was made to customer for difference between amount previously advised and amount due	Impact of council tax discounts before giving information to the customer.
Customer unhappy following review of claim which identified several undeclared changes in circumstances resulting in overpayment. Unfortunately Academy recovered too much of the overpayment from HB that should have created a credit on the rent account.	4	Apology given to customer Arranged for over-collected payment to be refunded & paid to customer. New benefit letters issued.	No further action
Council Tax			
Customer not happy that we haven't collected a direct debit and they have received a threatening reminder notice She has tried to call several times but line engaged.	5	Customer contacted and apologies given for the reminder notice that was sent and direct debit set back up.	No further action
Customer unhappy by the waste of money spent on retracted consultation	1	Head of Service contacted the customer and explained the background to the consultation	No further action
Customer unhappy about his overpayment of business rates not being refunded	14	Customer had been informed previously of the information we require to process the payment but had not produced it. This was explained to him.	No further action
Customer Services			
Customer unhappy about the way her call was handled as she didn't seem to know about the safety department. She didn't appreciate questions she asked because she is only a receptionist.	4	On investigation it was found that this misunderstanding was because the customer had asked for the Security department and not the Safety Team. So our CSA thought the customer needed to speak to BDHT. CSA's reminded that Community Safety on rare occasions provide a key cutting service for vulnerable customers	No further action
Customer complained that he tried to make a payment using his debit card on 5 or 6 occasions.	3	Apology given to customer and help and advice given with using the Automated Payment System	No further action

Agenda Item 4

Development Control

Customer unhappy about planning process as believes full public consultation process was not followed	12	Head of service responded to the list of 14 points raised to explain that due process had been followed.	No further action
Customer unhappy about the planning application for Hunnington Hole	15	This is a request for the council to take enforcement about the Hunnington Hole.	Issue was addressed in a public meeting of the parish council on 21 October.
Customer unhappy about development at Hunnington Hole	4	This complaint was about lack of enforcement action by the council. For legal reasons no one can know that enforcement action may be taken or its nature before the notice is served. The customer thought the council was doing nothing but officers were preparing action	No further action
Two complaints re Marlbrook Tip	11	Both complaints referred to Ombudsman	No further action

Environmental Services Support Team

Customer unhappy with attitude of one of the team	3	Apology given to customer and staff member reminded of customer care policy and behaviours..	To be monitored
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Leisure

Manager of Brook Court has complained about the noise from the Spadesbourne suite whilst a keep fit class taking place	1	We failed to check that the Spadesbourne wasn't generating too much noise. Apology given to the manager and residents of Brook Court	This will be monitored to make sure it doesn't happen again.
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Lifeline

Customer was concerned that Lifeline cabling was mess and a spike was sticking out of the wall that could cause injury from Lifeline Maintenance visit.	2	Manager went to property removed 'dangerous spike' and fitted trunking to wall to hide cable. Customer happy on departure.	No further action
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Refuse

Customer was quoted £15 for single mattress. When her Carer came in to pay he was informed it was £7.50 and not £15. He is unhappy that he was given differing prices. He would like correct quotes given to customers and said the team should be spoken to about giving the right charges	3	Spoke to the customer to try and ascertain who had provided the 2 prices; she was not sure as it was her carer that dealt with it. Apologies given for the confusion but she was quite happy as it was all sorted. Team training session arranged to ensure that knowledge on this service is up to date	No further action
Customer unhappy that her	5	Customer contacted and	No further

bin has not emptied 3 times in a five month period.		apology given. This room will be monitored.	
Customer unhappy that bin was not collected and that his red box was also taken away.	3	Apology given to customer and red box replaced.	No further action
Customer unhappy that brown bin was missing and has not been replaced.	1	Replacement bin delivered the same day and apology given.	No further action
Customer unhappy with attitude of refuse team	3	Manager spoke to customer and apologised for any offence caused with this communication error. The crews concerned have been spoken to.	No further action
Customer unhappy that his bin was swallowed by the vehicle	3	Bin went into the back of the vehicle when emptied replacement needed Bin delivered, explanation and apology given to customer.	No further action
Customer unhappy that brown bin was taken away by Council without informing him	14	Apology given. Administrative error due to lack of communication by customer and previous tenant.	No further action
Customer unhappy with assisted collection being missed	2	Crews have been notified of importance of passing on information related to assisted collections to colleagues covering their rounds	To be monitored
Customer unhappy with alleged sarcasm of driver of refuse vehicle	3	Apology given to customer This matter was discussed with the crew concerned and the importance of good customer relationships was re iterated. Crew can not recall this incident.	To be monitored
Customer unhappy with bin being left in random places after being emptied	1	Apology given to customer Supervisor discussed this matter with residents and agreed a way forward for future collections.	No further action
Customer unhappy with refuse team leaving her bin in the middle of her drive	14	Apology given to customer. Incident discussed with crew/	To be monitored
Customer unhappy with attitude of the refuse team when she asked them to move to let her pass on a very narrow lane	3	Apology given to customer. This matter was discussed with the crew concerned and the importance of good customer relationships was re iterated	To be monitored
Parking			
Customer unhappy about the filthy state of Bromsgrove multi storey car parks	3	Car park and lifts had not been cleaned .Apologies were given to customer and crew were sent in to clean. This frequency of the cleaning has been reviewed and has now been put on a schedule.	No further action.

Street Cleaning

<p>Customer unhappy that the road bordering district had not been cleansed for a long time.</p>	<p>1</p>	<p>Apologies given and customer advised that the area has been put on a schedule and being cleansed on a regular basis Area has been cleansed received and we subsequently received a compliment about the work done</p>	<p>No further action</p>
<p>Lack of response to removal of litter bins complaint</p>	<p>2</p>	<p>Bin had been removed and Parish had not kept alleyway cleansed. Alleyway was cleaned and cut back, bin replaced and alleyway being maintained on a regular basis and customer kept informed</p>	<p>Now on a regular cleansing schedule by Place team</p>
<p>Customer unhappy about litter problems around his area.</p>	<p>3</p>	<p>This is an ongoing problem and is being monitored.</p>	<p>No further action</p>

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Cabinet Response to the Overview and Scrutiny Board Short Sharp Review – Car Parking

Introduction

At the Cabinet meeting on 4th February 2015 consideration was given to the report of the Overview and Scrutiny Board Short Sharp Review on Car Parking.

The Leader welcomed Councillor S. P. Shannon to the meeting and thanked him for being present to provide clarification on any matters raised by Cabinet Members. Councillor Shannon outlined the work which had been undertaken by the Review Group and thanked Members and officers for their contributions.

The Cabinet then discussed and considered each of the recommendations of the Task Group in detail.

Response to recommendations

Please find below the formal responses to the recommendations contained within the Review report:

Recommendation 1

That free car parking on a Sunday be introduced for a 6 month trial period, to include the summer period in order to encourage people to visit the town centre.

Cabinet Response

This recommendation was not approved in view of the cost involved and the introduction of free parking in the evening from 7.00 pm.

Recommendation 2

That the Pay on Foot system be expanded to other car parks as part of the Town Centre Regeneration Programme, for example at the Hanover Street Car Park and the Dolphin Centre.

Cabinet Response

This recommendation was not approved in view of the likely high costs involved and the lack of a Cost Benefit Analysis.

Recommendation 3

That a car parking permit scheme for the over 65 year olds be re-introduced in order to encourage people to visit the town centre on a more regular basis.

Cabinet Response

This recommendation was not approved in view of the lack of information available.

The Leader and the Portfolio Holder thanked the Review Group Chairman and Members for their work in producing the report.

Councillor Mark Bullivant – Portfolio Holder for Environmental Services and Leisure Services.

ACTION SHEET - OVERVIEW AND SCRUTINY BOARD 16th March 2015

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
Item 4 – Scrutiny of Crime and Disorder Partnerships (Update North Worcestershire Community Safety Partnership)	The Board received an update which gave a progress report for the north Worcestershire Community Safety Partnership during 2014/15.	Breakdown of offences per ward for key crime areas – clarification on the type of crimes which were not listed and caused the discrepancy in figures.	Community Safety Manager	As soon as possible.	
Item 5 – Summary of Environmental Enforcement	The Board received a report which covered the environmental offences the Community Safety Team had investigated.	A breakdown of the fly tipping offences between residential and commercial.	Community Safety Manager	As soon as possible.	
iPads – Current Position	Members received a presentation covering the background behind the introduction of iPads and the current position.	The following areas to be highlighted to the Cabinet Office and the response to be feedback to the Board: <ul style="list-style-type: none"> • Option of Microsoft Office to be installed on iPads investigated. • Attaching photos to emails. • Creating an Outlook folder without having to go via IT. • An app to be installed which would allow Members to access personal emails. 	Head of Business Transformation & Organisational Development/ ICT Transformation Manager	Update report item to be placed on O&S Work Programme.	

ACTION SHEET - OVERVIEW AND SCRUTINY BOARD 16th March 2015

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
		<ul style="list-style-type: none"> • Wireless printing. • Further training. 			
Planning Applications – Backlog Data	Information was received in respect of the Backlog of planning applications and details of how this was being addressed.				
16th February 2015					
Item 5 – Staff Survey Page 32	Members received a presentation on the actions taken following the staff survey.	a) CMT attendance at team meetings – details to be provided of who has attended which team meetings. b) Equalities Plan for 2014/15 – what has been delivered to date. c) Screen savers with Strategic Purposes – can you guarantee this is now on all machines. d) P18 of the agenda, final item – increase the focus on staff wellbeing initial programme of training – details of what has been delivered and to whom to	Head of Business Transformation & Organisational Development/ Acting HR & Organisational Development Manager	Next meeting 16/03/15 Email request sent 17/2 & 25/2/15	16/03/15 agreed at the O&S meeting – outstanding information to be provided to Members and the item to be included on the Work Programme in order to consider that information as a specific further item.

ACTION SHEET - OVERVIEW AND SCRUTINY BOARD 16th March 2015

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
		date.			
<p>Item 7 – Medium Term Financial Plan</p> <p align="center">Page 33</p>	<p>Members considered the report in respect of the Medium Term finance Plan for 2015/16 – 2017/18</p>	<p>a) Clarification on point raised by Cllr Webb at recent Cabinet meetings in respect of Members being able to make capital bids.</p> <p>b) Any cost to the Council arising from the inclusion of Redditch CAB staff, following its closure, within the Bromsgrove CAB.</p> <p>c) Clarification that the application bids for the NHB Grant Scheme will be filtered through Ward Members.</p>	<p>Executive Director Finance and Resources</p>	<p>As soon as possible.</p> <p>Email request sent 25/02/15</p>	
<p>Item 8 – Overview & Scrutiny Board Work Programme</p>	<p>Members considered their work programme.</p>	<p>a) Update on the progress in respect of the Notice of Interest presentations for the Hanover Street/George House site.</p> <p>b) If a special meeting of Cabinet is to be held, consideration of this being held at 7.00 pm with an</p>	<p>Executive Director Finance and Resources</p>	<p>As soon as possible.</p> <p>Email request sent 25/02/15</p> <p>Discussed at meeting 16/3/15 and</p>	

ACTION SHEET - OVERVIEW AND SCRUTINY BOARD 16th March 2015

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
		O&S meeting at 5.30 pm in order for pre-scrutiny work to feed directly into the Cabinet meeting.		further clarification to be sought as to when the report will be received by Cabinet.	

BROMSGROVE DISTRICT COUNCIL

OVERVIEW AND SCRUTINY BOARD

April 2015

RECOMMENDATION TRACKER REPORT

1. SUMMARY

This Recommendation Tracker lists all recommendations made by the Overview and Scrutiny Board (including Task Group recommendations) until implementation is complete.

The recommendations are grouped in date order and by topic.

(N. B. Column 4 also shows each month the Tracker comes before the Board. To ensure recommendations are reviewed at the appropriate time, a tick is placed next to the quarter for which the Cabinet response advised the recommendation was estimated to be implemented.)

2. RECOMMENDATIONS

- 2.1 That the Board notes the Quarterly Recommendation Tracker and agrees to the removal of any items which have been completed.

Date of O&S Board	Recommendation	Date Considered by Cabinet	Comments on action taken to implement the recommendation(s)							
PLANNING POLICY TASK GROUP										
10 th September 2012	<u>Recommendation 8</u> That thorough the Transformation programme a review and mapping exercise be carried out in respect of the process post planning application approval stage and that the results of this be shared with the Overview and Scrutiny Board.	4 th July 2012	Jan		April	√	July		Oct	
			<u>Cabinet Comment:</u> Agreed Implementation date – this will form part of the on going transformation process. <u>Update September 2013</u> <i>Enforcement is not yet at the Transformation stage.</i> <u>Update July 2014</u> <i>Response to be provided in presentation to Board on 15/09/14.</i> <u>Update October 2014</u> <i>Members requested a full response at the meeting held on 13/10/14.</i> <u>Update January 2015</u>							
YOUTH PROVISION TASK GROUP										
15 th July 2013	<u>Recommendation 6</u> That the Chairman of the Task Group (supported by Democratic Services Officers) give a presentation, of the Task Group's findings, to CALC in order to encourage Parish Councils to support local youth groups.	4 th September 2013	Jan		April	√	July		Oct	
			<u>Cabinet Response – Agreed</u> <u>Update July 2014</u> <i>To date this has not taken place.</i>							

Date of O&S Board	Recommendation	Date Considered by Cabinet	Comments on action taken to implement the recommendation(s)								
AIR QUALITY TASK GROUP											
16 th September 2013 and 20 th January 2014	<u>Recommendation 1 – 2007 Report</u> <u>Recommendation 17 – Taxi Ranks –</u> Regular reminders are given to taxi drivers in respect of leaving their engines running whilst waiting for the next are at a taxi rank. With WRS regularly reporting back to the Overview and Scrutiny Board to ensure that this is implemented.	2 nd October 2013 and 2 nd April 2014	<table border="1" data-bbox="1332 395 1989 432"> <tr> <td>Jan</td> <td></td> <td>April</td> <td>√</td> <td>July</td> <td></td> <td>Oct</td> <td></td> </tr> </table> <p><u>Cabinet Comment</u> – This was approved and Overview and Scrutiny were able to request this report from WRS.</p> <p><u>Update September 2014</u> <i>The Board have to date not request this information from WRS.</i></p> <p><u>Update March 2015</u></p> <p>The issue is raised at Taxi Forum meetings (most recent being 5th March) and the Taxi Association is regularly reminded through meetings with the Chairman and Officers. At licensing surgeries, Licensing Officers also verbally remind vehicle owners on renewal of their vehicle licence.</p>	Jan		April	√	July		Oct	
Jan		April	√	July		Oct					
16 th September 2013 and 20 th January 2014	<u>Recommendation 5</u> WRS Applies for funding from the DEFRA Air Quality Grant Programme. If the first application is not successful the WRS should persist in submitting further applications in subsequent years.	2 nd October 2013 and 2 nd April 2014	<table border="1" data-bbox="1332 1023 1989 1059"> <tr> <td>Jan</td> <td></td> <td>April</td> <td>√</td> <td>July</td> <td></td> <td>Oct</td> <td></td> </tr> </table> <p><u>First Cabinet Response</u> It was agreed that WRS should apply for DEFRA funding as appropriate and in accordance with the Air Quality Action Plan.</p> <p><u>Second Cabinet Response</u> Cabinet did not wish to amend its previous decision particularly in view</p>	Jan		April	√	July		Oct	
Jan		April	√	July		Oct					

Date of O&S Board	Recommendation	Date Considered by Cabinet	Comments on action taken to implement the recommendation(s)							
			of the WRS resources which would be required to prepare and submit an appropriate and fully evidenced funding application.							
ARTRIX OUTREACH PROVISION TASK GROUP										
Full details of progress on these recommendations will be provided as part of the 12 month review of the Task Group. It is anticipated this will be received at the July 2015 meeting of the Board.										
14 th April 2014	<u>Recommendation 1</u> (a) The inclusion of a set of clear performance indicators in respect of outreach work be included within the new Service Level Agreement; and (b) A proportion of the funding provided by the Council to be ring fenced for Outreach work.	4 th June 2014	July		Oct		Jan (2015)		April	√
			<u>Cabinet Response</u> – The Cabinet sought confirmation that the Artrix Centre had been consulted on this and then approved the recommendation.							
14 th April 2014	<u>Recommendation 2</u> That the Bromsgrove District Council logo be more prominent in Artrix promotional literature.	4 th June 2014	July		Oct		Jan (2015)		April	√
			<u>Cabinet Response</u> – this was approved. <u>Update November 2014</u> <i>The Artrix have asked for and being provided with a high res version of the BDC logo and this will be included in the Christmas and future brochures.</i>							

Date of O&S Board	Recommendation	Date Considered by Cabinet	Comments on action taken to implement the recommendation(s)							
14 th April 2014	<p><u>Recommendation 3</u></p> <p>(a) In order to compliment the formal reporting of performance indicators to Officers that the Council receives a quarterly informal (narrative and image based) report from the Artrix detailing the events that have taken place together with the number of those attending.</p> <p>(b) Those Member representatives on the Operating Trust report back regularly to full Council.</p>	4 th June 2014	Jan		April		July	√	Oct	
			<u>Cabinet Response</u> – this was approved.							
14 th April 2014	<p><u>Recommendation 4</u></p> <p>The Artrix Centre to:</p> <p>a) liaise with Members in respect of specific activities within their ward; and</p> <p>b) explore ways in which it could raise awareness of its activities in all areas within the District. (For example through Parish Council, school and other notice boards throughout the District.)</p>	4 th June 2014	Jan		April		July	√	Oct	
			<p><u>Cabinet Response</u> – Councillor Webb proposed that, in addition, the Artrix Centre be invited to provide a presentation for the benefit of Council members outlining its plans at least once each year. Councillor Shannon indicated that Artrix Centre had undertaken to do so. The recommendation was approved as amended.</p> <p><u>Update November 2014</u></p> <p><i>Artrix are to use the noticeboard at the far end of the High Street to promote activities and provided a copy of their electronic newsletter, the Loop for</i></p>							

Date of O&S Board	Recommendation	Date Considered by Cabinet	Comments on action taken to implement the recommendation(s)								
			<i>all Members, this will now be sent out to Members on a regular basis.</i>								
14 th April 2014	<u>Recommendation 5</u> The Artrix Centre to: <ul style="list-style-type: none"> (a) ensure that there is a defined profile for the target participants/audience that the Outreach Provision is provided for; (b) ensure that participation in such activities is not prohibitive due to cost (for example, seek funding for bursaries where possible); and (c) make activities available through out the main school holidays, particularly during the Easter and summer breaks. 	4 th June 2014	<table border="1" data-bbox="1335 432 1989 467"> <tr> <td>Jan</td> <td></td> <td>April</td> <td></td> <td>July</td> <td>√</td> <td>Oct</td> <td></td> </tr> </table> <p><u>Cabinet Response</u> – this was approved.</p> <p><u>Update January 2015</u></p> <p><i>The Chairman of the Task Group met with the Artistic Director at the Artrix following Cabinet agreeing all the recommendations and took on board the requested made and agreed implementation of them wherever possible.</i></p>	Jan		April		July	√	Oct	
Jan		April		July	√	Oct					
14 th April 2014	<u>Recommendation 6</u> An insert, prepared by the Artrix, to be included within Together Bromsgrove detailing outreach activities at the Artrix.	4 th June 2014	<table border="1" data-bbox="1335 1062 1989 1098"> <tr> <td>Jan</td> <td></td> <td>April</td> <td></td> <td>July</td> <td>√</td> <td>Oct</td> <td></td> </tr> </table> <p><u>Cabinet Response</u> – this was approved.</p> <p><u>January 2015</u></p> <p><i>Whilst the Artrix have been in touch with the Communications Team, there has been some discussion over the cost of this together with who</i></p>	Jan		April		July	√	Oct	
Jan		April		July	√	Oct					

Date of O&S Board	Recommendation	Date Considered by Cabinet	Comments on action taken to implement the recommendation(s)
			would pay for such an insert.
14 th April 2014	<u>Recommendation 7</u> The main programme brochure which is produced by the Artrix to be used to promote its outreach work.	4 th June 2014	Jan <input type="checkbox"/> April <input type="checkbox"/> July <input checked="" type="checkbox"/> Oct <input type="checkbox"/> <u>Cabinet Response</u> – this was approved. <u>January 2015</u> <i>The Artrix agreed to give this consideration.</i>
14 th April 2014	<u>Recommendation 8</u> That the Artrix promote all the facilities available to those with a disability.	4 th June 2014	Jan <input type="checkbox"/> April <input type="checkbox"/> July <input checked="" type="checkbox"/> Oct <input type="checkbox"/> <u>Cabinet Response</u> – this was approved. <u>January 2015</u> <i>This was noted by the Artrix and further promotional work will be carried out.</i>
14 th April 2014	<u>Recommendation 9</u> That the Artrix consider contacting Worcestershire County Council with a view to improving the signage within the Railway Station and Town Centre areas.	4 th June 2014	Jan <input type="checkbox"/> April <input type="checkbox"/> July <input checked="" type="checkbox"/> Oct <input type="checkbox"/> <u>Cabinet Response</u> – this was approved. <u>January 2015</u> <i>Details of the appropriate Officer contact at WCC have been provided to the Artrix in order that this recommendation can be taken forward.</i>
LEISURE PROVISION TASK GROUP			
17 th November 2014	<u>Recommendation 1</u> (a) That charges for leisure facilities & services, such as the Dolphin Centre, should be used to promote	3 rd December 2014	Jan <input type="checkbox"/> April <input type="checkbox"/> July <input checked="" type="checkbox"/> Oct <input type="checkbox"/> <u>Cabinet Response</u> The Cabinet felt that the wording of (a) should be amended slightly as set out below to clarify the

Date of O&S Board	Recommendation	Date Considered by Cabinet	Comments on action taken to implement the recommendation(s)								
	usage and participation in leisure activities; and (b) That the Council's concession scheme should be publicised where appropriate to ensure price is not a barrier to participation in leisure activities.		intention behind it. <i>"that the charging structure for leisure facilities and services be used to encourage usage and participation in leisure activities."</i> Recommendation (b) was approved.								
17 th November 2014	<u>Recommendation 2</u> That Members should familiarise themselves with the leisure activities available within their Wards via the information provided by the Sports Development Team and visit activities as appropriate.	3 rd December 2014	<table border="1" data-bbox="1335 576 2054 616"> <tr> <td>Jan</td> <td></td> <td>April</td> <td></td> <td>July</td> <td>√</td> <td>Oct</td> <td></td> </tr> </table> <u>Cabinet Response</u> The Cabinet approved this recommendation.	Jan		April		July	√	Oct	
Jan		April		July	√	Oct					
17 th November 2014	<u>Recommendation 3</u> (a) The noticeboard situated adjacent to Blockbuster be utilised; (b) A noticeboard be included in the list of requirements for the Phase 2 Works of the Town Centre; and (c) Whilst it was acknowledged that there were often problems with noticeboards being maintained and information displayed kept up to	3 rd December 2014	<table border="1" data-bbox="1335 874 2054 914"> <tr> <td>Jan</td> <td></td> <td>April</td> <td></td> <td>July</td> <td>√</td> <td>Oct</td> <td></td> </tr> </table> <u>Cabinet Response</u> The Cabinet approved this recommendation. <u>March 2015</u> <i>Work on the use of noticeboards continues and it is understood that a new noticeboard has been included in Phase 2 and funded by the ward councillor scheme.</i>	Jan		April		July	√	Oct	
Jan		April		July	√	Oct					

Date of O&S Board	Recommendation	Date Considered by Cabinet	Comments on action taken to implement the recommendation(s)								
	date, to minimise this it is recommended that these be maintained by the local ward councillor.										
17 th November 2014	<u>Recommendation 4</u> (a) Officers to continue negotiations with BAM and look for alternative funding sources to fund a Sports Hall moving forward; and (b) If the negotiations with BAM are unsuccessful, then Cabinet reconsider and make recommendations to full Council for the facility to include a Sports Hall.	3 rd December 2014	<table border="1" data-bbox="1332 497 1989 531"> <tr> <td>Jan</td> <td></td> <td>April</td> <td></td> <td>July</td> <td>√</td> <td>Oct</td> <td></td> </tr> </table> <u>Cabinet Response</u> Recommendation (a) was approved. In respect of Recommendations (b) the wording was agreed as follows: <i>“that if the negotiations with BAM are unsuccessful, then Cabinet reconsider options for the facility to include a Sports Hall”.</i>	Jan		April		July	√	Oct	
Jan		April		July	√	Oct					
BOARD RECOMMENDATIONS											
16 th June 2014	<u>Summary of Results of Staff Survey</u> 1. A statement should be added to the top ten recommendations arising from the staff survey which demonstrates that the Council has a zero tolerance approach to bullying and harassment amongst staff.	2 nd July 2014	<table border="1" data-bbox="1332 1056 1989 1090"> <tr> <td>Jan</td> <td>√</td> <td>April</td> <td></td> <td>July</td> <td></td> <td>Oct</td> <td></td> </tr> </table> <u>Cabinet Response –</u> 1. This was approved. 2. The Cabinet referred this to the Chief Executive for further consideration of the most appropriate way of meeting the requirements of Members in this regard.	Jan	√	April		July		Oct	
Jan	√	April		July		Oct					

Date of O&S Board	Recommendation	Date Considered by Cabinet	Comments on action taken to implement the recommendation(s)								
	2. The contact details for staff, as detailed in the staff finder on the Council's intranet, should be made available for consideration of elected Members.		<u>March 2015 – Update</u> <i>The Chief Executive has been reminded of Cabinet's request and a response is currently awaited.</i>								
25 th September 2014	<u>Finance Monitoring Quarter 1 Report</u> 1. Income and expenditure figures should be provided in future Financial Monitoring Reports to provide greater clarity about the Council's budget position in each quarter. 2. Comparative budget data should be provided in the Financial Monitoring Reports for previous years.	Cabinet 3 rd December 2014	<table border="1" data-bbox="1332 507 2051 544"> <tr> <td>Jan</td> <td></td> <td>April</td> <td></td> <td>July</td> <td>√</td> <td>Oct</td> <td></td> </tr> </table> <u>Cabinet Response</u> That the additional financial and budget data be provided in future Monitoring reports from 2015/16 Quarter 1 following the introduction of the new Financial System. In addition it was felt that it would be appropriate to request the Overview and Scrutiny Board to report back in due course on whether this information was useful to the Board. <u>April 2015 Update</u> <i>This will remain on the tracker until such time as the Board have received the revised reports and report back to Cabinet the usefulness of the reports.</i>	Jan		April		July	√	Oct	
Jan		April		July	√	Oct					
25 th September 2014	<u>Task Group Procedure Guidelines Review</u> That the Task Group/Short, Sharp Inquiry Procedure Guidelines be incorporated into the Council's constitution.	Constitutional Review Working Party	<table border="1" data-bbox="1332 1066 2051 1102"> <tr> <td>Jan</td> <td></td> <td>April</td> <td></td> <td>July</td> <td>√</td> <td>Oct</td> <td></td> </tr> </table> <i>Passed to relevant Officer on 3rd November 2014 for inclusion in at a meeting of the Constitutional Working Group.</i>	Jan		April		July	√	Oct	
Jan		April		July	√	Oct					

JOINT WRS SCRUTINY TASK GROUP										
14 th July 2014	<ol style="list-style-type: none"> The 12 recommendations of the task group be endorsed by the Joint Committee. The Board's concerns, that further reductions in the financial contributions from partners, could risk the future of the partnership and the safety of residents, be noted. 	<p>WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE 2nd October 2014 & 19th February 2015.</p>	Jan		April		July	√	Oct	
			<p><u>Worcestershire Shared Services Joint Committee Response</u></p> <p>Recommendations 1, 2, 3, 4, 5 and 11 were agreed by the Worcestershire Shared Services Joint Committee. However Recommendations 7, 8,9 and 10 were rejected. Please see appendix 1 for full details.</p> <p>Recommendation 11 – was approved by the Cabinet at its meeting on 5th November 2014.</p> <p><u>February 2015 Update</u> <i>At the meeting of the Worcestershire Shared Services Joint Committee held on 19th February a report was received entitled Creating and Delivering a Sustainable Regulatory Partnership for Worcestershire. This report incorporated a number of recommendations from the Joint Scrutiny Task Group Report in respect of governance arrangements. The report's proposals are currently out to consultation with partner authorities, WRS staff and relevant stake holders. It is anticipated that following on from that consultation exercise officers will provide a</i></p>							

			<i>further report setting out the detailed recommendations to the Worcestershire Shared Services Joint Committee meeting on 25th June 2015.</i>
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JOINT WRS SCRUTINY TASK GROUP – FINAL REPORT

It was noted that Recommendation 6 had been addressed at the Joint Committee’s previous meeting and that Recommendation 12 had been agreed and required action by partners’ Overview and Scrutiny Committees.

Recommendation 6

In order to reduce the focus on financial considerations which currently play a major part in influencing partner participation, to the detriment of other equally important aspects of the service, the following should be addressed:

- (a) A new business model for WRS be developed through the Chief Executives’ Panel, building on the proposals already being produced by the Panel.
- (b) Consideration be given to the option for partner authorities to purchase an “out of hours service”.

Recommendation 12

- (a) The Joint Scrutiny Protocol should be reviewed in order to take on board the lessons learned during this review.
- (b) Consideration should be given to the reinstatement of the Worcestershire Overview and Scrutiny Chairs Group as a means of feeding back the monitoring of recommendations from Joint Scrutiny exercises, as and when required.

The following recommendations were resolved by the Joint Committee:

Recommendation 1

Performance Management Information should continue to be made available for Members’ consideration at every meeting of the

Joint Committee and be sufficiently high on the agenda to be discussed in detail.

Recommendation 2

Twelve months after the new contact centre arrangements for WRS have been introduced, replacing the use of the Worcestershire Hub; the Joint Committee should review the effectiveness of these arrangements for communicating with the public.

Recommendation 3

The web-pages of each partner authority should be regularly monitored to ensure they are kept up to date, with the inclusion of a prominent and obvious link to the WRS website.

Recommendation 4

The purpose, content and circulation of the WRS newsletter should be thoroughly reviewed, with a view to it providing a more systematic and comprehensive account of the work and performance of the shared service and with the content and format being agreed by the Joint Committee.

Recommendation 5

That WRS have a designated member of staff to act as a Member Liaison Officer and as a single point of contact to signpost Member enquiries.

Recommendation 11

The lessons learned from the WRS shared service experience, particularly as detailed in this report, should be heeded by elected members and senior officers when considering any future proposals for shared service arrangements involving multiple partners.

In respect of Recommendations 7, 8, 9 and 10 the Joint Committee requested Officers to bring forward alternative proposals to address the issues raised within these recommendations.

Recommendation 7

A new strategic decision making board for WRS should replace the Joint Committee, comprising one elected member per partner authority and supported by senior officers. This should be called the WRS Board.

- (a) Meetings of this Board should take place at the base of WRS.
- (b) Responsibility for attendance at Board meetings should lie with each authority's representative, and the quorum for meetings proceeding should be set at 5 representatives in attendance.
- (c) Meetings of the Board should take place bi-monthly.
- (d) Elected members appointed to the Board should be provided with an induction programme and sufficient ongoing training to enable them to fulfil their role effectively.
- (e) Members appointed to the Board be expected to serve a minimum of two years to ensure continuity.
- (f) The Chair of the WRS Board should be elected annually by the members of the Board.

Recommendation 8

The Management Board be disbanded, with the WRS Management Team taking the lead responsibility for operational decision making under the leadership of the Head of Regulatory Services.

Recommendation 9

- (a) The Head of WRS should be fully accountable to the WRS Board (as the strategic decision making body).
- (b) The Chief Executive of the host authority to act in a mentoring role as and when necessary.

Recommendation 10

- (a) All decisions made by the WRS Board be formally reported back to all elected members of the partner authorities in a timely manner.
- (b) Attention should be paid to communicating updates about any planned changes to WRS services to all elected members of partner authorities.
- (c) The agendas and minutes of all WRS Board meetings should also be uploaded on to the WRS website in a timely fashion.

WCC Health Overview & Scrutiny Committee 2014 -15

Background.

The HOSC is a committee of WCC Overview and Scrutiny Board and has 15 members (9 County councillors and one from each of the District Councils). It is chaired by a County Councillor, currently Andy Roberts (Conservative). The current political make up is 8 Conservatives, 3 Labour, 1 Liberal democrat, 1 Liberal, 1 Green and 1 independent. The committee has been non- political. HOSC meets most months.

HOSC Remit

- To review and scrutinise any matter relating to the planning, provision and operation of health services in the County's area.
- To review and scrutinise the impact of the Council's services and of key partnerships on the health of residents in the County.
- To respond to consultations from the NHS on any proposal for a substantial development of health services in the area, or for a substantial variation in the provision of such a service.

The NHS is obliged to present any proposed changes in services, which are significant, to HOSC. The committee acts a 'critical friend'. It is insistent that NHS bodies carry out effective public consultation about any proposed changes. Unfortunately this is not always done to the HOSC's satisfaction. If the HOSC is really unhappy about a major service reconfiguration and feels that it is not in the interests of residents, it has had the 'nuclear option' of referring the changes to the Secretary of State for Health for further consideration by (it is not clear whether this option has survived the NHS changes in 2012)

HOSC examines aspects of health care delivery in Worcestershire with the relevant senior NHS officers in full committee. Whilst it has the option of setting up task groups, this is rarely done and there have been none in this municipal year. HOSC members attend, as observers, the Board meetings of local NHS organisations and report back to HOSC members.

2014 -15 meetings

There have been 8 meetings of HOSC in the current municipal year. The following topics have been agenda items:

- June: Community service development programme (*Worcester Health & Care Trust – WHCT*)
- July: Winter pressures (*WHCT, Worcester Acute Hospitals Trust – WAHT; Worcestershire Clinical Commissioning Groups – CCGs*)
- Future of acute hospitals in Worcestershire (*WHAT; CCGs*)
- Pilot project introducing a system of clinical navigation the Alexandra Hospital (*Redditch & Bromsgrove CCG*)
- Sept: Community stroke rehabilitation services in North Worcestershire (*CCGs*)
- Wyre Forest integrated intermediate care programme (*CCGs*)
- Oct: Community service development programme – update (*WCHT*)
- Personal health budgets (*CCGs*)
- Nov: Mental health liason (*WHCT; CCGs*)

Agenda Item 8

Acute hospital services (*CCGs, WAHT; University Hospital Birmingham, Birmingham City Council Health and Social Care scrutiny Committee*)

Dec: Mental health services (*WHCT*)

Jan: Tenbury minor injuries unit opening hours (*WHCT, South Worcestershire CCG*)

Consumer experiences of the health and social care complaints system (*Healthwatch*)

March: Mental health services – older people (*WCHT*)

Worcestershire acute hospital trust update (*WAHT*)

April: No agenda yet.

The full agendas and the minutes of the meetings can be seen at 'www.worcestershire.gov.uk' .

Cllr Dr Brian Cooper

BDC Representative on HOSC



Overview and Scrutiny **Annual Report**

2014 - 2015



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OVERVIEW AND SCRUTINY ANNUAL REPORT 2014-15

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FOREWORD FROM THE CHAIRMAN

**Councillor Luke Mallett
Chairman**

DRAFT

INTRODUCTION

We are pleased to present the Overview and Scrutiny Annual Report which outlines our work during 2014-15 and provides general information on the overview and scrutiny processes at Bromsgrove District Council.

Overview and Scrutiny is a key part of the democratic decision making process in local councils, where elected councillors outside of the Cabinet can contribute to shaping council policy, community well being and accountability. This is done by reviewing council services and policies, community issues and key decisions and making recommendations for improvement.

The four key principles of Overview and Scrutiny are:

- Provides a 'critical friend' challenge to executive policy makers and decision-makers.
- Enables the voice and concerns of the public to be heard.
- Is carried out by 'independent minded members' who lead and own the scrutiny role.
- Drives improvement in public services

The Members of the Board consider these principles when selecting topics to investigate whether it is holding the executive to account, reviewing policies, policy development or scrutiny of external bodies.

MEMBERSHIP (The Board is made up of 13 Members)



Cllr. Luke Mallett – Chairman



Cllr. Helen Jones
(Vice Chairman to 20/01/15)



Cllr. Rod Laight
(Vice Chairman wef 21/01/15)



Cllr Chris Bloore



Cllr James Brogan

Agenda Item 9



Cllr. Roy Clarke



Cllr. Steve Colella



Cllr. Brian Cooper



Cllr. Pete Lammas



Cllr. Chris Scurrell (from 21/01/15)

Agenda Item 9



Cllr. Rory Shannon



Cllr. Sean Shannon



Cllr. Caroline Spencer



Cllr. John Tidmarsh

THE ROLE OF THE OVERVIEW AND SCRUTINY BOARD

Overview and Scrutiny is a key part of the Council's political structure and it plays a vital role in improving the services that people of the District use, whether a resident, employed here or just visiting. It does not just look at the way the Council does things, it can look at anything which affects the lives of people within the District and it allows citizens to have a greater say in Council matters.

Overview and Scrutiny allows Councillors to review and scrutinise decisions, look at existing practices and make recommendations to help ensure the residents of Bromsgrove District receive excellent services. The aim is to ensure overview and scrutiny adds value to the Council's decision-making process and makes a positive contribution towards policy development.

The detailed terms of reference and procedure rules for the Overview and Scrutiny Board can be found at Part 3 (Part C) and Part 8 of the Council Constitution. The Council Constitution can be accessed by using the following link.

<http://www.bromsgrove.gov.uk/cms/council-and-democracy/councillors-and-committees/decision-making/council-constitution.aspx>

Number of Meetings

The Overview and Scrutiny Board met on a monthly basis during 2014-15 and there were a total of 13 meetings throughout the year. Ten meetings had been scheduled in to the Calendar of Meetings with an additional 3 meetings been arranged due to workload of the Board and pre scrutiny work on a late item, these were held in August, September and December.

REPORTS RECEIVED AND RECOMMENDATIONS MADE BY THE BOARD

During the course of the year the Board received a number of reports, including the following and made a number of recommendations:

Staff Survey

During discussion of its Work Programme, back in October 2013 the Board had requested a summary of the Staff Survey which had been undertaken. This was received, in the form of a presentation, at its meeting in June 2014. As part of the discussions following the presentation the Board agreed a number of recommendations and suggestions, with the requested that an update be received at a future meeting in order to ensure that the areas highlighted from the survey and subsequent suggestions which had come out of the steering group and theme groups which had been set up following the analysis of the responses received. This update was received at the February 2015 meetings when Members discussed actions which had come from the survey and what progress had been made in putting those actions in place. There were a number of points which Members continued to have concerns about and it was agreed that these would be addressed and a further response prepared by the relevant officers. It was also confirmed that a further survey would be issued in September 2015 and the Board requested to be kept updated following this.

Task Group Guidelines Review

Task Group guidelines were removed from the Constitution during a review in early 2011. The Overview and Scrutiny Board adopted new guidelines which covered both Task Groups and Short Sharp inquiries at its meeting on 1st March 2011. It is good practice to review such guidelines at regular intervals and following discussion it was agreed that a review would take place at the Board's meeting on 14th July 2014 a number of changes were agreed, including the reintroduction of the guidelines to the Constitution. The outcome was that the revised guidelines were referred to the Constitution Working Group for consideration. That Group is currently working on a number of revisions to the Constitution and it is hoped that these guidelines will be included.

Council Tax Support Scheme

This report was considered at an extra meeting which had been arranged following Full Council referred this back to Cabinet and following discussions with the Leader, it had been agreed that the Board would be given the opportunity to pre-scrutinise

the scheme, allowing any recommendations from the Board to be considered by Cabinet before a final decision was taken.

Development Control

During consideration of the Making Experiences Count Quarter 4 Report Members highlighted that there had been an increase in the number of complaints that had been received during the period in respect of planning matters. In particular, there were concerns about the delays in resolving planning applications that appeared to be causing these complaints. Members therefore received a verbal update from the Head of Planning and Regeneration with the outcome being that the Board would receive a six monthly update containing data on the backlog of outstanding applications in order to monitor progress on this. The first of these reports was received by the Board at its January meeting, when a number of further points and concerns were raised. The Head of Planning and Regeneration and the Portfolio Holder attended the March meeting and discussed those concerns in more detailed.

Overview of the Budget

For the first time, the Board has been able to take a more active role in the scrutiny of the Council's budget. They have considered a number of reports over five meetings, including an Overview of the Budget, Fees and Charges Report, Capital Budget and a pressures and savings report. Whilst considering these reports, Members had highlighted the difficulty in respect of timing, as often the Board did not receive them until after Cabinet had considered them, therefore rendering it unable to do any constructive pre-scrutiny work. With this in mind the meetings for 2015/16 have been scheduled a week prior to the Cabinet meetings to enable this work to be carried out more successfully.

The Board also continue to receive regular quarterly finance monitoring reports and this year put forward a number of recommendations in respect of the format of these reports. These recommendations were considered by Cabinet and will be incorporated within the quarterly monitoring reports from the new municipal year.

Town Centre

Members continued to show an interest in the regeneration of the Town Centre and received an update from the Town Centre Regeneration Programme Manager at its meeting on 25th September followed by the attendance of the Leader of the Council and relevant Portfolio Holder at its October meeting. From the discussions held at those meetings it was agreed that the Board would be given the opportunity to pre-scrutinise the reports which were due to be considered by Cabinet in December, in respect of the Hanover Street Remarketing and the disposal of Stourbridge Road site. Further details in respect of this pre-scrutiny work are detailed below.

George House/Hanover Street Car Park Site

It was highlighted at the Board's November meeting that Cabinet would be receiving a report on the Hanover Street Remarketing and the disposal of the Stourbridge Road site and it was agreed that the Board would hold an extra meeting, prior to Cabinet to pre-scrutinise these reports. A number of officers together with the Leader and relevant portfolio holder and a representative from the commercial property consultants involved, attended a very productive meeting, which led to a number of recommendations being considered and whilst the wording of those recommendations was slightly amended, they were agreed by Cabinet in principle.

Scrutiny of Crime and Disorder Partnerships

The Board has a statutory duty to hold at least one meeting a year which covers the scrutiny of the work of the crime and disorder partnerships. In the case of Bromsgrove District Council this is the North Worcestershire Community Safety Partnership.

At its March meeting the Board received an update on the work of the North Worcestershire Community Safety Partnership (NWCSP) which had been the first merged community safety partnership to be approved by the West Mercia Police and Crime Commissioner (PCC). The NWCSP and the South Worcestershire Community Safety Partnership were due to be reviewed in 2015 to assess the extent to which both partnerships were fit for purpose. There was a statutory requirement for a 3 year rolling plan to be produced outlining how the partnership intended to address key crime and community safety priorities, as identified through its annual Strategic Assessment report.

Members discussed the funding available to the Partnership and how it managed to work towards its 5 key priorities with a limited budget which had to be applied for from the PCC on an annual basis. The amount of funding available had been based on previous year's allocations received from Central Government. Discussions had been held with the office of the PCC earlier in the year when the Partnership had raised concerns around Community Safety funding in future years. From those discussions it was hoped that this would be amended to bi-annually.

WORCESTERSHIRE HEALTH OVERVIEW & SCRUTINY COMMITTEE (HOSC)

The Council's representative on this Committee must be a Member of the Overview and Scrutiny Board and provide the Board with regular updates on the work being carried out.

Councillor Brian Cooper has provided the Board with regular updates on what has been discussed at these meetings and where appropriate the minutes from a relevant meeting have been provided for Members' information.

Councillor Cooper highlighted the following areas and responded to questions from other Members during his updates:

- The Development of the Integrated Community Hubs
- The Acute Hospital Review
- Community Stroke Services
- Mental Health Liaison
- Hospital Treatment for patients based in North Worcestershire

Councillor Cooper provided Members with an overview of the work carried out by the Committee at its April meeting which Members found most helpful.

TASK GROUPS INVESTIGATIONS & SHORT, SHARP REVIEWS CARRIED OUT

The detailed final reports of all these investigations can be found on the Council's website within the Overview & Scrutiny section.

Leisure Provision Group

Membership: Councillors Caroline Spencer (Chairman), June Griffiths, Helen Jones, Luke Mallett, Chris Scurrall, Elaine Shannon and Sean Shannon

Deadline: 17th November 2014

A topic proposal completed by Councillor Rita Dent was submitted to the Overview and Scrutiny Board meeting held on 24th March 2014. The aim of Councillor Dent's proposal was to ensure that the Leisure Provision provided by the Council was what the residents wanted and met their needs, together with identifying any possible duplication of activities and any possible savings that could be made.

Following discussion it was agreed by the Overview and Scrutiny Board that a Task Group would be established to scrutinise the Leisure Provision and that Councillor Caroline Spencer would be appointed Chairman. At the Board meeting held on 14th April 2014 Members agreed both the Membership of the Task Group and its Terms of Reference and set a timescale for completion of the work of within 6 months of the date of its first meeting.

It should be noted that, although not within the terms of reference of the Task Group, but due to the fact that there was no Overview and Scrutiny Board meeting during May 2014, the Board asked Task Group Members to pre-scrutinise the Dolphin Centre Business Case which was due to be presented to Cabinet, on its behalf.

The Group held its first meeting on 19th May and at the following meeting duly considered the Business Case report and the Chairman of the Task Group provided a short interim report containing its findings and a number of suggested recommendations at the Overview and Scrutiny Board meeting held on 16th June 2014, which were then passed to Cabinet for its consideration.

The Task Group held 6 meetings in total and put forward a further 4 recommendations, which were considered by Cabinet at its meeting held on 3rd December 2014, whilst some slight amendments were made to the wording of 2 of the recommendations they received overall approval from Cabinet and will be implemented in due course.

Car Parking Short, Sharp Review

Membership: Councillors Sean Shannon (Chairman), Roy Clarke, Pete Lammas, Luke Mallett and Rory Shannon

Deadline: 21st January 2015

Following consideration of the Finance Monitoring Quarter 1 Report at the Overview and Scrutiny Board meeting on 25th September 2014 it was noted that there appeared to be both a decline in revenue from Civil Parking Enforcement together with a decrease in use of car parking facilities within the Town Centre. Members discussed residents' preferences when parking in Bromsgrove and referred back to the Recreation Road South Car Parking Task Group Report which had recommended that the Pay on Foot system be introduced where possible at other Council owned car parks.

To ensure that car parking arrangements remained fit for purpose Members agreed that the contents of the Task Group's final report should be revisited as part of a Short Sharp Review. It was therefore resolved at that meeting that a Short Sharp Review of car parking arrangements in the district, made up of the members, and taking into account the findings, of that original Task Group's final report.

At its first meeting held on 22nd October the Members discussed the areas they wished to cover together with details of specific data they required from the Environmental Services Manager, who was invited to attend the following meeting of the Group.

The Review Group held a total of 3 meetings and made 3 recommendations which were considered by Cabinet at its meeting held on 4th February 2015. A notice of motion had been received at full Council in respect of free car parking in the evening, whilst the Review Group was carrying out its investigations. Unfortunately, circumstances overtook the work of the Group and the Cabinet chose to reject all recommendations.

JOINT OVERVIEW AND SCRUTINY INVESTIGATIONS

Joint Worcestershire Regulatory Services Scrutiny Task Group

Bromsgrove District Council representatives: Councillors Rod Laight (lead) and Pete Lammas (substitute).

Deadline: June 2014.

The Joint WRS Scrutiny Task Group was established in 2013 to review the shared Worcestershire Regulatory Services (WRS). Elected Members from each of the Councils in Worcestershire have been appointed to the review which is being hosted and chaired by the Council as the host authority for the shared service.

The key objectives of the review were for the group: to review the final business case for the shared service; to compare previous service levels at individual local authorities with current service levels in the shared service; to assess the performance of the services compared to previous performance levels; to investigate levels of customer satisfaction; and to review the governance arrangements for the shared service.

The final report, which contained 12 recommendations, was considered by all those participating authorities' Overview and Scrutiny Committees and by this Committee at its July 2014 meeting. The recommendations were passed to the Worcestershire Shared Services Joint Committee, the decision making body for WRS, in October 2014.

The Joint Committee approved a number of the group's proposals, though initially rejected all recommendations relating to changes to the governance arrangements for WRS. However, in February 2015 further proposals were brought forward by Officers in relation to the governance of the partnership and these were significantly influenced by the work of the Joint Scrutiny Task Group. These proposals are currently out to consultation. As the host authority for the review, we will be monitoring the implementation of the approved recommendations.

Members are asked to note that the Chairman and Vice Chairman of the Task Group are currently considering submitting this report in the Centre for Public Scrutiny's Good Scrutiny Awards 2015. It is likely that the report will be submitted in the category dedicated to "Working Together".

Recommendations: The Task Group proposed recommendations covering the following areas:

- Communications about the work of the partnership.
- Governance of the partnership.
- Finances and the sustainability of the partnership

The final report is available to view on the Council's website within the Overview and Scrutiny section.

Joint Integrated Waste Scrutiny Task Group

A proposal form put forward by Worcestershire County Council was considered at the Board meeting in April 2014 and reconsidered at the June meeting. Members were informed that the first meeting had still not been arranged and it was understood that only one other District had agreed to join this Group. The Board debated the role of review and its potential outcomes. It was agreed that further information would be requested prior to the Board agreeing whether or not to participate. Following further discussion at the July meeting it was agreed that the Council would not take part in this Scrutiny Task Group.

FURTHER INFORMATION

Overview and Scrutiny Board Meetings

Overview and Scrutiny Board meetings are open to the public. To find out more visit our website at www.bromsgrove.gov.uk/scrutiny or telephone 01527 881288 and ask to speak to the Democratic Services Officer.

Public Involvement

If you would like to have your say on issues being considered by Overview and Scrutiny or to suggest a topic for consideration you can email scrutiny@bromsgrove.gov.uk or complete the form on the Council's website <http://www.bromsgrove.gov.uk/cms/council-and-democracy/oands-welcome-page.aspx>

Giving Evidence

Members of the public or organisations with a special interest or knowledge about a particular topic being considered by Overview and Scrutiny can put forward evidence to a committee or appear as a witness to give evidence for an investigation. If you think you or your organisation might be able to participate in an issue currently under review, please contact us.

If you have a personal issue with a council service you may find it more useful to contact your local ward councillor who can help you decide the best way to take it forward.

Contact Overview and Scrutiny

If you would like to find out more about any aspect of the Overview and Scrutiny Board then you can email scrutiny@bromsgrove.gov.uk or telephone 01527 881288 and ask to speak to the Committee Services Officer.

Further information can also be found on the Council's website. Please go to <http://www.bromsgrove.gov.uk/cms/council-and-democracy/oands-welcome-page.aspx>

**Overview and Scrutiny
Legal, Equalities and Democratic Services
Bromsgrove District Council
The Council House
Burcot Lane
Bromsgrove B60 1AA**



**This report can be provided in
large print, braille, on audio CD or tape,
or on computer disc.**

"Need help with English?" Contact Worcestershire HUB, Bromsgrove 01527 881288

'Potrzebujesz pomocy z angielskim?' Skontaktuj się z Worcestershire HUB, Bromsgrove, tel.: 01527 881288

"İngilizce için yardıma ihtiyacınız var mı?" 01527 881288 numarayı arayıp Worcestershire HUB, Bromsgrove ile irtibata geçin

"ইংরাজির জন্য সাহায্য চাই ?" 01527 881288 নম্বরে উস্টাশায়ার হাব [HUB] ব্রমসগ্রভ [Bromsgrove]-এ টেলিফোন করুন

"ਅੰਗਰੇਜ਼ੀ ਵਿਚ ਮੱਦਦ ਚਾਹੁੰਦੇ ਹੋ?" ਵੁਰਸੈਸਟਰਸ਼ਾਇਰ ਹੱਬ [HUB] ਨੂੰ ਬਰੋਮਸਗ੍ਰੋ [Bromsgrove] ਵਿਖੇ 01527 881288 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ

"انگریزی میں مدد چاہتے ہیں؟" ورسیسٹر شائر ہب [HUB]، برومزگرو [Bromsgrove] میں 01527 881288 پر رابطہ کریں



**Bromsgrove
District Council**

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e-mail: scrutiny@bromsgrove.gov.uk

OVERVIEW & SCRUTINY BOARD

Summary of Training for 2015

Officers: Kevin Dicks, Jayne Pickering, Sheena Jones

O&S: Amanda & Jess

6.00 pm	Kevin to do short introduction
6.10 pm	Amanda and Jess – introduction to O&S presentation
6.30 pm	<p><u>Exercise 1</u> Members to identify the top 5 issues that have been raised with them by residents in the last 6 months (for new Councillors this could be the top 5 discussed during their campaign)</p> <p><i>Each to be put on an individual post it notes.</i></p>
6.45 pm	<p><u>Exercise 2</u> Members to match the issues they have come up with to the Council's 6 Strategic Purposes, which will be displayed around the room.</p>
7.00 pm	<p><u>Exercise 3</u> Break out groups with an officer assigned to each. To discuss the Strategic Purpose they have been given and to see which of the issues under that Strategic Purpose are suitable for some sort of scrutiny. If Members feel that a particular issue is not suitable for scrutiny then the Group need to provide the reasoning behind that decision.</p> <p><i>A Member should be appointed to feedback at everyone the end of the discussion.</i></p>
7.15 pm	Feedback from break out groups and discussion
7.30 – 7.45 pm	Sum up and close.

Each attending Member to be provided with a small pack (with programme for the evening) containing the following:

Task Group guidelines and scoping document, Call In information and Councillor Call for Action and list of useful links (i.e. Constitution section for O&S on website and O&S pages, cfps).

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REFRESHER/INDUCTION BRIEFING

**A briefing on how Overview and
Scrutiny works at
Bromsgrove District Council**

Presented by:
Amanda Scarce & Jess Bayley
Democratic Services Officers
June 2015



Overview
and **Scrutiny**

WHAT IS OVERVIEW & SCRUTINY?

“A member-led process, involving investigations, questioning, and clear recommendations, leading to the understanding of complex problems, and improved outcomes in service delivery”.

FIVE KEY POWERS OF SCRUTINY



"Does my bum look big in this?"

Provides 'critical friend' challenge to executive policy-makers and decision-makers. – This should be apolitical!



Is carried out by 'independent minded governors' who lead and own the scrutiny process (Member-led)



Calling-in Cabinet Decisions



Enables the voice and concerns of the public and its communities.



Drives improvement in public services

KEY ROLES OF SCRUTINY



Crime and disorder Scrutiny



Performance Management



Policy Review



Pre-decision Scrutiny



Health Scrutiny



Budget

SPECIFIC RESPONSIBILITIES

- Scrutiny of Crime and Disorder Reduction Partnership
- Call In
- Councillor Call for Action

WORK PROGRAMME – CHOOSING THE RIGHT TOPIC

- Is it a priority issue for the Council?
- Is it an important issue for local residents?
- Is it a topic where Overview and Scrutiny can make recommendations?
- Would external review be helpful?
- Is it a poorly performing service?
- Is it a review that could render significant savings or value for money?
- Is it realistic – will it add value to the district and community?

ROLE & RESPONSIBILITY OF A SCRUTINY MEMBER

- Investigation – through written evidence and questioning witnesses
- Research
- Collating evidence
- Making recommendations
- Tracking outcomes

TASK GROUPS

- Most of the policy review work is conducted by Task Groups.
- Members can review anything that impacts on the local community, not just Council services.
- Reviews generally are intense pieces of work that can take approximately six months to complete.
- Task Groups work best where Members work together regardless of political differences.
- Task Groups hold private though informal meetings.
- Members can obtain evidence from a variety of sources, including through consultation.
- Evidence-based recommendations can be made by Task Groups to the Executive Committee to shape policy development.
- Experienced Members have reported in the past that Task Group activities are the most satisfying part of scrutiny.

MAKING RECOMMENDATIONS

When making recommendations to Cabinet the Board need to consider the following:

- Do you have sufficient evidence to support your recommendation?
- Is the wording of the recommendation clear and concise?
- Is the recommendation realistically achievable?
- Are there are financial implications?
- Are there any legal implications?

OVERVIEW AND SCRUTINY – ANY QUESTIONS?



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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
13th April 2015	Quarterly Recommendation Tracker (WRS Officers to be invited in to discuss outstanding Air Quality Task Group Report recommendations)	
	Making Experiences Count – Quarters 2 & 3 Report	
	Car Parking Short Sharp Review – Cabinet Response	
	Overview & Scrutiny Board Annual Report	
	Overview & Scrutiny – future training needs	
	WCC Health Overview & Scrutiny Committee – Summary of work of the HOSC over the year.	
	Cabinet Work Programme	
	Action List	

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

Finance Monitoring - Quarterly
 Write Off of Debts – 6 monthly
 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 was discussed at the meeting 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.

Items for inclusion at future meetings

1. Staff Survey – Update following request for further information at February 2015 meeting.
2. Ipads – progress update following items discussed at March 2015 meeting.
3. Planning Application Backlog – regular updates requested at March 2015 meeting to ensure this is being reduced.

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>

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