



## **BROMSGROVE DISTRICT COUNCIL**

### **MEETING OF THE OVERVIEW BOARD**

**TUESDAY 3RD NOVEMBER 2009, AT 6.00 P.M.**

**COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE**

**MEMBERS:** Councillors S. R. Colella (Chairman), Mrs. M. Bunker (Vice-Chairman), Mrs. R. L. Dent, Mrs. J. M. L. A. Griffiths, D. L. Pardoe, Mrs. C. J. Spencer and L. J. Turner

### **AGENDA**

1. To receive apologies for absence
2. Declarations of Interest and whipping arrangements
3. To confirm the accuracy of the minutes of the meeting of the Overview Board held on 1st September 2009 (Pages 1 - 4)
4. The Communications Strategy Review 2009 - A report of the Assistant Chief Executive to consider the corporate communications strategy (Pages 5 - 46)
5. Implementation of the Civil Parking Enforcement proposals - A verbal report on the implementation of the Civil Parking Enforcement proposals and the Agency Agreement with Worcestershire County Council
6. Verbal update on progress of the Older People Task Group (Task Group Chairman: Councillor Mrs Bunker)
7. Forward Plan of Key Decisions 1 November 2009 to 28 February 2010 (Pages 47 - 62)
8. Anticipated reports due to be considered by the Cabinet from March 2010 (Pages 63 - 72)
9. Report from the quarterly meeting between the Leader and Chairman of the Overview Board (Verbal)

10. Overview Board Work Programme 2009-2010 - a report of the Head of Legal, Equalities and Democratic Services to present the Overview Board Work Programme 2009-2010 (Pages 73 - 94)
11. Overview Recommendation Tracker - a report to list progress against Task Group recommendations approved by Cabinet (Pages 95 - 98)
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 considers to be of so urgent a nature it cannot wait until the next meeting

K. DICKS  
Joint Chief Executive

The Council House  
Burcot Lane  
BROMSGROVE  
Worcestershire  
B60 1AA

26th October 2009

## BROMSGROVE DISTRICT COUNCIL

### MEETING OF THE OVERVIEW BOARD

TUESDAY, 1ST SEPTEMBER 2009

AT 6.00 P.M.

PRESENT: Councillors S. R. Colella (Chairman), Mrs. M. Bunker (Vice-Chairman),  
Mrs. J. M. L. A. Griffiths and L. J. Turner

Officers: Mr. T. Beirne, Mrs. S. Sellers, Mr. M. Carr and  
Mr. A. C. Stephens

#### 23/09 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Mrs. R. L. Dent and  
Mrs. C. J. Spencer.

#### 24/09 DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS

No declarations of interests or whipping arrangements were received.

#### 25/09 MINUTES

The minutes of the meeting of the Overview Board held on 7th July 2009 were  
submitted.

**RESOLVED** that the minutes be confirmed as a correct record.

#### 26/09 VERBAL UPDATE ON PROGRESS OF OLDER PEOPLE TASK GROUP

At the invitation of the Chairman, Councillor Mrs. M. Bunker addressed the  
meeting and gave an update in respect of the work of the Older People Task  
Group.

She reported that the Task Group would be investigating housing and housing  
support for older people in Bromsgrove, conducting a needs analysis and  
identifying gaps in service provision, undertaking a mystery shopper exercise  
for local authority information services for older people, benchmarking against  
another district authority and meeting with the Older People's Forum.

She was asked about Clent Ward at the Princess of Wales Hospital on the  
Stourbridge Road, Bromsgrove. Clent Ward provides 22 beds for older adult  
mental health assessment and treatment. There were concerns over possible  
cuts in local services. Councillor Mrs. M. Bunker responded that the Task  
Group had been informed that these concerns have been addressed and that  
the need for local services was recognised.

Councillor Mrs. Bunker requested an extension on the time for the Task Group  
investigation so that the report and recommendations of the Task Group

would be presented on 2nd February 2010 meeting of the Overview Board. This would allow the Task Group to consult the Equality and Diversity Forum meeting in December and participate in the Older People's Day on 1st October 2009.

**RESOLVED** that the Older People Task Group be requested to report back to the Overview Board with its report and recommendations on 2nd February 2010.

27/09 **FORWARD PLAN OF KEY DECISIONS - 1ST SEPTEMBER TO 31ST DECEMBER 2009**

Members of the board gave consideration to the Forward Plan which referred to the key and non-key decisions which were due to be made by the Cabinet during the period 1st September to 31st December 2009.

The Procurement and Value for Money Action Plan was identified from the Forward Plan as procurement was an issue that had been raised by Corporate Management Team (CMT) on 11th August 2009 as a possible area for consideration by Overview and Scrutiny. The action plan was due to be considered by Cabinet on 2nd September 2009. It was proposed that this issue be added to the list of possible topics for Overview and Scrutiny.

The Choice Based Lettings Scheme was identified from the Forward Plan. Members were interested to know how the scheme would be enhanced and developed. A decision on this was due to be made by Cabinet on 4th November 2009. It was proposed that this issue be added to the list of possible topics for Overview and Scrutiny.

The Arts and Events Strategy 2010/2011 was considered from the Forward Plan and it was asked if older people are properly included in the strategy. A decision on this was due to be made by Cabinet on 2nd December 2009. It was suggested that it would be a good idea to publicise events happening at the Artrix.

The Corporate Safeguarding Policy (Children and Vulnerable Adults) was identified from the Forward Plan. A decision on this was due to be made by Cabinet on 2nd December 2009. It was proposed that this issue be added to the list of possible topics for Overview and Scrutiny.

**RESOLVED** that the Forward Plan of key and non-key decisions due to be made during the period 1st September to 31st December 2009 be noted and that the issues proposed as possible items for future consideration be noted and added to the list of possible topics for Overview and Scrutiny.

28/09 **ANTICIPATED REPORTS DUE TO BE CONSIDERED BY THE CABINET FROM JANUARY 2010**

Consideration was given to the list of anticipated reports within each service area that were due to be considered by the Cabinet from January 2010.

The Treasury Strategy was identified from the Financial Services Departmental Cabinet Forward Plan. It was proposed that this issue be added to the list of possible topics for Overview and Scrutiny.

The Contract and Procedure Rules update was identified from the Financial Services Departmental Cabinet Forward Plan. It was proposed that this issue be linked to the procurement issue on the list of possible topics for Overview and Scrutiny.

The New Council House Accommodation item was identified from the Street Scene and Community Services Departmental Cabinet Forward Plan. The Executive Director of Services reported back on the expected process for how this issue would be determined. He said that by December 2010 there would be a report with more details.

The Council Calls for Action, Crime and Disorder Legislation, Overview and Scrutiny, Boundary Reviews and Petitions item was identified from the Legal, Equalities and Democratic Services Departmental Cabinet Forward Plan. The Scrutiny Officer advised that briefing sessions and training were being planned for later this year and that a draft outline plan for this had been prepared. Further information would be sent to councillors when the details had been confirmed. In the meantime, if any councillor would like any information on the proposed Member training and development for Overview and Scrutiny or would like to contribute suggestions for Member training and development needs in Overview and Scrutiny they could contact him.

**RESOLVED** that the list of anticipated reports to be considered by Cabinet from January 2010 be noted and that the issues proposed as possible items for future consideration be noted and added to the list of possible topics for Overview and Scrutiny.

29/09 **WORK PROGRAMME**

Members considered the items listed within the Work Programme for the Board.

The Scrutiny Officer informed councillors that a list of possible topics for Overview and Scrutiny was being compiled so that Overview and Scrutiny Members could make a more informed choice about what topics to consider and when to consider them. CMT were being consulted as part of this process, to help identify the key strategic issues. It was proposed that a meeting of all Overview and Scrutiny Members be held to discuss the list of possible topics for the Work Programme and that the Overview and Scrutiny boards then ratify the programme for the rest of the municipal year and the topics be scheduled around the meetings already planned, or as Task Groups where appropriate.

It was proposed that the next meeting date on 6th October 2009 be used as a work planning event, to plan and agree the topics for consideration by Overview and Scrutiny for the rest of the municipal year. The issues proposed at this Overview Board meeting would be noted as possible items for future

consideration and added to the list of possible topics for Overview and Scrutiny. The Chairman had also submitted a number of possible topics and these had been added to the list.

**RESOLVED** that the Overview Board's Work Programme be noted and items identified for possible future consideration be compiled for consideration at the Overview and Scrutiny work planning event on 6th October 2009.

The meeting closed at 6.50 p.m.

Chairman

# Agenda Item 4

## BROMSGROVE DISTRICT COUNCIL

### OVERVIEW BOARD

3RD NOVEMBER 2009

#### Communications Strategy Review 2009

Responsible Portfolio Holder	Mike Webb
Responsible Head of Service	Hugh Bennett, Assistant Chief Executive
Non Key Decision	

#### 1. SUMMARY

- 1.1 The Communications Strategy was originally written in 2006 and is updated annually. This 2009 version is the third review. It is presented now to the Overview Board to allow any further suggestions to be recommended to Cabinet before it is agreed and identify aspects of the Communications Strategy that may be relevant to the proposed Overview Board investigation on Improving Residents' Satisfaction.

#### 2. RECOMMENDATIONS

- 2.1 To consider the communications strategy of the council and make any immediate recommendations for its further development to Cabinet on 4<sup>th</sup> November 2009 and identify the key linkages of the strategy to the proposed Task Group on Improving Residents' Satisfaction.

#### 3. BACKGROUND

- 3.1 In March 2006 the Communication Strategy for Bromsgrove District Council was implemented and subsequently reviewed each year in 2007 and 2008.

- 3.2 Originally the Strategy was designed to demonstrate where the Council was and where it wanted to get to. The initial review showed that the Council had made significant progress with the strategic action plan which is part of the strategy.

- 3.3 Subsequent reviews demonstrated that the basics were in place and running smoothly and that the strategic action plan had set to raise communications to an even higher level.

- 3.4 So where do we go from here? The seven priorities and actions were identified as part of the original strategy in a bid to drive the actions have been updated .

- 3.5 Since the Strategy was written and revised we have had our second CPA inspection which, in March, saw us catapult from Poor to Fair. Communications was one area highlighted by the inspection and recommendations raised in the feedback have been incorporated in the

action plan update and our plans for the future. We have also received the results from the first Place Survey Report and the outcomes play a huge part in how we plan to take communications forward in this strategy.

3.6 In a bid to turn these perceptions around and to take into account the Shared Services Agenda, the seven priorities and actions have been updated to include:-

- Reputation and Resident Satisfaction
- Value for Money (Including Shared Services)
- Influencing and Engagement
- Modern Council
- Visible Leadership
- Customer Access
- Benchmarking

3.7 By targeting particular perceptions including value for money, engagement and satisfaction we hope to improve our reputation to reflect the work we are doing as a Council.

#### **4. FINANCIAL IMPLICATIONS**

4.1 There are no financial implications

#### **5. LEGAL IMPLICATIONS**

5.1 There are no legal implications.

#### **6. COUNCIL OBJECTIVES**

6.1 The Communications Strategy links to the Improvement Objective Two.

#### **7. RISK MANAGEMENT**

7.1 The main risks associated with the details included in this report are:

- Loss of income from Together Bromsgrove

7.2 These risks are being managed as follows:

- Ensure there is enough funding in the communications budget to cut the costs
- In event that advertising revenue can no longer be secured, the magazine's pagination will be reduced.

#### **8 CUSTOMER IMPLICATIONS**

8.1 Customers will be more informed about the Council and this should have an impact on the results of subsequent consultations including CAA and The Place Survey.



9. **EQUALITIES AND DIVERSITY IMPLICATIONS**

9.1 All communications must be compliant with Equality standards.

10. **VALUE FOR MONEY IMPLICATIONS**

10.1 The strategy look to self fund communications where possible and Together Bromsgrove has an income generation target of £4,000 per issue.

11. **OTHER IMPLICATIONS**

Procurement Issues <b>None</b>
Personnel Issues <b>None</b>
Governance/Performance Management <b>None</b>
Community Safety including Section 17 of Crime & Disorder Act 1988 <b>None</b>
Policy <b>None</b>
Environmental <b>None</b>

12. **OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	No
Chief Executive	Yes
Executive Director (Partnerships & Projects)	Yes (at CMT)
Executive Director (Services)	Yes (at CMT)
Assistant Chief Executive	Yes
Head of Service	Yes
Head of Financial Services	Yes (at CMT)
Head of Legal, Equalities & Democratic Services	Yes (at CMT)
Head of Organisational Development & HR	Yes (at CMT)
Corporate Procurement Team	Yes (at CMT)

13. **WARDS AFFECTED**

All Wards.

14. **APPENDICES**

- Communications Strategy Review 2009 – A Stronger Voice For Everyone in Bromsgrove

15. **BACKGROUND PAPERS**

- Results of the Place Survey 2008/09 for Bromsgrove District Council and partners June 2009

- Bromsgrove District Council Employee Survey 2008
- Bromsgrove District Council In the Know Shared Services Internal Communications survey 2009
- Audit Commission CPA Report 2008
- DCLG Communities in Control White Paper: real people, real power

**Contact officer**

Name: Anne-Marie Darroch, Communications and Customer First Officer  
email: [a.darroch@bromsgrove.gov.uk](mailto:a.darroch@bromsgrove.gov.uk)  
Tel: (01527) 881651

# A Stronger Voice for Everyone in Bromsgrove



## Communications Strategy Review 2009



**Bromsgrove**  
District Council  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)



## Contents

1.	Introduction	3
2.	Developments	4
3.	Feedback	7
4.	Reviewed Action Plan	13
5.	Priorities for the Year Ahead	21
6.	Action Plan September 09 – 10	23
7.	Conclusions	34
8.	Contacts	36
9.	Appendices	37

## 1. Introduction

- 1.1** This is the third review of the Communication Strategy for Bromsgrove District Council which was first launched in 2006. Originally the Strategy was designed to demonstrate where the Council was and where it wanted to get to. The initial review showed that the Council had made significant progress with the strategic action plan which is part of the strategy. Now the basics are in place and have been firmly implemented in the culture of the Council.
- 1.2** The purpose of this review is to set out how we can build on this success and rejuvenate schemes which have become jaded. Another consideration in this review is the recent decision to pursue a Shared Services agenda with Redditch Borough Council. The review will also recognise the further progress which has happened over the last year and set out how we can move communications to an even higher level.
- 1.3** Seven priorities and actions were identified as part of the original strategy in a bid to drive the actions and its review still highlights these to demonstrate what we have done over the last year.
- 'One Council' Corporate Message and Style
  - Visible Leadership
  - Strategic Planned Communication (Communications of Strategic Agenda)
  - Community Engagement
  - Member Communication (and Reputation)
  - Corporate Brand
  - Staff Consultation
- 1.4** Since the Strategy was written and revised we have had our second CPA inspection which, in March, saw us catapult from Poor to Fair. Communications was one area highlighted by the inspection and recommendations raised in the feedback have been incorporated in the action plan update and our plans for the future. We have also received the results from the first Place Survey Report and the outcomes play a huge part in how we plan to take communications forward in this strategy.
- 1.5** As a result, and to take into account the Shared Services Agenda, the seven priorities and actions have been updated to include:-
- Reputation and Resident Satisfaction
  - Value for Money (Including Shared Services)
  - Influencing and Engagement
  - Modern Council
  - Visible Leadership
  - Customer Access
  - Benchmarking

## 2. Developments

2.1 In 2007 the Council signed up to the LGA's Reputation Campaign which identifies some core communication actions which have a particularly significant impact on a council's reputation; these are:-

- Effective media management.
- Provide an A to Z guide to council services.
- Publish a regular council magazine/newspaper.
- Branding – effective and consistent linkage of council brand to services.
- Good internal communications.

2.2 Implementing the strategy and taking on board the Reputation Project have seen a number of successful communication projects being launched, some of which are still running and others which, through this strategy we will seek to revamp following customer feedback.

2.3 Projects which have stood the test of time include:-

### 2.4 **Core Brief**

Written by ACE after every strategic CMT the Core Brief highlights top table decisions and is delivered at team meetings by Heads of Service / managers.

### 2.5 **Members' Bulletin**

Each fortnight Members receive a one-sided bulletin with key information about Council policy and events. It is brief and signposts them if they need any more information. This is to cut across the pile of paperwork they receive to highlight vital information they need to know. It has recently been redesigned to complement the design of the bulletin at Redditch.

### 2.6 **Connect E-Mail Bulletins**

To keep staff informed about timely decisions or corporate information the e-mail bulletins are sent to all staff in between the monthly staff newsletter.

### 2.7 **Connect Newsletter**

This comes out each month and has recently been redesigned to give a brighter, fresher feel and to correspond with the e-connect's branding. We have also given a more 'staff social' feel to it with reviews, competitions, snapped with the stars and event coverage to break down the 'silo mentality'.

## **2.8 Staff and Manager Forums**

Staff forums are held twice a year and manager's forums intersperse these. However in light of Shared Services we have increased the number of staff forums and put the managers' forums on hold for the time being.

## **2.9 Communications Planner**

This plan goes to CMT every fortnight to make sure that up communications is and remains a top table issue. With this plan we can see potential banana skins on the horizon and where needed draw up a major events communications plan to deal with that issue. The Communications and Customer First Manager also meets regularly with Heads of Service, ACE and the Chief Executive to update the plan.

## **2.10 Leader's Column**

A space has been secured in the Bromsgrove Standard each month to feature a column written by the Leader. A non-political column it focuses on sharing information about how the Council works, its services and latest news so customers can have a better understanding of how local government works.

## **2.11 Chat With Kevin**

Local groups and organisations were encouraged to invite the Chief Executive along to their meetings to find out more about the Council and its services.

## **2.12 Together Bromsgrove**

Together Bromsgrove was launched in Spring 2007 and replaced the residents' magazine Council Chat. It comes out three times a year and has an income generation target of £4,000 per edition.

## **2.13 Council Tax Leaflet**

This is a joint publication between the County Council, six Districts and the Fire Authority which has been running for five years with increasing buy-in from partners.

## **2.14 Wrap-Arounds**

These intersperse Together Bromsgrove and are used to publicise information like our Annual Report, Customer Standards and more recently our support packages during the economic crisis.

## **2.15 Facebook and Twitter**

We have launched feeds on both of these social networking sites which are updated from RSS feeds from our website to save duplication of information.

## **2.16 Business case for Joint Communications**

In August 2008 the Council embarked on a pilot joint chief executive project which saw Bromsgrove's Chief Executive also take on the role at Redditch Borough Council. Quick wins already realised since the start of the project focussed on communications and included:-

- Communications planner – to identify key communication issues over the next 6 – 12 months
- Launch of a Members' bulletin in Redditch
- Launch of fortnightly Core Brief for staff (following each Corporate Management Team meeting)

- Launch of Core Brief Extra for staff (emailing of urgent communication issues)
- Launch of “Ask the Chief Executive” question and answer session on the staff intranet

**2.17** These joint projects have been increased especially since the decision to pursue the Shared Services Programme and adopt a Joint Chief Executive. BDC’s Communications and Customer First Manager works closely with the Communications and Marketing Manager in post at Redditch and projects now include:-

- Shared Services Integrated Planner
- Staff Forums and drop-in sessions
- Timely Residents’ magazines
- Joint Shared Services information – e.g staff articles, press releases, articles

## **Projects which are set to be revamped.**

### **2.18 Staff Recognition Schemes**

#### **Team of the Month**

This has been running since 2006 and, following feedback in the employee survey this year, it was obvious it needed to be relaunched as buy-in to it had decreased.

### **2.19 Bright Ideas**

This is also looking to be relaunched as participation to it dwindled from its launch in 2006.

### **2.20 Back to the Floor**

As the Shared Services programme moves on getting Senior Managers and indeed teams Back to the Floor becomes more imperative as staff and the new management structure need to meet their new line managers and counterparts at Redditch Borough Council.

**2.21** These initiatives were put in place in 2006 when there was no staff recognition scheme at all and indeed very little robust communication. While they seem to have served their purpose, they are a good platform for which to progress more improved schemes and it is worth remembering that the above actions were key to us scooping bronze in the LGcommunications/LGA Reputation Awards 2007.



### 3. Feedback

3.1 By looking at and responding to feedback from all our customers internally and externally we can see how far we have come and where improvements need to be made. This year we will focus on:-

- **Place Survey 09**
- **Employee Survey 08**
- **In the Know Shared Services Internal Communications survey 2009**
- **CPA Report 2008**

3.2 We will also look at the messages that are coming from Government which continue to put communications and community engagement high on the agenda. See **Priorities for the Year Ahead**.

#### 3.3 Place Survey

This report presents the findings from the 2008/09 statutory Place Survey conducted by Ipsos MORI on behalf of Bromsgrove District Council. The survey was conducted via a postal self-completion approach, as prescribed by the Audit Commission and the Department of Communities and Local Government.

3.4 Fieldwork was carried out from 29 September to 19 December 2008. Although there is no direct data to measure our communications channels, the information regarding how informed and involved people feel is vital because of the Government's ever increasing need for local authorities to consult and feedback.

#### 3.5 Being Kept Informed and Involved

For Bromsgrove District Council the Place Survey results were concerning. The amount of residents satisfied with their local area was 81%, which is high, but the results also showed that 34% of residents were not satisfied with the way their local Council runs things.

3.6 More disappointing results revealed that just 24% of people feel they can influence Council decisions and only 23% of residents think the Council provides VFM (tables overleaf). This is a problem because it means that residents aren't aware of the Council's vast improvements.

3.7 The Council has clearly done a lot of engagement which was praised in the CPA report and the performance figures speak for themselves. Turning around this dissatisfaction and improving our reputation is a key priority which this strategy plays a key role in.

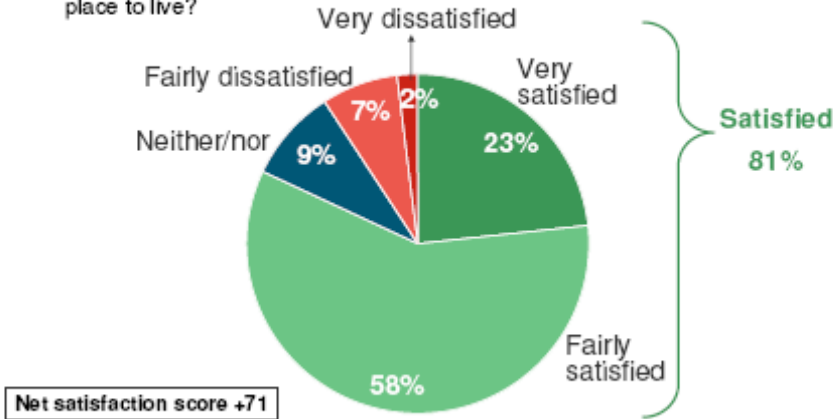
**3.8 Place Survey Results 2009**

Here are the key results from the Place Survey which this strategy particularly focuses on.

**3.9**

**General satisfaction with local area (NI 5)**

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?

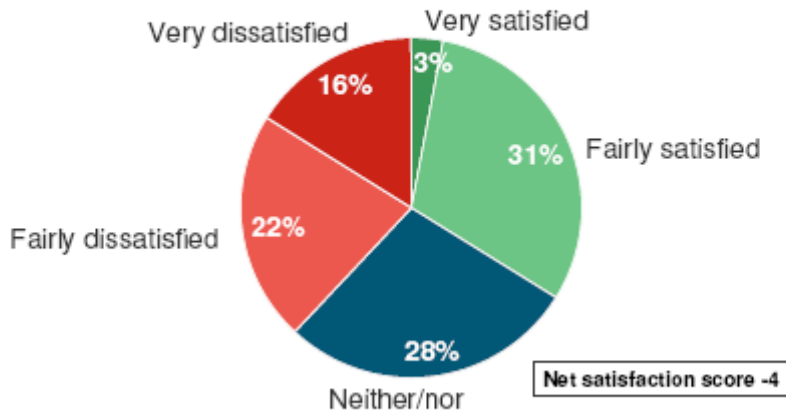


Ipsos MORI Base: All valid responses (1126)

**3.10**

**Satisfaction with Council**

Q Taking everything into account, how satisfied or dissatisfied are you with the way Bromsgrove District Council runs things?

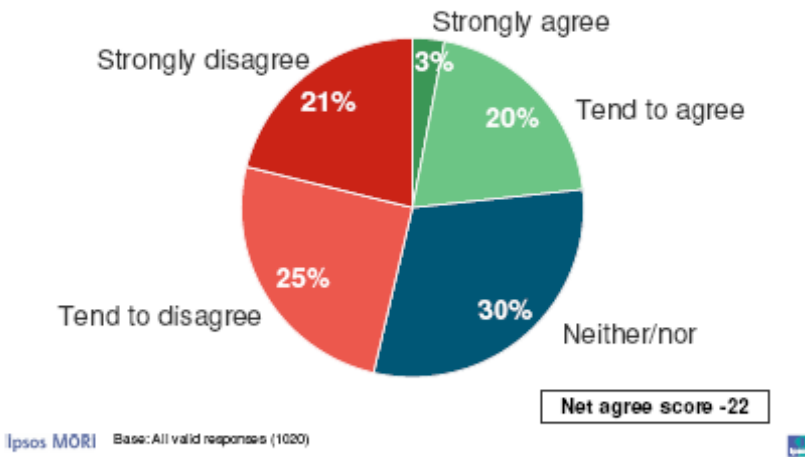


Ipsos MORI Base: All valid responses (1057)

3.11

**Value for money**

Q To what extent do you agree or disagree that Bromsgrove District Council provides value for money?

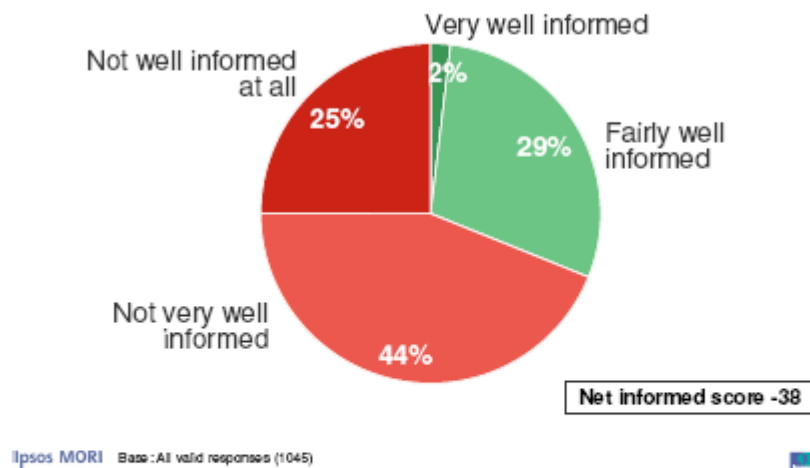


As with the overall council satisfaction score, Bromsgrove performs worse than average for Worcestershire (24% versus 35%) and for the Districts surveyed by Ipsos MORI (36%) in terms of delivering value for money.

3.12

**Being kept informed**

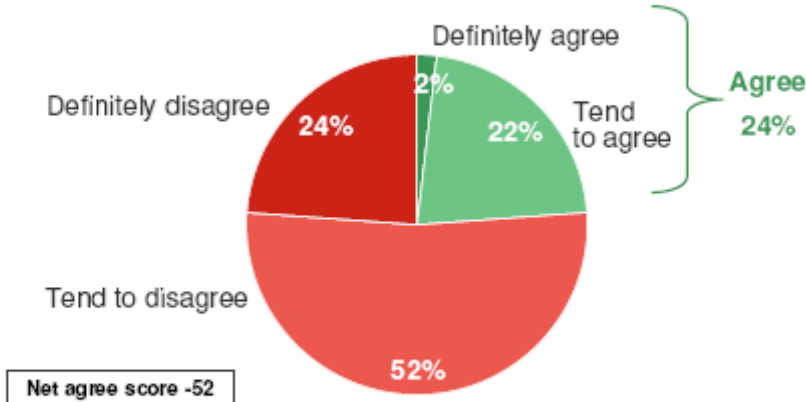
Q Overall, how well informed do you feel about local public services?



Bromsgrove residents feel less informed than the average Worcestershire resident (31% versus 39%), as the following chart highlights. Bromsgrove also underperforms compared to the wider Ipsos MORI averages.

### Influencing decisions (NI 4)

Q Do you agree or disagree that you can influence decisions affecting your local area?



Ipsos MORI Base: All valid responses (966)

In terms of residents feeling they can influence decisions made locally (NI 4) Bromsgrove's performance has declined by seven percentage points since 2006/07.

### 3.14 Employee Survey 2008

While the employee survey carried out in 2008 shows less people felt communications were better than 2007 there were contributing factors around that for example voluntary redundancies, job evaluation and potential shared services

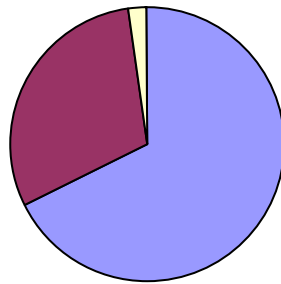


3.15 A range of actions have been agreed by CMT as a result of the survey to improve communications around big projects affecting staff e.g Shared Services (See below). These also include relaunch Team Awards, improved long service awards and a possible Summer event equivalent to that at Xmas.

**3.16 In the Know 2009 – Shared Services**

We asked staff how informed they were with all the internal communications we had sent out with regards Shared Services from August 2008 to Sept 2009. The results – 68% informed - are below and some comments are also included as, the only reason staff felt less than very informed was because they hadn't been told how the changes would directly effect – if they hadn't received all the information.

**In the Know Survey Results**



**3.17 Quotes**

“Very” – or at least as well as Kevin is able to inform at this stage.

“Is there a bigger picture that we are not seeing and not being informed of?”

“My only comment would be that there could be more detail on how the plans will impact on individual services”

“as well as we can be as clearly there are plenty of issues that can't be made public at this point in time and plenty of decisions that still have to be made.”

### 3.18 CPA Report 2008

Although the report recognised there had been improvements in communications it highlighted some areas which needed to be improved which we have taken into account as we update the action plan in this review.

#### 14 Improve external communication by:

- regularly checking that the community understands the Council's messages and information. This will help the public know what services are offered by the Council and allow the Council to highlight what it has achieved.
- providing clear and regular information updates on progress, especially for longer term projects such as the town centre.

### 3.19

32 The Council's communication with the public is adequate. It is now better at presenting the Council to the press and there are fewer disagreements between councillors within the letters pages. One of the local newspapers recently carried an article on Council success stories and the Leader writes a monthly column. However, the Council does not consistently evaluate its external communications and whether local people understand the messages. Similarly, the Council does not consistently evaluate the impact of its public consultation and engagement activity, and does not always feed back the results of consultations to those taking part. Without this final part of communication, the Council will not always know if its investments are working and the public will not be clear what difference their contribution has made.

### 3.20 How we have responded

This is set out in the action plan for 2009/10 but key highlights are:-

- Communications focus groups – following the success of one around our co-mingling waste changes we plan to hold more of these
- You said, we did – more feedback on survey results and changes which have been made as a result
- Relaunch of staff recognition schemes
- More targeted communication e.g town flyer which updated traders on the town centre, children and young people's newsletter, older person's directory.

## 4. Reviewed Action Plan

Action	How	When	Progress
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### 1. "One Council" Message and Style

Increase accessibility of Council services.	Continue to work with E-Government and Customer Services and support the launch of new services and following the launch of the Customer Access Strategy. Re-launch the Text Messaging Service following new contract.	On-going.  From Oct 08	Facebook and Twitter presence launched  Text messaging being rolled out across organisation
Ensure a presence at community events	Bonfire, carnival, street theatre, Rubery carnival, fetes etc provide a large audience to promote the work of the Council and its services. A budget bid for a community engagement officer, who can take up some of this work, is soon to be made	Dec 08 Ongoing	Presence including consultation carried out at street theatre Promotional packs given to Catshill parish fete
Promotion of Staff Intranet as means of two-way communication	Once the intranet has been made more user-friendly we will be able to promote the site as a means of two way communication	Ongoing	Lack of resources means that ideas for interactive

	to replace all staff e-mails		front page on desktops and total revamp have not been carried out. However we are looking to pursue joint working on this with Redditch
No e-mail Day	Encourage staff to consider the style and content of e-mails they send out and encourage more phone calls, visiting offices to reduce e-traffic	Jan 09	This was led by the Leadership Group and we fed back our experiences at staff forums and in Connect – it lead to sharing best practice on how to cut down on e-mail traffic
Sharing our Successes	In the build up to CPA Nov 2008, teams were encouraged to share their successes at events. This needs to be encouraged and stories publicised internally and externally	Ongoing	Team of the Year Awards at staff Xmas party. Sharing is encouraged at staff forums
Customer-focussed communications	Building on our effective Together Bromsgrove publication and Connect, we need to ensure our stories are customer focussed and have a human interest angle	Ongoing	Both publications have been revamped to include customer



			focussed and lifestyle articles
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**2. Visible Leadership**

Continue to get staff involved in presenting at staff forums and ensure Kevin and CMT are present	In preparation for our second CPA inspection, each department has been sharing their successes at forums and meetings. By building on this we can encourage more officers to come and share their successes with colleagues at forums – which has already proved popular.	Oct 08 ongoing	Regular staff forums have been held and include Kevin, CMT and officers however shared services has meant the forums are more frequent and generally lead by Kevin as the subject is so contentious
Organise staff / member team building exercises	A speed dating event to be held around Local Democracy Week	From October 08	Members were invited to staff Xmas party and Summer BBQ
Put on two regular staff events a year –Staff awards / Christmas party and Summer BBQ with social events in between	Summer BBQs have already been successful. Need to relaunch and work with Sports and Social Club to implement a successful programme of events. After consultation the Council is set t hold its first corporate Xmas party on December 12.	Dec 08	2008 saw the inaugural staff Xmas party and a Summer BBQ

Raise the profile of senior officer and member teams	Continue with media and Connect coverage of Back to the Floor, to be extended to Members, Walking the Wards etc. Continued attendance of senior officers at PACT meetings. Continue with Roger's Column Council Open Days.	Ongoing	All ongoing
Staff Room / Official Tea Break	A former staff room was identified at the Manager's Conference to be a revamped Staff relaxation area to support the idea of official tea breaks to encourage more staff interaction	Jan 09	This is still being considered

**3. Strategic Planned Communication (communication of strategic agenda)**

Continue to develop the internal and external Communications Planner with special "mini-plans" to cover incidents	The communications planner covers internal and external messages.	Sept 07	Ongoing
Continue to ensure communications planners are at the top table	Continued meetings with Heads of Service and Chief Executive and CMT feedback of "lessons Learnt", "things we didn't see coming" and % of proactive and reactive stories	Ongoing	On-going
Corporate Induction	To continually update slides delivered by Corporate Communications, Policy and	Ongoing	Ongoing

	Performance Team to reflect changes of Council.		
Emergency Communications Plan	Test out the plan as part of a simulated emergency	April 09	This was done during a partner exercise including Polymerlatex and subsequently for real during the Swine Flu pandemic

**4. Engaging with Communities**

Customer Panel	Review and re-let content. Communicate results. Undertake two surveys per year.	Feb.08 Aug.08	Ongoing
Community Engagement Strategy	Update and agree with Cabinet	Nov 08	Currently updated due to new person in post
Budget 08/09 consultation	Train team on focus groups and undertake them	Jan.08	Completed
Co-ordinated departmental community engagement plans.	Plans completed as part of business plans and reviewed by Senior Corporate Policy and Performance Officer.	Nov.08	JM
Visits to schools to raise profile of the Council and role of Member	As part of the Democracy Teams plans to raise awareness, we need to develop communications around this to publicise the initiative	Jan 09	Ongoing

Targeted Communications	By highlighting community groups e.g Third Sector, parish Councils sports clubs, we can send them information they need and ask for their views on relevant issues	Nov 08	Ongoing – launch of town flyer, facebook and twitter
	Reaching out to Young people and asking for views via Facebook	Jan 09	

**5. Member Communication (and Reputation)**

Members' bulletin to continue fortnightly	Fortnightly bulletin from CMT co-ordinated by Communications Team.	ongoing	Ongoing
Replace Roger's Column	Currently the Leader has a monthly column in the local newspaper. This could be expanded to include Cabinet Members and the readers are invited to send in questions a month in advance	Jan 09	The column was made more interactive
Build Member and Staff relations	Invite Members to staff events, team meetings, and portfolio holders to speak at Staff Forums	December 08	Members joined in the Xmas Party
Members' media and reputation training	Most of our members are media savvy but there is a need for training on how to represent the Council in a positive light when dealing with the media	Jan 09	Given the use of the media by Members this was deemed not necessary!
Member Back to the Floor	Invite Members to spend time in departments	Oct 08	As part of customer first part 3 some members spent time at the CSC

Editorial Panel	Held before each Together Bromsgrove is sent out for views on political neutrality	ongoing	Members have changed but it is still ongoing
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**6. Corporate Brand**

Brand and Style Guidelines to be reviewed	Staff consultation on them and amendments made prior to relaunch and with graphics and print procurement in mind	Feb 09	These have been reviewed to add in new templates etc but needs redoing with shared services in mind
Ensure that the same brand is being adopted across the Council	Visit to teams / staff forum to explain why brand is important	Feb 09	Work has been ongoing with other departments to ensure this

**7. Staff Consultation**

Employee Survey twice a year	Electronic survey sent to staff	ongoing	The last one was in 2008.
Co-ordinate and streamline staff communications	On top of the Connect newsletter, e-connects are sent. Need to be streamlined and the intranet, once revamped utilised more	From Jan 09	A triangulation effect using Core Brief, Connect, E-Connects and intranet with consistent messages and signposting has been adopted

Revamp of staff recognition schemes	Continue with annual awards on top of monthly	Dec 08 - ongoing	This is being overhauled as part of the Staff Xmas Party 2009
Back to the Floor	Continue with tracker on the intranet and more success stories to show outcomes via Connect or the intranet	ongoing	This is set to be revamped as part of shared services
Staff job swap	Opportunity to be built into and encouraged through the PDR system	Oct 09	This has happened in Legal and democratic services

## 5. Priorities for the Year Ahead

### 5.1 Reputation and Resident Satisfaction.

- Revamp Corporate Induction presentation on Council's Vision, Values, Objectives and Priorities.
- Revamp Corporate Induction presentation on Council's Vision, Values, Objectives and Priorities.
- Maintain the corporate communications planner.
- See VFM and Influencing and Engagement

**Outcome: Increase 34 % of residents who are satisfied with the way the Council runs things (Place Survey 04/06/09)**

### 5.2. Value for Money (Inc Shared Services)

- Value for Money Campaign rolled out over three years
- Ensure consistent messages from Leaders, Joint Chief Executive and Heads of Service to reflect the views of both Councils with Shared Services in mind
- Make sure the Joint Chief Executive maintains a visible presence
- Maintain and update the Shared Services Integrated Planner
- Develop brand and style guidelines for each service area which goes through Shared Services
- Continue to consult with staff on Shared Services Communications

**Outcome: Increase 23% of residents who think the Council provides VFM (Place Survey 04/06/09)**

### 5.2 Influencing and Engagement

- Promote 'The Big Five' events which engage with communities e.g Budget Jury, Equalities Conference
- Listening Times to demonstrate residents can make a difference – 'you said, we did'.
- Ensure a targeted and co-ordinated approach to community engagement through the Corporate Communications, Policy and Performance Team.
- Through this co-ordinated approach ensure feedback of consultation results to customers to make them realise their views do count. We will develop a "you Decide" campaign to support and implement this.
- Targeted communications – make sure the hard to reach areas e.g Wythall and Hagley are also get informed and know how to get involved.
- Communications Focus Groups

**Outcome: Increase 24% of people who feel they can influence Council decisions (Place Survey 04/06/09)**

### 5.6 Modern Council

- Increase Awareness of Corporate Branding.
- Increase awareness of Graphics and Print Procurement policies
- Work with reprographics and teams to ensure a co-ordinated approach to Council communications
- Increase awareness of other channels of communication.
- Improve customer accessibility to the Council.
- Ensure staff awareness of the media protocol and procedures

**Outcome: Increase 34 % of residents who are satisfied with the way the Council runs things (Place Survey 04/06/09)**

### 5.7 Visible Leadership.

- Continued attendance of senior managers at PACT meetings, but widen this to Corporate Management Team.
- Raise profile of Council, officers and Members at events.
- Maintain strong relations with Chief Executive and staff and a presence of CMT at staff events
- Revamp Team of the month, Back to the Floor and Staff Forums
  - Meet the Cabinet

**Outcome: Increase 52% of staff who feel their managers demonstrate visible leadership (Staff Survey 2008)**

### 5.8 Customer Access

- Increase Awareness of Corporate Branding.
- Increase awareness of Graphics and Print Procurement policies
- Work with reprographics and teams to ensure a co-ordinated approach to Council communications
- See Customer Access Strategy

**Outcome: Increase 34 % of residents who are satisfied with the way the Council runs things (Place Survey 04/06/09)**

### 5.9 Benchmark

- Scrutiny Exercise
- Trips to excellent Councils e.g Selby to see how they moved from weak to excellence
- Attendance at communications events e.g LGComms
- Maintain presence at County Communications Group

**Outcome: All of the above!**



## 6. Sept 09 – Aug 10 Action Plan

Action	How	Measure (SMART)	When	Who
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### 1. Reputation and Residents' Satisfaction

Continue to develop the internal and external Communications Planner with special "mini-plans" to cover incidents	The communications planner covers internal and external messages.	Coverage in Media and Connect.  Increase 31% of staff who feel communications has improved (Staff Survey 2008)	Sept 09 ongoing	A-MD, JC
Continue to ensure communications planners are at the top table	Continued meetings with Heads of Service and Chief Executive and CMT feedback of "lessons Learnt", "things we didn't see coming" and % of proactive and reactive stories	Media coverage – 1% increase of positive coverage in newspapers and 1% increase in number of proactive stories.  Increase 31% residents feel informed (Place Survey 2009)	Ongoing	A-MD JC

Corporate Induction	To continually update slides delivered by Corporate Communications, Policy and Performance Team to reflect changes of Council.	Feedback forms on corporate induction.	Ongoing	CCCP
Communication Focus Groups <b>See also Customer Access</b>	To hold a pilot focus in Wythall to tap into local knowledge as to how we can best keep this community informed. To rolled out to Rubery and Hagley	Increase 31% residents feel informed (Place Survey 2009)	Dec 2009	A-MD
Emergency Communications Plan	Test out the plan as part of a simulated emergency	Feedback session at the end of exercise	April 2010	PS A-MD MP

**2. Value For Money (including Shared Services)**

Value For Money – A three year campaign	To include <ul style="list-style-type: none"> <li>• Annual Report wraparound</li> <li>• Council Tax Leaflet</li> <li>• Features in Together Bromsgrove</li> <li>• VFM references in press releases, Rogers’ column etc</li> </ul>	Increase 23% of residents who think the Council provides VFM (Place Survey 04/06/09)	April 09 ongoing – April 2012	A-MD JC SS
Joint press releases on certain issues	Regular meetings with Redditch Comms about joint comms planner	Media monitoring of press articles around Shared Services	ongoing	A-MD/ AM
Ensuring consistent, timely communications which reflect the individuality of each authority	These include <ul style="list-style-type: none"> <li>• Media releases</li> <li>• Together Bromsgrove/Redditch Matters</li> <li>• Members’ Bulletin</li> </ul>	Increase 31% of staff who feel communications has improved (Staff Survey 2008)	ongoing	A-MD AM

Joint communications planner	To sit alongside the existing communications Planner, this document will highlight the up and coming issues which both Councils can issue joint communications on	Media monitoring of % positive and negative articles	October 2009 launch	A-MD AM
Ensure consistent messages around shared services are sent out to target audiences	<p>Make sure each Council's communications, including targeted, have the same message.</p> <p>Co-ordinate specific messages around shared services – letters from leaders, presentation to local groups</p> <p>A-MD and AM to meet each month to identify these</p>	<p>Media monitoring of % positive and negative articles</p> <p>Increase 31% residents feel informed (Place Survey 2009)</p>	ongoing	A-MD AM
Ensure Kevin's message to Members is consistent and timely across both Councils	Share Kevin's message in the bulletin across both Councils	<p>Members' bulletin satisfaction survey</p> <p>Increase 67% of staff who felt informed about shared services (SS Staff Survey 2009)</p>	ongoing	A-MD AM
Joint events with Redditch Staff	<ul style="list-style-type: none"> <li>• Staff Awards</li> <li>• Events e.g BBQ, Xmas Party</li> <li>• Welcome event</li> </ul>	Staff Survey – shared services specific question	ongoing	A-MD AM

Joint forums with Redditch staff	As some staff may be based over at Redditch, forums could be held to encourage staff to go and attend a forum at the other authority	Staff Survey – shared services specific question	Jan 2010	A-MD AM
Shared teams encouraged to 'job swap' with counterparts	As part of the PDR system it could be an opportunity for staff to visit their counterparts and try the systems and procedures in place there to gain an understanding of the uniqueness of each authority	Staff Survey – shared services specific question	April 2010	A-MD HP
Shared services brand and style guidelines	As more and more teams go through shared services we need to look at their use of logos and update each Council's brand and style guidelines accordingly – eventually producing an overarching document	Communications Audit	October 2009 ongoing	A-MD AM
Joint intranet	Work to develop a joint, interactive intranet across both Councils	Increase 31% of staff who feel communications has improved (Staff Survey 2008)	April 2010	A-MD AM
Continue to get staff involved in presenting at staff forums and ensure Kevin and CMT are present	Develop a 'team latest news' section on intranet when revamped so departments can update their successes themselves	Increase in number of people at forums. Feedback Forms at Forums Internal communications	Jan 2010 – when new intranet is up and running	KD HB A-MD

		staff survey		
Organise staff / member team building exercises	Invite members to staff events like Xmas Party and Summer BBQ – even staff forums?	Feedback Forms at session	From October 09	SM / AD
Put on two regular staff events a year –Staff awards / Christmas party and Summer BBQ with social events in between	Summer BBQs have already been successful. The inaugural Staff Xmas party was a success so a second one in Dec 09 is planned	Staff survey – to demonstrate a 4% increase in the people who felt Bromsgrove was a good place to work  Feedback forms at events	Dec 09	A-MD SS

**3. Influencing and Engagement**

Promote the Council’s ‘Big Five’ opportunities to engage with communities	<ul style="list-style-type: none"> <li>• Equalities consultation conference</li> <li>• U Decide</li> <li>• Budget Jury</li> <li>• Focus Groups</li> <li>• Website</li> </ul>	Increase 24% of people who feel they can influence Council decisions (Place Survey 2009)	Sept 09 ongoing	A-MD, JC
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Communications Focus Groups	<ul style="list-style-type: none"> <li>• Together Bromsgrove</li> <li>• Xmas Waste Changes</li> <li>• How can we best communicate with communities – focus groups in Wythall, Hagley and Rubery</li> </ul>	Customer satisfaction score increased CAA score	Nov ongoing	A-MD RD
Budget 10/11 staff	Include as part of staff forums	Results feed into budget decision-making process.	Jan 2010	A-MD RD

**4. Modern Council**

Brand and Style Guidelines to be reviewed  <i>See also VFM and Shared Services</i>	Staff consultation on them and amendments made prior to relaunch and with graphics and print procurement in mind. Set up working group	% customers informed about services	Sept 09 ongoing	A-MD
Increase accessibility of Council services.	Continue to work with E-Government and Customer Services and support the launch of new services and following the launch of the Customer Access Strategy. Continue to re-launch the Text Messaging Service across departments following new contract.	% of residents aware of particular services  3% increase in BVPI score of awareness of text messaging service	On-going.  Ongoing	A-MD HB DP

<p>Ensure a presence at community events</p>	<p>Bonfire, carnival, street theatre, Rubery carnival, fetes etc provide a large audience to promote the work of the Council and its services. Investment in banners etc and other publicity material so we have an easy to assemble presence</p>	<p>Customer satisfaction score increased  Feedback forms at events</p>	<p>Nov 09 – Aug 2010</p>	<p>A-MD HB HM/JH</p>
<p>Complete overhaul of Staff Intranet and promotion of it as a means of two-way communication  <i>See also VFM and Shared Services</i></p>	<p>The intranet is in an integral part of the triangulation of communications internally. To encourage use it needs to be open on people's desk-top with a scrolling front page with latest news</p>	<p>% of staff who feel informed  Special intranet question in 2010 staff survey</p>	<p>Ongoing</p>	<p>A-MD/DW AM (see Shared Services)</p>
<p>Sharing our Successes</p>	<p>Through staff forums which enable officers to demonstrate what they have been working on  Encourage staff to share their news with Connect newsletter  Visit teams to show successful stories which have come out of other teams sharing their news and getting publicity through Media, Together Bromsgrove or internally</p>	<p>Staff Survey  Satisfaction Survey  % increase in positive media stories</p>	<p>Ongoing</p>	<p>A-MD JC</p>

	Ensure staff are aware of how the communications procedures run and how they can get their messages out.			
Customer-focussed communications	Building on our effective Together Bromsgrove publication and Connect, we need to ensure our stories are customer focussed and have a human interest angle	% increase in positive media stories  Recall rate of Together Bromsgrove	Ongoing	A-MD JC
Ensure that the same brand is being adopted across the Council  <i>See also VFM and Shared Services</i>	Visit to teams / staff forum to explain why brand is important	Communications Audit	Jan 10	A-MD

**5 Visible Leadership**

Raise the profile of Kevin and Roger with the public	Work with Newsquest to use their website for blogs by the Chief Exec and Leader	Customer Panel Survey	Nov 09	A-MD KD
Raise the profile of senior officer and member teams	Continue with media and Connect coverage of Back to the Floor, to be extended to Members, Walking the Wards etc. Continued attendance of senior officers at	Target – senior managers attend 90 % of PACT meetings	Ongoing	A-MD



	PACT meetings. Continue with Roger's Column Council Open Days.	Quality of Life Survey (?)		
Members' bulletin to continue fortnightly	Fortnightly bulletin from CMT co-ordinated by Communications Team.	Six monthly feedback form in the bulletin Members survey to reflect usefulness of bulletin	ongoing	JC
Roger's Column	Continue with monthly column	Monitor positive / negative press cuttings	ongoing	A-MD
Build Member and Staff relations	Invite Members to staff events, team meetings, and portfolio holders to speak at Staff Forums	Feedback Forms at Staff Forums  Staff survey to reflect member / officer relationship – increase of 5%	Ongoing	A-MD
Member Back to the Floor	Invite Members to spend time in departments as reflected in Customer First Strategy	Staff survey to reflect member / officer relationship – increase of 5%	Nov 09	SS
Editorial Panel	Held before each Together Bromsgrove is sent out for views on political neutrality	From Members following each edition	ongoing	HB A-MD

Revamp Back to the Floor, Team of the Month, Chat with the Chief	These need relaunching and promoting	Increase 28% felt team of the month motivated them in their job (Staff survey 2008)	Jan 2009 ongoing	A-MD SS
Meet The Cabinet / SMT	As with chat with the chief this is an opportunity to ask groups to invite Cabinet / SMT to existing meetings	Increase 34 % of residents who are satisfied with the way the Council runs things (Place Survey 04/06/09)	March 2010	A-MD

**6. Customer Access**

Older Person's Directory	Staff consultation on them and amendments made prior to relaunch and with graphics and print procurement in mind. Set up working group	% customers informed about services	Sept 09 ongoing	A-MD
Young Person's Wrap-around	Visit to teams / staff forum to explain why brand is important	Communications Audit	Jan 10	A-MD
Website access – different formats	Promote the use of the website to access services and make sure publications are available in different formats e.g Together Bromsgrove as MP3 link	Increase 31% residents feel informed (Place Survey 2009)	Ongoing	JC
Text messaging / Twitter and Facebook	Develop and promote the amount of news and engagement opportunities accessible to everyone	Increase 31% residents feel informed (Place Survey 2009)	Ongoing	JC

**7. Benchmarking**

<p>Scrutiny Exercise</p>	<p>How we communicate with residents –and indeed this strategy – will be subject to a scrutiny exercise</p>	<p>Increase 31% residents feel informed</p> <p>Increase 34 % of residents who are satisfied with the way the Council runs things</p> <p>Increase 24% of people who feel they can influence Council decisions</p> <p>(Place Survey 04/06/09)</p>	<p>Nov 2009</p>	<p>HB A-MD</p>
<p>Attendance at Communication events</p>	<p>LGCommunications conference County communications Group meetings WMLRF meetings Trips to authorities e.g Selby Communications Benchmarking Group</p>	<p>Increase 31% residents feel informed</p>	<p>Nov 2009 ongoing</p>	<p>A-MD</p>

## 7. Conclusions

**7.1** While both the reviewed action plan and the forward-looking plan once again have grown, the latter particularly needs to pick up areas of weakness so they can be addressed.

**7.2** These are:-

- Evaluating External Communications
- Feeding Back to customers following consultation
- Showing customers what a difference their feedback has made to improving services
- Targeting communities with specific messages

### **7.3 What does this mean for Bromsgrove District Council Communications?**

From the research considered in this review we know we have to:-

- Reach out to everyone with targeted communications
- Increase our customer access channels
- Make sure our Leader, Chief Executive, senior members and officers have a visible presence both externally and internally
- Work with partners to ensure cross-county communications are joined up and effectively communicated
- Get communities involved to have their say on how they want to be kept informed
- Motivate our staff
- Address the outcomes in the Place Survey 2009 and make a difference to the results in the CAA and next Place Survey

### **7.4 How do we move forward?**

Moving forward to realise these actions and those in the following action plan we need to build on and enhance the communications channels that already exist as well as creating more, e.g Facebook etc, in a bid to reach out to more people.

**7.5** It is worth remembering that a budget bid has been made to secure 'Mosaic' which will endeavour to help the Council segment its market and deliver targeted communications effectively. This has to complement communications already in existence, not replace them. Our aim for the year ahead is to Engage and Inform.

**7.6** The Place survey didn't give us the specific result that we have had previously so more evaluation is needed to give us a local picture of how informed people are about. So the fact that we aim to evaluate our communications more via focus groups and consultation should give us this.

- 7.7 We will continue to use customer and staff feedback to further improve our communications and indeed feedback from the future CAA inspection.
- 7.8 The research and development of the actions plans also shows a need for the community engagement strategy and this review to sit close together and both the communications and policy teams working together on producing robust consultation and feedback projects.
- 7.9 Shared Services has added another dimension and factor to this strategy review and indeed communications will play a vital role in implementing the process internally and externally.
- 7.10 However it is worth remembering that the process is not about political merger and the communications will also have to respect the uniqueness of each area as well as making the most of joint working opportunities as they arise.
- 7.11 **And Finally**  
The way forward will see our residents playing a key part in letting us know how they want to be communicated to so we can deliver the information how and where they want. We also need to close the loop on consultation exercises and tell people how their feedback made a difference. Working with partners is also another objective and all these actions will ensure we provide a stronger voice for everyone in the Bromsgrove District.

## 8. Contact

Hugh Bennett, Assistant Chief Executive [h.bennett@brosmgrove.gov.uk](mailto:h.bennett@brosmgrove.gov.uk)  
01527 881430

Anne-Marie Darroch, Communications and Customer First Manager  
[a.darroch@bromsgrove.gov.uk](mailto:a.darroch@bromsgrove.gov.uk)  
01527881651

## 9. References

- Results of the Place Survey 2008/09 for Bromsgrove District Council and partners June 2009
- Bromsgrove District Council Employee Survey 2008
- Bromsgrove District Council In the Know Shared Services Internal Communications survey 2009
- Audit Commission CPA Report 2008
- DCLG Communities in Control White Paper: real people, real power

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## FORWARD PLAN OF KEY DECISIONS

1 NOVEMBER 2009 TO 28 FEBRUARY 2010

This Forward Plan lists the **Key Decisions** which it is proposed to take during the period 1 October 2009 to 28 February 2010. **Key Decisions** are executive decisions which must be taken or delegated by the Council's Cabinet and relate to matters which fall within the Council's agreed Budget and Policy Framework.

**Key Decisions** are those executive decisions which are likely to:

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

**Key Decisions** will include:

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

**Further details of each Key Decision are appended to the Forward Plan.** To assist with internal forward planning, this Plan also lists other non-key decisions which the Cabinet is expected to make during the specified four month period. The Forward Plan is updated and published on the Council's website on a monthly basis.

## CABINET MEMBERSHIP

Councillor R. Hollingworth  
Councillor G. N. Denaro  
  
Councillor Dr. D. W. P. Booth  
Councillor J. T. Duddy  
  
Councillor Mrs. J. Dyer M.B.E.  
Councillor Mrs. M. A. Sherrey  
Councillor R. D. Smith  
Councillor M. J. A. Webb  
Councillor P. J. Whittaker

Leader of the Council and Portfolio Holder for the Improvement Plan  
Deputy Leader and Portfolio Holder for Resources (including Financial Services, Legal, Equalities & Democratic Services, Human Resources and ICT)  
Portfolio Holder for Street Scene and Project Management of the Town Centre  
Portfolio Holder for Economic Development, Retail Regeneration and Revenue Generation (including Car Parking)  
Portfolio Holder for Planning and Transport  
Portfolio Holder for Vulnerable and Older People (including Lifeline)  
Portfolio Holder for Youth, Sports, Recreation and Culture  
Portfolio Holder for Community and Customer Engagement and Community Safety  
Portfolio Holder for Strategic Housing, Environment and Climate Change

## CONSULTATION AND REPRESENTATIONS

For **Key Decisions** the summary document appended to the Forward Plan sets out details of any proposed consultation process. Any person/organisation not listed who would like to be consulted or who wishes to make representations on the proposed decision are encouraged to get in touch with the relevant report author as soon as possible before the proposed date of the decision. Contact details are provided.

Alternatively you may write to The Head of Legal, Equalities and Democratic Services, The Council House, Burcot Lane, Bromsgrove B60 1AA or email: [k.firth@bromsgrove.gov.uk](mailto:k.firth@bromsgrove.gov.uk)

Item No.	Decision Taker & Expected Date of Decision	Original Expected Date of Decision	Proposed Decision	Type of Decision (Key or Non-Key)	Lead Councillor/ Portfolio Holder	Comments
1	Cabinet 4 November 2009		Community Strategy Annual Report 2008-09	Non-Key*	Councillor R. Hollingworth	* Cabinet will make recommendations to the full Council
2	Cabinet 4 November 2009		Joint Chief Executive Appraisal Process	Non-Key*	Councillor G. N. Denaro	* Cabinet will make recommendations to the full Council
3	Cabinet 4 November 2009		Sustainable Community Strategy 2010-2013	Non-Key*	Councillor R. Hollingworth	* Cabinet will make recommendations to the full Council
4 Page 49	Cabinet 4 November 2009	<b>Cabinet 29 July 2009</b>	Review of Assets Sherwood Road, Aston Fields Industrial Estate ( <i>these will be two separate reports which will contain exempt information and be considered in private session</i> )	<b>Key</b>	Councillor G. N. Denaro	One report was deferred for further consideration by officers whilst one report has been brought forward as both need to be considered together
5	Cabinet 4 November 2009	<b>Cabinet 7 October 2009</b>	Waste Management Strategy (outcome of consultation)	<b>Key</b>	Councillor Mrs. M. A. Sherrey	Deferred by officers pending full consultation outcome
6	Cabinet 4 November 2009		Communications Strategy Review	Non-Key	Councillor R. Hollingworth	
7	Cabinet 4 November 2009		Financial and Performance Monitoring – Quarter 2 2009/10	Non-Key	Councillors R. Hollingworth & G. N. Denaro	

8	Cabinet 4 November 2009		Improvement Plan Exception Report – September 2009	Non-Key	Councillor R. Hollingworth	
9	Cabinet 4 November 2009		Performance Monitoring – September 2009	Non-Key	Councillor R. Hollingworth	
10	Cabinet 2 December 2009		Medium Term Financial Plan including Fees & Charges – to review the position of the MTFP (Revenue Base Budget)	Non-Key*	Councillor G. N. Denaro	* Cabinet will make recommendations to the full Council
11	Cabinet 2 December 2009	<b>Cabinet 4 November 2009</b>	Statement of Gambling Principles 2010 - 2013	Non-Key*	Councillor P. J. Whittaker	* Cabinet will make recommendations to the full Council. Delayed due to absence of Portfolio Holder at October Leader's Group
12	Cabinet 2 December 2009	<b>Cabinet 4 November 2009</b>	Choice-Based Lettings Scheme - Update	<b>Key</b>	Councillor P. J. Whittaker	Delayed due to absence of Portfolio Holder at October Leader's Group
13	Cabinet 2 December 2009	<b>Cabinet 29 July 2009</b>	Local Neighbourhood Partnerships - Terms of Reference and Business Case	<b>Key</b>	Councillor M. J. A. Webb	Deferred by officers and Members for further consideration
14	Cabinet 2 December 2009		Council Tax Base Calculation 2010/11	Non-Key	Councillor G. N. Denaro	
15	Cabinet 2 December 2009		Corporate Safeguarding Policy (Children and Vulnerable Adults)	Non-Key	Councillor Mrs. M. A. Sherrey	

16	Cabinet 2 December 2009	<b>Cabinet 4 March 2009</b>	Economic Strategy and Priorities	Non-Key	Councillor J. T. Duddy	Delayed as needed to take further advice in light of discussions regarding Economic Development in North Worcestershire
17	Cabinet 2 December 2009		Improvement Plan Exception Report – October 2009	Non-Key	Councillor R. Hollingworth	
18	Cabinet 2 December 2009		Performance Monitoring – October 2009	Non-Key	Councillor R. Hollingworth	
19	Cabinet 2 December 2009		Preparations for Democracy Year	Non-Key	Councillor G. N. Denaro	
20						
21	Cabinet 6 January 2010		Medium Term Financial Plan 2010/11 – 2012/13	Non-Key*		* Cabinet will make recommendations to the full Council
22	Cabinet 6 January 2010	<b>Cabinet 4 November 2010</b>	Programme of Council and Committee Meetings 2010/11	Non-Key*		* Cabinet will make recommendations to the full Council.
23	Cabinet 6 January 2010		Worcestershire Enhanced Two Tier (WETT) Programme – Business Case for Regulatory Services	Non-Key*	Councillor R. Hollingworth	* Cabinet will make recommendations to the full Council. Delayed for countywide consultation
24	Cabinet 6 January 2010		Improvement Plan Exception Report – November 2009	Non-Key	Councillor R. Hollingworth	
			Performance Monitoring – November 2009	Non-Key	Councillor R. Hollingworth	

25	Cabinet 6 January 2010		Predicted Outturn for Corporate Indicators	Non-Key	Councillor R. Hollingworth	
26	Cabinet 6 January 2010		Scrutiny Board Report on Hot Food Takeaways	Non-Key	Councillor Mrs. J. Dyer	
27	Cabinet 3 February 2010	<b>Cabinet 2 December 2009</b>	Arts and Events Strategy 2010/11 to 2013/14	<b>Key</b>	Councillor R. D. Smith	Delayed by officers for further consideration
28	Cabinet 3 February 2010		Pavement Café Policy	<b>Key</b>	Councillor P. J. Whittaker	
29	Cabinet 3 February 2010		Customer Panel (Customer Satisfaction and Priorities)	Non-Key	Councillor M. J. A. Webb	
30 page 52	Cabinet 3 February 2010	<b>Cabinet 4 November 2009</b>	Green Waste and Recycling Collections – Options for Shared Service with Redditch BC	Non-Key	Councillor Dr. D. W. P. Booth	Delayed by officers to take account of Redditch Borough Council's views
31	Cabinet 3 February 2010		Improvement Plan Exception Report – December 2009	Non-Key	Councillor R. Hollingworth	
32	Cabinet 3 February 2010	<b>Cabinet 4 November 2009</b>	Operation of Recycling Bank System	Non-Key	Councillor Dr. D. W. Booth	Delayed by officers due to ongoing negotiations
33	Cabinet 3 February 2010		Performance Monitoring – December 2009	Non-Key	Councillor R. Hollingworth	
34	Cabinet 3 February 2010		Policy for Events in Bromsgrove High Street (review of policy)	Non-Key	Councillor G. N. Denaro	

**KEY DECISION**

Proposed to be made by  
the Cabinet on  
**4 November 2009**

<p><b>LEAD MEMBER/ PORTFOLIO HOLDER</b></p> <p>Cllr Mrs M. A. Sherrey JP</p>	<p><b>ITEM</b></p> <p>WASTE MANAGEMENT STRATEGY</p>	<p><b>WARDS AFFECTED</b></p> <p>All</p>
<p><b>DOCUMENTS TO BE CONSIDERED BY THE DECISION TAKER</b></p> <p>Report of Head of Street Scene and Community</p> <p><b>REPORT AUTHOR</b></p> <p>Michael Bell</p>	<p><b>SUMMARY</b></p> <p>All County and District Councils are required to produce a long term Waste Management Strategy and review it every 5 years. This is the first review of the existing Strategy document that has been in place since 2004. The document sets out the long term aims of the waste partnership and how it will achieve its statutory targets over the next 25 years. This report will be a follow-up to a previous report on the Strategy considered by the Cabinet on 1 July 2009 and will take into account the outcome of the consultation process undertaken</p>	<p><b>REASONS FOR BEING ON THE FORWARD PLAN</b></p> <p>Significant in terms of its effect on communities living or working in an area comprising two or more wards in the district;</p>

<p><b>CONSULTATION DETAILS</b></p> <p>Consultation will be carried out with statutory consultees over a period of several months.</p>	<p><b>Method of Consultation</b></p> <p>Direct access to statutory consultees.</p>	<p><b>Consultation period or dates</b></p>
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**DECISION TO BE MADE IN PARTNERSHIP WITH**

County Council as Waste Disposal Authority and the other district Councils with Worcestershire and Herefordshire.



**KEY DECISION**

Proposed to be made by  
the Cabinet on  
**2 December 2009**

<p><b>LEAD MEMBER/ PORTFOLIO HOLDER</b> Cllr Peter Whittaker</p>	<p><b>ITEM</b> HOME CHOICE PLUS, CHOICE BASED LETTINGS SCHEME UPDATE</p>	<p><b>WARDS AFFECTED</b> All</p>
<p><b>DOCUMENTS TO BE CONSIDERED BY THE DECISION TAKER</b> Report of the Manager of Strategy Housing</p> <p><b>REPORT AUTHOR</b> Amanda Glennie, Strategic Housing 01527 881269</p>	<p><b>SUMMARY</b> The Home Choice Plus, choice based lettings scheme was introduced on the 7<sup>th</sup> October 2008. The web based service offers an open and transparent method of allocation social housing across the District.</p> <p>The aim of this report is to provide an annual update on the success of the initiative from both a local authority and service user perspective and consider the implementation of further enhancements to the scheme.</p>	<p><b>REASONS FOR BEING ON THE FORWARD PLAN</b> A significant time period has elapsed in order for us to carry out a review of the schemes success. Home choice plus affects residents across the District who are in housing need.</p>

<p><b>CONSULTATION DETAILS</b></p> <p>Applicants who are registered on Home Choice Plus and those who are in high housing need but have not placed any bids.</p>	<p><b>Method of Consultation</b></p> <p>A satisfaction survey will inform the report.</p>	<p><b>Consultation period or dates</b></p> <p>Sept 2009</p>
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**DECISION TO BE MADE IN PARTNERSHIP WITH**  
 Bromsgrove District Housing Trust

**KEY DECISION**

Proposed to be made by  
the Cabinet on  
**2 Decemberr 2009**

LEAD MEMBER/ PORTFOLIO HOLDER	ITEM	WARDS AFFECTED
Councillor M. J. A. Webb	LOCAL NEIGHBOURHOOD PARTNERSHIPS - TERMS OF REFERENCE AND BUSINESS CASE	All Wards
<p><b>DOCUMENTS TO BE CONSIDERED BY THE DECISION TAKER</b></p> <p>Report of the Assistant Chief Executive</p> <p><b>REPORT AUTHOR</b></p> <p>Hugh Bennett Assistant Chief Executive 01527 881430</p>	<p><b>SUMMARY</b></p> <p>The report will set out the terms of reference and business case relating to Local Neighbourhood Partnerships.</p> <p>The report will outline a number of options for the Cabinet to consider relating to how we can engage the community and empower Members through use of delegated budgets.</p> <p>At this stage, the Cabinet will be requested to approve, in principle only, one of the options put forward. It will then be fed into the Medium Term Financial Planning process.</p>	<p><b>REASONS FOR BEING ON THE FORWARD PLAN</b></p> <p>Significant effect on more than one Ward.</p>

<b>CONSULTATION DETAILS</b>	<b>Method of Consultation</b>	<b>Consultation period or dates</b>
<p><b>Stakeholders</b>  District Councillors  County Councillors  Parish Councillors</p>	<p>A Stakeholder event has already been held and all District, County and Parish Councillors were invited to attend.</p> <p>A specific event for the two new Local Neighbourhood Partnerships, due to be set up shortly for Charford and Hagley and Rural, was also held in December 2008.</p>	<p>Already taken place.</p>

<p><b>DECISION TO BE MADE IN PARTNERSHIP WITH</b></p> <p>N/A</p>
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**KEY DECISION**

Proposed to be made by the Cabinet  
on 3 February 2010

LEAD MEMBER/PORTFOLIO HOLDER	ITEM	WARDS AFFECTED
<p>Cllr Roger Smith</p> <p><b>DOCUMENTS TO BE CONSIDERED BY THE DECISION TAKER</b></p> <p>Report of the Deputy Head of Street Scene and Community</p> <p><b>REPORT AUTHOR –</b> Huw Moseley Arts Development and Special Events Officer 01527 881381</p>	<p><b>SUMMARY</b></p> <p>The Arts and Events Strategy will outline the future delivery of Arts and Events through out the District, defining partnerships, identifying future priority areas for both investment and development, and will be supported by a comprehensive action plan detailing key future projects and areas of delivery. The Arts and Events strategy will include identification of significant partnerships and define key objectives linked to Worcestershire Arts Partnership. The Arts and Events Strategy will be a key document in guiding the districts investment in Arts and Events, and Bromsgrove Arts Alive! Arts Forum will be a key partner in delivering the strategy. Artrix assisting to shape the vision of the residents.</p>	<p>All Wards</p> <p><b>REASONS FOR BEING ON THE FORWARD PLAN</b></p> <p>Significant effect on the future delivery of Arts and Events across the district.</p>

<b>CONSULTATION DETAILS</b>	<b>Method of Consultation</b>	<b>Consultation Period or Dates</b>
<p><b>Stakeholders</b></p> <p>Worcestershire Arts Partnership  Bromsgrove Arts Alive – Arts Forum  Artrix – Bromsgrove Arts Centre  Youth Service, Children’s Services,  Worcestershire CC  Celebratory Events and Sponsor  ship Group  Community Safety  Arts Practitioners  Chair persons of Community Events</p>	<p>Draft document including Action Plan provided for comments to all Stakeholders. Draft document amended accordingly. Format of consultation will be through questionnaires, group meetings and key partner meetings.</p>	<p>1<sup>st</sup> August through to 16<sup>th</sup> October 2009.</p>

<p><b>DECISIONS TO BE MADE IN PARTNERSHIP WITH</b></p> <p>N/A</p>
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**KEY DECISION**

Proposed to be made by  
the Cabinet on  
**3 February 2010**

<p><b>LEAD MEMBER/ PORTFOLIO HOLDER</b> Councillor Peter Whittaker</p>	<p><b>ITEM</b> PAVEMENT CAFÉ CONSENTS</p>	<p><b>WARDS AFFECTED</b> All Wards</p>
<p><b>DOCUMENTS TO BE CONSIDERED BY THE DECISION TAKER</b> Report on behalf of Head of Planning &amp; Environment Services</p>	<p><b>SUMMARY</b> The Highways Act 1980 permits both the District Council and the County Council concurrently to give consent to the use of objects or structures on a highway for the purpose of either generating income, providing advice or advertising.</p>	<p><b>REASONS FOR BEING ON THE FORWARD PLAN</b> The Policy will apply across the whole district. Whilst it is likely to be of most significance in the Town Centre, and in particular the High Street, the same policy will be applied across the whole district.</p>
<p><b>REPORT AUTHOR</b> Debbie Warren Senior Solicitor 01527 881609 d.warren@bromsgrove.gov.uk</p>	<p>The County Council currently uses this provision to grant permission for “pavement cafes” on highway land.</p> <p>The Council has been negotiating with the County Council to see whether this power can be exercised wholly by Bromsgrove District Council, and the County Council has indicated that this would be acceptable and is working with the District Council in the formulation of a policy.</p> <p>Cabinet will be requested to consider and approve the application process, the fee structure and the policy to be applied.</p>	

<b>CONSULTATION DETAILS</b>	<b>Method of Consultation</b>	<b>Consultation period or dates</b>
<b>Stakeholders:</b> <b>Worcestershire County Council</b>	Correspondence, informal meetings	Consultation began in August 2009 and is due to conclude in November 2009

**DECISION TO BE MADE IN PARTNERSHIP WITH**  
N/A



# SUPPLEMENTARY LIST OF FUTURE ITEMS – MARCH 2010+

## CCPP Departmental Cabinet Forward Plan

Item No.	Portfolio Holder/ Lead Member Responsibility	Subject	Details of Proposed Decision	Expected Date of Decision	Original Expected Date of Decision	Principal Groups or Organisations to be consulted and date and method of consultation	Documents to be considered in relation to the Decision	Comments
1	Councillor R. Hollingworth	Council Plan 2010/2013 Part 2	Strategic Direction for next three, budget priorities, detailed spending plans and key performance indicators.	<b>March 2010</b>		Consultation undertaken in Part 1 of Plan. Website consultation on detailed budget proposals.	-	
2	Councillor R. Hollingworth	Monthly Improvement Plan Report (Period 10)	Monthly updates on progress against plan.	<b>March 2010</b>		Not applicable.	-	
3	Councillors R. Hollingworth and G. N. Denaro	Integrated Financial/Perfo rmance Report	Quarter 3 2009/2010 Financial and Performance update.	<b>March 2010</b>		Not applicable.	-	

# Financial Services Departmental Cabinet Forward Plan

Item No.	Portfolio Holder/ Lead Member Responsibility	Subject	Details of Proposed Decision	Expected Date of Decision	Original Expected Date of Decision Cabinet (Leaders)	Principal Groups or Organisations to be consulted and date and method of consultation	Documents to be considered in relation to the Decision	Comments
1	Councillor G. N. Denaro	Benefit Take up strategy	To approve the strategy for improving benefit take up in the district	<b>March 2010</b>		Focus Group, Disabled Users forum, Equality and Diversity Forum		
2	Councillor G. N. Denaro	Capital Strategy	To approve the capital strategy for the districts programme	<b>March 2010</b>		Focus Group, Customer Panel	Budget Bids, medium term plan report, ICT strategy	
3	Councillor G. N. Denaro	Treasury Strategy	To approve the strategy for investing the Councils funds	<b>March 2010</b>			Investment principles	
4	Councillor G. N. Denaro	Integrated finance & performance reports	To consider the performance and financial position of the Council on a quarterly basis against targets set	<b>March 2010</b>			Financial Monitoring reports	
5	Councillor G. N. Denaro	Contract & Procedure Rules update	To approve revisions to ensure the Rules reflect the framework of internal control as required by the council	<b>April 2010</b>				

## HROD Departmental Cabinet Forward Plan

Item No.	Portfolio Holder/ Lead Member Responsibility	Subject	Details of Proposed Decision	Expected Date of Decision	Original Expected Date of Decision	Principal Groups or Organisations to be consulted and date and method of consultation	Documents to be considered in relation to the Decision	Comments
<p>There were no known HR reports at the time of writing the HR and OD Business Plan. Any restructuring reports that require Cabinet approval will be led by the responsible Head of Service for the service being restructured, not the HR and OD Service.</p>								

## E-Government and Customer Services Departmental Cabinet Forward Plan

Item No.	Portfolio Holder/ Lead Member Responsibility	Subject	Details of Proposed Decision	Expected Date of Decision	Original Expected Date of Decision	Principal Groups or Organisations to be consulted and date and method of consultation	Documents to be considered in relation to the Decision	Comments

There are no items for E-Government and Customer Services for March 2010

# Legal, Equalities and Democratic Services Departmental Cabinet Forward Plan

Item No.	Portfolio Holder/ Lead Member Responsibility	Subject	Details of Proposed Decision	Expected Date of Decision	Original Expected Date of Decision	Principal Groups or Organisations to be consulted and date and method of consultation	Documents to be considered in relation to the Decision	Comments
1	Councillor G.N. Denaro	White Paper outcomes	Councillor Calls for Action Crime and Disorder Legislation Overview and Scrutiny Boundary reviews Front line Councillors Petitions	<b>see comments</b>		Yet to be confirmed within the regulations	Yet to be confirmed by the regulations	In April 2009 the full Council agreed a report on Overview & Scrutiny arrangements including a new Joint Board to discharge specific functions. Officers will work on related procedures during autumn 2009
2	Councillor G.N. Denaro	Equality Bill outcomes	Single Equality Legislation	<b>Currently no dates for Bill to go to the Lords June 2011 for implementation</b>	This Bill has been published in a trial format. This Bill has now completed its committee stage and will be	The Equality and Diversity Forum, the Disabled Users Group, partners such as Bromsgrove District Housing Trust. Worcestershire County Council	The Inclusive Equalities Scheme, the Easy Read Disability Equality Scheme, the Revised Draft Gender Equality Scheme, The Sustainable	<b>Summary of the Bill</b> Make provision to require Ministers of the Crown and others when making strategic decisions about the exercise of

Item No.	Portfolio Holder/ Lead Member Responsibility	Subject	Details of Proposed Decision	Expected Date of Decision	Original Expected Date of Decision	Principal Groups or Organisations to be consulted and date and method of consultation	Documents to be considered in relation to the Decision	Comments
					reprinted to incorporate changes made during committee consideration and is waiting for its report stage on the floor of the House of Commons		Communities Policy, the Council Plan, the Improvement Plan, the Procurement Guidance and document-ation, SLAs with providers of services, e.g. housing, shared services	their functions to have regard to the desirability of reducing socio-economic inequalities; to reform and harmonise equality law and restate the greater part of the enactments relating to discrimination and harassment related to certain personal characteristics; to enable certain employers to be required to publish information about the differences in pay between male and female employees; to prohibit victimisation in

Item No.	Portfolio Holder/ Lead Member Responsibility	Subject	Details of Proposed Decision	Expected Date of Decision	Original Expected Date of Decision	Principal Groups or Organisations to be consulted and date and method of consultation	Documents to be considered in relation to the Decision	Comments
3	Councillor G. N. Denaro	New Council House Accommodation	Determine new Council House accommodation and time line for moving together with proposed disposal of site at Burcot Lane	<b>December 2010</b>				certain circumstances; to require the exercise of certain functions to be with regard to the need to eliminate discrimination and other prohibited conduct; to enable duties to be imposed in relation to the exercise of public procurement functions; to increase equality of opportunity; and for connected purposes.

# Street Scene and Community Services Departmental Cabinet Forward Plan

Item No.	Portfolio Holder/ Lead Member Responsibility	Subject	Details of Proposed Decision	Expected Date of Decision	Original Expected Date of Decision	Principal Groups or Organisations to be consulted and date and method of consultation	Documents to be considered in relation to the Decision	Comments
There are no items for Street Scene and Customer Services for March 2010								

There are no items for Street Scene and Customer Services for March 2010



# Planning and Environment Services Departmental Cabinet Forward Plan

Item No.	Portfolio Holder/ Lead Member Responsibility	Subject	Details of Proposed Decision	Expected Date of Decision	Original Expected Date of Decision	Principal Groups or Organisations to be consulted and date and method of consultation	Documents to be considered in relation to the Decision	Comments
1	Councillor Mrs. J. Dyer M.B.E.	Various Planning reports	The Local Development Framework working party will need to be convened to approve / or be informed various elements of LDF production throughout the year although the exact requirements are unknown at the moment	<b>As required</b>		As required by the Regulations	Various	

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## BROMSGROVE DISTRICT COUNCIL

### OVERVIEW BOARD

3RD NOVEMBER 2009

#### OVERVIEW BOARD WORK PROGRAMME 2009-2010

Responsible Portfolio Holder	Cllr G. N. Denaro
Responsible Head of Service	Claire Felton – Head of Legal, Equalities and Democratic Services
Non-Key Decision	

#### **1. SUMMARY**

- 1.1 This report presents the new Overview Board Work Programme arising from the Overview and Scrutiny Work Planning Workshop held on 6th October 2009 and outlines the process and rationale for the Overview and Scrutiny Work planning process for 2009-2010.
- 1.2 Overview and Scrutiny is a vehicle for non-executive elected Members of the Council to engage in the local decision making process. The objective of the work planning process is to identify key issues for consideration where Overview and Scrutiny can make a constructive impact upon the local democratic decision making process, to help the Council and its community partners achieve their vision and objectives and promote community well being.
- 1.3 The Overview and Scrutiny Work Planning Schedule is outlined at Appendix 1.

#### **2. RECOMMENDATIONS**

- 2.1 Members of the Overview Board are requested to:
  - a. Note the Overview and Scrutiny work planning process for 2009-2010;
  - b. agree the Overview Board Work Programme for 2009-2010 (as set out in Appendix 3);
  - c. identify evidence to be considered for each item on the agreed work programme;
  - d. consider and agree the Task Group proposal for Community Involvement in the Democratic Process (as set out in Appendix 4),
  - e. elect a Chairman for the Task Group, and
  - f. request the Chairman of the Overview Board to write to invite all non-executive Members of the Council to apply to join the Task Group and write to the group leaders to notify them of the establishment of the Task Group.

### **3. BACKGROUND**

- 3.1. On 29th April 2009 the Council agreed that, following the trial period the overview and scrutiny function continue to be performed by an Overview Board and a Scrutiny Board and a new Joint Overview and Scrutiny Board was also created to deal with specific functions.
- 3.2. Overview and Scrutiny can be undertaken by the Overview Board, the Scrutiny Board, the JOSB, scrutiny task groups, and jointly with scrutiny committees of other local authority councils. The Boards cannot make executive decisions but can make recommendations to the Cabinet and other local decision makers.
- 3.3. The role of the Overview Board is to be forward looking and play a major part in the development of Council policy.
- 3.4. In order to capture the key issues currently facing the Council and to make the process inclusive, there has been consultation and discussion on the possible topics for the work programme undertaken. The process followed for this is outlined below.
- 3.5. The Overview and Scrutiny Work Planning Workshop held on 6th October 2009 considered the key strategic issues identified for the Council and its community partners where Overview and Scrutiny can constructively add value to the decision making process.
- 3.6. The Council Constitution requires that the Overview Board agree its own work programme and the topics identified by Members in the workshop are now presented to the Overview Board for ratification.
- 3.7. The Overview and Scrutiny Work Programme for the remainder of 2009/2010 has now been drawn up and scheduled around the remaining meetings for this municipal year.

### **4.0 THE OVERVIEW AND SCRUTINY WORK PLANNING PROCESS**

- 4.1. In order to identify possible topics for Members to consider for the Work Programme, a process was established to consult and identify key issues (Appendix 1). A list of possible items for Overview and Scrutiny was drawn up to include the suggestions for topics from various sources.
- 4.2. The work of Overview and Scrutiny may include topics which review existing policies and services and make recommendations for improvement, or may consider policy development, for example in response to new Government legislation or guidance. Topics for Overview and Scrutiny should be strategic in scope and aimed at

making recommendations to the Cabinet, Council or other local decision makers, or where overview for democratic probity is required.

- 4.3. In order to identify the key issues for Overview and Scrutiny and to make the process inclusive, possible items for future scrutiny work were identified in a variety of ways:
- ❖ On 17th September 2009 the Chairmen of the Overview Board and the Scrutiny Board wrote to all Councillors to ask for suggestions for possible topics, which yielded several topic proposals;
  - ❖ The Corporate Management Team (CMT) have been asked to identify key issues for Overview and Scrutiny;
  - ❖ The Overview Board and the Scrutiny Board have considered their work programmes and identified suggested topics;
  - ❖ The Council's Forward Plan and Supplementary List of Future Items have been taken into account.
- 4.4. Suggested topics have been put forward by elected Members and by CMT. No topics have been submitted recently by members of the public or by community partners, although it may be considered good practice in future to have wider engagement in identifying suggested topics. Members of the public and elected councillors may also submit proposals at any time during the year.
- 4.5. A work planning workshop was held on 6th October 2009 to consider and prioritise topics. The priority topics identified have now been scheduled and timetabled around the scheduled meetings for 2009/2010, according to available time and resources.
- 5. THE WORK PLANNING WORKSHOP 6TH OCTOBER 2009**
- 5.1. On 6th October 2009 an Overview and Scrutiny Work Planning Workshop was organised. The purpose of the Work Planning Workshop was to enable Members of Overview and Scrutiny to consider the topics suggested for the 2009/2010 Overview and Scrutiny Work Programme and identify which topics are to be included and prioritised.
- 5.2. During the workshop, Overview and Scrutiny Members prioritised the issues that they wish to include on the scrutiny work programme.
- 5.3. The following queries were used as guidance criteria:
- ❖ Is it a priority issue for the Council or the Local Strategic Partnership?
  - ❖ Is it an important issue for local residents?
  - ❖ Is it a topic where Overview and Scrutiny could feasibly and constructively make recommendations?

- ❖ Is it a topic where external review would be helpful?
- ❖ Is it a topic where a review could be made in time to make recommendations for the executive decision making process?
- ❖ Is it a poorly performing service?
- ❖ Is it a review that could render significant savings or value for money?
- ❖ Is the topic strategic in scope?

5.4. Members were also asked to consider the objectives of the topic, ie what the Overview and Scrutiny investigation would be trying to achieve and if it would be achievable within the timescale available.

5.5. The following criteria were also used by members in identifying what issues are **not** suitable for Overview and Scrutiny:

- ❖ Issues which could be dealt with more effectively as a Member Enquiry,
- ❖ Issues where it would be infeasible for Overview and Scrutiny to make realistic recommendations,
- ❖ Issues which are for information only and may be better dealt with through a Member briefing or Member training,
- ❖ Issues which are already being dealt with in a similar way elsewhere (duplication),
- ❖ Issues where the matter is sub judice or prejudicial to the Council's interests,
- ❖ Issues where the matter relates to a specific case within the complaints procedure,
- ❖ The issue relates to an individual disciplinary matter or grievance.

5.6. The Overview and Scrutiny work programme should ideally include a balance of different types of topics, including short, medium and long term investigations. Some topics could be considered at one-off, 'select committee' style meetings; others may be more in-depth investigatory scrutiny exercises. There should ideally be a mix of topic themes across the Council and community partner services and reflecting the different Council and LSP priority areas. Bromsgrove District Council Vision, Values and Objectives are given for reference at Appendix 2.

5.7. Using the criteria above, Members were asked to prioritise the topics as:

- **“High”**,
- **“Medium”** or
- **“Low”**.

5.8. Members were asked to identify no more than 8-10 “High” priority topics. This was divided between the Overview Board and the Scrutiny Board (see Allocation of Topics below). These topics will be given greatest priority in the Work Programme.

- 5.9. The remaining topics will be scheduled in order of priority. As it will not be possible to consider all topics during the year, the prioritised topics will tend to be scheduled first and lower priority topics will be held in reserve. Topics not considered in 2009-2010 may be scheduled for 2010-2011 or reconsidered in the work planning process.

## **6. Allocation of Topics**

- 6.1. Topics have been allocated to the Overview Board, the Scrutiny Board or the JOSB, according to the topic and the respective terms of reference of the Boards. More in-depth Overview and Scrutiny investigations may be carried out through Task Groups, which meet outside of the formal committee process to investigate particular issues and report back to one of the main Overview and Scrutiny Boards with a report and recommendations.
- 6.2. Topics vary in size and scope, but it is advised that generally no more than 2 substantive items be allocated to each Board meeting, as well as Task Groups, commissioned by each Board, carrying out work outside of the formal committee process and reporting back. Members will need to take a realistic view as to how many Task Groups it is possible to operate at any one time given the level of resources needed both in terms of Member time and officer support. It is suggested that any issues relating to the number of Task Groups be addressed by consultation between the Chairmen of the Boards and the Head of Legal Equalities and Democratic Services.
- 6.3. The allocation of topics should allow room for additional items to be added during the municipal year, although it is advised that this be avoided as far as possible and key issues identified in advance. Additional items may arise from a Call In of a Cabinet Decision, a Councillor Call for Action, a topic proposal submission, referral from The Council or Leader and Cabinet, petitions or a Joint Overview and Scrutiny Committee proposal from another local authority's scrutiny committee.
- 6.4. The proposed Work Programme for the Overview Board is attached at Appendix 3. Dates of consideration are to be confirmed. When agreed, this programme will inform the work of the Overview and Scrutiny Boards for the remainder of the municipal year.

## **7. Overview Board Task Groups**

- 7.1. Task Groups enable Members to go outside the formal committee setting and consider issues in-depth. They also enable other non-executive Members, who are not currently members of the Overview and Scrutiny Boards, to become involved in the scrutiny process.

- 7.2. The topic “Community Involvement in the Democratic Process” has been identified as a suitable topic for a Task Group. This is a topic that may benefit from in-depth consideration and may involve Member led research. The proposal form, completed by Cllr S.R. Colella is attached at Appendix 4.
- 7.3. According to the Constitution, the Overview Board must elect a Chairman for the Task Group and make arrangements for notification of the establishment of the Task Group to be sent to group leaders and all non-executive Members of the Council. This gives all non-executive Members of the Council the opportunity to submit an application to join the Task Group should they be interested.
- 7.4. The Overview Board is also asked to note the Task Group Chairman Form attached at Appendix 5 and to elect a chairman for the Task Group.

## **8. Scoping and Planning Topics**

- 8.1. The issues identified for consideration need to be defined to give a precise definition of the area for review and to avoid confusion of issues.
- 8.2. Initially, Members were asked to consider the *title* and *description* of the topics and these have now been identified.
- 8.3. Members are now asked to start to consider and identify the precise aims and objectives for review, as well as possible outcomes, evidence to be considered and other details for each topic.
- 8.4. This is an opportunity for Members to identify what evidence they wish to consider for each chosen topic. Evidence may include:
- ❖ Witnesses – people who can talk to the committee about the chosen topic. These may be service users, interest groups, voluntary groups, other service providers, partner agencies, experts in the field or officers of the council.
  - ❖ Documentary evidence – this may include background papers, written testimonials, academic research, government guidance, officer reports etc.
  - ❖ Site visits – places where Members should visit as part of their investigation, eg looking at service delivery on the ground, visiting other service providers, looking at physical environments and places etc.
- 8.5. In planning their work Members should also consider and identify:
- **Key stakeholders**
    - Decision makers



- Partner Agencies.
- Lead Officers and Department
- Service user representatives
- Voluntary groups
- Minority groups

- **Council / LSP Targets** – Any strategic targets that the issues relate to inc CAA targets and LAA targets and any other corporate or community targets which may be relevant.
- **Key Background Papers** – Strategic plans, Government legislation or guidance, Council policies etc that are relevant to the policy and services concerned.

8.6. It should be noted that the Overview and Scrutiny training event to be held on 19th November 2009 will provide an opportunity to plan some of the topics with the assistance of specialist trainers from INLOGOV.

8.7. The Overview and Scrutiny Exercise Scoping Checklist is attached at Appendix 6 to assist Members at this stage.

## **9. FINANCIAL IMPLICATIONS**

9.1. There are no direct budgetary implications arising from the recommendations in this report.

## **10. LEGAL IMPLICATIONS**

10.1. The Local Government Act 2000 requires Councils operating Executive Arrangements to include one or more Overview and Scrutiny Committees within their Constitution, which may be composed of any councillors who are not on the Executive Committee of the Council.

10.2. Executive arrangements by a local authority must ensure that their overview and scrutiny committee has power (or their overview and scrutiny committees have power between them) to:

- a) to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are the responsibility of the executive,
- b) to make reports or recommendations to the authority or the executive with respect to the discharge of any functions which are the responsibility of the executive,
- c) to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are not the responsibility of the executive,

- d) to make reports or recommendations to the authority or the executive with respect to the discharge of any functions which are not the responsibility of the executive,
- e) to make reports or recommendations to the authority or the executive on matters which affect the authority's area or the inhabitants of that area.

**11. COUNCIL OBJECTIVES**

11.1. Overview and Scrutiny links to Council Objective Two: Improvement and Council Objective Three: Sense of Community and Wellbeing.

**12. RISK MANAGEMENT**

There are no direct risks associated with this report. Any risks associated with topics selected by the Overview Board will be addressed as part of the scrutiny exercise.

**13. CUSTOMER IMPLICATIONS**

13.1 Overview and Scrutiny will contribute to improvement of service provision and community well being through the review of local council and community services. It will also aid accountability of local services to service users, council tax payers and other local residents through elected Members as Overview and Scrutiny is led by elected councillors.

**14. EQUALITIES AND DIVERSITY IMPLICATIONS**

14.1 Overview and Scrutiny will consider the equality and diversity implications of topics chosen for the Overview and Scrutiny Work Programme.

**15. VALUE FOR MONEY IMPLICATIONS**

15.1 Value for money will be considered and encouraged through the Overview and Scrutiny process in the scrutiny review of local services.

**16. OTHER IMPLICATIONS**

Procurement Issues	<b>None</b>
Personnel Implications	<b>None</b>
Governance/Performance Management <b>Effective governance process</b>	
Community Safety including Section 17 of Crime and Disorder Act 1998	<b>None</b>

Policy	<b>None</b>
Environmental	<b>None</b>

#### 17. **OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	<b>No</b>
Chief Executive	<b>No</b>
Executive Director - Partnerships and Projects	<b>No</b>
Executive Director - Services	<b>No</b>
Assistant Chief Executive	<b>No</b>
Head of Service	<b>Yes</b>
Head of Financial Services	<b>No</b>
Head of Legal, Equalities & Democratic Services	<b>Yes</b>
Head of Organisational Development & HR	<b>No</b>
Corporate Procurement Team	<b>No</b>

#### 18. **WARDS AFFECTED**

All Wards

#### 19. **APPENDICES**

Appendix 1 - Overview and Scrutiny Work Programming Schedule  
Appendix 2 – Bromsgrove District Council Vision, Values and Objectives  
Appendix 3 – The Overview Board Work Programme  
Appendix 4 – Overview and Scrutiny Work Programme Proposal Form  
Appendix 5 – Task Group Chairman Form  
Appendix 6 - The Overview and Scrutiny Exercise Scoping Checklist

#### 20. **BACKGROUND PAPERS**

Assessing Bromsgroves Performance – Results of the Place Survey 2008/09 for Bromsgrove District Council and Partners.  
The Bromsgrove Sustainable Community Strategy 2007 – 2010  
The Council's Forward Plan and Supplementary List of Future Items  
The Worcestershire Local Area Agreement 2006-2009

#### **CONTACT OFFICER**

Name: Michael Carr, Scrutiny Officer

E Mail: [m.carr@bromsgrove.gov.uk](mailto:m.carr@bromsgrove.gov.uk)

Tel: (01527) 881407

## **Appendix 1 - Overview and Scrutiny Work Programming Schedule**

**CMT**                      **Tu 18<sup>th</sup> Aug 09 – invitation to suggest themes for O&S**

Collate and revise suggested themes from CMT and Members

Agree work programming process and schedule with OB & SB Chairs

**Overview Board**    **Tu 1<sup>st</sup> Sept 09 – consideration of the OB Work Programme**

Send invitation to all Members of O&S Work Shop *by 25<sup>th</sup> September*

**Scrutiny Board**    **Tu 29<sup>th</sup> Sept – consideration of the SB Work Programme**

Ask CMT officers for any further suggestions *by Fri 2<sup>nd</sup> Oct 09*

Prepare draft List of Topics for O&S

Prepare framework for topic selection for O&S Work Shop

**O&S Work Shop**    **Tu 6<sup>th</sup> Oct 09 – Discussion and election of topics**

Discuss and agree outcomes with OB & SB Chairs

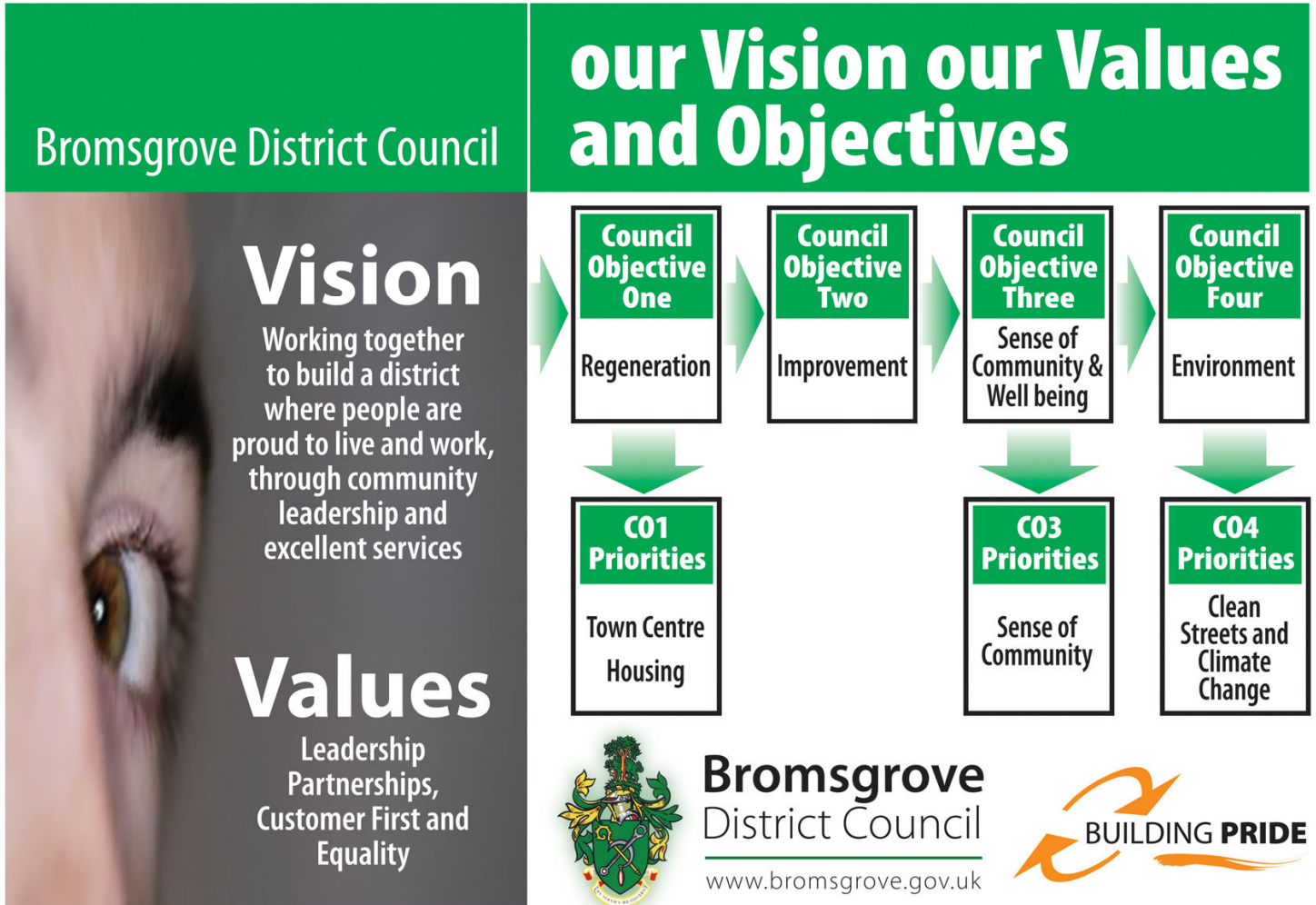
Revise List of Topics and O&S WPs – *by Th 8<sup>th</sup> Oct 09*

**CMT**                      **13<sup>th</sup> Oct 09 – Final List of Topics and O&S WPs**

Feedback to CMT

**Scrutiny Board**    **Tu 27<sup>th</sup> Oct 09 – Ratification of SB WP**

**Overview Board**    **Tu 3<sup>rd</sup> Nov 09 - Ratification of OB WP**



## Appendix 3 – The Overview Board Work Programme

### OVERVIEW BOARD

#### WORK PROGRAMME

#### 3RD NOVEMBER 2009

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

**RECOMMENDATION:** To consider and agree the work programme.

#### ITEMS FOR FUTURE MEETINGS (INCLUDING UPDATES)

<b>Subject</b>	<b>Date of Consideration</b>	<b>Other Information</b>
Forward Plan of Key Decisions and Anticipated Cabinet Reports (Split into 2 items) - <i>Permanent Items</i> -	Every Meeting of the Overview Board	The Forward Plan consists of Key Decisions which it is proposed will be taken over forthcoming months. Additional information is also supplied in relation to anticipated reports due to be considered by the Cabinet during 2009/2010.
Recommendation Tracker - <i>Permanent Item</i> -	Quarterly	A quarterly report monitoring the implementation of overview recommendations. The next tracker report will be due October 2009.
Overview Board Work Programme 2009-2010	3 <sup>rd</sup> November 2009	This is to agree the Scrutiny Board Work Programme and the prioritised topics for 2009-2010, as well as the agreement of Task Group proposals.
Older People Task Group Update	Every Meeting of the Overview Board until completion.	Cllr Mrs Bunker to give brief verbal update to each meeting

Implementation of the Civil Parking Enforcement proposals	<del>6<sup>th</sup> October 2009</del> 3 <sup>rd</sup> November 2009 (verbal update)  2 <sup>nd</sup> Feb 2010 (written report)	At the meeting of the Overview Board 7 <sup>th</sup> July 2009 a draft Cabinet report on Civil Parking Enforcement was considered and it was resolved that the Head of Street Scene and Community be requested to report back to a future meeting on the implementation of the Civil Parking Enforcement proposals upon the conclusion of the Agency Agreement with the County Council.
Bromsgrove Planning Policy	5 <sup>th</sup> January 2010	
Licensing Policy in Bromsgrove (link with Bromsgrove Planning Policy)	5 <sup>th</sup> January 2010	
Community Involvement in the Democratic Process Task Group	Proposal to be received on 3 <sup>rd</sup> November 2009  TOR and Membership to be agreed 5 <sup>th</sup> January 2010	This is a proposed Task Group to consider ways to improve community involvement in the democratic process and preparations for Democracy Year 2010 – 2011.
The Corporate Communications Strategy	3 <sup>rd</sup> November 2009	This is a report to consider the communications strategy of the council and make any immediate recommendations for its further development to Cabinet on 4 <sup>th</sup> November 2009 and identify the key linkages of the strategy to the proposed Task Group on Improving Residents' Satisfaction.
Council Procurement	5 <sup>th</sup> January 2010	This is to consider the policy and procedures for Council procurement, including the Contract and Procedure rules and tendering policy.

		This includes the Procurement and Value for Money Action Plan
Making Bromsgrove a Fairtrade Town	(in reserve)	
The Worcestershire Older Peoples' Strategy	27 <sup>th</sup> April 2010 (written report) TBC	
The New Council House Accommodation	December 2010 TBC	
Older People Task Group Report	2 Feb 2010 (written report)	Report of the Overview Board Task Group established on 3rd February 2009.
PPG17 Outturn	June 2010	At its meeting on 2nd June 2009, the Overview Board considered the PPG17 Outturn and Sports Hub Provision reports submitted to the Cabinet on 3rd June 2009. The Board resolved that further consideration be given to the issues in 12 months time in order to make an assessment of the delivery of services as outlined within the reports.
Sports Hub Provision	June 2010	Please see item above. This is linked to the PPG17 report.

#### CURRENT OVERVIEW TASK GROUPS

<b>Current Task Groups</b>	<b>Date Report Due</b>	<b>Other Information</b>
Older People	<del>6th October 2009</del> (original date)  2 Feb 2010	Task Group established on 3rd February 2009. In March 2009, Councillor M. Bunker appointed as Task Group Chairman. Membership, terms of reference also



		<p>agreed at same meeting. Ms. A. Sowton, Chairman of the Older People's LSP Theme Group invited to be a co-opted Member of the Task Group. The date of the first Task Group meeting was 12th May 2009.</p>
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OVERVIEW TASK GROUP REVIEWS

<b>Task Group</b>	<b>Date of Review (when Task Group is due to reconvene)</b>
Anti-Social Behaviour and Alcohol Free Zones	March 2010

## Appendix 4 – Overview & Scrutiny Work Programme Proposal Form



**Bromsgrove**  
District Council  
www.bromsgrove.gov.uk

### OVERVIEW AND SCRUTINY - PROPOSAL FORM

<b>Name of Councillor:</b>	Cllr Steven Colella
<b>Topic:</b>	Community Involvement in the Democratic Process
<b>Specific subject areas to be investigated:</b>	To consider ways to improve community involvement in the democratic process and preparations for Democracy Year 2010 – 2011.
<b>Reasons why this subject should be considered:</b>	Local Councils are democratic institutions and community involvement in the democratic process is therefore a crucial dimension to their function and the legitimacy of their authority. The level of turnout in local elections is one indicator and this should be high enough to ensure that the local electoral turnout is high enough to be seen to be a reflection of local democratic choice. Local residents perceptions about their ability to influence decisions is also an important measure of the reality of how democratic the system actually perceived to be and it is important that local democracy is both felt by local residents, at all levels of three tiers of local government as well as a reality in the peoples' ability to influence the governance of local communities.
<b>Evidence to support the need for this particular investigation:</b>	The Place Survey Ch5 measures how well BDA engages with local residents in the community and the degree to which local residents believe they are able to influence decisions (NI4). This shows that 76% residents disagree that they can influence local decisions. This has increased (i.e. more disagree) from 69% since the 2006-2007 survey. In addition there is the continued 'low turnouts' in local and general elections locally and nationally.
<b>Council priorities it links to:</b>	Stronger Communities - do you feel you can influence decisions affecting your local area? (LAA Theme F) "To develop an inclusive community which empowers local people to have a greater voice and influence over local decision-making and delivery of services".

	<p>Civic Participation – Helping out and getting involved”. (LAA F3 a p.41)</p> <p>Promote Involvement of Children &amp; Young People in decision Making. Appendix K Effective Communication. (LSP Ten Year Vision - Appendix F).</p> <p>Place Survey - Section 4 Helping out and getting involved. Section 5 Local decision-making</p> <p>Council Plan – One Community and Well Being</p> <p>NI 2, 13, 14, 110</p>
<b>Possible key outcomes: (i.e. what do you anticipate could be achieved?)</b>	<p>Recommendations to improve community involvement in the democratic process and to steer preparations for Democracy Year 2010 – 2011.</p>

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

Poorly performing service	<b>X</b>
An area of concern identified by internal or external audit process	
Identified as a key issue in the Sustainable Community Strategy	
Contributes to the aims of the Council Plan	<b>X</b>
Key interest to the public (e.g. low levels of satisfaction with the service/featured in local media)	<b>X</b>
It affects more than three wards within the District	<b>X</b>
It affects Bromsgrove District and one or more areas outside the District	
High level of budgetary commitment	
Pattern of overspending or underspending	
Contributes to priority area of central government	
Proposed new policy for the Council	

Please return completed forms to: Scrutiny Officer, Committee Section, Legal, Equalities and Democratic Services, Bromsgrove District Council  
Email: [scrutiny@bromsgrove.gov.uk](mailto:scrutiny@bromsgrove.gov.uk)



## Appendix 5 – Task Group Chairman Form



**Bromsgrove**  
District Council  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)

### TASK GROUP CHAIRMAN FORM

**Please complete the following:**

Name of Board:	<b>Overview Board</b>
Name of Task Group:	Community Involvement in the Democratic Process

➤ Name:

➤ Would membership of this Task Group raise any conflicts of interest which would prevent you from participating in meetings of this Task Group?

If “Yes” or “Unsure”, please state why?

➤ What days of the week are you generally available to attend a meeting at 6pm?

Monday	Tuesday	Wednesday	Thursday	Friday

➤ Please state if you are available at any other times:

**(Note:** All meetings will commence at 6pm unless ALL Members of a Task Group agree they are ALL available to attend at a different time)

➤ Have you booked any holidays during the next 3-6 months?

If “Yes”, please state the dates you will be away:

Once complete, **please return to:** Scrutiny Officer, Committee Section,  
Legal, Equalities and Democratic Services, **as soon as possible.**  
Email: [scrutiny@bromsgrove.gov.uk](mailto:scrutiny@bromsgrove.gov.uk)

OVERVIEW AND SCRUTINY EXERCISE SCOPING CHECKLIST

This form is to assist Members to scope the overview and scrutiny exercise in a focused way and to identify the key issues it wishes to investigate.

- Topic:

- Specific subject areas to be investigated:

- Possible key outcomes:

(i.e. please state what Members hope to achieve through this investigation):

- Should the relevant Portfolio Holder(s) be invited to give evidence?

**YES/NO\***

- Which officers should be invited to give evidence?

(Please state name of officer and/or job title)

- Should any external witnesses be invited to give evidence?

**YES/NO\***

If so, who and from which organisations?

- What key documents/data/reports will be required?

- Is it anticipated that any site visits will be required?

**YES/NO \***

If so, where should members visit?

- Should a period of public consultation form part of the exercise?

**YES/NO\***

If so, on what should the public be consulted?

(Please Note: A separate press release requesting general comments/suggestions from the public will be issued in the normal way at the beginning of the investigation.)

- Have other authorities carried out similar overview and scrutiny exercises?

**YES/NO\***

If so, which authorities?

- Will the investigation cross the District boundary?

**YES/NO\***

If so, should any other authorities be invited to participate?

**YES/NO\***

If yes, please state which authorities:

- Would it be appropriate to co-opt anyone on to the Task Group/Board whilst the Overview and Scrutiny exercise is being carried out?

**YES/NO\***

If so, who and from which organisations?

- What do you anticipate the timetable will be for the Overview and Scrutiny exercise?



**BROMSGROVE DISTRICT COUNCIL**

**OVERVIEW BOARD**  
**3RD NOVEMBER 2009**

**RECOMMENDATION TRACKER**

This report lists all Task Group recommendations approved by Cabinet with the following information: who will be progressing the approved recommendations; when the recommendations are expected to be implemented by; and any officer comments which might be useful to the Overview Board. The recommendations are grouped by Task Group.

All general recommendations made by the Overview Board (including those arising from joint Overview Board and Scrutiny Board meetings) are also listed when applicable.

Recommendations by the Overview Board: 6th January 2009

<b>*Rec. No.</b>	<b>Detail of Recommendation and Updates</b>	<b>Implementation to take place by</b>	<b>Tick if completed</b>
N/A	It was recommended that the Cabinet be requested to approve and adopt the Air Quality Strategy and Planning Protocol for Herefordshire and Worcestershire.  The recommendation was approved by Cabinet.	4th March 2009	✓

Recommendations made jointly by the Overview Board and Scrutiny Board: 2nd December 2008

<b>*Rec. No.</b>	<b>Detail of Recommendation and Updates</b>	<b>Implementation to take place by</b>	<b>Tick if completed</b>
N/A	(a) that a rise in car parking charges, at approximately the rate of inflation, be included in all years for the Medium Term Financial Plan for 2009/10 to 2011/2012 (as supported by the Budget Jury); (b) that Worcestershire County Council be approached for funding towards the new bids 'Disability Group' and 'Finding a Voice' and 'Self Advocacy'; (c) that the £25K bid in 2009/10 to fund an improvement manager for 6 months be withdrawn;	7th January 2009	✓

*Rec. No.	Detail of Recommendation and Updates	Implementation to take place by	Tick if completed
	<p>(d) that West Mercia Police be requested to consider making a financial contribution towards the replacement of CCTV equipment; and</p> <p>(e) that the Cabinet consider ensuring all funding relating to the chargeable green waste collections is separate to the funding required for the refuse and recycling collection service.</p> <p><u>Recommendations (b), (d) and (e) were approved:</u></p> <p>(b) the 'Self Advocacy' bid was changed to a low priority bid following consideration by the Budget Jury. However, officers are currently preparing a letter to Worcestershire County Council to request funding towards the 'Disability Group' and 'Finding a Voice' bids;</p> <p>(d) a letter has recently been sent to the Police and the Executive Director – Services will provide a verbal update at the meeting; and</p> <p>(e) the Programme (Management) Board will work with the Head of Street Scene and Community to ensure the figures are allocated separately. This will be reported to the Performance Management Board on a quarterly basis via the Integrated Finance and Performance Report.</p> <p><u>Recommendations (a) and (c) were not approved:</u></p> <p>Following discussions with Councillor P. M. McDonald, who was Chairman of the Joint Overview Board and Scrutiny Board meeting in December, Cabinet agreed that:</p> <p>(a) the bid to fund an improvement manager for 6 months would remain; and</p> <p>(c) a rise in car parking charges, at approximately the rate of inflation, would not be included as the car parks were currently not being fully utilised due to the current economic climate.</p> <p><b>July update:</b></p> <p>(b) the 'Self Advocacy' bid was changed to a low priority bid following consideration by the Budget Jury and was subsequently not supported.</p> <p>District Council officers put forward a bid for extra funding for "Finding a Voice (</p>	<p>April 2010</p> <p>Not to be implemented</p>	

*Rec. No.	Detail of Recommendation and Updates	Implementation to take place by	Tick if completed
	<p>LGBT )” from County Council which was successful. £500 through the “Being Different Together” capacity building fund has been approved which has to be spent by end of December this year.</p> <p>On further consideration officers did not complete a bid for extra funding from Worcestershire County Council (also through the “Being Different Together” capacity building fund towards the new Bromsgrove Disabled People networking group on the grounds that the District Council has already funded this group this year through the Equality and Diversity Forum community bidding process and that there are a significant number of other initiatives which the District Council is undertaking that support disabled people and their aspirations to participate more fully in public life ( Community transport, new facilities in the refurbished Town Centre toilet block, sports development activities etc.)</p> <p><b>(d) A verbal update will be given at the meeting</b></p> <p>(e) This information is now being recorded within a separate cost centre for both the income and admin support for this service. During this financial year the department is separating out costs of the service which will also be recorded within the same cost centre. This information should be available for the 2nd quarter performance report.</p>		

Recommendations from the Overview Board: 3rd February 2009

*Rec. No.	Detail of Recommendation and Updates	Implementation to take place by	Tick if completed
N/A	<p>It was recommended that the Cabinet be requested to approve and adopt the recommendations contained within the Anti-Social Behaviour and Alcohol Free Zones Task Group report (January 2009).</p> <p>At its meeting on 4th March 2009, the Cabinet considered the recommendations made by the Anti-Social Behaviour and Alcohol Free Zones Task Group.</p> <p><u>Recommendation 1</u> - (Enhance lines of communication with partners): Approved</p> <p><u>Recommendation 2</u> - (Visible policing within the local community): Approved</p> <p><u>Recommendation 3</u> - (Introduction of Fixed Penalty Notices as a means of tackling</p>		

*Rec. No.	Detail of Recommendation and Updates	Implementation to take place by	Tick if completed
	<p>Anti-Social Behaviour): Not approved  <u>Recommendation 4</u> - (Maximise use and effectiveness of CCTV): Partially approved.  The Cabinet requested a review of lighting around CCTV installations to identify if there were any issues and to report back to Cabinet; however, there would be no funding available for additional lighting / CCTV cameras.</p>		