



BROMSGROVE DISTRICT COUNCIL

CABINET

WEDNESDAY 2ND DECEMBER 2009
AT 6.00 P.M.

COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

AGENDA

MEMBERS: Councillors R. Hollingworth (Chairman), G. N. Denaro (Vice-Chairman), Dr. D. W. P. Booth JP, J. T. Duddy, Mrs. J. Dyer M.B.E., Mrs. M. A. Sherrey JP, R. D. Smith, M. J. A. Webb and P. J. Whittaker

1. To receive apologies for absence
2. Declarations of Interest
3. To confirm the accuracy of the minutes of the meetings of the Cabinet held 4th November 2009 and 18th November 2009 (Pages 1 - 10)
4. Minutes of the meeting of the Scrutiny Board held on 27th October 2009 (Pages 11 - 16)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes
5. Minutes of the meeting of the Overview Board held on 3rd November 2009 (Pages 17 - 24)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes
6. Minutes of the meeting of the Performance Management Board held on 16th November 2009 (Pages 25 - 30)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes

7. To receive verbal updates from the Leader and/or other Cabinet Members on any recent meetings attended in an ex-officio capacity (Pages 31 - 32)
8. Medium Term Financial Plan Review (Draft Revenue Base Budget) (Pages 33 - 38)
9. Scrutiny Board Report on Hot Food Takeaways (to Follow) (Pages 39 - 40)
10. Choice Based Lettings Scheme - Update (Pages 41 - 50)
11. Council Tax Base Calculation 2010/2011 (Pages 51 - 54)
12. Local Neighbourhood Partnerships - Terms of Reference and Business Case (Pages 55 - 58)
13. Corporate Safeguarding Policy (Children, Young People and Vulnerable Adults) (Pages 59 - 64)
14. Improvement Plan Exception Report (October 2009) (Pages 65 - 80)
15. Performance Report (October 2009) (Pages 81 - 84)
 - Appendix for Agenda Item 8 - Medium Term Financial Plan Review (Draft Revenue Base Budget) (Pages 85 - 90)
 - Appendix for Agenda Item 12 - Local Neighbourhood Partnerships - Terms of Reference and Business Case (Pages 91 - 118)
 - Appendix for Agenda item 13 - Corporate Safeguarding Policy (Children, Young People and Vulnerable Adults) (Pages 119 - 144)
 - Appendices for Agenda Item 15 - Performance Report (October 2009) (Pages 145 - 172)
16. To consider any other business, details of which have been notified to the Head of Legal, Equalities and Democratic Services prior to the commencement of the meeting and which the Chairman, by reason of special circumstances, considers to be of so urgent a nature that it cannot wait until the next meeting
17. To consider, and if considered appropriate, to pass the following resolution to exclude the public from the meeting during the consideration of item(s) of business containing exempt information:-

"RESOLVED: that under Section 100 I of the Local Government Act 1972, as amended, the public be excluded from the meeting during the consideration of the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A to the Act, as amended, the relevant paragraph of that part, in each case, being as set out below, and that it is in the public interest to do so:-

<u>Item No.</u>	<u>Paragraph</u>	
18	7	"

18. Council Tax and Business Rates Write Offs (Pages 173 - 178)

K. DICKS
Chief Executive

The Council House
Burcot Lane
BROMSGROVE
Worcestershire
B60 1AA

24th November 2009

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Agenda Item 3

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE CABINET

WEDNESDAY, 4TH NOVEMBER 2009 AT 6.00 P.M.

PRESENT: Councillors R. Hollingworth (Chairman), G. N. Denaro (Vice-Chairman),
Dr. D. W. P. Booth JP, J. T. Duddy, Mrs. J. Dyer M.B.E.,
Mrs. M. A. Sherrey JP, R. D. Smith, M. J. A. Webb and P. J. Whittaker

Observers: Councillors S. R. Colella and C. B. Taylor

Officers: Mr. K. Dicks, Mr. T. Beirne, Mr. P. Street, Mr. H. Bennett, Mr. M.
Bell, Mrs. C. Felton, Mr. D. Hammond, Ms. J. Pickering, Ms. J. Pitman,
Mr. J. Godwin and Ms. R. Cole.

85/09 **APOLOGIES**

No apologies for absence were received.

86/09 **DECLARATIONS OF INTEREST**

Mr. K. Dicks declared a personal and prejudicial interest in agenda item 18 relating to the Joint Chief Executive Appraisal Process and left the meeting during the consideration of the item.

87/09 **MINUTES**

The minutes of the meeting of the Cabinet held on 7th October 2009 were submitted.

RESOLVED that the minutes be approved as a correct record.

88/09 **LOCAL GOVERNMENT ACT 1972**

RESOLVED that under Section 100 I of the Local Government Act 1972, as amended, the public be excluded from the meeting during the consideration of the items of business the subject of the following minutes on the grounds that they involve the likely disclosure of "Exempt Information" as defined in part 1 of schedule 12A to the Act, as amended, the relevant paragraph of that part being as set out below and that it is in the public interest to do so.

<u>Minute No.</u>	<u>Paragraph</u>
89/09	3
90/09	3

89/09 **PLOT 31 SHERWOOD ROAD, ASTON FIELDS INDUSTRIAL ESTATE**

Consideration was given to a report relating to plot 31 Sherwood Road, Bromsgrove. Following discussion it was

RESOLVED that in order to release this Council from future financial costs, the freehold of land at 31 Sherwood Road, Aston Fields Industrial Estate, Bromsgrove together with the associated underleases be disposed of at the market rate either through negotiation with the head lessee, private treaty or by tender.

90/09 **8 INDUSTRIAL SITES AT SHERWOOD ROAD, ASTON FIELDS, BROMSGROVE**

Consideration was given to a report relating to 8 industrial sites off Sherwood Road, Aston Fields, Bromsgrove. Following discussion it was

RESOLVED:

- (a) that the freehold of the 8 industrial sites off Sherwood Road, Aston Fields, Bromsgrove be disposed of either by private treaty to the sitting tenant or through a commercial auction with a reserve price as set out in the report; and
- (b) that the proceeds of the sale be placed in an account earmarked for repairs and renovations rather than being utilised for new Capital projects.

(At this point the meeting reverted to public session)

91/09 **SCRUTINY BOARD**

The minutes of the meeting of the Scrutiny Board held on 29th September 2009 were submitted.

RESOLVED that the minutes be noted.

92/09 **COMMUNICATIONS STRATEGY REVIEW**

Consideration was given to a report on the review of the Communications Strategy. During the discussion it was noted that the Overview Board had considered the Communications Strategy at its meeting on 3rd November 2009, particularly in the light of a forthcoming investigation into improving Residents' satisfaction with the Council. The Chairman of the Overview Board reported on the following recommendations of the Board in relation to the Strategy.

- (a) That the Mosaic System be purchased to enable communications on a variety of issues to be targeted to various groups of residents across the District.

The Assistant Chief Executive confirmed that a budget bid had been submitted on the basis of the introduction of the Mosaic system for a

one year trial period, following which time the success of the system would be evaluated.

- (b) That a simple, easy to read breakdown of the Council's responsibilities and service provision be produced periodically at key times of the year with a view to informing residents how resources are allocated according to residents' priorities and the Council's budget allocations, with emphasis on value for money.

This approach was welcomed provided it could be achieved in a cost effective manner.

- (c) That more focus be given to communications with local neighbourhoods and communities outside the Town Centre.

The Assistant Chief Executive referred to work planned with focus groups and organisations such as Parish Councils. There were a number of low cost solutions which it was intended to employ to address this issue.

- (d) That linkages be enhanced between the Communications Strategy and Council services communications needs and other strategic service plans.

The need for a consistent approach was fully recognised.

- (e) That defined strategic communications processes be established to enhance and facilitate appropriate communications for shared services, including appropriate shared costs and service to service arrangements.

The importance of good communications in relation to shared services was recognised. It was emphasised that any costs were allocated on an equitable basis and met by each Council.

RESOLVED that the Communications Strategy be approved and the above comments be taken into account in implementing the strategy

93/09 **LOCAL DEVELOPMENT FRAMEWORK WORKING PARTY**

The minutes of the meeting of the Local Development Framework Working Party held on 15th October 2009 were submitted.

RESOLVED that the minutes be noted.

94/09 **PERFORMANCE MANAGEMENT BOARD**

The minutes of the Performance Management Board held on 19th October 2009 were submitted.

RESOLVED that the minutes be noted including the recommendations relating to the use of the Community Safety Partnership – Partnership Plan 2009-2011 and the Bromsgrove Profile to inform and assist with the Overview and Scrutiny Work Programme.

95/09 **EQUALITY AND DIVERSITY FORUM**

The minutes of the meeting of the Equality and Diversity Forum held on 13th August 2009 were submitted.

RESOLVED that the minutes be noted.

96/09 **LOCAL STRATEGIC PARTNERSHIP**

The minutes of the meeting of the Local Strategic Partnership held on 14th September 2009 were submitted.

RESOLVED that the minutes be noted.

97/09 **UPDATE TO MEDIUM TERM FINANCIAL PLAN 2010/11 - 2012/13**

The Cabinet considered a report on the current position on the Medium Term Financial Plan 2010/2011 to 2012/2013. The Head of Financial Services also gave a presentation of the latest position. Following discussion it was

RESOLVED:

- (a) that the current position be noted; and
- (b) that officers be requested to continue to investigate all options to balance the Medium Term Financial Plan and to mitigate the potential impact of redundancies across the Council.

98/09 **SHARED SERVICES BOARD**

The minutes of the meeting of the Shared Services Board held on 27th October 2009 were submitted.

RECOMMENDED that a capitalisation direction be pursued with regard to expenditure on potential severance costs associated with the Single Management Team proposals.

RESOLVED that the remainder of the minutes be noted.

99/09 **TO RECEIVE VERBAL UPDATES FROM THE LEADER AND/OR OTHER CABINET MEMBERS ON ANY RECENT MEETINGS ATTENDED IN AN EX-OFFICIO CAPACITY**

The Leader gave an update on a meeting of the West Midland Leaders' Board which he had recently attended.

100/09 **INTEGRATED FINANCIAL AND PERFORMANCE REPORT - QUARTER 2**

Consideration was given to a report on the Council's performance and financial position as at 30th September 2009. The Head of Financial Services and the Portfolio Holder for Resources referred to additional actions which were being taken to address the projected overspend on revenue at the end of the financial year. Following discussion it was

RESOLVED:

- (a) that it be noted that 62% of Performance Indicators were stable or improving;
- (b) that it be noted that 58% of Performance Indicators were achieving their year to date target;
- (c) that it be noted that 80% of Performance Indicators were predicted to meet their target at year end;
- (d) that the successes and areas for concern as set out in the "Council Summary" be noted;
- (e) that the current financial position on revenue and capital as detailed in the report, together with the proposed actions to mitigate the overspend on revenue be noted;
- (f) that the early release of previously approved earmarked reserves of £249,000 as set out in appendix 5 to the report be noted; and
- (g) that the budget virements contained in appendix 6 to the report be approved.

RECOMMENDED that the 2009/2010 Capital Programme be reduced by £1,148,000 to take account of the projects listed in appendix 7 to the report, which for the reasons set out will not be delivered in 2009/2010, and that these projects be included in the 2010/2011 Capital Programme.

101/09 **SUSTAINABLE COMMUNITY STRATEGY 2010-2013**

Consideration was given to a report on the Sustainable Community Strategy 2010 – 2013.

RECOMMENDED that the Sustainable Community Strategy 2010 – 2013 be approved.

102/09 **BROMSGROVE LOCAL STRATEGIC PARTNERSHIP ANNUAL REPORT 2008-2009**

The Cabinet considered the Annual Report of the Local Strategic Partnership.

RECOMMENDED that the Annual Report of the Local Strategic Partnership be approved and the progress made to date in respect of each High Level Action Plan be noted.

103/09 **STATEMENT OF GAMBLING PRINCIPLES 2010-2013**

The Cabinet considered a report on a review of the Council's Statement of Gambling Principles which had been carried out in accordance with the requirements of the Gambling Act 2005.

RECOMMENDED that the draft Statement of Gambling Principles be approved.

104/09 **JOINT WASTE MANAGEMENT STRATEGY - OUTCOME OF CONSULTATIONS**

Consideration was given to a report on the revised Joint Municipal Waste Management Strategy for Herefordshire and Worcestershire.

RESOLVED:

- (a) that the revised Joint Municipal Waste Management Strategy for Herefordshire and Worcestershire be approved and adopted ;
- (b) that the County Council be requested to provide District Councils within the County with suitable additional financial support to assist the Authorities in working jointly towards meeting the goals set out in the Joint Strategy;
- (c) that authority be delegated to the Head of Street Scene and Community in consultation with the Portfolio Holder to undertake negotiations in relation to (b) above; and
- (d) that the County Council be requested to work with the District Councils to identify any efficiency savings in relation to waste collection and disposal arising from the Joint Strategy which can be shared amongst the Partners.

105/09 **IMPROVEMENT PLAN EXCEPTION REPORT (SEPTEMBER 2009)**

Consideration was given to the Improvement Plan Exception report for September 2009 together with the corrective action being taken.

RESOLVED:

- (a) that the revisions to the Improvement Plan Exception report together with the corrective action being taken be approved;
- (b) that it be noted that for the 104 actions highlighted for September within the plan, 76 percent were on target (green), 8.7 percent were one month behind (amber) and 3.8 percent were over one month behind (red). In addition it was noted that 11.5 percent of actions had been reprogrammed or suspended with approval.

106/09 **JOINT CHIEF EXECUTIVE APPRAISAL PROCESS**

The Cabinet considered a report on proposed arrangements for the Performance Development and Review (PDR)/ appraisal process for the Joint Chief Executive.

RECOMMENDED:

- (a) that with effect from 2010, the Joint Chief Executive's PDR/appraisal be set and reviewed by a single panel comprising the Leaders of Bromsgrove District Council and Redditch Borough Council, facilitated by an external advisor and that targets specific to each individual Council be set by panels at each Council with joint targets being set by the Shared Services Board;

- (b) that it be noted that the composition of both informal soundings groups is to be determined by each individual Council and that the informal soundings group for Bromsgrove comprise the Leader, Deputy Leader and an Opposition Leader;
- (c) that the informal soundings groups and the formal appraisal panel be supported by a jointly agreed external facilitator and that the associated costs be split jointly between the two Councils;
- (d) that it be noted that the report is also to be submitted to Redditch Borough Council for consideration and until the report has been approved by both Councils its provisions will not come into effect.

The meeting closed at 8.30 p.m.

Chairman

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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE CABINET

WEDNESDAY, 18TH NOVEMBER 2009 AT 4.00 P.M.

PRESENT: Councillors R. Hollingworth (Chairman), G. N. Denaro (Vice-Chairman), J. T. Duddy, Mrs. J. Dyer M.B.E., Mrs. M. A. Sherrey JP, M. J. A. Webb and P. J. Whittaker

Officers: Mr. K. Dicks, Ms. K. Firth and Ms. R. Cole.

107/09 **APOLOGIES**

An apology for absence was received from Councillor Dr. D. W. P. Booth JP.

108/09 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

109/09 **LOCAL GOVERNMENT ACT 1972**

RESOLVED that under Section 100 I of the Local Government Act 1972, as amended, the public be excluded from the meeting during the consideration of the items of business the subject of the following minute on the grounds that it involves the likely disclosure of "Exempt Information" as defined in part 1 of schedule 12A to the Act, as amended, the relevant paragraph of that part being as set out below and that it is in the public interest to do so.

Minute No.
110/09

Paragraph
4

110/09 **PROPOSALS FOR A SINGLE MANAGEMENT TEAM TO SERVE BROMSGROVE DC AND REDDITCH BC**

The Cabinet considered a report to the Shared Services Board on Proposals for a Single Management Team to Serve Bromsgrove District Council and Redditch Borough Council together with the minutes of the meeting of the Shared Services Board held on 9th November 2009.

It was noted that the recommendation contained within the Shared Services Board minutes with regard to the capitalisation of severance costs did not need to be agreed at this Cabinet meeting as a previous decision on this matter had been taken by the Cabinet at its meeting on 4th November 2009. The recommendation was due to be considered by the Council on 18th November 2009.

RECOMMENDED:

- (a) that the Executive Director (Section 151 Officer) be retitled Executive Director (Finance and Resources);
- (b) that the title “Joint Chief Executive” be amended to “Chief Executive”
- (c) that the responses to the consultation and the management response, as set out at Appendix 2 to the report be received and noted;
- (d) that the union’s response to the consultation as set out at Appendix 3 to the report and the management response set out within the report be received and noted;
- (e) that subject to the variations and additions detailed in (a) and (b) the proposed structure as set out at Appendix 4 to the report be endorsed for implementation with effect from 19th November 2009;
- (f) that the proposal to open the initial ring fence for the Executive Director (Section 151 Officer) to Heads of Service who possess the appropriate qualifications be endorsed;
- (g) that the proposed selection criteria for Voluntary Compulsory Redundancy/Early Retirement be endorsed, as set out at section 6.2 of the report and as detailed below;
- (h) that the three applications received for Voluntary Compulsory Redundancy/Early Retirement as detailed at Appendix 5 to the report be noted and accepted;
- (i) that the opportunity for Voluntary Compulsory Redundancy be extended beyond the original 29th October 2009 deadline to officers whose posts are currently affected, in order to receive any further applications arising through the recruitment process.

The meeting closed at 4.30 p.m.

Chairman

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE SCRUTINY BOARD

TUESDAY, 27TH OCTOBER 2009, AT 6.00 P.M.

PRESENT: Councillors D. L. Pardoe (Chairman), C. B. Taylor (Vice-Chairman), A. N. Blagg, R. J. Deeming, S. R. Peters, C. R. Scurrall and C. J. Tidmarsh

Officers: Mr. P. Street, Mr. M. Dunphy, Mrs. S. Sellers, Mr. M. Carr, Mr. A. Harvey and Mrs. A. Scarce

30/09 APOLOGIES FOR ABSENCE

No apologies for absence were received.

31/09 DECLARATIONS OF INTEREST

No declarations of interest were received.

32/09 MINUTES

The minutes of the meeting of the Scrutiny Board on 29th September 2009 were submitted.

RESOLVED that, subject to the inclusion of Councillor J. Tidmarsh's apologies, the minutes be approved as a correct record.

33/09 HOT FOOD TAKEAWAYS

The Board considered a report which summarised the information Members had considered to date on the issue of hot food takeaways, including the fact finding visit to Waltham Forest. The report also set out matters for Members to consider in order to bring their enquiries to a close and the possible outcomes.

Members were reminded that at the previous meeting on 29th September 2009 the Board had requested that a member of the Planning Department be invited to attend the next meeting to discuss planning issues relating to hot food takeaways. Mr. M. Dunphy, Strategic Planning Manager and Mr. A. Harvey, Trainee Planning Officer had been briefed on the matter and were in attendance to respond to questions from Members.

Mr. Dunphy advised that the process of preparing Supplementary Planning Documents (SPDs) was not strictly set out, although the Council must ensure that certain things, such as adequate consultation and a sustainability

appraisal have been undertaken to ensure the soundness of the policy. Mr Dunphy advised that the Strategic Planning Team had already been in contact with the Government Office for the West Midlands regarding the possibility of an SPD on hot food takeaways, as a matter of courtesy. Mr. Dunphy indicated that it was unlikely that there would be any objections from government office to this.

Mr. Dunphy advised that it was difficult to give a set timescale for implementation of an SPD. The Council's Statement of Community Involvement (SCI) set out the minimum the Council needed to do to progress such a policy, which would include at least 2 stages of consultations, probably one targeted and then a more general one. In terms of timescale to introduce an SPD this could vary depending on the strength of existing data and the need to collect any additional evidence and the response from the consultation. The minimum time taken would be 3 to 4 months; the maximum 6 months.

Mr. Dunphy advised Members that it may be possible to fund the SPD from the existing budget. However, if existing data did not provide strong enough evidence, then the Council would have to commission primary data collection. Costs would then escalate and become an issue. Mr. Dunphy advised Members that the knock-on effect of preparing an SPD on the work of the Department would be that other work on the Core Strategy and the Council's key priorities would be deferred for the time being as resources were limited.

Mr. Dunphy also asked Members to note that there were few similarities between Waltham Forest and Bromsgrove District Council and it would not be possible to simply copy their SPD as its wording would not be compatible for the planning issues in the District. Consideration would need to be given to the greater detail of what Members wanted to achieve from the SPD. A good example of this was the distance from schools, as some of the schools in Bromsgrove were so near the town centre that the 400 metre limit on hot food outlets close to schools in the Waltham Forest SPD would not be workable. Mr. Dunphy also advised that if an SPD was put in place, then he would expect to review the effectiveness of this after 12 months to ensure it was successful.

Members expressed their disappointment in what Mr. Dunphy had said and advised that they wished to progress this matter as quickly as possible as the number of hot food takeaways appeared to be ever increasing. Members asked if they had sufficient evidence to enable an SPD to be introduced. Mr. Dunphy advised that from the information he had seen it was a good starting point. He indicated that the majority of evidence would be collected at the consultation stage and that different areas had different issues. The sustainability report would cover health, economy, crime and safety, cultural heritage and the cumulative effective of the SPD.

Members enquired whether it was possible to apply the SPD retrospectively. Mr. Dunphy confirmed that this was not possible and advised Members that they should also be aware that some current premises did not necessarily need planning permission.

Mr. Dunphy confirmed that if Members chose to progress along the SPD route then he would look at implementing this on a district wide basis. There were some parts of the District where hot food outlets were not an issue but the SPD could be drafted to cover those that Members were most concerned about, for example Bromsgrove town centre and Rubery High Street.

Mr. P. Street, Executive Director (Partnerships and Projects) reiterated that it was not possible to simply copy the SPD from Waltham Forest, but reminded Members that at the meeting of the Scrutiny Board on 29th September they had received some very powerful evidence from PC Stan Baker, Crime Risk Manager, West Mercia Constabulary and Ms Liz Altay, Consultant, PCT on the effect of hot food takeaways.

Members were advised that the final report and recommendations must be substantial and cover all the areas of concern and set out good arguments for the introduction of an SPD and what was expected from it.

Members also enquired as to the position in respect of mobile hot food takeaways, which were often found in car parks and lay-bys. They were advised that in some areas such as Stratford, these mobile outlets had to be licensed in order to trade, but currently this was not the case within the Bromsgrove District. However, this matter was under review by the Licensing Department.

RESOLVED:

- (a) that the Chairman of the Scrutiny Board and the Chairman of the Overview Board prepare a draft report and recommendations for consideration by the Cabinet on 6th January 2010;
- (b) that the draft report be included in the Work Programme of the Scrutiny Board for consideration on 24th November 2009;
- (c) that the Licensing Department be requested to prepare a report on mobile hot food takeaways.

34/09 **JOINT COUNTYWIDE FLOODING VERBAL UPDATE FROM COUNCILLOR PARDOE**

Members were advised that there was no feedback as yet from the Joint Countywide Flooding Group. The Chairman advised that he, together with Councillor Mrs. D. Campbell JP had recently attended his first meeting of the Watercourses and Flood Group. The Group was officer lead and included Mr. Street, the Head and Deputy Head of Street Scene, the Parks and Open Spaces Manager, the Land Drainage Engineer and a county land drainage engineer.

The terms of reference of the group were to guide practice and procedure on matters associated with watercourses and land drainage; co-ordinate actions to address flooding and areas of potential flooding and to develop a strategic approach to watercourse and flood management. Mr. Street advised that he was leading on emergency planning for the Group and that they would be

meeting shortly with Wyre Forest and hoped to develop a working relationship with them. A budget pressure had been put in for strategic flooding planning.

Members asked if the Council was obliged to provide sandbags in cases of emergency and Mr. Street confirmed that the Council did not have a duty to do so, but that it did keep a supply of flood blockers, which did a similar job more efficiently and were more easily disposed of. A leaflet was also produced together with a list of houses that were most vulnerable to flooding.

Members said they had understood that, following the flooding two years ago, each Ward Member would be consulted about concerns in their area and be the first point of contact in any future emergencies. Members said that this had not happened.

RESOLVED that Mr. Street seek further information and report back to the next meeting on 24th November 2009.

35/09 **SCRUTINY RECOMMENDATION TRACKER**

Members were reminded that the purpose of the Tracker Report was to ensure that any recommendations made to and approved by Cabinet were progressing in a satisfactory manner and that if this was not the case, then they could ask for further explanation or a written report from the relevant team. Recommendations which were the result of a task group remained on the tracker until the first review of that task group had taken place.

Members shared their concerns over the explanation given in respect of the taxi drivers leaving their engines running and referred to several issues including how this could be enforced and the CO2 emissions.

Several Members were disappointed that the NVQ training programme for all refuse and recycling staff had, after nearly 2 years, still not commenced. They were also concerned that the recent letter sent to residents in respect of the new recycling programme was not reaching certain areas. Although the information was also provided within Together Bromsgrove, some Members advised that this was not distributed in certain areas. Members understood that in Wythall up to 80% of residents were not aware of this next stage of the scheme.

RESOLVED:

- (a) that officers make further enquiries and report back to the Board as to the enforcement of (a)(i) and (iv) taxi drivers and operators leaving their engines running when stationary and any enforcement action that can be taken;
- (b) that a full report be requested from the Head of Street Scene and Community on Recommendations from Refuse and Recycling VFM Scrutiny Investigation (7th January 2009) item 3 and Recommendations from the first Refuse and Recycling Scrutiny Investigation (2nd April 2008) items 1 and 3.

36/09 **REPORT FROM THE QUARTERLY MEETING BETWEEN THE LEADER AND CHAIRMAN OF SCRUTINY BOARD (VERBAL)**

The Chairman advised that he had met with the Leader on 21st October 2009. He had been supportive of the work the Scrutiny Board was doing and was keen for the Hot Food Takeaway investigation to progress further.

Members were also informed that the Leader had made some constructive and interesting proposals for the future development of the relationship between Overview and Scrutiny and the executive, particularly regarding the relationship with the Local Strategic Partnership (LSP). As Chairman of the LSP he felt that Overview and Scrutiny could enhance its role by developing the scrutiny of the LSP and help the LSP to achieve its objectives. This would require co-operation and support from the LSP in addition to changes in the way in which Overview and Scrutiny operated.

It was also advised that the role of Overview and Scrutiny in the scrutiny of crime and disorder had been strengthened by recent legislation which required the establishment of a process for the scrutiny of the Crime and Disorder Reduction Partnership.

37/09 **WORK PROGRAMME REPORT**

Members considered the new Scrutiny Board Work Programme which had been drawn up taking into account the feedback from the Overview and Scrutiny Work Planning Workshop held on 6th October 2009. Members expressed their agreement with the proposal that Improving Residents' Satisfaction represented a suitable topic for a task group. There was a general discussion about some of the items on the draft work programme and order of priority. It was proposed that:

- (i) the following topics be slotted into the work programme as a report/presentation from the relevant officer, possibly with the inclusion of the relevant officer from County in some cases, and would be timetabled in by the Scrutiny Officer:
 - Corporate Safeguarding Policy (Children and Vulnerable Adults)
 - The Choice based Lettings Scheme
 - The Arts and Events Strategy 2010/11;

- (ii) the following items be looked into in more depth, after an initial report/presentation:
 - Economic Regeneration Policy
 - Engaging with Young People
 - Meeting the Challenges of Climate Change;

- (iii) the Anti-Social Drinking and Alcohol Admissions to Hospitals could be looked at as one item;

- (iv) based on Members comments, officers would timetable the work programme with dates for specific items and the completed work programme be included on the agenda for the next meeting;
- (v) Members would provide officers with more information on the specific evidence they wished to hear on individual items on the work programme in advance of their schedule dates.

RESOLVED:

- (a) that the Overview and Scrutiny Work planning process for 2009-10 be noted;
- (b) that the Scrutiny Board Work Programme for 2009-2010 as set out in Appendix 3 to the report be agreed subject to points (i) to (v) as set out in the preamble above;
- (d) that the proposal for a Task Group on Residents' Satisfaction be approved;
- (e) that Councillor S. Colella be elected as Chairman of the above mentioned Task Group;
- (f) that the Chairman of the Scrutiny Board write and 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.

The meeting closed at 7.25 p.m.

Chairman

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW BOARD

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

PRESENT: Councillors S. R. Colella (Chairman), Mrs. R. L. Dent, Mrs. J. M. L. A. Griffiths, Mrs. C. J. Spencer and L. J. Turner

Officers: Mr. T. Beirne, Mr. P. Street, Mr. H. Bennett, Mr. M Bell, Mrs C. Felton, Ms A. Darroch, Mr. M. Carr, Mrs. A. Scarce.

30/09 **APOLOGIES FOR ABSENCE**

No apologies for absence were received.

31/09 **DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS**

No declarations of interests or whipping arrangements were received.

32/09 **MINUTES**

The minutes of the meeting of the Overview Board held on 1st September 2009 were submitted.

RESOLVED that the minutes be confirmed as a correct record.

33/09 **THE COMMUNICATIONS STRATEGY REVIEW 2009**

The Overview Board considered a report of the Assistant Chief Executive (Mr. H. Bennett) on the 2009 Communications Strategy Review of the Council. The Board was asked to consider any immediate recommendations for its further development for submission to the Cabinet on 4th November 2009 and to identify the key linkages of the strategy to the proposed Scrutiny Board Task Group on Improving Residents' Satisfaction.

The Assistant Chief Executive introduced the report and summarised the development and review of the Communications Strategy. He explained that the Communications Strategy had been originally written in 2006 and was reviewed annually. He noted the link between the Communications Strategy and the Improving Residents' Satisfaction Task Group due to be considered by the Scrutiny Board. He was of the view that the Communications Strategy would help to further improve residents' satisfaction and noted that although residents' satisfaction needed to be further improved it was not very low when compared to other councils' performance in this area.

Questions and comments were received from Members of the Overview Board. It was recognised that the Communications Strategy of the Council could be even further enhanced if there were resources available but that this was not possible in the current financial context. The Assistant Chief Executive indicated that the implementation of the strategy was a "long game"

of delivering the key messages to residents through stealth and cost effective targeted delivery mechanisms.

It was highlighted that Bromsgrove (BDC) and partner agencies ran stalls in town centres focused around popular events and there was a Bromsgrove District Housing Trust (BDHT) information bus, which engaged directly with residents in community centres. It was pointed out that elected councillors also have a role in engaging in a two way dialogue with residents and building a positive relationship with the public. It was proposed that more focus be given on communications to local neighbourhoods, including communities outside the town centres, including schemes such as the stalls at popular community events and similar initiatives to the BDHT bus, to ensure that BDC communications reached all sections of the community across the District.

The Assistant Chief Executive pointed out that a lot of the complaints received by members of the public were built on misinformation, and were often satisfied through a proper dialogue and corrective information. The Executive Director of Services (Mr. T. Beirne) pointed out that a lot of communications work was defensive in nature, responding to bad press or incorrect information.

The idea of a “fridge magnet” or other handy, easy to read quick reference guide summarising the key contact numbers for Council services was considered, but it was thought that the costs would not offer value for money. It was nevertheless pointed out that the advertising of key dates of events and services (e.g. refuse collections dates) would be very useful for many residents.

It was proposed that there should be delivery mechanisms to relate key messages to local residents at key times of the year, e.g. when residents received their Council Tax bill. The Assistant Chief Executive pointed out that the Place Survey had highlighted some key areas for improving communications, including on *value for money*.

The Assistant Chief Executive was asked about the Mosaic system. *Mosaic UK* was a marketing tool that classified all consumers in the United Kingdom into 61 types, aggregated into 11 groups, using over 400 data variables and updated annually and it profiled UK consumers in terms of demographics, socio-economics, lifestyles, culture and behaviour. It was proposed that the Mosaic system be employed to inform targeted messages to different groups of residents across the District.

The Head of Street Scene and Community (Mr. M Bell) was asked if he thought services’ communications acted independently or through the corporate centre. He reported that key communications messages were delivered through the Communications Team. The Assistant Chief Executive advised that the Communications Team identified key projects and key messages throughout the council to incorporate them into the key corporate messages and the delivery of the Communications Strategy.

It was pointed out that some parts of the District (specifically in Wythall and Hagley) did not receive the popular newspapers that the Council used to deliver the key communications with residents. The Communications & Customer First Manager (Ms A. Darroch) advised that it was intended to set up focus groups in Wythall and Hagley to find out the best ways to communicate with them and also to make sure that residents in these areas received the Together Bromsgrove Council magazine. There were also plans to continue to “piggy back” on popular events around the District as a means to take communications out to residents in different areas.

It was asked if the communications budgets were allocated jointly with Redditch under shared services or were still separate for each Council. The Assistant Chief Executive advised that at that moment these were two separate budgets but that it was one of the issues that would be reviewed under the roll out of shared services and that there would have to be mechanisms introduced for recharging between the two Council budgets and between services. It was proposed that defined strategic communications processes be established to enhance and facilitate appropriate communications for shared services, including appropriate shared costs and service to service arrangements.

The Chairman proposed that the Communication Strategy be considered where appropriate during consideration of forthcoming Overview and Scrutiny topics and particularly in relation to the proposed Task Group topics being considered and asked that any proposals that arise from this process could be fed into the development and review of the Communications Strategy and actions plans.

RECOMMENDED:

- i. that the Mosaic system be employed to inform targeted messages to different groups of residents across the District;
- ii. that a simple easy to read breakdown of BDC’s responsibilities and service provision be provided periodically at key times of the year to residents to communicate how BDC allocates spending according to residents’ priorities and BDC budget allocations, emphasising value for money;
- iii. that more focus be given on communications to local neighbourhoods and communities outside the town centre, including schemes such as the events stalls in town centres and similar to the Bromsgrove District Housing Trust bus, to ensure that BDC communications reach all sections of the community across the District;
- iv. that linkages are enhanced between the Communications Strategy and council services communications needs and other strategic service plans to ensure that council services communications are fully supported through the Communications Strategy and vice versa;
- v. that defined strategic communications processes are established to enhance and facilitate appropriate communications for shared services, including appropriate shared costs and service to service arrangements.

RESOLVED that the Communication Strategy be considered where appropriate during consideration of forthcoming Overview and Scrutiny topics.

34/09

IMPLEMENTATION OF THE CIVIL PARKING ENFORCEMENT PROPOSALS

The Head of Street Scene and Community updated the Overview Board on the implementation of the Civil Parking Enforcement proposals and the agency agreement with Worcestershire County Council. He advised that a proposed agency agreement had been sent to the County Council and that the Council was awaiting a response. The agency agreement governed the way in which funding and income generation from parking enforcement worked. When an agreement had been reached with the County Council over the agency agreement, BDC would be able to put together a business case for parking enforcement in the District. It was anticipated that that this would take about 12 months, taking into account the negotiations over the agency agreement with the County Council, putting together a business case and rolling out the service provisions.

Questions and comments were received from Members of the Overview Board to the Head of Street Scene and Community. He was asked how many other district authorities in Worcestershire had followed a similar path, to which he responded that he knew of four that had and two that had not. He felt that the problem with the current arrangements was that they were ambiguous in some important respects as to the responsibilities of the County Council and this could be very costly to the District. Members were informed that it was necessary to reach an agreement and clarification on the allocation of responsibilities and the resultant costs so that a proper robust business case could be put together.

The Head of Street Scene and Community was also asked if he had communicated with the other authorities that had reviewed their agency agreement with the County Council. He replied that he had and that the BDC needs from such an agreement had been identified. Advice had been taken from other district authorities on the prospects for income generation, but there was a need to have an agency agreement that suited the particular needs of BDC. The business case would run over a 5 year period and it was anticipated that after 3 years BDC should anticipate a return on its investments.

In response to a query as to whether the parking enforcement strategy was District wide, the Head of Street Scene and Community responded that it was, but that the town centres were inevitably the focus of much of the parking enforcement measures as these areas were where the problems were.

With regards to the workings of parking enforcement, Members were informed that most of the parking restrictions were already in place, including signage and road marking. It was noted that the County Council were ultimately responsible for highways and therefore restriction measures on the highway.

During the discussion it was suggested that there was a need in some wards for residential parking and that consideration should be given for the introduction of residential parking schemes in some parts of the District. In response, Members were informed that when the agency agreement had been agreed it would be possible to consider the introduction of residential parking schemes in the future.

The Chairman thanked the Head of Street Scene and Community for his contribution.

35/09 **VERBAL UPDATE ON PROGRESS OF THE OLDER PEOPLE TASK GROUP**

This item was deferred to the next meeting of the Overview Board.

36/09 **FORWARD PLAN OF KEY DECISIONS 1ST NOVEMBER 2009 TO 28TH FEBRUARY 2010**

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 November 2009 to 28th February 2010. The Chairman asked Members of the Board if they wished to consider any items from the Forward Plan.

Some items from the Forward Plan were considered but it was clarified that those items were already scheduled on the Scrutiny Board Work Programme.

37/09 **ANTICIPATED REPORTS DUE TO BE CONSIDERED BY THE CABINET FROM MARCH 2010**

Members of the Board gave consideration to the anticipated reports due to be considered by the Cabinet from March 2010.

38/09 **REPORT FROM THE QUARTERLY MEETING BETWEEN THE LEADER AND CHAIRMAN OF THE OVERVIEW BOARD**

The Chairman gave a verbal report back to the Board on a recent meeting between the Chairmen of the Overview Board and the Scrutiny Board and the Leader of the Council. The Chairman reported that the Leader was very positive and generally very encouraged by the approach taken so far by the Overview and Scrutiny boards and that the Leader had been highlighted the Local Strategic Partnership (LSP) as a potential area for scrutiny. It had been agreed with the Leader that the LSP was an important body for Overview and Scrutiny as it brought together local partnerships and local organisations, including the council and that Overview and Scrutiny could play an important role in improving the effectiveness of partnership working. The Chairman reported that the Chairman of the Scrutiny Board had also briefed the Leader on the progress and anticipated timescales for the scrutiny investigation into Hot Food Takeaways, which was due to report to the Scrutiny Board on 24th November 2009.

39/09 **OVERVIEW BOARD WORK PROGRAMME 2009-2010**

Members of the Board considered a report of the Head of Legal, Equalities and Democratic Services (Mrs C. Felton) on the Overview Board Work Programme 2009-2010. The report presented the new Overview Board Work Programme arising from the Overview and Scrutiny Work Planning Workshop held on 6th October 2009 and outlined the process and rationale for the Overview and Scrutiny Work planning process for 2009-2010. The Chairman introduced the report, outlined the process that had been followed to develop the work programme and explained that the topics selected and prioritised by all Overview and Scrutiny Members had been allocated between the Overview Board and the Scrutiny Board. The topics for the Overview Board were listed in priority order on the updated Overview Board Work Programme for final agreement.

The Chairman invited the Board to identify any key evidence, witnesses or site visits they would like to include as part of the Overview Board investigations, so that this could be planned out. The Bromsgrove Planning Policy topic was discussed and the Executive Director of Partnerships & Projects (Mr. P. Street) explained that the planning peer review group was due to report within about a fortnight. It was considered that it would be a good idea to receive the report of the peer review as evidence to consider this topic and to invite a member of the peer review group to attend the Overview Board. The Executive Director of Partnerships & Projects explained the peer review process and advised that four representatives from the Improvement and Development Agency (IDeA) had visited the Council from 13th – 15th October to review the planning service. Their brief included; the relationships with elected councillors, the relationships with customers and the interpretation of policy. This was not an inspection but a detailed independent review. The review body would report back and deliver recommendations that would inform an action plan. It was also suggested that members of the Planning Committee also be invited to the Overview Board when it considered this topic on 5th January 2010. It was explained that this topic had been linked to licensing because many of the same issues were perceived to be involved in relation to licensing.

The proposed Task Group topic on Community Involvement in the Democratic Process was discussed. The Head of Legal, Equalities and Democratic Services explained that this topic could include some important duties of the council including the duty to promote local democratic arrangements, the duty to involve residents, consultation on the new executive arrangements and options and Democracy Year running up to the 2011 elections. It was reported that the Head of Legal, Equalities and Democratic Services was due to meet with the proposed Chairman of the Task Group on 11th November 2009 to advise on the technical and operational aspects of the topic and the approach for the Task Group investigation. It was suggested that the voice of the general public / local residents should somehow be considered as part of the evidence for this topic. Councillors Mrs J. M. L. A. Griffiths and Mrs C. J. Spencer expressed an interest in joining the Task Group.

The Board considered the other topics on the draft Overview Board Work Programme and it was clarified that the Head of Financial Services would be presenting a report to the Overview Board on Council Procurement on 5th January 2010. The importance of requesting the attendance of Councillor Mrs M. A. Sherrey – Cabinet Member for Vulnerable and Older People for the topic on The Worcestershire Older Peoples Strategy was expressed.

In addition to the formal meetings of the Overview Board the Chairman announced two events as part of the Rough Guide to Overview and Scrutiny series: the Overview and Scrutiny seminar on 19th November 2009 at 6pm *The Keys to Success* and the Overview and Scrutiny conference *Into the Future* on 10th December 2009 at 6pm. The first event on 19th November would provide an opportunity to plan out Overview and Scrutiny topics in detail and consider the best ways to approach a successful scrutiny investigation, with the expert guidance of Dr Andrew Coulson from the Institute of Local Government (INLOGOV) at the University of Birmingham. The second event on 10th December would consider the future for Overview and Scrutiny, including the development of the role of the scrutiny in the light of recent legislation and the development of the scrutiny function locally. The Chairman stressed that it was important for all Overview and Scrutiny Members to attend and said that all Members of the Council were invited. Members were asked to confirm their attendance or non-attendance to the Scrutiny Officer as soon as possible.

RESOLVED:

- (a) that the Overview and Scrutiny work planning process for 2009-2010 be noted;
- (b) that the Overview Board Work Programme for 2009-2010 (as set out in Appendix 3 of the report) be agreed;
- (c) that the evidence identified in the consideration of each item on the draft Overview Board Work Programme be included in the plan of future agenda items;
- (d) that the Task Group proposal for Community Involvement in the Democratic Process (as set out in Appendix 4 of the report) be agreed,
- (e) that Councillor L. Turner be elected Chairman for the Task Group, and
- (f) that the Chairman of the Overview Board 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.

40/09 **OVERVIEW RECOMMENDATION TRACKER**

The Board considered the Overview Board Recommendation Tracker, a report to monitor implementation progress against recommendations approved by Cabinet. The Board noted those recommendations that had been reported as implemented.

The meeting closed at 8.08 p.m.

Chairman

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Agenda Item 6

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

MONDAY, 16TH NOVEMBER 2009, AT 6.00 P.M.

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

In attendance: Councillor G. Denaro

Officers: Mr. H. Bennett, Ms. J. Pickering and Ms. A. Scarce

50/09 APOLOGIES FOR ABSENCE

There were no apologies for absence.

51/09 DECLARATIONS OF INTEREST

Councillor K. Taylor declared an interest in item 4 (Quarter 2 09/10 Integrated Finance & Performance Report) as he had applied for a small business start up grant from the Council.

52/09 MINUTES

The minutes of the meeting of the Performance management Board held on 19th October 2009 were submitted.

RESOLVED that the minutes be approved as a correct record.

53/09 QUARTER 2009/10 INTEGRATED FINANCE & PERFORMANCE REPORT

At the invitation of the Chairman, Councillor G. Denaro, Portfolio Holder for Resources advised that there was a significant overspend to the end of September together with a projected deficit to the end of the financial year. The main reasons for this were:

- the impact of the downturn in the housing market on land charges and building control income targets;
- significant increase in printing charges compared to those originally anticipated; and
- a shortfall on the income from investments due to the rates of return being less than predicted.

The Head of Financial Services advised that a number of actions had been put in place to bring this back in line by the end of the year, including:

- Transfer of an element of funds into a low risk but higher yield investment. Following discussions with treasury advisors it was

understood that the Council could achieve 2.5% on limited investments with similar protection as presently in place.

- A freeze on vacancies. The Council was currently holding a vacancy freeze in consideration of the future joint arrangements with both Redditch and the WETT programme. The freeze would ensure that business critical services were maintained whilst providing savings for the remainder of the financial year.
- Review of non-essential expenditure. This would include the centralising of the office supplies and reviewing non-essential training.
- A review of contracts in place which would identify where renegotiation could take place to reduce costs in the short term.

Members shared their concerns that a reduction in training was not a good idea as it played an essential part in the Council's continued improvement. The Head of Financial Services assured Members that funds would be available for areas of essential spend to ensure services were delivered to the customer.

The Board was informed that the main areas of deficit were Planning and E-Government and that other areas were having to make savings to compensate for this. The significant increase in printing charges was discussed in detail and the Head of Financial Services advised that the supplier was being contacted with a view to reviewing this.

During the discussion it was noted that the Dolphin Centre fitness suite membership had exceed 750. Members discussed how this figure could be maintained and whether or not it was due to customers choosing it as a cheaper option to other gyms following the economic downturn and whether this figure could be sustained in future. The use of a loyalty card system was discussed as a way of tracking and targeting users.

Members raised concerns over the use of agency staff and the Head of Financial Services advised that this matter had been addressed. Members also shared their concern that the overspend had been taken into account in next year's budget forecast and the Head of Financial Services confirmed that the appropriate action had been taken to address this. Concerns were also raised as to why the overspend had not been detected earlier and the Head of Financial Services explained that in future the predicted out turn would be part of the first quarter review as at June 2010.

Members asked to what extent Portfolio Holders were involved in the monitoring process and it was advised that they receive monthly monitoring reports and had monthly meetings with the relevant Head of Service. Members were asked to note that some departments are maintaining good progress and working within their budget.

The Assistant Chief Executive advised that the sickness level continued to improve.

RECOMMENDED that Portfolio Holders continue to work with Heads of Service to ensure overspend is managed and brought back in line with the budget.

RESOLVED:

- (a) that it be noted that 62% of performance indicators are improving or stable;
- (b) that it be noted that 58% of performance indicators had achieved their year to date target;
- (c) that it be noted that 80% of performance indicators are predicted to meet their target at the year end;
- (d) that the particular successes and areas of potential concern as set out in the Council Summary be noted;
- (e) that the current financial position on Revenue and Capital as detailed in the report and the proposed actions to mitigate the overspend on revenue be noted;
- (f) that the release of previously approved earmarked reserves of £249k as set out in Appendix 5 be noted;
- (g) that the budget virements listed in Appendix 6 are approved; and
- (h) that Cabinet recommend to Full Council to reduce the Capital Programme 2009/10 by £1.148m as detailed in Appendix 7 to reflect the projects, due to the factors detailed in the report will not be delivered during 2009/10 and that these projects are recommended to be included in the 2010/11 Capital Programme be noted.

54/09 **IMPROVEMENT PLAN EXCEPTION REPORT (SEPTEMBER 2009)**

The Board considered the Improvement Plan Exception Report as at 30th September 2009.

During the discussion Members paid particular attention to CP1: Town Centre and in particular 1.4.6 Establish Proposed Civic Centre Study Group and commented that this needed to be monitored as the regeneration of the town centre as a whole was an important issue. The Assistant Chief Executive confirmed he would contact the Executive Director (Partnerships & Projects) and relevant Portfolio Holder to request a project plan/timeline for discussion at the next meeting. It was also confirmed that the New Council House Accommodation was on the Overview & Scrutiny Work Programme for 2010/11 and that the Economic Regeneration Policy was on the current Work Programme of the Scrutiny Board, and would be investigated further in early 2010.

The Assistant Chief Executive also drew Members' attention to item 1.5 Train Station and confirmed that Worcestershire County Council continued to work with Network Rail, the current design was not sustainable and there was a shortfall in the funding available. The Assistant Chief Executive confirmed he would contact County to establish the current position and report back to the next meeting.

In relation to FP1: Managing Finances (including Value for Money) Item 5.2.8 Deliver Use of resources action plan in relation to new framework.

Management Performance under CAA would be published on 10th December and would be included for discussion at a subsequent meeting.

Members questioned the need under PR4: Improving Partnership Working item 12.3.1 and the Assistant Chief Executive confirmed that the Council did not have a formal grants policy and a corporate policy was needed to clarify the Council's position.

Members were concerned to note that under HR & OD3: Positive Employee Climate, item 16.4.1 delivery of employee health and wellbeing programme, had been cancelled due to room availability. This was felt to be unacceptable and the Assistant Chief Executive advised that he would check to see that the programme had been put in place and that this situation did not happen again.

RESOLVED:

- (a) that the revisions to the Improvement Plan Exception report together with the corrective action being taken be noted;
- (b) that it be noted that for the 104 actions highlighted for September within the plan 76% of the Improvement Plan was on target (green), 8.7% is one month behind (amber) and 3.8% is over one month behind (red). 11.5% of actions have been reprogrammed or suspended with approval.

55/09 **SHARED SERVICES HIGHLIGHT REPORT - VERBAL UPDATE**

The Assistant Chief Executive advised Members that a Highlight Report was not available as both Full Councils had agreed to the Shared Services and therefore this stage was complete. There would be a composite highlight report available for the Board to consider at the meeting on 21st December 2009. Directors' interviews would take place week commencing 14th December 2009 and then the next stage of interviews would commence week beginning 18th January 2010 and the new single management team was expected to go "live" in mid April 2010. There have been and will continue to be many briefing opportunities for both staff and unions in this process.

The Assistant Chief Executive also briefed Members on the current position in respect of the Worcestershire Enhanced Two Tier programme (WETT), particularly with regard to the Council hosting Regulatory Services. The Board will receive regular updates on how the WETT programme was progressing as part of the shared services composite report.

Members asked what the position would be with regard to Portfolio Holders' descriptions as these may vary between Redditch and Bromsgrove. The Assistant Chief Executive responded that this was a matter for members.

56/09 **SUSTAINABLE COMMUNITY STRATEGY 2010-2013**

The Board considered a report on the proposed Sustainable Community Strategy 2010-2013 which was subject to consideration by Full Council on 18th November 2009.

Members commented that the target dates seemed a considerable time away and therefore questioned their relevancy. A key area of concern was NI188 Climate Change as currently the Council was at Level 0 and was unlikely to reach Level 2 by the end of 2010/11. The report appeared to be focused on performance and less on measures to improve that performance. Members were advised that Climate Change was on the Work Programme of the Scrutiny Board and would be looked at early in 2010. Whilst the Assistant Chief Executive acknowledged that Climate Change must be at the forefront, this would be difficult in the current economic downturn as many changes that need to happen involve a high initial capital outlay. It will be important to align Climate Change improvements to changes in the business as they happen.

Members discussed NI39 – Alcohol harm related hospital admission rates and were advised that this was also on the current Scrutiny Board Work Programme.

With regard to the section Improving Health and Well Being, Members commented on the following items:

- Item 3 Reduce the impact of alcohol misuse in the workplace. Members felt that this was an important area to look at and that brief intervention training for some members of staff would be appropriate.
- NI56 and NI55 Childhood Obesity. Although the PCT were doing a range of things on this, Members felt that involvement should be at the very earliest stage, such as Health Visitors. Members also queried the details of NI56 as they felt the information on the areas of the district where obesity was over 20%, are not in line with those provided previously in the Bromsgrove Profile.
- LI7 Adults in contact with secondary mental health services in employment. Members felt that the key actions would not improve employment for these adults.
- NI117 – 16-18 year olds who are not in education, employment or training (NEET). Members were concerned that this matter was not being addressed and discussed what was available to these young people. The TRUNK would do outreach work in both Charford and Sidemoor.

Members felt that a summary of the report should be provided in order to show the linkage with the Council's priorities, key issues and measure of success.

RESOLVED:

- (a) That the Assistant Chief Executive to ask the relevant Portfolio Holder to revisit NI155;
- (b) That the Assistant Chief Executive clarify information in NI56 with regard to specific district areas with obesity over 20%.
- (c) that in future an executive summary be prepared detailing key issues and the linkage to the Council's priorities.
- (d) that Members felt there was a range of activities available, which perhaps needed to be communicated to the young people in a different way.

57/09 **QUARTERLY RECOMMENDATION TRACKER**

The Board received the Quarterly Recommendation Tracker and expressed concern that item 35/09 (c), introduction of an emergency planning leaflet, had been rejected by the Cabinet. Members also commented on the importance of receiving item 39/09 the Shared Services Highlight Report.

RESOLVED that the Recommendation Tracker Report be noted.

58/09 **DATA QUALITY STRATEGY 6 MONTH UPDATE**

The Board considered a report on the progress with regard to the implementation of the Data Quality Strategy Action Plan.

RESOLVED:

- (a) that the Data Quality Strategy Action Plan be noted; and
- (b) that in future this update be provided together with the six monthly Performance Management Strategy update report.

59/09 **WORK PROGRAMME**

Having considered a report on the Board's work programming Members shared the Assistant Chief Executive's concern that the agenda for the meeting on 21st December 2009 was long.

RESOLVED that the Work Programme be approved subject to the inclusion of a short update from the Head of Financial Services on the Integrated Finance & Performance Report at the next meeting and that the Annual Artrix Performance Report and "What is Excellence?" be deferred until the meeting on 18th January 2010 meeting.

The meeting closed at 8.25 p.m.

Chairman

Agenda Item 7

THERE ARE NO ENCLOSURES FOR THIS AGENDA ITEM

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BROMSGROVE DISTRICT COUNCIL

EXECUTIVE CABINET

2ND DECEMBER 2009

UPDATE OF MEDIUM TERM FINANCIAL PLAN 2010/11-2012/13

Responsible Portfolio Holder	Councillor Geoff Denaro
Responsible Head of Service	Jayne Pickering – Head of Financial Services

1. Summary

- 1.1. To provide information to enable Members to review the current position on the Medium Term Financial Plan 2010/11 – 2012/13 and to make changes to the draft budget proposals.

2. Recommendations

2.1. It is recommended that Executive Cabinet:

- 2.1.1 Consider the pressures as identified in Appendix A and recommend any changes in priority categorisation.
- 2.1.2 Consider the unavoidable pressures identified at Appendix B and recommend any changes
- 2.1.3 consider the savings identified at Appendix C
- 2.1.4 consider the new bids for the Capital Programme as included at Appendix D and recommend any changes in scheme priority.
- 2.1.5 Request Heads of Service continue to review the budget with the aim to present a balanced position to the Cabinet meeting in January 2010.

3. Background

- 3.1. As reported to this meeting in November 2009 a number of revenue and capital bids, unavoidable pressures and proposals for income generation and savings have been identified by Heads of Service.
- 3.2. Following the meeting a review has been undertaken of the bids and a number of them have been reclassified to ensure that only those with a direct impact on the Council priorities are to be funded within the medium term financial plan.

3.3. The appendices included within this report reflect the revised position :

- Appendix A – new bids – revenue High, Medium and Low
- Appendix B – Unavoidable revenue costs to maintain current service levels
- Appendix C – Proposed savings and additional income generation
- Appendix D – Capital new bids – High, Medium and Low

3.4. The revised position includes:

- The impact of a reduction in the 2010/11 pay award to 1% - this may be reduced depending on the level of budget gap that requires funding.
- The impact of the majority of the JE appeals – a number are still being undertaken and any relating costs will be factored into the final budget position.
- A significant reduction in the Capital Programme in relation to the development of the cemetery – the reduction to £95k will enable an increase to the spaces available and provide information in regard to the land use in the future.
- A removal of the LNPs across the District and an addition to the LSP funding of £25k to be used to fund priorities in partnership with the LSP.
- An increase to the base budget savings already achieved for 2010/11 of £523k by a further £148k to reflect the shared services for ICT and CCTV/Lifeline, together with the proposed savings generated from changing the service delivery arrangements at the Dolphin Centre
- To establish a repairs and renewals fund to provide for maintenance and replacement of vehicles and equipment over the financial plan
- A reduction to the Council Tax in 2010/11 and 2011/12 to 2.5%
- The inclusion of the car parking income in relation to pay on foot and the temporary car park when the market hall is demolished
- A surplus of £51k from the Collection Fund for 2008/09 which can offset the Council Tax charges for 2010/11.
- The removal of the requirement to borrow funds due to the reduction in the Capital Programme over the 3 year period.

3.5. The revised summary position is shown below. This includes the proposed high pressures only for both revenue and capital.

	2010/11 £'000	2011/12 £'000	2012/13 £'000
Base cost of General Fund Services	12,482	12,860	13,433
Pressures – High bids & unavoids	743	694	672
Savings	-807	-501	-550
Investment Income	-67	-93	-85
Recharge to capital programme	-136	-136	-136
Net operating expenditure	12,215	12,824	13,334
Area Based Grant	-23	-22	-22

Surplus from Collection Fund	-51		
Government Grant	-5,047	-4,795	-4,555
Assumed Council Tax @ 2.5% (2010/11-2011/12 & 4.45% 2012/13)	-7,023	-7,234	-7,594
Overall Shortfall	71	773	1,163

- 3.6 The Council is to set a balanced budget for 2010/11-2012/13 and therefore will have to approve further savings, increase income or reduce high pressures for the 3 year period. Any additional spending, over and above the pressures identified above, would also need to be funded by additional savings.

4 Balances

- 4.1 The current projected level of balances at 31.03.10 is £1.547m assuming all costs approved are spent. It is anticipated that a proportion of the balances will be utilised to meet the severance costs associated with the joint management structure. An update to the balances position will be reported to Members as part of the ongoing budget process.

5 Fees and charges

- 5.1 A detailed review of the high volume income areas is currently underway together with a detailed analysis of the impact of a 2.5% increase on income as included in the base budget.

6 FINANCIAL IMPLICATIONS

- 6.1 None other than those included in the report.

7 LEGAL IMPLICATIONS

- 7.1 None as a direct result of the draft budget. Legal and Human resource issues will be addressed during any discussions in relation to restructures and redundancies.

8. CORPORATE OBJECTIVES

- 8.1 The delivery of a balanced budget demonstrates the Councils ability to fund objectives and priorities within a reasonable level of increase to residents.

9. RISK MANAGEMENT

- 9.1 The main risks associated with the details included in this report are:
- 9.2 Non compliance with the statutory deadlines to set a balanced budget.

9.3 No formal consultation undertaken with the public

9.4 Poor use of resources scoring in relation to consideration of the budget

9.5 These risks are being managed as follows:

9.6 Non compliance with statutory deadlines

Risk Register: Financial Services
Key Objective Ref.: 6
Key Objective: Effective and Efficient Accountancy Service

9.7 No formal consultation undertaken with the public

Risk Register: Financial Services
Key Objective Ref.: 6
Key Objective: Effective and Efficient Accountancy Service

9.8 Poor use of resources scoring in relation to consideration of the budget

Risk Register: Financial Services
Key Objective Ref.: 6
Key Objective: Effective and Efficient Accountancy Service

9.9 Key actions and controls to manage these risks include:

- Detailed timetable in place to manage the budget process with departments and accountancy support
- Allocation of qualified and professional staff to focus on budget setting accounts
- Regular updates at Corporate Management Team in relation to budget processes
- Formal consultation on the budget with the Budget Jury
- Formal consultation in place with unions and individual employees
- Formal consultation with customer panel via SNAP in place

10. **CUSTOMER IMPLICATIONS**

10.1 The setting of the budget against the Corporate Priorities will ensure that the Council demonstrates to the customer that we have aligned our resources to the key services required.

11. **OTHER IMPLICATIONS**

Procurement Issues N/A
Governance/Performance Management N/A
Community Safety including Section 17 of Crime and Disorder Act 1998 - N/A

Policy - N/A
Environmental -N/A
Equalities and Diversity -N/A

12. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	Yes
Corporate Director (Services)	Yes
Assistant Chief Executive	Yes
Head of Service	Yes
Head of Financial Services	Yes
Head of Legal & Democratic Services	Yes
Head of Organisational Development & HR	Yes
Corporate Procurement Team	Yes

13 APPENDICES

Appendix A – Unavoidable pressures
Appendix B – High, Medium and Low Pressures
Appendix C – Savings / additional income generated
Appendix D – Capital Programme – proposed

14 BACKGROUND PAPERS

Budget timetable
Detailed budget working papers

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Agenda Item 9

THE ENCLOSURES FOR THIS ITEM WILL FOLLOW ON A
SUPPLEMENTARY AGENDA

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BROMSGROVE DISTRICT COUNCIL

CABINET

2ND DECEMBER 2009

'HOME CHOICE PLUS' - CHOICE BASED LETTINGS SCHEME - PROGRESS AND DEVELOPMENT REPORT

Responsible Portfolio Holder	Councillor Peter Whittaker
Responsible Head of Service	David Hammond
Key Decision - Yes	

1. SUMMARY

- 1.1 On the 7th October 2008 Bromsgrove District Council in partnership with BDHT introduced the 'Home Choice Plus', Choice Based Lettings scheme for the allocation of social housing across the District.
- 1.2 This report provides Members with an update upon the successful operation of the Choice Based Lettings Scheme over the last 12 months. The report was presented to the Overview Board on the 23rd November 2009 to allow any further suggestions to be recommended. Members are asked to give approval for the Strategic Housing Manager to investigate options for developing a charging mechanism for Registered Social Landlords (RSLs) who are advertising their dwellings through the Scheme.
- 1.3 It is proposed that any monies received through a charging mechanism be used towards funding the ongoing IT supplier costs and management of Home Choice Plus. The recommendation asks for delegated authority to be granted to the Portfolio Holder for Strategic Housing and Head of Planning and Environment in consultation with The Strategic Housing Manager and the Section 151 Officer to agree the scale of charges for Registered Social Landlords with special arrangements being agreed for BDHT reflecting their status as the Council's Principal Preferred Partner and an existing partial funder of the scheme.

2. RECOMMENDATION

- 2.1 Members are asked to note the successful operation of the Home Choice Plus scheme which has raised awareness of the Housing Register reflected by an increase of 14% in the number of housing applicants registered since implementation.

- 2.2 That approval be given in principle for the Council to introduce a charging mechanism for Registered Social Landlords who make use of the scheme.
- 2.3 That delegated authority is given to the Portfolio Holder for Strategic Housing and the Head of Planning and Environment in consultation with the Sect 151 Officer and Strategic Housing Manager to agree the final charges for all Registered Social Landlords on the basis of separate arrangements being negotiated with BDHT to reflect their role as LSVT organisation and partial funder of the CBL Scheme.

3. BACKGROUND

- 3.1 Communities and Local Government (CLG) set a target for all local authorities to introduce a Choice Based Lettings Scheme by 2010. The Housing Corporation's (now Homes and Communities Agency) Regulatory Code says that housing associations must seek to offer a choice of home, whilst giving reasonable preference to those in priority need. Bromsgrove District Council joined with other local authorities across the South Housing Market Area, (with the exception of Redditch and Warwick who were at that time in the process of implementing their own schemes) in order to develop a sub regional choice based lettings scheme. On the 7th October 2009 Home Choice Plus had been in operation locally for 12 months providing applicants for social housing with an opportunity to express an interest in RSL properties that become available in the Bromsgrove District and in participating neighbouring authorities. The scheme provides applicants with transparency regarding their individual priority ranking on the shortlist for a particular vacant property along with an understanding of the total number of applicants also expressing an interest in it.

The benefits of the sub regional scheme are that applicants only need to complete one application form to be considered across the participating local authority areas. The participating local authorities use one common allocations policy and there are a number of ways for applicants to access the scheme either by telephone, website, digi TV or newsletter. For housing associations participating in this sub regional scheme it means that the allocations policy is consistent, the opportunities for tenant mobility are increased, tenancies are more sustainable and previously difficult to let properties are let more easily, thus reducing void costs and rent loss.

- 3.2 During September 2009 the Strategic Housing Team carried out a postal survey to a sample size of 500 Home Choice Plus applicants to gather information about whether the scheme was meeting the Council's expectation of providing a more easy to understand and transparent way of allocating social housing. From the 107 applicants who returned their survey forms:
 - 91% found the Home Choice Plus application form easy to complete.

- 69% understood how priority was awarded using a combination of both banding and waiting time.
- 90% agreed that people with a local connection to Bromsgrove should receive a degree of priority (as is the case with the scheme).
- 50% of respondents had so far placed bids, this appears to be because many people indicated that they were not yet ready to move or that a suitable property had not become available;
- 33% stated that they needed help to bid on properties and;
- 20 applicants gave their name and address and asked for help to access the scheme.
- 82% stated that the Housing Options Service was either fairly good or very good.
- 12% said that they needed to move into Bromsgrove to take up employment / training opportunities.

The names and addresses of respondents requesting help to access the scheme have been forwarded to the Housing Options Team for assistance. Further is also planned to publicise the number and types of properties becoming available, the demand for these properties and ways to access Home Choice Plus through the Together Bromsgrove magazine.

3.3 Having interrogated the reporting system of the scheme the following key findings are:

- (i) The number of applicants registered for social housing (including transfer applications) has increased from 2,300 prior to implementation to 2,672 as at 23rd September 2009:

Household Breakdown

The following table shows a breakdown of housing applicants registered by household type across the districts served by Home Choice Plus. The highest numbers of applicants are families and single applicants.

Household Type	Bromsgrove	Malvern Hills	Stratford-on-Avon	Worcester City	Wychavon	Wyre Forest	Total
Couple	223	262	321	306	521	325	1958
Family	925	780	1222	1488	1625	1290	7330
Other	80	34	99	44	126	20	403
Pensioner DLA	684	327	870	295	774	853	3803
Single	760	612	855	1225	1504	951	5907
Total	2672	2015	3368	3358	4551	3439	19403

The tables below show the number of properties that have been advertised in Bromsgrove District through Home Choice Plus since 7th October 2008. This indicates a high turnover of flats many of which may be for older people, but comparatively small numbers of houses for families which are the largest group registered on the list.

Properties Advertised

Bedsit	Bungalow	Flat	House	Maisonette	Total
18	43	361	91	4	517

Homelessness Acceptances

The Home Choice Plus allocations policy has been framed to encourage those in housing need to access housing through the housing register rather than presenting as homeless. Early indications are that this has been successful as homelessness acceptances are continuing to reduce.

Dec 07	Mar 08	Jun 08	Total
22	13	23	58
Dec 08	Mar 09	Jun 09	
15	12	11	38

4. FINANCIAL IMPLICATIONS

- 4.1 The implementation of Home Choice Plus was funded primarily by the Council and CLG grant with additional support and contributions being received from BDHT in terms of staff time and a commitment to meeting a 25% proportion of the ongoing revenue costs of running the scheme:

One Off Initial Implementation Cost

BDC contribution	£18,673.93
CLG contribution	£21,225.30
Total implementation cost	£39,899.23

Revenue Costs 09/10

BDC contribution	£7055.25
BDHT	£2351.75
Total Revenue Cost	£9407.00

- 4.2 Since its implementation many RSLs no longer hold their own waiting lists and have benefited by no longer having to provide staff time to manage this element of social housing allocations.
- 4.3 During the implementation process the issue of potentially charging was discussed with RSL partners who expressed a desire for a consistent approach across the sub region.

- 4.4 One neighbouring authority has implemented a charging mechanism from April 2009 set at £40 per advert. Other Choice Based lettings scheme providers are in the process of considering charging between £40.00 and £60.00 per advert or offering an option of an annual membership fee. The benefit of an annual membership fee would be that an RSL would be more encouraged to make use of the scheme and this would seem an appropriate approach for higher stock holding RSLs such as the LSVT organisations who have received the various Councils' housing stock. However, most other RSLs operating in the Districts only have relatively small numbers of housing stock and therefore a charge per advert might be a more attractive option for them.
- 4.5 The recommendations in this report ask that approval be given in principle for the Council to introduce a charging mechanism for Registered Social Landlords who make use of the scheme. Members are asked to give delegated authority for the level of charges and detail as to how they are to be applied to be negotiated and finalised by the Portfolio Holder For Strategic Housing relevant officers.
- 4.6 It is important to recognise that it would be appropriate to negotiate a separate arrangement with BDHT to reflect both the existing level of financial and staff resources that they contribute to the running of the scheme and also the fact that 75% of their lettings are nomination rights to the Council under which BDC itself is responsible for providing them with nominated tenants (although BDHT carry out this task for BDC under an SLA).
- 4.7 Of the anticipated 350 properties let per annum approximately 40 of these would belong to other RSL's and would generate an income of £2,000 at £50.00 per advert. If an additional membership fee based upon 50% of running costs was negotiated with BDHT it would be possible to achieve an income of £7,000 per annum (70%) towards the annual cost of running the Choice Based Lettings Scheme.

5. LEGAL IMPLICATIONS

- 5.1 The Home Choice Plus Allocations Policy and its Equalities Impact Assessment are due to be reviewed on a countywide basis 12 months after implementation to ensure legal compliance taking into account the:
- The new statutory code of guidance on social housing allocations for local authorities in England,
 - The results of the satisfaction survey and
 - Other recent changes in legislation.

6. COUNCIL OBJECTIVES

- 6.1 Sense of Community – Home Choice Plus helps to promote more sustainable communities through offering housing applicants more choice in where they live and making the allocations process more transparent. Applicants can see the demand for properties - some houses receive more than 80 bids - and as a consequence the successful applicant is more likely to value their home.

Improvement – the satisfaction survey has identified an opportunity to improve the scheme by raising awareness of alternative ways to access the scheme and the availability of support to help applicants place bids.

Regeneration - Home Choice Plus helps the authority to make best use of the existing stock through matching people with disabilities to adapted properties and giving priority to those who are under occupying their homes to downsize.

7. RISK MANAGEMENT

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

- Not maximising an opportunity for the scheme to become self funded and thereby saving money for the local authority.
- RSL partners failing to make use of the scheme due to charging being implemented.

- 7.2 Currently the risk identified in 7.1 is not addressed by any risk register and will be added to the risk register as follows:

Risk Register: Planning and Environment

Key Objective Ref No: 2

Key Objective: Effective, efficient and legally compliant housing service.

Failure to implement charging for CBL usage could result in pressure on Council revenue budget. Implementation of charging could result in reduced usage of the scheme by partner RSLs.

8. CUSTOMER IMPLICATIONS

- 8.1 The Satisfaction Survey has identified that some people are unaware of the range of ways to access Home Choice Plus and it is our intention to publicise these through Together Bromsgrove. A number of applicants have requested support regarding accessing the scheme and their contact details have been passed to the Housing Options Team at BDHT.

- 8.2 If we impose a charging system it is possible that some RSLs will be deterred from using the scheme and will therefore lead to fewer

properties being made available to applicants from the housing register. However, the risk of this is very low as most RSLs with stock in the District do not hold waiting lists for Bromsgrove and are required to allocate their properties to people in housing need.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

- 9.1 National research on Choice Based Lettings has shown that the choice based lettings relieves rather than exacerbates ethnic segregation. It also offers an opportunity to make better use of properties with disabled adaptations by giving preference to applicants with disabilities that require that level of adaptation in order to meet their mobility needs.
- 9.2 During 2008/9, out of 278 new lettings, 5 properties were let to BME groups equating to 1.8%.
During the first quarter of 2009/10 out of the 113 new lettings 4 lettings were to BME groups = 3.54%.
- 9.3 A review of the Equalities Impact Assessment is due to be carried out in conjunction with the Allocations Policy Review December 2009, however, in the meantime the Strategic Housing Team is planning additional publicity through Together Bromsgrove to raise awareness of the variety of methods of accessing home choice plus.

10. VALUE FOR MONEY IMPLICATIONS

- 10.1 The process of implementing a charging mechanism will take into account the arrangements that are emerging across the partner organisations. One neighbouring authority has agreed not to charge their LSVT RSL resulting in an expectation from that LSVT that Choice Based Lettings will be provided free of charge. Two other LSVT RSLs are contributing 50% towards the running costs. BDHT are currently contributing 25% towards the running costs of CBL across the Bromsgrove District.
- 10.2 A review of the BDHT Service Level Agreement for the Housing Register and Nomination services they provide to the Council is being undertaken in partnership with BDHT to highlight any savings or additional workload that has resulted as a consequence of implementing Home Choice Plus which was introduced in accordance with Government policy to implement Choice Based Lettings by 2010.

11. OTHER IMPLICATIONS

Procurement Issues
None

Personnel Implications
Monitoring adverts and resourcing the production of purchase orders and invoices
Governance/Performance Management
None
Community Safety including Section 17 of Crime and Disorder Act 1998
None
Policy
Yes
Environmental
None

12. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director - Partnerships and Projects	<u>Yes</u>
Executive Director - Services	<u>Yes</u>
Assistant Chief Executive	<u>Yes</u>
Head of Service	<u>Yes</u>
Head of Financial Services	<u>Yes</u>
Head of Legal, Equalities & Democratic Services	<u>Yes</u>
Head of Organisational Development & HR	<u>Yes</u>
Corporate Procurement Team	<u>Yes</u>

13. WARDS AFFECTED

All wards

14. APPENDICES

None

15. BACKGROUND PAPERS

None

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BROMSGROVE DISTRICT COUNCIL

CABINET

2ND DECEMBER 2009

COUNCIL TAX BASE CALCULATION 2010-2011

Responsible Portfolio Holder	Councillor Denaro
Responsible Head of Service	Head of Financial Services

1. SUMMARY

- 1.1 The Local Authority (Calculation of Council Tax Base) Regulations require the Council to determine its Council Tax Base for the coming financial year and to notify precepting authorities of the outcome between 1st December and 31st January in the preceding financial year.

For the financial year 2010-2011 the Council Tax base is estimated at 36,416.56 Band D equivalents when applying a 99% collection rate.

2. RECOMMENDATION

It is recommended that Cabinet approve the Council Tax Base in accordance with the Local Authorities (Calculation of Tax Base) Regulations 1992, the Council's Tax base for 2010-2011, assuming a collection rate of 99.00%, is calculated at 36,416.56 for the area as a whole. Individual parishes are shown at **Appendix 1** of this report.

3. BACKGROUND

- 3.1 The Local Authority (Calculation of Council Tax Base) Regulations require the Council to determine its Council Tax Base for the coming financial year and to notify precepting authorities of the outcome between 1st December and 31st January in the preceding financial year. This is done by parish and the information is used to calculate the Council Tax bills each March for the following financial year.

When determining the Council Tax Base, Councils are required to estimate the proportion of the tax to be collected in the coming year after making allowances for banding changes, exemptions, discounts, new properties and losses on collection. For 2010 -2011, a collection rate of 99.00% is expected. When applied to the estimated Council Tax Base of 36,784.4 Band D equivalents, it results in a 'net' figure of 36,416.56

In addition, it is necessary to calculate the Council Tax Base, expressed as Band D equivalents, for the area as a whole and for individual parish areas. This information is shown at **Appendix 1**.

3.2 This is a statutory requirement and no consultation is required.

4. FINANCIAL IMPLICATIONS

4.1 This forms the basis of the calculation of Council Tax for the new financial year.

5. LEGAL IMPLICATIONS

5.1 Publishing the Council Tax Base between 1st December and 31st January in the preceding financial year is a legal requirement.

6. CORPORATE OBJECTIVES

6.1 Collection of Council Tax underpins the corporate objectives of the Council.

7. RISK MANAGEMENT

7.1 There are no risk management issues.

8. CUSTOMER IMPLICATIONS

8.1 The Council Tax Base forms the basis of the calculation of Council Tax for 2010-2011. These bills will be sent out in March 2010.

9. OTHER IMPLICATIONS

Procurement Issues - None
Personnel Implications - None
Governance/Performance Management - None
Community Safety including Section 17 of Crime and Disorder Act 1998 - None
Policy - None
Environmental - None
Equalities and Diversity - None

10. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	No
Executive Director (Services)	Yes
Executive Director (Partnerships and Projects)	No
Head of Financial Services	Yes
Head of Legal & Democratic Services	No
Head of Organisational Development & HR	No
Corporate Procurement Team	No

11. APPENDICES

Appendix 1 Council Tax Base Calculation for 2010-2011

12. BACKGROUND PAPERS

Local Authorities (Calculation of Tax Base) Regulations 1992

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Council Tax Base Calculation 2010-2011

The Council Tax Base calculation for each parish is detailed below (Band D equivalents).

Parish Name	Gross	Net (99.00%)
Alvechurch	2295.2	2272.2
Barnt Green	935.1	925.7
Belbroughton	1223.3	1211.07
Bentley Pauncefoot	188.3	186.5
Beoley	464.1	459.5
Bourneheath	219.2	217.0
Catshill & Marlbrook	2454.0	2429.46
Clent	1215.5	1203.3
Cofton Hackett	747.0	739.53
Dodford with Grafton	406.2	402.14
Finstall	301.0	297.99
Frankley	52.3	51.78
Hagley	2138.5	2117.1
Hunnington	241.2	238.8
Lickey and Blackwell	2092.7	2071.77
Lickey End	1108.9	1097.81
Romsley	711.6	704.5
Stoke Prior	1752.4	1734.88
Tutnall and Cobley	360.8	357.2
Wythall	4834.00	4785.66
Urban	13043.10	12912.67
TOTALS	36784.40	36416.56

BROMSGROVE DISTRICT COUNCIL

02 December 2009

CABINET

LOCAL NEIGHBOURHOOD PARTNERSHIPS

Responsible Portfolio Holder	Cllr. Roger Hollingworth, Leader of the Council
Responsible Officer	Hugh Bennett Assistant Chief Executive

1. SUMMARY

- 1.1 To ask Cabinet to consider the attached business case for Local Neighbourhood Partnerships (LNPs) attached at Appendix 1.

2. RECOMMENDATION

- 2.1 It is recommended that Cabinet:-

- i. Agrees to the closure of all LNPs at the 31 March 2010.
- ii. Notes that this will produce a revenue saving of £90,000 in 2010/2011 and £120,000 in 2011/2012.
- iii. Notes that the continued expansion of the LNPs would have led to a saving of £150,000 in 2012/2013.
- iv. Closes the Charford LNP with immediate effect, releasing a 2009/2010 revenue saving of £10,000 and direct the saving to The Trunk.
- v. Agrees that £25,000 of the annual revenue saving for 10/11, 11/12 and 12/13 be re-directed to the LSP to allocate to local super output areas i.e. areas of relative deprivation.

3 BACKGROUND

- 3.1 The White Paper, "Communities in Control" identified the need for local government to re-engage with our local communities to combat the declining interest in local politics and residents perception of their ability to influence decisions affecting them (see Place Survey results).
- 3.2 In December 2006, two pilot Local Neighbourhood Partnerships were established, initially with an administration budget of £4,000 each.
- 3.3 A mid-term independent evaluation was undertaken and concluded the LNPs needed to be put on a firmer footing, in particular, a delegated budget and a clear terms of reference.

Both of these were put into effect and the 2009/2012 medium term financial plan included a budget allocation of £60,000 (09/10), £90,000 (10/11) and £120,000 (11/12). The budget figures were based on £5,000 per Member, with the delegation being to each LNP. The eventual roll out cost would therefore be £195,000.

- 3.4 Currently three LNPs are in operation: Rubery, Alvechurch and Beoley and Hagley and Rural. A fourth LNP was due to be established in Charford, but due to issues about working in partnership between the district councillors and the county councillor, this LNP has not gone live.
- 3.5 Cabinet will be aware that the financial climate has changed dramatically over the last twelve months. The Council is predicting a revenue support grant reduction of 5% per annum, a lower council tax rise, reduced interest income and reduced charges income. As a consequence of this and regardless of the success or otherwise of the LNPs, the report is recommending their closure from 31 March 2010.

4. FINANCIAL IMPLICATIONS

- 4.1 A revenue saving of £90,000 (2010/11) and £120,000 (2011/12). A revenue saving of £10,000 based on the immediate closure of the Charford LNP.

5. LEGAL IMPLICATIONS

- 5.1 The Council has a legal “duty to involve” its residents, but LNPs are one of many mechanisms for doing this and so closure of the LNPs does not cause any legal issues.

6. COUNCIL OBJECTIVES

- 6.1 The new priority – value for money – is the most relevant.

7. RISK MANAGEMENT

Corporate Risk Title	Improvement Plan Reference
KO1: Effective Financial Management and Internal Control	FP1 – Managing Finances

8. CUSTOMER IMPLICATIONS

- 8.1 The closure of the LNPs will mean a reduced service to the public, but the services provided e.g. hanging baskets, signage etc. are discretionary and not core services.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

- 9.1 No implications.

10. VALUE FOR MONEY IMPLICATIONS

- 10.1 See financial implications above.

11. OTHER IMPLICATIONS

Procurement Issues: Will need to continue with procurement on committed schemes to year end.
Personnel Implications: None.
Governance/Performance Management: Termination of terms of reference for LNPs..
Community Safety including Section 17 of Crime and Disorder Act 1998: Potential reductions in services, in particular, divisionary activities.
Policy: Removal of LNPs from Community Engagement Policy..
Environmental: None.

12. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Via E-Mail and at Leader's.
Chief Executive	Via E-Mail and at Leader's.
Executive Director (Partnerships and Projects)	No.
Executive Director (Services)	No.
Assistant Chief Executive	Yes
Head of Service	No.
Head of Financial Services	Via E-mail.
Head of Legal & Democratic Services	No.
Head of Organisational Development & HR	No.
Corporate Procurement Team	No.

13. WARDS AFFECTED

13.1 Beacon, Charford, Waseley, Alvechurch, Hagley, Uffdown and Furlongs. Had the LNPs been fully rolled out, all wards would have been affected.

14. APPENDICES

14.1 Appendix 1 Full Business Case.

15. BACKGROUND PAPERS:

15.1 Neighbourhood Area Committee Evaluation, Cabinet, 30 April 2009.

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BROMSGROVE DISTRICT COUNCIL

CABINET

2ND DECEMBER 2009

DRAFT SAFEGUARDING POLICY FOR CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS

Responsible Portfolio Holder	Councillor Margaret Sherrey
Responsible Head of Service	Phil Street
Non Key Decision	

1. SUMMARY

- 1.1 This report introduces Bromsgrove District Council's draft safeguarding policy. The district council contributes to the safeguarding and promotion of the welfare of children, young people and vulnerable adults across Bromsgrove. It has a particular responsibility for those children, young people and vulnerable adults with whom it works and has contact. The policy describes the procedures and arrangements it will follow to protect children, young people and vulnerable adults.

2. RECOMMENDATION

- 2.1 To seek Cabinet approval to adopt the attached Bromsgrove District Council Safeguarding Children, Young People and Vulnerable Adults Policy.

3. BACKGROUND

- 3.1 The policy has been developed to put in place arrangements to meet the requirements placed on district councils to work in partnership with their Children's Services and Adult and Community Services. The Children's Act 2004 under Section 11 places a statutory duty on key people and bodies, including district councils, to make arrangements to ensure that in discharging their functions they have regard to the need to safeguard and promote the welfare of children.
- 3.2 Many of the safeguarding issues that affect children and young people can be extended to vulnerable adults. Instances of physical, emotional, sexual, verbal and financial abuse can be found amongst children and young people as well as vulnerable adults. They can also experience neglect and discrimination. Therefore, the safeguarding policy has been written to encompass the needs of vulnerable adults as well as children and young people.
- 3.3 Through this safeguarding policy the Council is demonstrating:

- Elected member and senior management commitment to the importance of safeguarding and promoting children's, young people's and vulnerable adult's welfare;
 - a clear statement of the council's responsibilities towards children, young people and vulnerable adults available for all staff ;
 - a clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children, young people and vulnerable adults;
 - service development that takes account of the need to safeguard and promote welfare
 - safe recruitment procedures
 - training on safeguarding and promoting the welfare of children for all staff working with, or in contact with, children, young people and vulnerable adults and their families,
 - effective inter-agency working to safeguard and promote the welfare of children , young people and vulnerable adults
 - effective information sharing.
- 3.4 The policy provides arrangements for lines of accountability for ensuring the safeguarding of children, young people and vulnerable adults and also informs elected members and managers of their responsibility in relation to safeguarding.
- 3.5 The policy places considerable emphasis on the arrangements and conditions to secure safe recruitment practices. Those post that require staff to work directly with children, young people and vulnerable adults are CRB checked. However, in the context of new legislation around the Independent Safeguarding Authority (ISA) and to reflect the additional emphasis given to safeguarding by the draft policy the issue of safe recruitment is being further strengthened.
- 3.6 The provision of training will be central to the successful implementation of the policy. Certain staff will require significant training and support while other staff and elected members will have to receive awareness training in relation to safeguarding issues.
- 3.7 All elected members, staff and volunteers of Bromsgrove District Council should have an understanding of their duty to safeguard children, young people and vulnerable adults whilst carrying out there duties. National guidance states that District Councils should have a range of measures in place to ensure this is the case.
- 3.8 Currently those services which directly deliver services to children, young people and vulnerable adults do have local policies and procedures in place, but there is not a corporate policy. To address this requirement a draft Bromsgrove District Council Safeguarding Policy has been produced. This has been circulated to Worcestershire Children's Safeguarding Board for their comments and observations. Their comments have been incorporated in the draft policy and this policy is attached as appendix 1.

4. FINANCIAL IMPLICATIONS

4.1 Whilst basic awareness training is free there may be a cost implication to provide advanced training for staff with key safeguarding and wellbeing responsibilities.

5. LEGAL IMPLICATIONS

5.1 Bromsgrove District Council has a duty to ensure that its normal functions are discharged having regard to safeguarding and promoting the welfare of children in the area as set out in Section 11 of the Children Act 2004.

6. COUNCIL OBJECTIVES

6.1 One community is a council priority and children and young people are a key group within that priority. The Council is fulfilling its statutory duties by introducing a safeguarding policy and ensuring the safety of key groups.

7. RISK MANAGEMENT

7.1 Whilst services which directly deliver services to children and young people do have local policies and procedures in place no corporate policy exists. Adoption of the attached Safeguarding Policy will ensure that the Council takes a corporate approach to safeguarding.

7.2 The reputational damage to the Council would be immense if a child, young person or vulnerable adult protection issue was to occur involving anyone connected with the Council.

7.3 Significant damage could occur to the organisation if someone experiencing abuse came into contact with the Council and the issue was not identified or addressed because the Council did not have appropriate arrangements.

8. CUSTOMER IMPLICATIONS

8.1 By adopting a safeguarding policy Council is indicating to its customers that it attaches importance to protecting children, young people and vulnerable adults. The policy demonstrates to customers that the Council has arrangements to respond to concerns or allegations to safeguarding issues. The policy will be communicated to customers through Council publications, website and through an easy read document.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 Protection of children, young people and vulnerable people is a major strand in the pursuit of an effective equalities and diversity approach. Neglect, discrimination and abuse are regarded as hate crime and for people to function and have opportunities to fulfil their potential it is critical that they remain safe and free from abuse.

10. VALUE FOR MONEY IMPLICATIONS

- 10.1 The policy will ensure that the Council recruits appropriate staff and is not faced with the need to undertake recruitment where an appointment is regarded as unsafe.
- 10.2 The policy will contribute to ensuring staff are recruited with appropriate experience and competencies for work with children, young people and vulnerable adults.
- 10.3 The reputation of the Council will be enhanced by demonstrating its commitment to safeguarding. Furthermore, damage to its reputation and the risk of possible legal damages will be removed or reduced bthrough the pursuit of the safeguarding policy.

11. OTHER IMPLICATIONS

Please include the following table and spell out any particular implications in the relevant box. If there are no implications under a particular heading, please state 'None':-

Procurement Issues - It will be important that contractors that have contact with children, young people and vulnerable people can demonstrate they have the appropriate safeguarding policies and safe recruitment practices.
Personnel Implications - The policy places enormous emphasis on ensuring a safe recruitment policy and securing appropriate checking is in place for posts working directly with children, young people and vulnerable adults.
Governance/Performance Management - None
Community Safety including Section 17 of Crime and Disorder Act 1998 – Safeguarding policy is a contributory policy in relation to wider community safety considerations.
Policy – None
Environmental – None

12. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director (Partnerships and Projects)	Yes
Executive Director (Services)	Yes
Assistant Chief Executive	Yes
Head of Service	Yes
Head of Financial Services	Yes
Head of Legal, Equalities & Democratic Services	Yes
Head of Organisational Development & HR	Yes
Corporate Procurement Team	Yes

13. WARDS AFFECTED

‘All Wards’

14. APPENDICES

Appendix 1 Bromsgrove District Council’s draft safeguarding policy

15. BACKGROUND PAPERS

CONTACT OFFICER

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BROMSGROVE DISTRICT COUNCIL

02 December 2009

CABINET

IMPROVEMENT PLAN EXCEPTION REPORT [October 2009]

Responsible Portfolio Holder	Cllr. Roger Hollingworth, Leader of the Council
Responsible Officer	Hugh Bennett Assistant Chief Executive

1. SUMMARY

- 1.1 To ask Cabinet to consider the Improvement Plan Exception Report for October 2009 (Appendix 1).

2. RECOMMENDATION

- 2.1 That Cabinet considers and approves the revisions to the Improvement Plan Exception Report attached as Appendix 1, and the corrective action being taken.
- 2.2 That Cabinet notes that for the 94 actions highlighted for October within the plan 74.5% of the Improvement Plan is on target [green], 9.6% is one month behind [amber] and 2.1% is over one month behind [red]. 13.8% of actions have been reprogrammed or suspended with approval¹; these include the suspension of the Code of Conduct for Members (due to Government delays in introduction), the working practices review and 'The Bromsgrove Way' (due to shared services).
- 2.3 This month's performance is shown on the first page of Appendix 1.

3 BACKGROUND

- 3.1 July 2008 Cabinet approved the Improvement Plan 2008/09. The Improvement Plan is directly linked to the four corporate priorities and thirteen enablers identified in the Council Plan 2009/2012.
- 3.2 The Improvement Plan is designed to help monitor the detailed actions flowing from the Council Plan, which will help move the Council forward to excellent in the medium term.
- 3.3 There were 9 amber and 2 red activities this month for the following areas of the Improvement Plan:-

¹ NB reprogrammed actions are those that have been moved to a later point in the year. Suspended actions are those which have been suspended completely for the period covered by the Plan.

Ref.	Council Plan Balanced Scorecard Reference	Number
CP1	Town Centre	3
CP2	Housing	1
CP3	Sense of Community	2
PR1	Customer Processes	1
PR3	Joint CEO with Redditch Borough Council	2
PR4	Improved Partnership Working	1
PR5	Planning	1

3.4 The re-programmed and suspended actions Plan are:-

Ref.	Action	Reason
5.4.4	Budget Jury	Suspended
7.3.3	Climate Change Matrix	Suspended due to changed approach
8.1.2	Report predicted outturn	Suspended
10.2.1, 10.2.2	Code of Conduct for Members	Suspended due to Government delays
14.1.3	The Bromsgrove Way consultation	Suspended- proposals to be changed
14.2.7	Investors in People	Suspended due to revised approach
15.3.1	Workforce Plan gap analysis	Suspended- new project plan under development
16.1.1, 16.1.2, 16.1.3, 16.1.5	Working practices review	Suspended due to prioritisation of harmonisation
16.2.4	Employee satisfaction implementation	Suspended

4. **FINANCIAL IMPLICATIONS**

4.1 No financial implications.

5. **LEGAL IMPLICATIONS**

5.1 No legal implications.

6. **COUNCIL OBJECTIVES**

6.1 The Improvement Plan relates to all of the Council's four objectives and four priorities as per the 2009/2012 Council Plan.

7. **RISK MANAGEMENT**

Corporate Risk Title	Improvement Plan Reference
KO1: Effective Financial Management and Internal Control	FP1 – Managing Finances
KO2: Effective corporate leadership	FP1 – Managing Finances FP2 – Governing the Business

	FP3 – Managing Resources FP4 – Managing Performance PR2 –Political Governance
KO3: Effective Member / Officer relations	PR2 –Political Governance HROD1 – Learning & Development
KO4: Effective Member / Member relations	PR2 –Political Governance HROD1 – Learning & Development
KO5*: Full compliance with the Civil Contingencies Act and effective Business Continuity	PR1 – Customer Processes
KO6: Maximising the benefits of investment in ICT equipment and training	PR1 – Customer Processes
KO7: Effective partnership working	PR4 – Improved Partnership Working
KO8: Effective communications (internal and external)	PR1 – Customer Processes
KO9: Equalities and diversity agenda embedded across the Authority	CP3 – Sense of Community FP4 – Managing Performance
KO10: Appropriate investment in employee development and training	HROD1 – Learning & Development HROD2 – Modernisation HROD3- Positive Employee Climate
KO11: Effective employee recruitment and retention	HROD1 – Learning & Development HROD2 – Modernisation HROD3- Positive Employee Climate
KO12: Full compliance with all Health and Safety legislation	HROD3- Positive Employee Climate
KO13: Effective two tier working and Community Engagement	CP3 – Sense of Community PR4 – Improved Partnership Working
KO14: Successful implementation of Job Evaluation	HROD2 - Modernisation
KO15: All Council data is accurate and of high quality	FP1 – Managing Finances FP4 – Managing Performance
KO16: The Council no longer in recovery	FP1 – Managing Finances FP2 – Governing the Business FP3 – Managing Resources FP4 – Managing Performance PR2 –Political Governance
KO17: Effective Projects Management	FP1 – Managing Finances
KO19: Effective Business and Performance Management	FP4 – Managing Performance
KO20: Effective Customer Focused Authority	CP3 – Sense of Community PR1 – Customer Processes

* KO5 and KO18 have been merged

8. **CUSTOMER IMPLICATIONS**

8.1 The Improvement Plan includes a range of actions to deliver the Council's Customer First value. Please see section PR1 of the Improvement Plan.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 Please see sections CP3 and FP4 of the Improvement Plan

10. VALUE FOR MONEY IMPLICATIONS

10.1 See sections FP1-FP3 of the Improvement Plan

11. OTHER IMPLICATIONS

Procurement Issues: See Section FP2 of the Improvement Plan.
Personnel Implications: See Sections HROD1-HROD3 of the Improvement Plan.
Governance/Performance Management: See Sections FP4 and PR2 of the Improvement Plan.
Community Safety including Section 17 of Crime and Disorder Act 1998: See section CP3 of the Improvement Plan
Policy: All sections of the Improvement Plan relate to this.
Environmental: See sections CP4 and FP3 of the Improvement Plan.

12. OTHERS CONSULTED ON THE REPORT

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

13. WARDS AFFECTED

13.1 All wards.

14. APPENDICES

14.1 Appendix 1 Improvement Plan Exception Report October 2009.

15. BACKGROUND PAPERS:

- 15.1 The full Improvement Plan for October can be found at www.bromsgrove.gov.uk under meetings Minutes and Agendas. A hard copy is also left in the Members' Room each month.

CONTACT OFFICER

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Exception Report for October 2009 Improvement Plan

Appendix 1

PROGRESS IN 2009/10

Overall performance as at the end of October 2009, in comparison with the previous year, is as follows: -

July 2008			August 2008			September 2008			October 2008			November 2008			December 2008		
RED	11	8.6%	RED	17	14.4%	RED	16	11.9%	RED	15	10.6%	RED	12	8.7%	RED	13	9.9%
AMBER	3	2.3%	AMBER	4	3.4%	AMBER	8	6.0%	AMBER	7	5.0%	AMBER	8	5.8%	AMBER	5	3.9%
GREEN	114	89.1%	GREEN	96	81.4%	GREEN	99	73.9%	GREEN	104	73.8%	GREEN	106	76.8%	GREEN	100	76.3%
REPRO	0	0%	REPRO	1	0.8%	REPRO*	11	8.2%	REPRO	15	10.6%	REPRO	12	8.7%	REPRO	13	9.9%

January 2009			February 2009			March 2009			April 2009			May 2009			June 2009		
RED	0	0%	RED	2	1.5%	RED	3	2.9%	RED	3	3.2%	RED	3	3.85%	RED	1	1.2%
AMBER	4	3.6%	AMBER	3	2.3%	AMBER	5	4.9%	AMBER	5	5.4%	AMBER	3	3.85%	AMBER	0	0%
GREEN	95	86.4%	GREEN	112	86.2%	GREEN	80	78.5%	GREEN	71	76.3%	GREEN	60	76.9%	GREEN	70	82.3%
REPRO	11	10.0%	REPRO	13	10.0%	REPRO	14	13.7%	REPRO	14	15.1%	REPRO	12	15.4%	REPRO	14	16.5%

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July 2009			August 2009			September 2009			October 2009			November 2009			December 2009		
RED	0	0%	RED	0	0%	RED	4	3.8%	RED	2	2.1%	RED			RED		
AMBER	11	13.3%	AMBER	6	8.5%	AMBER	9	8.7%	AMBER	9	9.6%	AMBER			AMBER		
GREEN	67	80.7%	GREEN	60	84.5%	GREEN	79	76%	GREEN	70	74.5%	GREEN			GREEN		
REPRO	0	0%	REPRO	0	0%	REPRO	0	0%	REPRO	0	0%	REPRO			REPRO		
SUSP	5	6%	SUSP	5	7%	SUSP	12	11.5%	SUSP	13	13.8%	SUSP			SUSP		

January 2010			February 2010			March 2010			April 2010			May 2010			June 2010		
RED			RED			RED			RED			RED			RED		
AMBER			AMBER			AMBER			AMBER			AMBER			AMBER		
GREEN			GREEN			GREEN			GREEN			GREEN			GREEN		
REPRO			REPRO			REPRO			REPRO			REPRO			REPRO		
SUSP			SUSP			SUSP			SUSP			SUSP			SUSP		

Exception Report for October 2009 Improvement Plan

Appendix 1

Where: -

	On Target or completed		One month behind target or less		Over one month behind target		Original date of planned action		Re- programmed date.*		Suspended**
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* NB. Reprogrammed actions are those that have been moved to a later point in the year. They are not actions that have been extended and they do not appear on the exception report once they have received approval.

**NB. Suspended actions are those that have been suspended completely for the period covered by the Improvement Plan

An Exception Report detailing corrective actions follows:

CP1: Town Centre																		
Ref	October 2009 Action	Colour	Corrective Action													Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action			
1.1.1	Engage specialist organisation to complete unified vision		The need to identify an alternative location for the police and fire station has delayed the unified vision.													PS	Oct 09	Nov 09
1.1	Agreement on preferred option of Area Action Plan																	
1.1.1	Engage specialist organisation to complete unified vision	PS															The listing of Parkside resulted in the need to identify an alternative location for the police and fire station. Until this is agreed, work on the unified vision will be delayed as the unified vision will identify land use. Discussions are advanced with the police and fire service about a new location, but confirmation will not be received until late November.	

Exception Report for October 2009 Improvement Plan

Appendix 1

CP1: Town Centre																	
Ref	October 2009 Action	Colour	Corrective Action												Who	Original Date	Revised Date
1.1.2	Draw together the unified vision and the issues and options data		See 1.1.1												PS	Oct 09	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
1.1	Agreement on preferred option of Area Action Plan																
1.1.2	Draw together the unified vision and the issues and options data	PS														See 1.1.1	

CP1: Town Centre																	
Ref	October 2009 Action	Colour	Corrective Action												Who	Original Date	Revised Date
1.5.2	Public consultation complete		The County Council has requested that Network Rail produce a design this side of Christmas that more closely matches the available funding.												HB	Oct 09	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
1.5	Train Station																
1.5.2	Public consultation complete	HB														Meeting with Network Rail in early November cancelled by Network Rail. The County Council has requested that Network Rail produce a design this side of Christmas that more closely matches the available funding.	

CP2: Housing																			
Ref	October 2009 Action		Colour		Corrective Action												Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action				
2.3.2	Undertake Lean Systems Pilot on DFG process.		Orange		EXTENDED First part completed. Full presentation on proposed method of working to be given to the Chief Executive, ACE, Executive Director (Partnerships) & Strategic Housing Manager on 23 rd Nov.												AC	Oct 09	Nov 09
2.3	Private sector housing																		
2.3.2	Undertake Lean Systems Pilot on DFG process.	AC	Green	Green	Green	Orange	Hatched									EXTENDED First part completed. Full presentation on proposed method of working to be given to the Chief Executive, ACE, Executive Director (Partnerships) & Strategic Housing Manager on 23 rd Nov.			

CP3: Sense of Community																			
Ref	October 2009 Action		Colour		Corrective Action												Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action				
3.2.1	Agree and publicise the CSP's 12-month action plan relating to the strategic assessment				The public friendly version of the Community Safety Partnership Plan should be completed within the second week of November 2009.												JG/CS SS	Oct 09	Nov 09
3.2	Reduction in fear of crime																		
3.2.1	Agree and publicise the CSP's 12-month action plan relating to the strategic assessment	JG/CS SS														Due to other emerging issues being tackled by the Community Safety Team the public friendly version of the Community Safety Partnership Plan has not yet been published, this should be completed within the second week of November 2009 and therefore this action is two weeks overdue. The partnership plan however is now a working document which is guiding the work of the CDRP Tasking Group.			

CP4: Sense of Community																	
Ref	October 2009 Action		Colour		Corrective Action										Who	Original Date	Revised Date
3.3.6	Develop and roll out Equality data monitoring process				EXTENDED: Project group established. Project plan developed. Estimated completion based on project plan May 2010.										HB	Oct 09	May 10
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
3.3	Community engagement																
3.3.6	Develop and roll out Equality data monitoring process	HB														EXTENDED: Project group established. Project plan developed. Estimated completion based on project plan May 2010.	

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PR1: Customer Processes																	
Ref	October 2009 Action		Colour		Corrective Action										Who	Original Date	Revised Date
9.2.4	Launch of updated customer standards				Some of the proposed changes have proved impracticable. Needs further discussion at November CF Board.										HB	Oct 09	Nov 09
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
9.2	Customer satisfaction (delivery of customer access strategy)																
9.2.4	Launch of updated customer standards	HB														Some of the proposed changes have proved impracticable. Needs further discussion at November CF Board.	

PR3: Joint CEO with Redditch Borough Council																	
Ref	October 2009 Action		Colour		Corrective Action										Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
11.1.1	Business cases submitted to Full Council				Economic Development business case delayed due to issues of capacity at Wyre Forest – target for end of November for draft North Worcestershire Strategy – shared services proposals will be developed as part of this.										KD	Oct 09	Jan 10
11.1	Medium wins																
11.1.1	Business cases submitted to Full Council	KD														Business cases agreed for IT and CCTV / Lifeline. Economic Development business case delayed due to issues of capacity at Wyre Forest – target for end of November for draft North Worcestershire Strategy – shared services proposals will be developed as part of this.	

PR3: Joint CEO with Redditch Borough Council																	
Ref	October 2009 Action	Colour	Corrective Action												Who	Original Date	Revised Date
11.1.2	Implementation of medium term wins		See 11.1.1												KD	Oct 09	Nov 09
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
11.1	Medium wins																
11.1.2	Implementation of medium term wins	KD														See 11.1.1	

PR4: Improved Partnership Working																	
Ref	October 2009 Action	Colour	Corrective Action												Who	Original Date	Revised Date
12.3.1	Benchmark grants policies of other councils.		EXTENDED: Not started yet, due to focus on LSP Board.												HB	Oct 09	Feb 10
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
12.3	Grants policy																
12.3.1	Benchmark grants policies of other councils.	HB														EXTENDED: Not started yet, due to focus on LSP Board.	

PR5: Planning																	
Ref	October 2009 Action		Colour		Corrective Action										Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
13.3.2	Prepare Further Draft Core Strategy		Orange		Discussions held with GOWM to address the outcomes of the RSS panel report										MD	Oct 09	June 10
13.3	Local Development Framework																
13.3.2	Prepare Further Draft Core Strategy	MD	Green	Orange	Orange	Orange	Grey	Grey	Hatched	Hatched	Hatched	Hatched	Hatched	Hatched	Hatched	EXTENDED: Discussions held with GOWM to address the outcomes of the RSS panel report. The next draft is dependent on guidance from GOWM- next draft expected to be published summer 2010.	

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BROMSGROVE DISTRICT COUNCIL

CABINET

2 DECEMBER 2009

OCTOBER (PERIOD 7) PERFORMANCE REPORTING

Responsible Portfolio Holder	Cllr Roger Hollingworth
Responsible Head of Service	Hugh Bennett, Assistant Chief Executive
Non Key Decision	

1. SUMMARY

1.1 To report to Cabinet on the Council's performance at 31 October 2009 (period 7).

2. RECOMMENDATIONS

2.1 That Cabinet notes that 68% of PIs are stable or improving.

2.2 That Cabinet notes that 73% of PI's that have a target are meeting their target as at the month end and 89% are projected to meet their target at the year end.





2.3 That Cabinet notes the performance figures for October 2009 as set out in Appendix 2.

2.4 That Cabinet notes the particular areas of improvement as summarised in section 3.5.

2.5 That Cabinet notes the PI's of particular concern as set out in section 3.6.

3. BACKGROUND

3.1 The full list of performance indicators due to be reported monthly is set out in **Appendix 2** where:-

	On Target	I	Performance is Improving
	Less than 10% from target	S	Performance is Stable
	More than 10% from target	W	Performance is Worsening
	No target set	N/a	No target set

3.2 Comparisons of overall performance improvements this month to last month are shown on Appendix 1.

3.3 At the beginning of the year the set of corporately reported PI's was revised to ensure they reflect current priorities and also to take account of the revised

assessment methodology that the Council will be judged on under CAA. There are a total of 100 PI's in the corporate set, 37 reported monthly, 26 quarterly and 40 annually. Many of the annually reported PI's are outcome measures.

3.4 The overall performance position has improved since last month. Of the eight indicators where there has been a decline in performance since last month, all bar one are still within target for the year to date and all are expected to meet their target at the year end.

3.5 Performance worthy of particular mention is as follows:

- Sickness absence has declined for the third month in succession, and is running well below the monthly target although the decline this month was small. Due to high absence in the early part of the year the predicted outturn remains above target, but if the present rate of sickness absence can be maintained then the outturn will be close to the target.
- Many of the Crime figures are improved.
- Sports development usages are considerably increased
- Time taken to process Benefit claims has reduced again and is the best performance across the county by a considerable margin.

3.6 Performance of potential concern is as follows:

- There are no areas of potential concern this month.

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 Performance reporting & management links to the Improvement objective

7. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

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

- Data quality problems
- Poor performance

7.2 These risks are being managed as follows:

- Implementation of the Data Quality Strategy
- Robust follow up on performance issues, including performance clinics

7.3 There are no Health & Safety considerations

8 **CUSTOMER IMPLICATIONS**

8.1 Performance Improvement is a Council Objective

9. **EQUALITIES AND DIVERSITY IMPLICATIONS**

9.1 There are no implications for the Council's Equalities and Diversity Policies.

10. **VALUE FOR MONEY IMPLICATIONS**

10.1 There are no VFM implications

11 **CLIMATE CHANGE AND CARBON IMPLICATIONS**

11.1 There are no climate change implications

12. **OTHER IMPLICATIONS**

Procurement Issues None
Personnel Issues None
Governance/Performance Management – Production of the performance report supports the aim of improving performance & performance management
Community Safety including Section 17 of Crime & Disorder Act 1988 None
Policy None
Biodiversity None

12. **OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	No
Chief Executive	Yes (at CMT)
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

Appendix 1 Performance Summary for the period

Appendix 2 Detail Performance report for the period

Appendix 3 Detailed figures to support the performance report

15. BACKGROUND PAPERS

None

Contact officer

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NEW REVENUE BIDS

APPENDIX C

Description	Department	2010/11 £'000	2011/12 £'000	2012/13 £'000	H/M/L	Commentary (link to priorities etc)
Funding for LSP	CORPORATE COMMS & POLICY	25	25	25	H	To increase funding to the LSP to ensure delivery of Council Objectives in priority areas
Age Well Scheme	STREET SCENE & COMMUNITY	10	20	20	H	The development of an Age Well Scheme for Bromsgrove would link directly to the new corporate priority One Community and Wellbeing, being focussed on provision of a range of opportunities for older people including smoking cessation and physical activity.
Discretionary Housing Payment	FINANCIAL SERVICES	5			H	To fund an increase in the Discretionary Housing Payments made by the Council - Link to Sense of Community and Customer Satisfaction
Upgrade to corporate resilient link between RBC & BDC	E-GOV AND CUSTOMER SERVICES	20	15	15	H	To improve link (resilience) between RBC & BDC to allow for additional shared services
Mosaic	CORPORATE COMMS & POLICY	8			H	To purchase Mosaic for 1 year to enable Council to identify customers and to target services to these customers
Strategic Plan development - flooding	PLANNING & ENVIRONMENT	15			H	To support the development of a strategic plan for flooding and watercourse management
Arrix Holding Trust	STREET SCENE & COMMUNITY	1	1	1	M	To be funded from other budgets
Climate Change - operational budget	STREET SCENE & COMMUNITY	10	10	10	M	To provide a budget for the climate change officer to deliver projects and meet statutory targets
Roundabout landscape Improvements	STREET SCENE & COMMUNITY	22			M	To improve appearance of roundabouts and image of Bromsgrove, enable further sponsorship of the roundabouts. Puddlewharf - Plant 2000 crocus around perimeter 50 no ornamental grasses in existing border £670.00 Buntsford : Plant 3000 Crocus
Wrap around to highlight events in District	CORPORATE COMMS & POLICY	6	6	6	M	To highlight events around the district
Wrap around consultation for residents	CORPORATE COMMS & POLICY	6			M	One off cost for wrap around to increase community consultation
HR21- CHRIS 21 development	HR & OD	7	7	7	M	To provide an enhancement to CHRIS21 to deliver and integrated HR and payroll system
Information Management	E-GOV AND CUSTOMER SERVICES	10	10	10	M	To provide sufficient funds to enable the Council to continue to support effective management of information through storage/ training and disposal arrangements
Microsoft SW License	E-GOV AND CUSTOMER SERVICES	25	25	25	M	To enable the upgrade of MS office
Implementation of E-forms for Benefits	FINANCIAL SERVICES	16	4	4	M	To provide electronic forms for benefit claims to enable access 24/7 and to reduce amount of manual intervention in the process
Town Centre Prospectus	CORPORATE COMMS & POLICY	15			M	To fund a high quality prospectus to attract new retail offer to the town
Young Advisors	CORPORATE COMMS & POLICY	4			M	To improve engagement with the youth of the District
Homelessness Prevention Grant	PLANNING & ENVIRONMENT	10	50	50	M	To maintain the funding for homeless prevention grants - this bid on basis of funding being withdrawn
Energy Efficiency	PLANNING & ENVIRONMENT				M	To enable funding for the home insulation project
Inter-generational Officer (post only no op's budget)	STREET SCENE & COMMUNITY	24	24	25	L	An inter-generational officer would be able to focus on areas of work across a number of teams within street scene and community in order to deliver against the new corporate priorities of older people, stronger communities and being healthy . The post will enable an action plan to be developed to encompass youth work, health priorities, arts, sports, education and community safety partnership objectives.
Easter Egg Hunt	STREET SCENE & COMMUNITY	4	4	4	L	As well as meeting the priorities of the Council, this would add a new series of events taking place at a time in the year where there is a shortfall of local events/activities. We would also look to deliver these at similar locations to that of Street Theatre - Bromsgrove Town Centre, Wythall, Rubery and Hagley. of the Improvement - Community Engagement/Community Events/Regeneration/Customer Satisfaction - Economic Develeopment - Town Centre
Band Contest/Bromsgrove's Got Talent?	STREET SCENE & COMMUNITY	8	10	12	L	An idea around the Britain's Got Talent has been suggested many times and this would be a fantastic opportunity to include teenagers (an audience we don't currently do great deal for) The idea would be set around an event at Waseley Park (No Neighbours to worry about) and another in Sanders Park or Recreation Ground. We would select top 2 bands/performances to appear at a finale at the ARtrix. These would again link to Increase in both number of events and people attending Events.
Increase Bandstand Programme to other areas	STREET SCENE & COMMUNITY	5	8	10	L	During summer 2009 we have undertaken customer surveys in the locations: Hagley, Wythall and Rubery and have received positive feedback identifying a need for increased Arts based activities for children, families and older people. Eg: Drumming, Clowns, Art Workshops, Music Concerts, Brass Bands etc.. similar to those already received in Sanders Park Bandstand Programme. We would deliver a similar Programme to these three areas and grow the event each year. These would link to Improvement - Community Engagement/Community Events/Regeneration/Customer Satisfaction - Economic Develeopment - Town Centre
CYP magazine/mapping and plotting of activities/se	STREET SCENE & COMMUNITY	5	5	5	L	Marketing/Improvement
Recycling in Schools Project	STREET SCENE & COMMUNITY	2	2	3	L	

Appendix

NEW REVENUE BIDS

APPENDIX C

Description	Department	2010/11 £'000	2011/12 £'000	2012/13 £'000	H/M/L	Commentary (link to priorities etc)
Community Safety Town Centre Wardens (linked to night time economy)	STREET SCENE & COMMUNITY	56	56	56	L	To extend the current Neighbourhood Warden team from 3 to 5. The extra two wardens will be branded town centre wardens and will be dedicated to work within the St Johns Ward with special emphasis on the Town Centre and Sanders Park. An additional two wardens for town centre will allow the community safety team to have presence in these two hotspots most Thursday, Friday and Saturday evening as well as providing high visibility presence during some of the daytime periods to engage with communities that come into the town. The main priorities for these wardens will be to promote the town centre as a safe place to be, and increase customer satisfaction with the council in dealing with asb and disorder. The Wardens are able to offer a personal service of people who live, work and visit the town centre which will in turn improve their customer experience. Wardens will be a visible presence on behalf of the authority displaying a zero tolerance towards anti-social behaviour and disorder. Wardens will be able to work in conjunction with CCTV operations, Local policing teams and able to liaise closely with To provide a Whats on guide to market activities across the District
Whats on Guide	STREET SCENE & COMMUNITY	5	5	5	L	
Cleaning Machine for toilets	STREET SCENE & COMMUNITY	1			L	
Officer Climate Change	STREET SCENE & COMMUNITY	17	17	17	L	
Microsoft Project	E-GOV AND CUSTOMER SERVICES	5			L	
Distribution of Together Bromsgrove	CORPORATE COMMS & POLICY	38	38	38	L	
Older Persons Directory	CORPORATE COMMS & POLICY	8			L	
Life Channel	CORPORATE COMMS & POLICY	5			L	
Historic Buildings Grant	PLANNING & ENVIRONMENT	20	20	20	L	
Health & Safety Training	HR & OD	33	33	33	L	
MS Office Training - project	HR & OD	10	10	10	L	
TOTAL NEW BIDS - REVENUE		461	405	411		

UNAVOIDABLE PRESSURES

APPENDIX D

Description	Department	2010/11 £'000	2011/12 £'000	2012/13 £'000	Commentary (link to priorities etc)
Concessionary Travel Claims	STREET SCENE & COMMUNITY	50	50	50	Original Budget underestimated
60+ swimming programme	STREET SCENE & COMMUNITY	12			To maintain the level of financial support to the over 60s swimming programme
Ballot Boxes	LEGAL, EQUALITIES & DEMOCRATIC	12			Health & Safety requirement - to purchase new ballot boxes to ensure security and safety of customers and staff
Museum costs until transfer (over and above 20K)	STREET SCENE & COMMUNITY	4	4	4	Budget to met increased cost of keeping the museum in udable condition but closed. Expect situation to be resolved by 12/13 removing the need for funding.
Health & Safety inspections	STREET SCENE & COMMUNITY	8	4	4	H&S Requirements cemetery wall repairs & Memorial
DC Car Parking refunds	STREET SCENE & COMMUNITY	20	20	20	To meet costs associated with the refunds given to the public for use of the car park at the Dolphin Centre
Members Allowances	LEGAL, EQUALITIES & DEMOCRATIC	5	5	5	To meet the approved level of approved spend on members allowances - link to saving rate change
Elections	LEGAL, EQUALITIES & DEMOCRATIC		40		To meet costs associated with District Council elections - 60k already in budget
Elections	LEGAL, EQUALITIES & DEMOCRATIC	100			Parliamentary - income shown as received from Government
Elections systems support	E-GOV AND CUSTOMER SERVICES	27	27	27	Support / License cost for the shared elections service
CGS	E-GOV AND CUSTOMER SERVICES	10			To fund the costs associated with delivery of the statutory census
Payment to Royal Mail for delivery pre noon	CORPORATE COMMS & POLICY	3	3	3	To fund the costs associated with the delivery of the post before 12pm
CO					Additional cost increases from the Audit Commission in relation to
Audity Inspection Fees	CORPORATE	30	30	30	inspection fees
BDHT cleansing income	STREET SCENE & COMMUNITY	50	50	50	Link to saving within cleansing DW21 to off set lack of income
Market Hall loss of income	PLANNING & ENVIRONMENT	16	16	16	Net income shortfall from original budget for market hall compared with new market facility
Income from BDHT re sale of houses	PLANNING & ENVIRONMENT		50	50	Income not being received from sale of houses via BDHT
Bank Charges	FINANCIAL SERVICES	12	12	12	Cost of giro charges for the Council Tax payments made by the customers
Bank Charges	FINANCIAL SERVICES	7	7	7	Cost of bank charges for council tax and NDR payment
Bank Charges	FINANCIAL SERVICES	41	41	41	Cost of standard bank charges now impacting on the Council for the general account following the free period of banking
Housing Benefit Admin Grant	FINANCIAL SERVICES	45	65	85	Impact of the proposed reduction in housing benefit administration grant as included in DWP report
Aston Fields and Sherwood road loss income due to sale of units	LEGAL, EQUALITIES & DEMOCRATIC	65	67	69	Budgeted income targets but will not be met if premises are sold.
Bromsgrove Rovers rent	CORPORATE	15	15	15	Pepper corn rent implications if a success bid is submitted in due course following winding up order
Repairs and Renewals funds	CORPORATE	130	130	130	To provide a fund for future repairs and renewals reserves for equipment and vehicles in the future
TOTAL UNAVOIDABLE		662	636	614	

Savings and income growth

APPENDIX A

Description	Department	2010/11 £'000	2011/12 £'000	2012/13 £'000	COMMENTARY
Review of Ryland Centre Funding	STREET SCENE & COMMUNITY	0	0	6	To remove BDC's grant support to the Ryland Centre
Cemetery Increased Income from Phase 2 and 3 at North Cemetery	STREET SCENE & COMMUNITY	0	4	8	Additional income generated
Elections	LEGAL, EQUALITIES & DEMOCRATIC	0	0	60	Remove funding as not required in 2012/13
Increased Income at Sanders Park	STREET SCENE & COMMUNITY	1	2	3	Hire Fees, Pavilion Rent & Resales
HGV Car Parking Introduced	STREET SCENE & COMMUNITY	2	2	2	Stourbridge Road car park charges
Increased allotment income from new plots	STREET SCENE & COMMUNITY	3	3	3	Based 90 new plots being available.
Increased football pitch income following capital investment	STREET SCENE & COMMUNITY	3	3	3	Income off set by increased cost of provision
"Together Bromsgrove" – cut one edition	CORPORATE COMMS & POLICY	5	5	5	Estimated net cost per edition
Reduce members car allowance to 0.40p per mile	LEGAL, EQUALITIES & DEMOCRATIC	5	5	5	Currently overspent to budget by £4k - reduction would bring budget back in line
Multit Storey Lighting savings.	STREET SCENE & COMMUNITY	8	8	8	Capital bid to improve efficiency of lighting provision would generate savings
Stop the Destination Woccs funding	STREET SCENE & COMMUNITY	10	10	10	To remove funding currently made by BDC
General Savings	CORPORATE COMMS & POLICY	10	10	10	
Housing Benefits - recovery of overpayments (may allocate 0p/t post)	FINANCIAL SERVICES	10	10	10	Additional income generated
Late payments fee to be levied	FINANCIAL SERVICES	12	12	12	Based on % of current C Tax DD's to levy £10 fee per late/returned DD
Street Trading Consents	PLANNING AND ENVIRONMENT	15	15	15	Income generated from street trading consents
OD budget	HR & OD	20	20	20	To reduce OD corporate budget to £120k
Additional investment income	CORPORATE	20			Additional capital receipts from sale of industrial units c. £1m generating cash available for investment at least for 2010/11
Parking Increased Income	STREET SCENE & COMMUNITY	22	22	22	Based on report to cab 2/9/09 - £95k total - £43k re staffing - £33k hanover street - £10k 30 min tickets +£13k re waiting spaces removed
Parking Increased Income	STREET SCENE & COMMUNITY	25	25		From Market Hall site - temporary car park - 2 years
Parking Increased Income	STREET SCENE & COMMUNITY	83	83	83	Based on additional volume of car park sales during 2009/10
Grant funding re concessionary fares	STREET SCENE & COMMUNITY	90			Estimated additional grant to be received in 2010/11
Local Neighbourhood Partnerships	CORPORATE COMMS & POLICY	90	120	123	Removal of LNPs across the District
Elections	LEGAL, EQUALITIES & DEMOCRATIC	100			Parliamentary election offset by expenditure pressure
Change in salary budget requirement based on 0% pay award 2010/11	CORPORATE	125	125	125	Remove/replace original 2010/11 salary budgets with required levels based on 0% pay award
Alternative Methods of Service Delivery	CORPORATE	148	17	17	Net impact of shared service/ joint working and alternative methods of delivering Council services
TOTAL SAVINGS		807	501	550	

NEW CAPITAL BIDS

APPENDIX B

Description	Department	2010/11 £'000	2011/12 £'000	2012/13 £'000	H/M/L	Commentary (link to priorities)
North Bromsgrove Cemetery Phase 2 Expansion						North Bromsgrove Cemetery was planned as a three phase development. Phase 1 opened in 2006 has approximately 1-2 years of full burial space left in consecrated ground. In order to continue to provide burial space for residents we need to develop Phase 1 - this funding would provide additional spaces for a number of years
Multi Storey Lighting linked to savings	STREET SCENE & COMMUNITY	95			H	
Funding contribution to risky play/diversionary scheme at Catshill (Shelley Close).	STREET SCENE & COMMUNITY	25			H	To install more energy efficient lighting in the multi storey car park
Play Area removals and Upgrades	STREET SCENE & COMMUNITY	12	0	0	H	To provide play equipment / diversionary activities in Catshill - the funding of £12k will be used with £50k from DCFS to meet overall project costs
Depot Site Alarm System	STREET SCENE & COMMUNITY	12			H	To remove a number of play areas that are unsuitable and to upgrade the facilities where appropriate
Funding for DFGs	STREET SCENE & COMMUNITY	25			H	To provide a more suitable alarm system at the depot
Pavilion Roof and Toilet Enhancements (sanders park)	PLANNING & ENVIRONMENT	90	90	90	H	To increase funding for DFGs to level expected in the statutory provision
Pay on Foot expense	STREET SCENE & COMMUNITY	55			H	The roof is in need of replacement/repair. It has been patched up over the years but leaks have impacted on the facilities within the building. The toilets are also in need of updating/improving in response to seasonal complaints of facilities.
Boleyn Road Football Pitch	STREET SCENE & COMMUNITY	200	80	0	M	Additional Pay on Foot installations
King George Football Pitch	STREET SCENE & COMMUNITY	115			M	Following the recent PPG17 Audit and the issues addressed with lack/qualitative of provision, we are looking to enhance current provision by improving drainage of existing pitches, creating a new car parking area and creating 1 senior, 2 Junior and 1 mini p
Plotments- New Inns Lane Frankley	STREET SCENE & COMMUNITY	85			M	Following the recent PPG17 Audit and the issues addressed with lack/qualitative of provision, we are looking to enhance current provision by improving drainage and the creation of two changing rooms to support the senior pitch. All this work will meet the f
Allotment extensions- Watt Close	STREET SCENE & COMMUNITY	20			M	Following the recent PPG17 audit the District has a current shortfall for allotments. Where possible we want to utilise existing BDC land. This area of land will provide the district with a further 45 plots at 1/32 Acre and car parking area.
Play Area removals and Upgrades	STREET SCENE & COMMUNITY	18			M	Following the recent PPG17 audit the District has a current shortfall for allotments. Where possible we want to utilise existing BDC land. This extension will create 18 plots at 1/32 Acre and a small car parking area.
Bromsgrove Rugby Football Club	STREET SCENE & COMMUNITY	50	64	50	M	Further play area removals due to facilities being of inadequate standard
Mower with Grass Collection	STREET SCENE & COMMUNITY	15			M	Partnership contribution for enhanced facilities and playing pitches.
Luton Van	STREET SCENE & COMMUNITY	25			M	Additional plant and machinery
Grants to RSLs	PLANNING & ENVIRONMENT	250			M	Additional vehicle
Old Cemetery Toilets	STREET SCENE & COMMUNITY	17			L	To provide grants to RSLs for provision of affordable housing
3 Small RCVs	STREET SCENE & COMMUNITY	210			L	The toilets in the Old Cemetery do not comply with DDA regulations. There is no lighting or handwashing facilities and no wheelchair access.
15000 Wheelie Bins	STREET SCENE & COMMUNITY	450			L	To deliver recycling service to whole of district
Fork Lift for Stores	STREET SCENE & COMMUNITY	25			L	To deliver recycling service to whole of district
Gates & Barrier	STREET SCENE & COMMUNITY	35			L	To deliver recycling service to whole of district
BURT	CORPORATE COMMS & POLICY	25			L	To fund an additional vehicle for the BURT service
TOTAL NEW BIDS - CAPITAL		1,854	234	140		

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Appendix

Bromsgrove District Council

Corporate Communications, Policy and Performance Team

BUSINESS CASE

Local Neighbourhood Partnerships

Department CEO's
Head of Service Hugh Bennett, Assistant Chief Executive
Authors: Hugh Bennett, Assistant Chief Executive
Document Ref: LNP Business Case
Document Version Number: Version 1

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Business Case History

Version History

Version no.	Date issued	Summary of Changes
1	09/11/09	First version.

Distribution

This document has been distributed to:

Version no.	Name(s)	Role within the project
1	Cabinet and Chief Executive	Business Case approval

Approvals

This document requires the following approvals:

Name	Signature	Title	Date
Kevin Dicks		Project Sponsor	09/11/09
Hugh Bennett		Head of Service	09/11/09

Finance sign-off levels:

- A member of Finance for business cases with specified costs up to £9,999
- Head of Finance for business cases with specified costs £10,000 – £29,999
- Director of Resources for business cases with specified costs £30,000 and above

1 Business Case

1.1 Executive Summary

Background

- 1.1.1 In December 2006 the Council established two “area committees”, subsequently renamed Local Neighbourhood Partnerships, one in Rubery and one in Alvechurch (a further pilot in Hagley and Rural was launched in September 2009 and another have approval to go live in 2009/2010, but has yet to do so). During 2007 the Council commissioned an independent evaluation of the two pilots, through a “Learning to Deliver” grant. Broadly there was support for the LNPs, but the evaluation pointed out that they lacked clear terms of reference and a clear model. The Council subsequently drafted a terms of reference for the LNPs and has gone out to consultation. The terms of reference provided a clear framework for the LNPs to work, operating between PACTs and the LSP Board, providing local neighbourhood partnerships, hence the change of the name.
- 1.1.2 The LNPs are predicated on two key assumptions. Firstly, that we need to work together at a local level, like we do at a strategic level through the LSP, in order to solve the various problems our local communities want solving. This seems completely reasonable and is why we already use PACT at an operational level. Secondly, that local people know better what needs fixing in their local communities.
- 1.1.3 The Chief Executive, Executive Director Services and Assistant Chief Executive have actively supported three pilot LNPs. Both Members, senior officers of the Council and partners involved in these pilots have seen the value of these partnerships and wished to roll them out across the District. The financial capacity (and Member and officer capacity) to deliver a high number of LNPs has always been an area of concern. Ultimately this is a political decision, within the context of setting a balanced budget, the backdrop to which has changed dramatically over the last 12 months. A range of options are set out below for Member to consider.

Council Priorities

- 1.1.4 LNPs would meet a number of the Council’s priorities including, the Town Centre: an LNP for St Johns would assist the planned regeneration of the town centre and possibly act as a starting point for further community engagement as plans progress for the town; One Community, this would be the main priority to which LNPs would contribute, providing enhanced local service provision, based on resident concerns, through the use of the delegated budget.

1.1.5 Although LNPs will make this contribution they are a significant financial commitment. Complete roll out would cost the Council £195,000 and officers have always expressed a concern about the financial capacity to deliver such a roll out. The financial climate has changed dramatically as a result of the “credit crunch” and with the predicted reductions in revenue support grant and council tax, officers view is that the complete roll out of LNPs across all parts of the District is not financially sustainable.

Benchmarking

1.1.6 What are other councils doing? There is no one approach to community engagement or neighbourhood management; however, a number of points can be made regarding the potential roll out of up to 12 LNPs in Bromsgrove District:-

- The amount of money being allocated (£15,000 per LNP) is not unusual, but the scale of the roll out (up to 12) is. For this size of district, we might expect to see about four LNPs in other parts of the England.
- Other councils have tended to concentrate on areas with the greatest deprivation or democratic deficit e.g. inner city, unparished areas.
- The scale of support the Council’s officers already provide to community meetings is already unusually high e.g. 68 PACT meetings, while the resourcing level low (for example, Stratford DC have a community leadership team of 3 staff and a manager).

Recommendation

1.1.7 The business case recommends the closure of the LNPs at the end of this financial year, with the exception of the Charford LNP for which immediate closure is recommended.

Savings

Revenue Expenditure	2009/10 £	2010/11 £	2011/12 £	2012/13 £
Rubery, Alvechurch and Beoley and Hagley and Rural		(50,000)	(50,000)	(50,000)
Further roll out as yet unallocated.		(30,000)	(60,000)	(90,000)
Charford	(10,000)	(10,000)	(10,000)	(10,000)
Revenue Saving	60,000	90,000	120,000	150,000

2.2 Purpose of Document

2.2.1 The purpose of this document is to:

- Define how the solution will support Bromsgrove's business strategy, plans or programmes.
- Outline the reasons why a solution is needed.
- Provide outline costs and benefits for the various options.
- To form the basis for agreeing whether a project to deliver the recommendation can commence.

2.3 Solution Objectives

2.3.1 The key aims of the solution are as follows:-

“To create a forum where the tiers of local government, local strategic partners and residents can work together on tackling local issues and improve resident's satisfaction.”

2.3.2 Specific objectives included:-

- To strengthen local political leadership through joint working between each tier of government.
- To produce a short annual action plan, based on resident's views.
- To act at a tactical level between the Bromsgrove Partnership and PACTs, to provide local leadership on issues that cannot be resolved by PACT, but which are not sufficiently strategic for Bromsgrove Partnership.
- To commission parish plans, where appropriate.
- To endorse parish plans, prior to them being sent to the Bromsgrove Partnership and District Council.
- To spend the allocated LNP budget on local resident's priorities, subject to agreement from the Assistant Chief Executive that the planned expenditure is consistent with the Council's Financial Regulations and other relevant policies and procedures.
- To interface with the organisations that make up the Bromsgrove Partnership and other local agencies where appropriate, to resolve local issues and improve resident satisfaction.

2.3.3 The above bullets are taken from the LNP terms of reference, which were consulted on.

2.4 Solution Scope

2.4.1 In line with the findings described and based on discussions with key individuals about their vision, the following key deliverables for the solution are proposed:

- Closure of all LNPs by 31 March 2010.

2.5 Findings from the Investigation

Independent Evaluation

2.5.1 An independent evaluation of the two LNPs was commissioned in 2007 and progress reported to Cabinet in April 2008. The following recommendations were made:-

- A set of core objectives and terms of reference needs to be agreed for all NAC pilots. Response: agreed and delivered.
- The emphasis of the LNPs should be to operate tactically between the strategic role of Bromsgrove Partnership and individual partner agencies rather than duplicating the effort of either and the operational and local role of PACT and other community fora. Response: agreed and delivered.
- The Council rolls out the pilots to a further two areas, in consultation with local Members and key partners and with a clear commitment to the agreed objectives of the LNPs. Response: Planned roll out two per year agreed in the medium term financial strategy.
- As different opinions exist about the use of devolved budgets, we recommend that Bromsgrove District Council consider devolution of a small local budget to one of the pilots to enable it to deliver small scale local projects. Response: provided the two existing pilots in Alvechurch and Rubery with budgets of £15,000 each and Hagley with a budget of £20,000 and Charford £10,000.
- The important role of local members at Parish, District and County Council levels both as key links with their councils and as facilitators of local community action within the LNPs needs to be clarified. Response: ensured the primacy of elected Members (all tiers) was built into the core objectives and terms of reference of the LNPs.
- Where Parish Councils exist they need to be encouraged to take part in the LNPs, influencing key local decisions and in some cases taking action to address these. Work needs to be done to clarify the respective roles of the LNPs and Parish and Town Councils. Response: two consultation events were undertaken and a number of visits to parish councils.
- In the original paper to Cabinet (January 2007) the concept of Area or Neighbourhood Plans was proposed as a key output from the LNPs. To date no progress has been made on these in either pilot. Simple, clear

and measurable Area Plans which build on locally agreed priorities help to focus LNPs and aid clarity about the role and purpose of these groups, which is important in ensuring ongoing community support. Response: agreed, plan developed for Rubery and in draft for Alvechurch.

- National best practice suggests that some dedicated officer support for neighbourhood management processes is important. We would consider that this support falls into two categories: administrative support and senior level officer support. Response: support to be provided by Corporate Communications, Policy and Performance Team; however, continued expansion will eventually require further support and a review of the he number of evening meetings that senior officers are being asked to attend.

Progress Post-Evaluation

- 2.5.2 Since the evaluation was reported to Cabinet, the recommendations set out above have largely been delivered, in particular, the establishment of budgets for each LNP, based on £5,000 per councilor in each LNP, the development of a terms of reference (after consultation) and the roll out to “Hagley and Rural” of a third pilot.
- 2.5.3 The one area that has not progressed has been the establishment of the Charford LNP. The Labour Group’s view has been that the LNPs are a District Council initiative and that therefore the County Councillor should not have voting rights. The terms of reference start with an explicit statement about the three tiers working together for the good of local residents, so on this basis the Charford LNP has not gone live. Recently, the Labour Group has stated that they are prepared to work with the County Councillor.

Further Evaluation of Pilots

- 2.5.4 The independent evaluation concentrated on the governance of the two initial pilots, which included developing the terms of reference. A terms of reference were subsequently developed and these stated explicitly that the overall aim of the LNPs was to:-
- “To create a forum where the tiers of local government, local strategic partners and residents can work together on tackling local issues and improve resident’s satisfaction.”
- 2.5.5 The officer view is that this aim has been achieved in the non-parished area of Rubery and in the parished area of Alvechurch and Beoley, but that the LNP model remains difficult to operate in the parished setting, simply because of the number of people around the table.
- 2.5.6 Both Rubery and Alvechurch and Beoley can point to successes like diversionary activities on Halloween, the improvement and maintenance of a car

park, improved signage, hanging baskets, traffic calming and so on, as examples where the LNP has made a difference to the local area. From an officer perspective, the LNPs provide each senior officer with a “patch”, which improves local knowledge and keeps the strategic and operational/outcomes on the ground connected, which is surely a good thing.

Westminster London Borough Council

- 2.5.7 As part of the development of LNPs, the Assistant Chief Executive attended a learning event at Westminster. Westminster did have a similar model in place, effectively mini-LSPs for various areas of the Borough (although less than proposed in our District) and that these worked successfully and were valued by Members. The key point to emerge from this learning event was that the Borough Council concentrated on empowering Members through these mini-LSPs, rather than community engagement.

Conclusions

- 2.5.8 Officers have expressed four major reservations from the start which, regardless of the success of the pilots remain a concern:-
- the financial viability of a the full roll out, which would cost £195,000;
 - the ability of officers to support LNPs, particularly, in a single management team and the administrative support required;
 - the need for this level of expenditure in the more wealthy parts of the District; and
 - the potential difficulty of getting LNPs to work in parish settings.
- 2.5.9 These questions cannot really be answered by the pilots because these are bigger questions concerned with a political choice about where to allocate budgets and a managerial choice about the impact on senior managers in a single management team of attending LNPs.

2.6 Options for the Defined Method of Approach

2.6.1 Given there is a lack of clarity nationally about the number of models of community engagement available, there are a considerable range of options open to the Council. The advantages and disadvantages of 7 options are set out below:-

Option 1 – LNP (PACT)

2.6.2 This would involve the creation of nine LNPs to mirror the existing police PACT boundaries.

Advantages

- Aligned to existing boundary used for community meetings.

Disadvantages

- PACT boundaries do not configure well with community boundaries e.g. there are six parish boundaries in “Hagley and Rural”, “Rubery and Rural” has very different communities and Alvechurch and Wythall would have to be combined.
- Expensive. Based on the assumption of £5,000 per Member, the total roll out would still cost £195,000.
- The ex-Improvement Director strongly argued for using a boundary that is either parish, district or county, to keep things more administratively simple.

Option 2 – LNP (PLUS)

2.6.3 This option would expand the number of LNPs by three to deal with the issues raised above. The proposed areas would be:-

- Alvechurch and Beoley
- Rubery and Beacon
- Hagley, Hunnington, Clent, Romsley, Frankley
- Belbroughton, Dodford with Grafton, Bournheath and half of Furlongs
- Charford

- Sidemoor and Whitford
- St Johns, Slideslow, half of Norton and one third of Linthurst.
- Cofton Hackett, Barnt Green and Lickey and Blackwell (Hillside and two thirds of Linthurst)
- Catshill, Lickey End (Catshill and Marlbrook)
- Finstall, Tutnall and Cobley and Bentley Pouncefoot
- Tutnall and Cobley and Bentley Pouncefoot
- Wythall

Advantages

- Boundaries that are consistent with actual communities.
- Boundaries that are consistent with parish boundaries and in line with the ex-Improvement Director's point.

Disadvantages

- Expensive. Based on the assumption of £5,000 per Member, the total roll out would still cost £195,000.
- Twelve LNPs would create considerable capacity issues both for senior officers and administratively.

Option 3 – Discretionary Ward Budgets

- 2.6.4 These are used by the County Council and recommended in the White Paper "Communities in Control". An annual budget of £1,500 per Member is proposed, giving a total cost of £58,500.

Advantages

- Easy to administer.
- Relatively cheap, compared to options 1 and 2 above.

Disadvantages

- £1,500 not sufficient to make a difference on the ground, but a large amount would make this option expensive.
- Does not encourage joined up delivery.

Option 4 – PACT Budgets

2.6.5 This would involve providing £15,000 to each PACT area, as per option 1, but administering directly through the PACT meetings, with the PACT attendees voting on what they want the money spent on.

Advantages

- Easier to administer.
- More open and democratic than existing LNP model.

Disadvantages

- While it may be easier to administer, the differences between some communities, may make allocating the money more difficult in practice.
- Expensive. This option would cost £135,000.

Option 5 - LNPs (no budgets)

2.6.6 The original proposal for LNPs did not include a delegated budget. Like the LSP, LNPs were originally designed to meet and encourage joined up working. This option would be a reversion to the original model.

Advantages

- Cheap. It would only require administration costs.

Disadvantages

- LSPs take a long time to become effective. Concern that LNPs would be seen as talking shops if no budget allocated.
- Those who shout loudest will be able to bend existing resources available to the Council towards their LNP area.

2.6.7 In the original model, consideration was given to delegating existing budgets, rather than using “new money”. Officers do not believe this is viable, as most of the costs for services e.g. streetscene, are fixed or semi-fixed (machinery and staff). Delegating existing budgets would actually reduce the services available across the District as a whole.

Option 6 – LNP (non-parished areas)

2.6.8 In this option, four LNPs would be created, for each non-parished area: Rubery, Sidemoor, St Johns and Charford.

Advantages

- Consistent with White Paper focus.
- Cheaper than some options, with the total cost being £61,650.
- Provides focus on areas of relative deprivation and on town centre.

Disadvantages

- Provides no focus on parished areas, which may create problems with the parish councils and issues of equity.

Option 7 – Closure of LNPs

2.6.9 In this option, the existing four LNPs would be closed down by 31 March 2010. There is an option to not start the Charford LNP, as it has not convened yet in 2009/2010.

Advantages

- Would deliver savings as the base budget already includes £120,000 for 2011/2012.
- Would free up senior officer capacity to concentrate on delivering shared services.

Disadvantages

- Will stop the existing work going on in Rubery and Alvechurch and Beoley, which is delivering outcomes on the ground for residents.
- May cause some dissatisfaction amongst the parish councils, however, the financial situation due to the “credit crunch” has radically changed and every council is going to have to make savings over the coming years.

2.6.10 The current MTFP for the LNPs is set out below:-

	09/10 £'000	10/11 £'000	11/12 £,000
Rubery	15	15	15
Alvechurch	15	15	15
Charford	10	10	10
Hagley	20	20	20
Unallocated		30	30
Unallocated			30
Total Budget	60	90	120

2.6.11 The costs (based on a full roll out) for each option are set out below:-

Option	Option Description	XX/XX
1.	LNP (PACT)	135,000
2.	LNP (PLUS)	180,000
3.	Discretionary Ward Budgets	58,500
4.	PACT Budgets	135,000
5.	LNPs (No budgets)	
6.	LNPs (non-parished areas)	61,650
7.	Closure of LNPs	0

2.6.12 There are no capital costs.

Recommendation

2.6.13 It is proposed that option 7 is adopted with Charford LNP not going live this year.

Subsequent sections describe the costs and benefits associated with the recommended option only.

2.7 Solution Benefits and Costs

Benefits

Please describe the full benefits of the proposed solution and any return on investment that may result (these may be cash based but could also be efficiency/non-cashable)

- 2.7.1 The closure of the LNPs at the end of this financial year, would deliver revenue saving of £90,000 in 2010/2011 and £120,000 in 2011/2012. An additional saving of £10,000 would be achieved if the Charford pilot is suspended in 2009/2010.

	09/10 £'000	10/11 £'000	11/12 £,000
Rubery		(15)	(15)
Alvechurch		(15)	(15)
Charford	(10)	(10)	(10)
Hagley		(20)	(20)
Unallocated		(30)	(30)
Unallocated			(30)
Total Budget	(10)	(90)	(120)

2.8 Key Milestones

2.8.1 The key milestones that the solution needs to achieve are as follows:

Milestone	Estimated Target Date
Report to Cabinet	02 December 2009
Inform existing LNPs.	03 December 2009
Continue to use outstanding delegated monies.	Dec 09 to Mar 10
Closure.	31 March 2010

2.9 Solution Organisation and Structure

2.9.1 The Project Board will be structured as follows

Solution Sponsor	Kevin Dicks, Chief Executive
Senior User	Roger Hollingworth, Leader of the Council
Senior Supplier	Not applicable.
Project Manager	Hugh Bennett, Assistant Chief Executive

2.10 Risks

2.10.1 The key risks to implementation of the solution identified at this stage are as follows:

No	Risk	Date Raised	Risk Score	Resolution	Date Closed	Mitigated Risk Score	Owner
1	Lack of "buy in" from parish councils in pilot areas.	05-01-09	8	Stakeholder events with each proposed new pilot area.	30-09-09	3	HB
2	Lack of "buy in" from Members in pilot areas.	04-01-06	5	As above plus further pre-meeting with District councillors in each pilot.	30-09-09	3	HB
3	Lack of understanding of concept, in particular, governance framework.	05-01-09	5	Stakeholder event plus further pre meeting with District Councillors in each pilot.	-	-	HB
4	Lack of public accountability and public awareness.	04-01-06	4	Website, posters, public meetings and public consultation.	-	-	HB
5	Lack of budget funding.	05-01-09	7	Staggered approach over 6 to 8 years.	-	-	HB
6	Lack of senior management time to attend meetings.	04-01-06	7	Middle managers to take over PACT duties (which needs to be funded).	-	-	KD
7	Confused relationship between LNPs and Council's Constitution.	05-01-09	5	Work with Legal and Democratic to ensure appropriate wording.	30-09-09	2	CF
8	Inappropriate use of funds.	04-01-06	6	Budgets technically delegated to senior officers.	31-12-08	1	JP/HB
9	Lack of support from partners.	05-01-09	5	Discussion at LSP Board.	30-09-09	3	HB

The risks are ranked in the order of how likely they are to occur, with the number reflecting the actual likelihood based on previous experience in similar projects. Action is proposed to mitigate the risk therefore decreasing the impact.

Risk Scoring

The risks are ranked in the order of probability/impact of the risk occurring (gross score). Action is proposed to mitigate the risk therefore decreasing the overall score (1 – 9), giving the mitigated risk score.

Risk:

- The things that could stop objectives being achieved
- Measured in terms of Probability & Impact

Impact	High	6	7	9
	-	3	5	8
	Low	1	2	4
		Low	Probability	High

3. Communication Plan

3.1 Purpose of Section

- 3.1.1 To define all parties with an interest in the solution and the means and frequency of communication between them and the solution.
-

3.2 Communication Processes

Stakeholder	Communication	When	Who
Existing LNPs	Letter to participants Verbal item.	03 December 2009 Next available LNP meeting.	Hugh Bennett Allocated senior officer.
Parish Councils	Letter from ACE on behalf of Leader	03 December 2009	Hugh Bennett
Members	Cabinet Report E-Mail	02 December 2009 03 December 2009	Hugh Bennett Hugh Bennett
Press/Media	Press Release	03 December 2009	Anne Marie Darroch
Partners	Verbal item	Next available LSP Board	Hugh Bennett

4. Quality Plan

4.1 Purpose of Section

4.1.1 The purpose of this section is to define the quality techniques and standards to be applied within the project and the various responsibilities for achieving the required quality levels.

4.2 Customers Quality Expectations

4.2.1 Product quality requirements to be delivered by the solution include:-

- See communications plan.
- Senior officers continue to work with remaining three pilots until 31 March 2010.

4.3 Acceptance Criteria

4.3.1 Project Management

- Monthly highlight report until 31 March 2010.
- Lessons learnt report.
- Closure and evaluation report.

4.3.2 Implementation (if applicable)

- Deliver communications plan.
- Support existing pilots until 31 March 2010.
- Ensure accounts closed down at year end.

4.3.3 Acceptance (not applicable)

4.4 Quality Responsibilities

4.4.1 The Project Manager will implement the following activities or processes to ensure quality standards are met.

- Continue to meet with the three existing LNPs, produce agendas and minutes.

4.5 Standards

4.5.1 Corporate, departmental or industry standards that need to be applied to the project:

- Produce minutes within 7 working days.

A Abbreviations

Abbreviations used in this document are detailed below:

MTFP	Medium Term Financial Plan
LNP	Local Neighbourhood Partnership
PACT	Partners and Communities Together

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BROMSGROVE DISTRICT COUNCIL SAFEGUARDING POLICY

Fifth Draft – September 2009

A. Introduction

1. Bromsgrove District Council is fully committed to safeguarding the welfare of all children, young people and vulnerable adults by taking all reasonable steps to protect them from physical, emotional and sexual abuse and neglect. This applies to all the children, young people and vulnerable adults with whom we work, regardless of their gender, sexual orientation, disability, race, nationality or country or origin.
2. Elected members and employees of the council will at all times show respect and understanding of the rights, safety and welfare of children, young people and vulnerable adults involved with Bromsgrove District Council.

The Corporate Safeguarding Officer is..... telephone number

B. Roles and Responsibilities of Elected Members and Employees

1. The Council will ensure that elected members and employees know how to recognise and respond to concerns that a child, young person or vulnerable adult may be abused or neglected.
2. The Council will appoint from within its elected members a champion for safeguarding and identify a member of senior staff to lead on behalf of the Council on safeguarding.
3. The elected member will report annually to Council on any safeguarding and / or child protection issues which have arisen over the previous twelve months.
4. The Council will review its policies and procedures on an annual basis.
5. The Executive Director – Partnerships and Projects has responsibility for securing the implementation, operation and arrangements for safeguarding policies.
6. In appointing a lead officer and a lead member for children, young people and vulnerable adults, the Council is demonstrating its commitment to championing and valuing the role that children, young

people and vulnerable adults have within the community and wider society.

7. This commitment is now a legal obligation. District councils have a duty to ensure that they discharge these duties in a way which safeguards and promotes the welfare of children, young people and vulnerable adults. The leadership and commitment of members and senior officers is the first priority to be achieved.
8. All Heads of Service have responsibility for ensuring the pursuit of the Council's safeguarding policies and by law the council and its employees have a duty to take appropriate action if there is reason:
 - to suspect that a child, young person or a vulnerable adults is suffering or likely to suffer harm;
 - to suspect that a person is unsuitable to work with children, young people or vulnerable adults;
 - to believe a criminal offence that relates to children, young people or vulnerable adults has been committed.
9. Furthermore, the law states there is a need to ensure that there are appropriate processes and procedures in place in order for that to happen and that staff are aware of not only their responsibility but also who to go to in order to share information about an allegation, suspicion or concern.
10. It is very important that elected members or members of staff understand that it is not their role to form any judgements or make any decisions about a specific situation. They do, however, have a duty to report any allegation, suspicion or concern that comes to their attention and which relates to a safeguarding matter.
11. The Council wants to make sure that it does not put its elected members, employees or volunteers in positions where abuse might be alleged and ensures that all employees know exactly what to do should abuse be suspected. This Council does not simply want to protect the vulnerable from abuse and neglect, but it actively wants to promote the welfare of children young people and vulnerable adults. It is essential that the Council safeguards both vulnerable people and the staff who have responsibility for them.
12. There will be a Bromsgrove District Council Safeguarding Group consisting of:
 - Executive Director – Partnerships and Projects
 - Deputy Head of Street Scene and Community
 - Head of Human Resources and Organisational Development
 - Environmental Health and Licensing
 - Strategic Housing Manager
 - Equalities and Diversity Officer

- Nominated Representative of Legal Services
13. The group will meet twice a year and more often as required to revise or amend the safeguarding policy; receive reports on safeguarding matters and training and other issues associated with work with children, young people and vulnerable adults.
 14. The Group will convene to consider any allegation made against a member of staff that the Human Resources Department feels needs wider consultation

C. Reporting Procedure

1. A clear procedure for responding to allegations of abuse or neglect is essential for the impartial treatment of both the accused and accuser.

What to Do if You Have Concerns

2. It is crucial to note that it is not the responsibility of an employee or volunteer to decide whether or not abuse or neglect is taking/has taken place. The role of individuals within Bromsgrove District Council is to conform to the Council's safeguarding policy and alert the appropriate officer in order for the proper enquires to be made.
3. When concerns exist, the suspicion/allegation must be reported to the Corporate Safeguarding Officer as soon as possible and the Safeguarding Reporting Document needs to be completed. Once the report is made, it is the Corporate Safeguarding Officer's responsibility to follow the Council's safeguarding policy and to refer the situation to Children's Services (in the case of a child or young person) or Adult and Community Services (in the case of a vulnerable adult). If the Corporate Safeguarding Officer is unavailable, the employee's line manager should contact the Chief Executive who will then assume responsibility for the situation thereafter.
4. In exceptional circumstances an employee or volunteer may need to refer the allegation, suspicion or concern directly to Children's Services or Adult and Community Services. During office hours a referral should be made to the Access Centre by telephoning 0845 607 2000. Out of hours a referral should be made to the Emergency Duty Team by telephoning 01905 7568020. A written Children's Referral form will be required following a telephone referral being received. This can be sent to the Access Centre by e-mail to socialcare@worcestershire.gov.uk. Further information on making a referral can also be found on Worcestershire County Council's website.
(<http://www.worcestershire.gov.uk/cms/education-and-learning/stay-safe/children-and-families/making-a-referral-to-children.aspx>)
5. In an emergency it may be more appropriate for the situation to be referred directly to the Police, such as if a child or young person is refusing to return home for fear of being harmed or when a child is at risk

of immediate harm from a parent/carer. The telephone numbers for West Mercia Police are: 0300 333 3000 (non-emergency) and 999 (emergency).

6. If it is necessary for a referral to be made directly to Children's Services/Adult and Community Services or the Police then the employee or volunteer should notify the Corporate Safeguarding Officer at the earliest possible opportunity.

How to Respond to a Child, Young Person or Vulnerable Adult

7. Those who are being abused or neglected will only usually confide in people with whom they feel safe and trust. It is your responsibility to listen and take seriously what he/she tells you. The following guidelines will help you to manage the situation.
8. Create a safe supportive environment by:
 - ◆ Staying calm and not rushing into knee jerk reactions which may prove to be inappropriate.
 - ◆ Being supportive and showing understanding of how difficult it must have been to tell you.
 - ◆ Confirming that the person disclosing has done the right thing by telling you.
 - ◆ Reassuring the person / child and explaining that he/she is not to blame.
 - ◆ Listening to what you are being told and showing that you take it seriously.
 - ◆ Trying to ensure that the exchange is within view of others.
9. Be honest and do not make promises you can not keep. Explain that you may have to tell other people in order to stop what is happening.
10. Allow the person / child to tell you what has happened in their own words. Don't:
 - ◆ Panic
 - ◆ Allow your shock or distaste to show
 - ◆ Probe for more information than is offered
 - ◆ Speculate or make assumptions
 - ◆ Make negative comments about the alleged abuser
 - ◆ Approach the alleged abuser
 - ◆ Make promises or agree to keep secrets.
11. Record exactly what a person / child says to you accurately and faithfully on the Council's safeguarding reporting document. Ensure what you record is factual and does not include your opinions or interpretation. Include:
 - ◆ The person / child's name, address and date of birth.

- ◆ The nature of the allegation.
 - ◆ A description of any visible injuries.
 - ◆ Your observations of the persons/ child's emotional state and behaviour.
 - ◆ The person / child's account of what has happened.
 - ◆ Any action you took as a result of your concerns, including any contact with parents, carers, family.
12. Record this information immediately on the official Bromsgrove District Council 'Safeguarding Reporting Document'. Personal details of any child protection / vulnerable adult issue should be treated with utmost confidence. The safeguarding document should be handed to the Corporate Safeguarding Officer without undue delay. Completed reporting documents relating to the case should be stored securely under lock and key.
13. Do not take sole responsibility. Remember that only experienced and qualified professionals should deal with cases or suspicions of child / vulnerable adult abuse. Whenever possible, inform the Corporate Safeguarding Officer immediately verbally and by completing the Council's Safeguarding Recording Document.

Dealing with Allegations of Abuse or Inappropriate Behaviour by an Employee or Volunteer

14. If an employee or volunteer working on behalf of Bromsgrove District Council becomes aware of an allegation of child / vulnerable adult abuse against a colleague the following procedure should be followed:
- Take the allegation seriously. Staff have a duty to the child / vulnerable adult to consider any allegations to be potentially dangerous to the child / vulnerable adult and must report them.
 - Complete the Safeguarding Reporting Document with the details of the allegation.
 - Report the allegation to the Corporate Safeguarding Officer immediately. In the event of the Corporate Safeguarding Officer being implicated, report to the Chief Executive.
 - Do not judge or investigate. By reporting an allegation promptly, the necessary action can be taken by trained professionals.
 - Maintain confidentiality. It is vital that allegations are not discussed other than with appropriate safeguarding officer as this could prove harmful to both the child / vulnerable adults, to your colleague and to any investigation which might follow. Sensitive information pertaining to any safeguarding issue should be kept confidential and only communicated in line with this procedure. Documents relating to the case should be stored securely under lock and key.
 - Where an allegation or suspicion involves a member of staff or

volunteer, the Council's Local Disciplinary Procedure may be activated.

15. Any requests for information from the public (including parents) or the media should be referred to the Corporate Safeguarding Officer.

Responding to Suspicions

16. It is not the responsibility of anyone working under the auspices of the Council in a paid or voluntary capacity or those working in partner organisations, to take responsibility for making decisions about whether or not child abuse or adult abuse is taking place.
17. However, there is a responsibility to protect children, young people and vulnerable adults in order that appropriate agencies can then make enquiries and take any necessary action to protect the person.
18. Once a suspicion or allegation has been reported to the corporate safeguarding officer, they will convey the suspicions or allegations of abuse to either Children's Services or Adult and Community Services.
19. Children Services have a statutory duty under The Children Act 1989 to make enquiries when there are concerns that a child or young person is at risk of significant harm. They and other agencies work together to ensure that children and young people are safe in accordance with the Worcestershire Safeguarding Children Board's Inter-Agency Guidance (www.worcestershiresafeguarding.org.uk). When a referral is made, Children Services / Adult and Community Services staff have a duty to investigate. This may involve talking to the child/vulnerable adult and family, and gathering information from other people who know the child/vulnerable adult. Enquiries may be carried out jointly with the police. If action needs to be taken urgently and out of office hours, then the police will deal with the enquiry sensitively and effectively. Local authorities need to link closely with their respective Local Safeguarding Children Boards and cross-reference any guidance produced with that provided by the LSCB.

Sharing Concerns with Parents / Carers / Family Members

20. There is always a commitment to work in partnership with parents or carers where there are concerns about their children or vulnerable adults. However, this collaborative role will be passed to either Children's Services or the Adult and Community Services in the case of suspected or alleged abuse.
21. They will be responsible for talking to parents or carers to help clarify any initial concerns. For example, if a child seems withdrawn, there may be a reasonable explanation. He/she may have experienced an upset in the family, such as a parental separation, divorce or bereavement.
22. Children's Services or Adult and Community Services will determine

whether or not it is appropriate to share concerns with parents / carers or family.

Designated Officer

23. The Council's nominated Corporate Safeguarding Officer will respond to child, young person or vulnerable adult safeguarding matters. This safeguarding officer will complete a self-declaration form and undergo a voluntary police check for quality assurance purposes.
24. The designated person will require support from the Council and undertake appropriate training and obtain information. This support should be provided as part of the Child Protection Policy and Implementation Procedures being adopted by the Council. Each local authority should have a lead officer for safeguarding.
25. It is the responsibility of the designated person in charge to inform Children's Services or Adult and Community Services of any suspicions or allegations of abuse... If the person in charge is not available or the concern is about the person in charge, the person with concerns or being informed of them should immediately contact the Chief Executive. The Children's Services or Adult and Community Services will, together with the designated person in charge as appropriate, decide how and when parents or carers will be informed.

Allegations against Staff or Volunteers

26. This includes anyone working with children, young people and vulnerable adults in a paid or voluntary capacity (e.g. volunteers or helpers in clubs, tournament officials, team managers on training camps, coaches).
27. Abuse and neglect can occur outside the family setting. Although it is a sensitive and difficult issue, child and vulnerable adult abuse has occurred within institutions and may occur within other settings. Recent inquiries indicate that abuse that takes place within a public setting is rarely a one-off event.
28. It is crucial that those involved in delivering Council services are aware of this possibility and that all allegations are taken seriously and appropriate action taken. It is important that any concerns for the welfare of the child, young person or vulnerable adult arising from abuse or harassment by a member of staff or volunteer, should be reported immediately to the corporate safeguarding officer who will inform the Head of Human Resources and make a referral to Children's Services/Adult and Community Services as appropriate. Worcestershire Safeguarding Children Board's guidance on the 'Management of Allegations' will be implemented if necessary (www.worcestershiresafeguarding.org.uk).

Seek Advice

29. On occasions, the corporate safeguarding officer may be informed of

situations that could constitute poor practice. Where this is the case, the safeguarding officer will convene the Council's safeguarding group to consider the situation.

Support for the Reporter of Suspected Abuse

30. It is acknowledged that feelings generated by the discovery that a member of staff or volunteer is, or may be, abusing a child, young person or vulnerable adult will raise concerns among other staff or volunteers. This includes the difficulties inherent in reporting such matters.
31. The Council assures all staff/volunteers that it will fully support and protect anyone who, in good faith (without malicious intent), reports his or her concern about a colleague's practice or the possibility that a child, young person or vulnerable adult may be being abused.

Types of Investigation

32. Where there is a complaint of abuse against a member of staff or volunteer, there may be three types of investigation:
 - Criminal
 - Safeguarding
 - Disciplinary or misconduct
33. Civil proceedings may also be initiated by the person/family of the person who alleged the abuse.
34. The results of the police and children / adult and community services investigation may inform the Council's disciplinary investigation, but not necessarily.
35. Further information on the potential actions of children services and adult and community services may be found in the Worcestershire Safeguarding Children Board's Inter-Agency Guidance (www.worcestershiresafeguarding.org.uk).

D. Confidentiality

1. Every effort should be made to ensure that confidentiality is maintained for all concerned. Information about children, young people and vulnerable adults' private lives and family backgrounds will only be shared on a need to know basis and any action taken in the light of information gained should be within the law.
2. Those involved should only include:
 - The corporate safeguarding officer
 - Children / Adult and Community Services/police.
 - Council's Safeguarding Group Members

3. Personal information is subject to the principles of the Freedom of Information Act 2000, the Data Protection Act 1998, the Human Rights Act 1998 and the common law doctrine of confidentiality.
4. Concern about the abuse of vulnerable adults provides sufficient grounds to warrant sharing information on a “need to know” basis and/or “in the public interest” in accordance with established data protection principles. Unnecessary delays in sharing that information should be avoided.
5. The principles that govern the sharing of information include the following:
 - Information should only be shared on a ‘need to know basis’ when it is in the best interests of the service user
 - Confidentiality must not be confused with secrecy.
 - Informed consent to the sharing of information should be obtained from the person involved, but if it is not possible and other vulnerable adults are at risk, it may be necessary to override the requirement.
6. It is not appropriate for agencies to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when other vulnerable people may be at risk.
7. This Council’s safeguarding policy must ensure children, young people and vulnerable adults are protected by law and that there is an established climate of trust.
8. It is important that staff are absolutely clear about the boundaries of their legal and professional roles and responsibilities. Staff cannot offer or guarantee absolute confidentiality to the person making the disclosure.
9. Children, young people and vulnerable adults should be reassured that when confidentiality has to be breached they will be informed and supported appropriately. Very often children, young people and vulnerable adults who disclose such information recognise that it is in their own interests that it should be passed on.
10. The member of staff who suspects or learns about an abusive situation will inform the corporate safeguarding officer. The corporate safeguarding officer will contact either Children’s Services or Adult and Community Services of the suspicion or allegation and take advice about when/how parents/carers are to be informed.

Data Protection and Freedom of Information

11. Confidentiality does not just relate to disclosures of information which could have legal implications such as abuse. Staff members should not handle *any* confidential information carelessly, as children, young people and vulnerable adults and other members of staff may regard this as the normal procedure and respond in a similar manner if a confidence is

passed to them.

Code of Conduct

12. The following code of conduct is expected when working with children, young people and vulnerable adults:

- Be an excellent role model displaying high standards of behaviour and appearance
- Treat all people equally, and with respect and dignity
- Work in an open environment, being visible and identifiable
- Encourage people to speak openly
- Build balanced relationships based on mutual trust
- Maintain a safe and appropriate distance with people (people should not be touched)
- Where it is reasonably practicable attempts should be made to ensure that if working with male and females that there is a male and female member of staff.
- Secure parental consent in writing to act *in loco parentis*, if the need arises, to give permission for the administration of emergency first aid and / or other medical treatment
- Ensure that use of photographic and filming equipment is appropriate and permission of parents/carers has been sought
- Respect people's opinions when making decisions about their involvement
- Report any concerns that you have in relation to a child, young person or vulnerable adult following the reporting procedures of your employing body.
- Do not use inappropriate language or be too familiar

Dress Code

13. Staff are expected to dress in a manner that is appropriate to the function in which they are engaged.

E. Internal Enquiries and Suspension

Disciplinary procedures

1. Employers who are also service providers or service commissioners have not only a duty to the victim of abuse, but also a responsibility to take action in relation to the employee when allegations of abuse are made against him or her.
2. Employers should ensure that their disciplinary procedures are compatible with the responsibility to protect children, young people and vulnerable adults.
3. With regard to abuse, neglect and misconduct within a professional relationship, some perpetrators will be governed by codes of professional conduct and/or employment contracts which will determine the action that can be taken against them.
4. The standard of proof for prosecution is 'beyond reasonable doubt'. The standard of proof for internal discipline is usually the civil standard of 'on the balance of probabilities'.
5. When an allegation of abuse is made against an employee or volunteer or when there are concerns about the conduct or behaviour of an employee or volunteer which has potential safeguarding implications in respect of children and young people/vulnerable adults, this information should be shared with the District Council's Corporate Safeguarding Officer. He/she will then make a referral to Children's Services/Adult and Community Services as soon as is reasonably possible. Further advice may be taken from Worcestershire's Local Authority Designated Officer (Telephone: 01905 765153) in accordance with the Worcestershire Safeguarding Children Board's guidance for the Management of Allegations against those working with Children and Young People. In accordance with these procedures an independently chaired Strategy Meeting may need to be convened urgently to consider what action should be taken. This discussion will include whether the individual concerned should be temporarily suspended or transferred to other duties (in line with constitutional powers) if this is not already the case pending further police and children / adult and community services inquiries. The employee may be suspended pending the outcome of an investigation.
6. Any decision not to suspend an employee and/or to make a referral to Children's services/Adult and Community Services must be fully documented and endorsed separately by the Council's Safeguarding Group.
7. Irrespective of the findings of the children / adult and community services or police inquiries, the Council must assess all individual cases under the appropriate misconduct/disciplinary procedure, to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled with other staff or volunteers. This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the police. In such cases, the Council must reach a decision based on the available information that could suggest, on a balance of

probability, it is more likely than not that the allegation is true. The welfare of children, young people or vulnerable adult should always remain paramount.

Support to Deal with the Aftermath

8. Consideration should be given to what support may be appropriate for children, parents / carers and members of staff. Use of Help lines, support groups and open meetings will maintain an open culture and help the healing process. The British Association of Counselling Directory may be a useful resource.
9. Consideration should be given about what support may be appropriate to the alleged perpetrator of the abuse.

Allegations of Previous Abuse

10. Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children). Where such an allegation is made, the Council should follow the procedures as detailed above and report the matter to the children / adult and community services or the police. This is because other children, young people or vulnerable adults either within or outside the Council's activities, may be at risk from this person. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999.

F. Recruiting Safely

1. Bromsgrove District Council must ensure that its recruitment procedure for people working with or in contact with children, young people and vulnerable adults' process is effective, safe and fair. Safe recruitment applies to both staff and volunteers.
2. Bromsgrove District Council will ensure that its arrangements for recruiting staff recruited to provide services for children, young people or vulnerable adults or for posts involving access to these groups - whether full time, part time or on a voluntary basis - will be subject to the following process:
 - **Job description and person specification** that clearly define the role, the tasks and skills needed and the type of person most suited to the post.
 - The procedure will include determining whether a Disclosure check is appropriate for the post and if so at what level.

- Recruitment will allow sufficient time for advertisements to be placed, taking up of references and for undertaking Disclosure checks, if necessary.
- All potential paid staff and volunteers will complete an **application form**. The applicant will be particularly asked about any relevant experience of working with children / vulnerable adults. A copy of the Council's safeguarding policy will be included in the application pack. A **full employment history** will be secured on the application form, requesting explanations for any gaps in employment.
- There will be a compulsory **declaration** on application forms, stating that there is no reason why they should be considered unsuitable to work with children/vulnerable adults.
- All information will be treated confidentially and fairly.

(Suggested wording is:

I declare that I have no past convictions, cautions or bind-overs and no pending cases affecting why I might be considered unsuitable to work with children/vulnerable adults.

Signed..... Date.....

Due to the nature of the work you are required to reveal details of all spent and unspent convictions under the provisions of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

In addition if relevant for work with children or vulnerable adults: A Criminal Records Bureau Standard or Enhanced Disclosure [as appropriate] will be requested should you be offered the position. If called for interview, we encourage all applicants to provide details of their criminal record as part of the recruitment process. This information should be sent under separate, confidential cover. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences. This information will be treated in the strictest confidence, and is purely for the purpose of protecting children/vulnerable adults with whom we work, and will not be used unfairly. The Association complies with the CRB Code of Practice, a copy of which is available from the office on request.

3. The Council will ask for 2 **written references** from applicants and a request will be made to the referees about the suitability of the applicant for working with children or vulnerable adults. If possible, these will be taken up before the interview and verified by a follow-up phone call.
4. A **photo ID** will be required from the applicant (such as a passport or driving licence) to verify the person's identity.

5. Where the Council employs someone through an **agency**, the Council will make sure that the employing organisation has carried out the necessary safe recruitment.
6. **Shortlisting** will take place against a list of essential and desirable qualifications, skills and experience.
7. Shortlisted applicants will be **interviewed** using a panel of at least 2 representatives from the Council. The interview provides an opportunity to discuss attitudes to working with children or vulnerable adults and the safeguarding policy.
8. The Council will make sure all staff who are involved in the recruitment process receive appropriate **guidance and training** in the relevant legislation including the Rehabilitation of Offenders Act 1974.
9. Where appropriate, the successful applicant must apply for an **Enhanced Criminal Record Disclosure** from the Criminal Records Bureau via the Council and its umbrella body. They must show this disclosure to you *before* you can confirm them in post. The Council will not ask applicants to apply for a Disclosure until the interview process is over and the appointment decision has been made.

*(Some organisations are passing the **cost** of the disclosure application and umbrella body administration fee on to the employee. Consider what signal this might give to workers about how high a priority the safeguarding procedure is within your organisation. Organisations are encouraged to include in their budgets the cost of any disclosure checks, including in any funding applications. Expecting any potential employees or volunteers to cover any charges may also discourage applicants).*

- *The Criminal Records Bureau no longer endorses the use of **portability** whereby a disclosure obtained for a position in one organisation is used for another position in a different organisation. They feel that there are too many inherent risks associated with this practice. Organisations that choose to accept a previously issued Disclosure do so at their own risk. It is essential that your organisation is satisfied that Disclosure checks are relevant and up to date and supported by other safe recruiting procedures. Disclosure checks do not tell you about anything the applicant may have done since the date of the Disclosure.*
- *There is no specified period for how long disclosure checks last. As Disclosure checks only give a 'snapshot' of an individual's criminal record history on the day that they are issued, consider how frequently staff will need to be **rechecked**. Umbrella bodies may give guidance on how often rechecks should be implemented, usually every 12 months to 3 years.*
- *Remember to consider all these aspects for **any workers** who come into contact with children and vulnerable adults including volunteers, temporary staff, consultants and trainers, not just permanent employees.*

- *Make sure **confidentiality** is maintained to protect the rights of employees, elected members and volunteers, including the safe handling, storage and disposal of any information provided as part of the recruitment process.*
 - *Ensure that your **equal opportunities policy** is implemented.*
 - *The Council will need a published **policy on the recruitment of ex-offenders**. (A sample policy statement on the recruitment of ex-offenders is available from the CRB website at <http://www.crb.gov.uk/default.aspx?page=1865>). It is estimated that at least 20% of the population has a criminal record and it would be a huge waste of potential to rule out all individuals with any kind of criminal record. There are no set guidelines on the offences that make an individual unsuitable to work with vulnerable people, other than specified crimes against children including murder, manslaughter, rape, GBH and a number of sexual offences. Careful consideration is required as to what is truly relevant to the post when considering past offences, and to ensure that ability is not missed and that ex-offenders are not discriminated against.*
 - *The CRB has a list of considerations to take into account with regard to offences:*
 - *Whether the conviction is relevant to the position*
 - *The seriousness of the offence*
 - *The length of time since the offence occurred*
 - *Whether the applicant has a pattern of offending behaviour*
 - *Whether the applicant's circumstances have changed*
 - *The circumstances surrounding the offence and explanation offered by the applicant.*
10. The **induction process** needs to include information on all the Council's policies and procedures and training on child/vulnerable adult protection awareness for all new staff and volunteers.
 11. For those in posts that include work with children, young people and / or vulnerable adults there should be a supervised **probationary period** for all new staff. Any new appointment should be conditional on the completion of a successful probationary period, normally six months.
 12. Staff will have regular reviews where their progress reviewed on a regular basis.
 13. The Council will encourage a culture of mutual respect throughout the Council and have an **anti-bullying and anti-harassment policy**.
 14. In addition the Council will have a **whistle-blowing policy** in place, so that staff know that they can disclose information relating to unacceptable behaviour by another member of staff in an atmosphere of confidentiality.
 15. The Council's **disciplinary and grievance procedures** will be in place and these will take account of safeguarding requirements.

Appendix

The Main Legislation

The Rehabilitation of Offenders Act (1974)

This act made any convictions 'spent' after a certain period and the convicted person would not normally have to reveal or admit the existence of a spent conviction. In most circumstances, an employer cannot refuse to employ someone, or dismiss them, on the basis of a 'spent' conviction. However under this act all applicants for positions which give them "substantial, unsupervised access on a sustained or regular basis" to children, must declare all previous convictions whether spent or unspent, and all pending cases against them.

The Children Act 1989

This act provided legislation to ensure that the welfare and developmental needs of children are met, including their need to be protected from harm.

The Police Act 1997

This act contained the provision to set up the Criminal Records Bureau for England and Wales.

Under this act it is a criminal offence for an employer to

- not check an employee working with children or vulnerable adults
- give a job to someone who is inappropriate to work with children or vulnerable adults when they know this to be case.

The Protection of Children Act 1999

Under this act, childcare organisations (defined as those that are 'concerned with the provision of accommodation, social services or health care services to children or the supervision of children') must make use of the Disclosure Service in their recruitment and reporting processes and urges other organisations working with children to also do so.

Criminal Justice and Court Services Act 2000

This act covers Disclosures and child protection issues. It contains the list of convictions that bar offenders from working with children in 'regulated positions'. These types of 'regulated positions' are defined in this act and include:

- any employment in schools, children's homes, day care premises where children are present
- caring for, training, supervising, or being in sole charge of children
- unsupervised contact with children
- other positions which give the kind of access or influence which could put children at risk if held by a disqualified person (e.g. management committee members).

Care Standards Act 2000

A CRB disclosure is required for most roles in organisations providing care or health services regulated under this act. This act also sets out the Protection of Vulnerable Adults scheme.

The POVA or Protection of Vulnerable Adults scheme was launched in 2004 by the Department of Health and the National Assembly for Wales. This includes the POVA list (see below in *definitions of terms*).

Legislation with regard to those working with vulnerable adults is less developed and more open to interpretation.

Every Child Matters and the Children Act 2004

In September 2003 the Government set out in the Green Paper 'Every Child Matters' its proposals for a radical reorganisation of children's services – from hospitals and schools, to police and voluntary groups. Subsequently 'Every Child Matters: Change for Children' was issued and the Children Act 2004 was passed. Over the next few years, every local authority will lead on integrated delivery of services for children and young people through multi-agency children's trusts. Local authorities have been required to set up statutory Local Safeguarding Children Boards which have replaced the non-statutory Area Child Protection Committees. The children's trusts are a direct response to Lord Laming's report of the inquiry into the death of Victoria Climbié, which highlighted the extent to which better working together and better communication was crucial. Further details from

<http://www.everychildmatters.gov.uk/>

Safeguarding Vulnerable Groups Act 2006

In response to recommendation 19 of the Bichard Inquiry Report into child protection procedures following the Soham murders, new arrangements for people whose jobs and voluntary work bring them into contact with children and vulnerable adults (previously referred to as the vetting and barring scheme) is due to be phased in from autumn 2008 under the Safeguarding Vulnerable Groups Act.

The aim of the scheme is to provide a more effective and streamlined vetting service for potential employees and volunteers. This means that the current vetting systems using List 99 and POCA (see below in definitions of terms) will be integrated to create a single list of people barred from working with children. In addition a separate, but aligned, list of people barred from working with vulnerable adults will be established, replacing POVA (see below in definitions of terms). In effect, there will just be two lists: the children's barred list and the adult's barred list.

The scheme also aims to ensure that unsuitable individuals are barred from working, or seeking to work with children and vulnerable adults and the earliest opportunity. Application process will be run by the Criminal Records Bureau and decision on who should be placed on the barred lists will lie with a new Independent Safeguarding Authority (previously referred to as the Independent Barring Board) which will be an independent statutory body. The Act covers regulated and controlled activity providers, so widening the

scope particularly in relation to vulnerable adults as opposed to the existing POVA scheme.

Regulated activity includes work that involves

- any activity which involves close contact with children or vulnerable adults and is of a specified nature (e.g. teaching, training, care, supervision, advice, treatment or transport)
- any activity allowing contact with children or vulnerable adults and is in a specified place (e.g. schools, care homes, etc.)
- fostering and childcare
- certain defined positions of responsibility (e.g. school governor, director of social services, trustees of certain charities)

and where the activity is 'frequent', takes place on more than three or more days in a 30 day period ('intensive'), and/or overnight.

Controlled activity includes

- support work in general health, NHS, FE settings (e.g. cleaner, caretaker, shop worker, catering staff, car park attendant, receptionist);
- those working for specified organisations (e.g. a local authority) with frequent access to sensitive records about children and vulnerable adults;
- support work in adult social care settings (e.g. day centre cleaners, those with access to health records); and
- where the activity is 'frequent', takes place on more than three or more days in a 30 day period ('intensive'), and/or overnight.

The Act does not cover any employment which may occur in the context of private arrangements between family or friends, nor is it necessary for domestic employers (e.g. of a private tutor, nanny or care worker) to check individuals. But it will be an offence for a barred person to undertake regulated activity in a domestic circumstance.

All barred individuals must not engage in any regulated activity whether paid or unpaid.

It is a criminal offence for employers to employ someone in a regulated activity if they are not registered with the Independent Safeguarding Authority. They must check on potential employees before employing them – they cannot take the individual's word for it nor can they allow the person to start work, even if supervised, before they know the outcome of the check.

It will also be an offence for employers/providers to permit a barred individual to work for any length of time (no matter how infrequent) in a regulated activity. However, providing sufficient safeguards are put in place, a barred person can be allowed to work in a controlled activity.

Certain organisations, which include local authority adult/child protection teams, agencies and employers and service providers of regulated and controlled activity must refer relevant information to the scheme, where there is a concern relating to the harm or risk of harm to children or vulnerable adults. This would include reporting on the dismissal or resignation of any

employees because they have harmed or may harm a child or vulnerable adult.

Once individuals have joined the new scheme, subsequent employers will be able simply to check their status in the scheme on-line free of charge (unless they are under a duty to apply for an Enhanced CRB check).

All applicants to the scheme, except those who are barred, will become "subject to monitoring". This means that the Independent Safeguarding Authority would review its barring decision if relevant new police or referral information became available. Under the new scheme, employers and providers would be notified – where they have registered an interest - if the individual's monitoring status changed. Unlike disclosures which only provide details about an individual at a specific time without any follow-up, checking will be continuous.

How will the new scheme work?

To undertake regulated activity, an individual must be registered with the Independent Safeguarding Authority.

- Making an application:
Those who are working, or applying to work, with children or vulnerable adults will apply to the scheme via the Criminal Records Bureau (CRB). (Arrangements for phasing applications from existing members of the workforce will be advertised nearer the time of implementation in 2008.) There will be a cost to register with the Independent Safeguarding Authority – who pays will be up to the individual and the employer.
- How the vetting and barring decision is made:
The CRB will check whether there is any relevant information from the police or any referral information from other sources (e.g. employers, professional and regulatory bodies).
 - If there is no relevant information, the CRB will inform the applicant that he/she has become "subject to monitoring" (see below).
 - If there is relevant information, the CRB will pass this to the Independent Safeguarding Authority for a barring decision. In all cases, except those involving the most serious offences, individuals will have the opportunity to make representations about why they should not be barred on the basis of this information. They will also have the right of appeal to the Care Standards Tribunal.

If the employer has also requested a CRB Enhanced Disclosure, the CRB will also confirm on the certificate any details relating to the barred status of the applicant – for instance whether the applicant is "subject to monitoring".

- Subject to monitoring:
All applicants, except those who are barred, will become “subject to monitoring”. This means that the individual is not on a barred list and that the Independent Safeguarding Authority would review its barring decision if relevant new police or referral information became available. Under the new scheme, employers and providers would be notified – where they have registered an interest - if the individual’s monitoring status changed.

- Online checking:
Any subsequent employers or providers will be able to do an online check on an individual’s status, including parents and carers. In most cases, employers/providers will be entitled to seek an Enhanced Disclosure from the CRB, which will contain criminal records information (although parents, individuals, or their carers do not have this option). And some employers will continue to be required to obtain Enhanced Disclosures.

Further details from

<http://www.everychildmatters.gov.uk/independentsafeguardingauthority>
and www.isa.gov.org

Definitions of Terms

Child

A child is legally defined as anyone under the age of 18.

Vulnerable Adults

The definition of vulnerable adult as expressed in the **The Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Order 2002** “a person aged 18 or over who has a condition of the following type:

- (i) a substantial learning or physical disability;
- (ii) a physical or mental illness or mental disorder, chronic or otherwise, including an addiction to alcohol or drugs; or
- (iii) a significant reduction in physical or mental capacity.”

Which adults are vulnerable? In this guidance ‘adult’ means a person aged 18 years or over. The broad definition of a ‘**vulnerable adult**’ referred to in the 1997 Consultation Paper *Who decides?* * issued by the Lord Chancellor’s Department, is a person:

“who is or may be in need of community care services by reason of mental or other disability, age or illness; and Section 2 who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”.

For the purposes of this guidance ‘community care services’ will be taken to include all care services provided in any setting or context.

What constitutes abuse? In drawing up guidance locally, it needs to be recognised that the term ‘abuse’ can be subject to wide interpretation. The starting point for a definition is the following statement:

Abuse is a violation of an individual’s human and civil rights by any other person or persons.

In giving substance to that statement, however, consideration needs to be given to a number of factors.

Abuse

Abuse is the violation of an individual’s human rights. It can be a single act or repeated acts. It can be physical, sexual, psychological or emotional. It also includes acts of neglect or an omission to act. In all forms of abuse there are elements of emotional abuse. Vulnerable adults may also suffer additional types of abuse such as being manipulated financially or being discriminated against. Other examples of abuse include inflicting physical harm such as hitting or misuse of medication, rape and sexual assault or exposure to sexual acts without informed consent, emotional abuse such as threats, humiliation and harassment, exploitation, ignoring medical or physical needs, withholding of necessities of life such as food or heating. This list is not definitive.

Forms of Abuse

Physical Abuse

Physical abuse is the deliberate physical injury to a child, young person or vulnerable adult or the wilful or neglectful failure to prevent physical injury or suffering. This may include hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, confinement to a room or inappropriately giving drugs to control behaviour.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child, young person or vulnerable adult such as to cause severe and persistent adverse effects on the child or persons emotional well being. It may involve conveying to children, young people or vulnerable adults that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve causing children, young people or vulnerable adults frequently to feel frightened or in danger, or the exploitation or corruption. Some level of emotional abuse is involved in all types of ill treatment of a child, young person or vulnerable adult though it may occur alone. Domestic violence, adult mental health problems and parental substance misuse may expose children to emotional abuse.

Sexual Abuse

Sexual abuse involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, whether or not the child, young person or vulnerable adult is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children, young person or vulnerable adult in looking at or the production of pornographic material or watching sexual activities, or encouraging children, young person or vulnerable adult to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a child's, young person or vulnerable adult physical, emotional and/or psychological needs, likely to result in significant harm. It may involve a parent or carer failing to provide adequate foods, shelter and clothing, failing to protect from physical harm or danger, failing to ensure access to appropriate medical care or treatment, lack of stimulation or lack of supervision. It may also include non-organic failure to thrive (faltering growth).

Discriminatory abuse, including racist or sexist remarks or comments based on a person's impairment, disability, age or illness, and other forms of harassment, slurs or similar treatment. This may also include isolation or withdrawal from religious or cultural activity, services or supportive networks.

Who may be the abuser?

Vulnerable adult(s) may be abused by a wide range of people including relatives and family members, professional staff, paid care workers,

volunteers, other service users, neighbours, friends and associates, people who deliberately exploit vulnerable people and strangers. There is often particular concern when abuse is perpetrated by someone in a position of power or authority who uses his or her position to the detriment of the health, safety, welfare and general wellbeing of a vulnerable person. Agencies not only have a responsibility to all vulnerable adults who have been abused but may also have responsibilities in relation to some perpetrators of abuse. The roles, powers and duties of the various agencies in relation to the accused will vary depending on whether the latter is:

- A member of staff, proprietor or service manager.
- A member of a recognised professional group.
- A volunteer or member of a community group such as place of worship or social club
- Another service user.
- A spouse, relative or member of the person's social network.
- A carer; i.e. someone who is eligible for an assessment under the Carers (Recognition and Services) Act 1996;
- A neighbour, member of the public or stranger; or
- A person who deliberately targets vulnerable people in order to exploit them.

Spent Convictions

Under the Rehabilitation of Offenders act 1974, if a person convicted of an offence is not convicted again during a specified 'rehabilitation period', the conviction is 'spent' (this would not include serious criminal offences). Usually the person does not have to reveal or admit the conviction, nor can an employer refuse to employ someone because of the spent conviction. However there are some exceptions, particularly to protect children and other vulnerable groups (see further details above in 'Legislation'). An employer should not ask for a CRB Disclosure or for details of spent criminal convictions unless the post is one covered under the Rehabilitation of Offenders Act exceptions order or there is statutory obligation to do so.

Adult and Community Services

If there is a concern about the possible abuse of a child, young person or vulnerable adult, the local authority adult and community services department should be contacted. It is their legal responsibility to find out if abuse has taken place. It is not the role of your organisation to decide whether abuse has taken place, only to report allegations to Adult and Community Services or the Police. If your organisation investigates the suspected abuse, it could actively damage chances of the case reaching resolution.

Local Safeguarding Children Boards (LSCBs)

The LSCBs are statutory bodies set up by local authorities. They have replaced the Area Child Protection Committees which were non-statutory. Every local area now needs to have an LSCB. The aim is to ensure that key agencies work together effectively to ensure that children are safeguarded properly. The core membership of LSCBs is set out in the Children Act 2004, and includes local authorities, health bodies, the police and others. When

working out your organisation's protection procedures you are advised to contact your local LSCB. They also may be able to provide training. Go to www.worcestershiresafeguarding.org.uk for contact details.

Criminal Records Bureau

This Home Office agency was set up in 2002 to replace the old system of police checks. It provides the Disclosure service to help organisations recruit more safely, with checks on information held by the police and government departments. Their website is at www.crb.gov.uk (NB The new CRB website combines the existing Disclosure www.disclosure.gov.uk and CRB websites to offer a 'one-stop-shop' for all CRB information).

CRB Customer Services
PO Box 110
Liverpool
L69 3EF
General Enquiries: 0870 90 90 811

Disclosure document

This is a document containing information held by the police and the Department of Health and the Department for Education and Skills, which can help organisations make safer recruitment decisions. Details of the Disclosure service can be found on the CRB website www.crb.gov.uk.

Standard Disclosure

This is the minimum level of Disclosure recommended for anyone with direct but *supervised* contact with children or vulnerable adults. It contains information on all criminal records, both spent and unspent, and List 99, POCA or POVA lists (see below). A Standard Disclosure is only appropriate if the postholder is guaranteed not to have unsupervised access to children or vulnerable adults. CRB advise employers that if in doubt, do an Enhanced check. The current CRB fee for a Standard Disclosure is £31.00 (from April 2006) and the application process will take at least 2 weeks. Users (applicant, the employer, the Registered or Umbrella Body) can check the progress of their application online at www.crb.gov.uk/tracking. Disclosures are free of charge for volunteers (but not people on work experience or placements). The CRB's definition for a volunteer is a person who is engaged in any activity which involves spending time, unpaid (except for travelling and other approved out-of-pocket expenses), doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives. They consider that volunteers are not individuals who expect to receive a benefit for the activity such as an expected credit towards a qualification gained by someone on a placement.

Enhanced Disclosure

This is the level of Disclosure for anyone whose work regularly involves caring for, training, supervising or being in sole charge of young people under 18 or vulnerable adults. In addition to the information provided for a Standard Disclosure, it may also contain information held by the police which is thought relevant but which may not have led to a conviction. The current CRB fee for an Enhanced Disclosure is £36.00 and the application process will take at least 3 weeks. Users (applicant, the employer, the Registered or Umbrella

Body) can check the progress of their application online at www.crb.gov.uk/tracking. Disclosures are free of charge for volunteers (but not people on work experience or placements – for the CRB’s definition of volunteers see ‘Standard Disclosure’ above).

Umbrella Registered Bodies

Organisations who need over 100 checks per year can register with the CRB in order to process applications to the Disclosure service for their own employees. The current registration fee is £300 plus £5 for each additional countersignatory.

Umbrella Registered Bodies can countersign applications for Disclosure checks on behalf of other organisations and their employees. The CRB website www.crb.gov.uk has a database of umbrella organisations in England, Scotland and Wales. Alternatively Ofsted may be able to help (0845 601 4771).

In addition the following organisations can act as umbrella bodies throughout the UK:

- Assuramed Healthcare Limited
Steeple House, Percy Street, Coventry CV1 3BY
Telephone 024 76 630678 or email: sales@assuramed.com
www.assuramed.com
- Crime Concern
contact Tracy Madgwick, HR Manager
email: tracy.madgwick@crimeconcern.org.uk,
fax: 01793 863555, mobile: 07899 665506
www.crimeconcern.org.uk
- Wrighton Education Services Ltd
Contact Peter or Lorraine on 020 7564 0480
43b Mason Street, London SE17 1HF
www.wrighton-education.com

Umbrella bodies normally charge a small administration fee on top of the CRB fee for the Disclosure. However there is no CRB fee for Disclosures for Volunteers.

List 99

A confidential list of adults who are banned from working with children or who have had restrictions placed on their employment. The list is held by the Department for Education and Skills (DfES). Schools must make sure that no-one who is on List 99 has regular contact with children.

POCA list

This is the Protection of Children Act list of people who are unsuitable for employment with children in childcare roles. The list is held by the Department of Health.

POVA list

This the Protection of Vulnerable Adults confidential list of care workers who have harmed vulnerable adults in their care. The list is held by the Department of Health.

APPENDIX 1

SUMMARY - Period 4 (July) 2009/10			
Monthly (July) performance		Estimated Outcome	
No.	%age ³	No.	%age ³
Improving or stable.	13 43%	17 63%	On target
Declining	17 57%	5 19%	Missing target by less than 10%
No data	4	5 19%	Missing target by more than 10%
		7	No data ²
Total Number of Indicators reported this period ¹	34	34	Total Number of Indicators reported this period ¹

SUMMARY - Period 5 (August) 2009/10			
Monthly (August) performance		Estimated Outcome	
No.	%age ³	No.	%age ³
Improving or stable.	19 61%	16 59%	On target
Declining	12 39%	8 30%	Missing target by less than 10%
No data	3	3 11%	Missing target by more than 10%
		7	No data ²
Total Number of Indicators reported this period ¹	34	34	Total Number of Indicators reported this period ¹

SUMMARY - Period 6(Quarter 2 (September) 2009/10			
Monthly (September) performance		Estimated Outcome	
No.	%age ³	No.	%age ³
Improving or stable.	28 62%	23 58%	On target
Declining	17 38%	11 28%	Missing target by less than 10%
No data		6 15%	Missing target by more than 10%
			No data ²
Total Number of Indicators reported this period ¹	45	40	Total Number of Indicators reported this period ¹

SUMMARY - Period 7 (October) 2009/10			
Monthly (October) performance		Estimated Outcome	
No.	%age ³	No.	%age ³
Improving or stable.	21 68%	22 73%	On target
Declining	10 32%	7 23%	Missing target by less than 10%
No data	6	1 3%	Missing target by more than 10%
		7	No data ²
Total Number of Indicators reported this period ¹	37	37	Total Number of Indicators reported this period ¹

Notes

- 1 - This figure shows the total number of indicators reported in Appendix 2 for this period. This will vary as some indicators are reported monthly, some quarterly, some annually (but in different periods - depending on when they become available).
- 2 - Some of the indicators do not have all the performance elements, for instance some do not have targets because they are new indicators this year, others are activity measures (e.g. monthly call volume). These indicators will be included in the 'no data' count where comparisons cannot be made.
- 3 - The percentage figure shown is the percentage of the number of indicators for which relevant data is available this period, not the total number of indicators reported this period.

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Performance Indicators Period 07 (October) 2009/10

Ref	Description	Report - ed?	Cum or Snap?	2008/09		2009/10		Est. Outturn	Est. Target
				Actuals	Target & Trend	Sep. Target	Sep. Actual		

Street Scene & Community

NI 191	Residual Household waste per household (KG)	M	C	586.26	294.81	288.68	I	343.08	340.15	593.00	590.00	I
NI 192	Percentage of household waste re-used, recycled and composted	M	C	43.25	36.76	42.68	W	35.84	41.86	30.00	37.00	I
LPI Depot	Number of missed household waste collections	M	C	1,136	570	563	I	665	642	1,140	958	W
LPI Depot	Number of missed recycle waste collections	M	C	281	120	76	I	140	85	240	121	W

Ref	Description	Report - ed?	Cum or Snap?	2009/09		2009/10								
				Actuals		Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Target	Est. Outturn	Est. Outturn Target
NWBCU5	Total Crime	M	C	New	2,802	2,645		3,276	3,043		5,588	5,355		
NWBCU1	The number of domestic burglaries	M	C	438	195	141		227	152		389	314		

Ref	Description	Report - ed?	Cum or Snap?	2009/09		2009/10									
				Actuals	Actuals	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Target	Est. Outturn	Est. Outturn Target	
NWBCU2	The number of violent crimes	M	C	973	537	496	573	616	I	573	616	I	922	965	W
NWBCU2	The number of robberies	M	C	61	24	29	34	27	W	34	27	I	58	51	I

Ref	Description	Report - ed?	Cum or Snap?	2009/09		2009/10								
				Actuals	Actuals	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Target	Est. Outturn	Est. Outturn Target
NWBCU4	The number of vehicle crimes	M	C	744	346	351	I	405	389	I	690	674	I	n/a
NWBCU6	The number of Criminal Damage Incidents	M	C	1,064	538	468	W	615	543	I	1041	969	I	n/a
	Number of Domestic Violence incidents investigated (source CDRP)	Q	C	New				n/a	n/a	n/a	n/a	n/a	n/a	n/a

Ref	Description	Report - ed?	Cum or Snap?	2009/09		2009/10									
				Actuals	Actuals	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Target	Est. Outturn	Est. Outturn Target	
		Q	C	New									n/a	n/a	n/a
LPI CS 1a	%age of DV incidents resulting in a charge (source CDRP)	M	C	3,407	1,698	1,594	1,981	1,939	I	1,981	1,939	I	3,400	3,400	3,400
LPI CS1b	CCTV incidents reported - Crime	M	C	991	492	453	574	544	I	574	544	I	1,047	1,047	1,047
LPI CS4	CCTV incidents initiated by CCTV	M	S		n/a	1	n/a	2	S	n/a	2	n/a	n/a	n/a	n/a
LPI CS5	No. of hate crime incidents (activity measure)	M	S		100	100	100	100	S	100	100	S	100.00	100.00	100.00
LPI SC1	% of reported hate crime incidents requiring further action that received further action	M	C	20,642	18,455	20,153	19,165	20,916	I	19,165	20,916	S	21,261	21,261	21,261
	Number of attendances at arts events	M	C												

Ref	Description	Report-ed?	Cum or Snap?	2009/09		2009/10								
				Actuals	Target & Trend	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Target	Est. Outturn	Est. Outturn Target
SC3	Dolphin Centre Usage	M	C	627,404	W	216,064	204,523	W	261,827	240,090	I	502,478	477,090	
SC4	Sports development usages	M	C	21,219	W	13,082	14,307	W	15,112	17,371	I	22,556	30,005	I
	Town Centre Car Park Usage	M	S	n/a	W	n/a	124,060	W	n/a	134,654	I	n/a	n/a	
	Shopmobility Centre Usage (Monthly)	M	S	n/a	I	150	196	I	150	163	W	150	150	
LPI LL1	Life line units in use	M	S	547	I	690	725	I	700	733	I	750	750	

M* = in the months when available (3 times per year)

Ref	Description	Report - ed?	Cum or Snap?	2009/09		2009/10				
				Actuals	Target	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual

Planning & Environment Services

NI 157	The percentage of major planning applications determined within 13 weeks	M	C	68.80	80.00	100.00	100.00	S	80.00	100.00	80.00	80.00	80.00		
NI 157	The percentage of minor planning applications determined within 8 weeks	M	C	76.50	85.00	84.00	85.00	I	85.00	85.00	85.00	85.00	85.00		

Ref	Description	Report - ed?	Cum or Snap?	2009/09		2009/10							
				Actuals		Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Target	Est. Outturn
NI 157	The percentage of other planning applications determined within 8 weeks	M	C	89.50	90.00	89.00	W	90.00	89.00	I	90.00	90.00	

E-gov & Customer Services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	7,637	7,204	n/a	n/a				
CSC	Monthly Call Volume Council Switchboard	M	S	n/a	4,247	4,495	n/a	n/a				
CSCLPB.1	Resolution at First Point of Contact all services (percentage)	M	S	99.00	95.00	97	I	95.00	91	W	95.00	95.00

Ref	Description	Report - ed?	Cum or Snap?	2009/09		2009/10								
				Actuals	Target	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Target	Est. Outturn	Est. Outturn Target
CSCLP13.2	% of Calls Answered	M	S	87.00	85.00	85.00	86.00	W	85.00	92.00	I	85.00	85.00	
CSCLP13.3	Average Speed of Answer (seconds)	M	S	30.00	20.00	20.00	24.00	W	20.00	13.00	I	20.00	20.00	

Chief Executive's department

LPI CCPP01	Number of complaints received (Council wide) Monthly. Source new complaints system.	M	C	270	n/a	96	I	n/a	108	W	n/a	n/a	n/a	n/a
LPI CCPP03	Number of compliments received	M	C	70	n/a	21	W	n/a	28	W	n/a	n/a	n/a	n/a

Ref	Description	Report - ed?	Cum or Snap?	2009/09		2009/10								
				Actuals	Target	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & trend	Target	Est. Outturn	Est. Outturn Target
LPI CCPP05	Community transport income (£)	M	C	n/a	n/a	n/a	n/a	n/a	250	300	n/a	3,750	3,750	

Financial Services

NI181	Time taken to process HB/CT benefit new claims or change events (days)	M	C	15.03	15.00	11.55	15.00	10.39	15.00	13.00	I	15.00	13.00	
	Percentage of invoices paid within 10 days of receipt	M	C	n/a	90.00	83.23	90.00	83.29	90.00	83.29	I	90.00	90.00	
FP001	Percentage of invoices paid within 30 days of receipt	M	C	99.38	98.00	98.42	98.00	98.39	98.00	98.39	W	98.00	98.00	

Legal, Equalities and Democratic Services

There are no PI's reported monthly for this department

Ref	Description	Report - ed?	Cum or Snap?	2009/09		2009/10				
				Actuals	Target	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual

Human Resources & Organisational Development

LPI (formerly BV12)	The average number of working days lost due to sickness.	M	C	10.66	4.26	5.44	I	4.97	5.95	I	8.75	10.20	I
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Performance Indicators Period 07

Ref	Description	Comments
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Street Scene & Community

NI 191	Residual Household waste per household (KG)	Trade tonnage not yet received for Oct therefore actual will improve slightly on those currently shown - Sep tonnages now correct
NI 192	Percentage of household waste re-used, recycled and composted	Trade tonnage not yet received for Oct therefore actual will improve slightly on those currently shown - Sep tonnages now correct. Garden Waste Tonnage is falling due to change in seasons therefore resulting in less waste being composted
LPI Depot	Number of missed household waste collections	79 Missed collections of which 31 were garden waste $4 \times 38,000 = 0.05\%$
LPI Depot	Number of missed recycle waste collections	9 missed collections = $4 \times 36,000 = 0.006\%$

Ref	Description	Comments
NWBCU5	Total Crime	<p>Crime year to date is down and this is being celebrated by a number of press releases. We have reviewed Operation Ghost at its half way point, it is showing signs of success in tackling deliberate fires and disorder connected with the bonfire and Halloween festivities. Bromsgrove CSP are now developing their Winter Safety Plan which will promote Safer Shopping, raise awareness of domestic burglary and tackle disorder in relation to the night time economy. This will be launched at the beginning of December. Other current crime trends continue to be theft from motor vehicles and retail theft which will be tackled through the Winter Safety plan and common assault which will be analysed to look at potential interventions.</p>
NWBCU1	The number of domestic burglaries	<p>Domestic Burglary is at an all time low in Bromsgrove, there were only 11 offences across the district during October. This especially good as the darkening evenings in October normally mark the annual increase in domestic burglary; this has not been the case this year. During October awareness raising campaigns were delivered by local policing teams and neighbourhood wardens, which included giving advice and timer switches to members of the public. We also have the majority of our Persistent Prolific Offenders in custody. We will continue to raise awareness around burglary prevention in the home as part of the Bromsgrove CSP Winter Safety Plan, as burglary is always of high concern to residents therefore it is vital our reassurance work continues.</p>

Ref	Description	Comments
NWBCU2	The number of violent crimes	Violent Crime although we had the fewest offences this month than the previous 3 months, is becoming a concern. We will be tasking the CDRP analyst to look at Violent Crime to identify what types of violent crimes are most frequent and to see if there are any geographical trends. This analysis will inform us as to whether there are interventions that could be delivered.
NWBCU3	The number of robberies	Similar to previous months comments: These reports continue to be young people using force (but not physical harm) to steal mobile phones from other young people. Although the chance of being a victim of mobile phone theft is low in Bromsgrove, evidence in previous surveys with young people suggest the fear of being a victim is high. Bromsgrove Community Safety Partnership will be delivering some anti-bullying work during November and mobile phone theft will be included. This crime type is currently not a priority for Bromsgrove Community Safety Partnership or West Mercia Police.

Ref	Description	Comments
NWBCU4	The number of vehicle crimes	<p>The levels of vehicle crime have improved during October; there were fewer offences than most months this year so far. There continues to be an increasing trend of thefts from vans in an around industrial estates. The Community Safety Team are developing some crime prevention advice to be targeted to van owners and be distributed via local businesses. The aim of this campaign will be to inform van owners of the recent trend and increase vigilance. Thefts from motor vehicles will also be a key theme in the Bromsgrove CSP winter safety plan which will be launched in December.</p>
NWBCU6	The number of Criminal Damage Incidents	<p>Year to date (April - October) there has been 13.7% decrease in criminal damage in 2009/10 when compared to 2008/09. This can be attributed to targeting patrols by police, community support officers and neighbourhood wardens. There remains a trend of vehicle related criminal damage which is being monitored. During October approximately 12-15 of these offences are as a result of a 2 day spree involving 3 teenagers in the Romsley area. These suspects are to be arrested and investigated</p>
	Number of Domestic Violence incidents investigated (source CDRP)	<p>This indicator is to be removed as we are currently unable obtain figures from West Mercia Police; we are unable to guarantee the validity of the figures they provide. The Community Safety Team are currently seeking an alternative indicator in the field of Domestic Violence which is more accurate and robust for 2010/11.</p>

Ref	Description	Comments
	%age of DV incidents resulting in a charge (source CDRP)	As above
LPI CS 1a	CCTV incidents reported - Crime	An increased number of incidents of ASB were reported to the Control Room.
LPI CS1b	CCTV incidents initiated by CCTV	Staff have increased the number of observations through additional target patrols.
LPI CS4	No. of hate crime incidents (activity measure)	2 reports of hate crime received from the BDHT reporting centre during October. One incident was classified as racism and the other homophobia. Both cases are currently being considered for further action.
LPI CS5	% of reported hate crime incidents requiring further action that received further action	as above
LPI SC1	Number of attendances at arts events	During October we have successfully delivered events for Diwali and Black History Month to the community and school and nursery children across the district

Ref	Description	Comments
SC3	Dolphin Centre Usage	Usage for the month is up on the previous due to the reintroduction of parties and swim school. DD membership is now in excess of 800, with over 500 'pay as you go' members. Swim school is 90% full. This will be increased with the introduction of a new system in January aimed at maximising usage\ income, whilst at the same time reducing the number of classes that are running below capacity. We have 4 new fitness classes launching in November , which should also increase income.
SC4	Sports development usages	Usages increased due to term-time PSP, Multi skills clubs, Walks for Health and Mobility sessions.
	Town Centre Car Park Usage	The number of car park tickets purchased is continuing to rise due to the number of returning customers, which potentially suggests a slight upturn in the local economy
	Shopmobility Centre Usage (Monthly)	Shopmobility usage is still up on last year and is largely weather dependant. The better the weather, the larger the number of customers
LPI LL1	Life line units in use	Promotion of the service during Older People's week lead to a High number of referrals, however the number of cancellations was quite high and PTG referrals were very low.

M* = in the months when available (3 times per year)

Ref	Description	Comments
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Planning & Environment Services

<p>NI 157</p> <p>The percentage of major planning applications determined within 13 weeks</p>	<p>Majors; 0/0 N/A National Target 60% (Local Target 80%)</p> <p>There has been a reduction in major application this quarter, with none in July and only one in August three in September. No applications determined in this category in October.</p>
<p>NI 157</p> <p>The percentage of minor planning applications determined within 8 weeks</p>	<p>Minors; 8/9 = 89% National Target 65% (Local Target 85%) Previous months had seen; 16 in July, 17 in August and a reduction to 7 applications were received in September. October saw a minor increase to 9. Eight of these applications were determined in time. Proposal for 8 affordable units in Shawhurst Lane, Wythall was over time as a result of waiting for a Section 106 to control the affordable nature of the housing.</p>

Ref	Description	Comments
NI 157	The percentage of other planning applications determined within 8 weeks	Others; 38/42 = 90% National Target 80% (Local Target 90%) Minor applications have reduced this month in relation to 48 in June, 56 in July and 55 in August and 48 in October. Four applications went over; proposal at Coppins Brake Lane – delay due to officer sickness and need for consultation with Tree Officer. 9 Haybridge Avenue, called to Committee by local Member. 25 Linthurst Lane was delayed due to late neighbour consultation with adjoining flats, 28 Queens Hill was referred to GOWM as it involved partial demolition of a Listed Building

E-gov & Customer Services

CSC	Monthly Call Volumes Customer Contact Centre	Calls to the contact centre have dropped by 4%. The overall call profile matches previous years and call volumes are comparable with last year
CSC	Monthly Call Volume Council Switchboard	Calls to the council switchboard have increased by 6%. The overall call profile matches previous years and call volumes are comparable with last year
CSCLP3.1	Resolution at First Point of Contact all services (percentage)	Overall resolution rates have fallen this month compared to last. There is no single factor behind the drop however the drive by the Worcestershire Hub to restructure reporting towards meeting National Indicator14 (avoidable contact) and away from the resolved at first point of contact will continue to impact on this figure

Ref	Description	Comments
	% of Calls Answered	Performance improved compared to last month exceeding target by 7%
CSCLPI3.2	Average Speed of Answer (seconds)	Average answer time has greatly reduced this month and exceeds target by 7 seconds Good performance this month has meant that the cumulative figure is now on target
CSCLPI3.3		

Chief Executive's department

LP1 CCPP01	Number of complaints received (Council wide) Monthly. Source new complaints system.	The number of complaints has gone back to a normal level for October. Complaints received were: 4 about the new recycling arrangements, 1 about railings next to a residents house, 1 about play equipment, 2 about assisted waste collections, 1 about noise from a sports course, 1 re a planning application, 1 about Council Tax and 1 about a business start up grant.
LP1 CCPP03	Number of compliments received	Compliments received were - Recycling event, Over 60's swimming courses, children's sporting event, New Town toilets, Waste Collection service, prompt service to replace bin and DFG Grant.

Ref	Description	Comments
LPI CCPP05	Community transport income (£)	The target income from BURT is £7500 for a full year, which is £625 per month. On that basis this is traffic lighted red. However, although the income is currently below the monthly target, this is probably too high for the first month's operations. We are not predicting any overspend on BURT in 2009/2010. BURT has 60 registered users so far and this is expected to rise as people become more familiar with the service. Initial feedback from service users is very positive"

Financial Services

NI181	Time taken to process HB/CT benefit new claims or change events (days)	As expected, all staff in place and a majority of the older work now cleared, has since a further improvement to the claim processing times. In addition to this, there were some major benefit changes that were mass re-calculated that has had a positive impact on the figures. A little over 500 claims were re-assessed, each with a processing time of 1 day.
	Percentage of invoices paid within 10 days of receipt	This month there has been a small decrease in the percentage of invoices paid within 10 days compared to September, but the year to date figure continues to improve towards the target figure.
FP001	Percentage of invoices paid within 30 days of receipt	On Target

Legal, Equalities and Democratic Services

There are no PI's reported monthly for this department

Ref	Description	Comments
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Human Resources & Organisational Development

LPI (formerly BV12)	The average number of working days lost due to sickness.	Sickness has reduced for the third month in a row, although the outturn remain red. More details to be sent round in due course
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Ref	Description	Freq	Cum or Snap	2009/10 Monthly Performance figures											
				Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.

Streetscene & Community

NI 191	Residual Household waste per household	M	C	48.61	50.01	49.12	49.00	49.04	49.03	48.27	50.13	54.61	49.32	45.74	50.11	
			Actual	52.56	48.10	50.50	52.11	45.61	48.45	51.47	0.00	0.00	0.00	0.00	0.00	0.00
			numerator denominator	2,040.68 38,828	1,867.76 38,828	1,960.96 38,828	2,023.16 38,828	1,770.84 38,828	1,881.36 38,828	1,998.31 38,828	38,828	38,828	38,828	38,828	38,828	38,828
NI 192	Percentage of household waste re-used, recycled and composted	M	C	32.07	31.98	32.58	33.12	33.78	34.29	34.51	34.57	37.49	33.16	32.68	32.72	
			Actual	39.30	42.29	42.19	41.85	42.41	43.25	36.81						
			numerator denominator	1,321,289 3,361,969	1,368,698 3,236,478	1,430,866 3,391,822	1,455,837 3,478,997	1,303,929 3,074,769	1,435,562 3,319,231	1,164,110 3,162,420						
NI 196	Improved street and environmental cleanliness - fly tipping	M	C													
			Actual													
LPI Depot	Number of missed household waste collections	M	C	95	95	95	95	95	95	95	95	95	95	95	95	
			Actual	129	123	127	67	68	49	79						
LPI Depot	Number of missed recycle waste collections	M	C	20	20	20	20	20	20	20	20	20	20	20	20	
			Actual	18	6	20	18	9	5	9						
	Total crimes	M	C	459	475	459	475	475	459	475	459	475	475	428	475	
			Actual	459	409	427	488	473	431	408						
NWBCU1	The number of domestic burglaries	M	C	32	33	32	33	33	32	32	33	33	33	30	33	
			Actual	35	13	33	16	25	23	11						
NWBCU2	The number of violent crimes	M	C	76	85	85	82	85	79	77	71	69	70	63	76	
			Actual	81	81	75	93	103	107	83						
NWBCU3	The number of robberies	M	C	5	5	5	5	5	5	5	5	5	5	4	5	
			Actual	4	4	3	4	4	5	3						
NWBCU4	The number of vehicle crimes	M	C	58	59	57	59	59	57	59	57	59	59	53	59	
			Actual	59	37	65	77	66	49	38						
NWBCU6	The number of criminal damage incidents	M	C	84	99	92	85	75	103	77	84	96	77	73	96	
			Actual	75	79	60	95	76	83	75						

LPI CS 1a	CCTV incidents reported - Crime	M	C	Target	283	283	283	283	283	283	283	283	283	283	283	283	283	283	283	283	283	
				Actual	258	257	228	250	248	248	353	345	345	345	345	345	345	345	345	345	345	
LPI CS1b	CCTV incidents initiated by CCTV	M	C	Target	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	
				Actual	76	80	74	62	74	74	87	91	91	91	91	91	91	91	91	91	91	
LPI CS4	No. of hate crime incidents (activity measure)	M	S	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
				Actual	1	3	1	2	1	1	1	2	2	1	1	1	1	2	2	2	2	
LPI CS5	% of reported hate crime incidents requiring further action that received further action	M	S	Target	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
				Actual	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
LPI SC1	Number of attendances at arts events	M	C	Target	75	470	3,025	1,010	13,175	13,175	700	710	710	710	710	710	710	710	710	710	710	
				Actual	80	495	5,405	840	12,575	12,575	758	763	763	763	763	763	763	763	763	763	763	
SC3	Dolphin Centre Usage	M	C	Target	34,058	35,173	35,173	35,173	35,173	35,173	40,199	45,233	45,233	45,233	45,233	45,233	45,233	45,233	45,233	45,233	45,233	
				Actual	29,123	37,336	33,982	34,221	30,797	30,797	34,468	35,567	35,567	35,567	35,567	35,567	35,567	35,567	35,567	35,567	35,567	35,567
SC4	Sports development usages	M	C	Target	1,804	2,030	2,481	2,481	2,256	2,256	2,030	2,030	2,030	2,030	2,030	2,030	2,030	2,030	2,030	2,030	2,030	
				Actual	1,966	2,514	2,849	2,686	2,351	2,351	1,941	3,064	3,064	3,064	3,064	3,064	3,064	3,064	3,064	3,064	3,064	3,064
	Town Centre Car Park Usage	M	S	Target			n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
				Actual	127,106	129,167	130,092	135,965	125,458	125,458	124,060	134,654	134,654	134,654	134,654	134,654	134,654	134,654	134,654	134,654	134,654	134,654
	Shopmobility Centre Usage	M	S	Target	150	150	150	150	150	150	150	150	150	150	150	150	150	150	150	150	150	
				Actual	130	136	178	166	156	156	196	163	163	163	163	163	163	163	163	163	163	163
LPI LL1	Life line units in use	M	C	Target	640	650	660	670	680	680	690	700	700	700	700	700	700	700	700	700	700	
				Actual	643	644	657	682	687	687	725	733	733	733	733	733	733	733	733	733	733	

M* = in the months when available
(3 times per year)

Planning & Environment Services

NI157	The percentage of major planning applications determined within 13 weeks	M	C	Target	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	
				Actual	100.00	100.00	n/a	n/a	100.00	100.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		numerator		1	2	0	0	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0
denominator		1	2	0	0	3	0	3	0	3	0	0	0	0	0	0	0	0	0	0	0	
NI157	The percentage of minor planning applications determined within 8 weeks	M	C	Target	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	
				Actual	92.00	85.70	70.00	94.00	70.50	100.00	100.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00
		numerator		12	12	7	15	12	7	7	7	7	8	8	8	8	8	8	8	8	8	8
denominator		13	14	10	16	17	9	7	7	7	9	9	9	9	9	9	9	9	9	9	9	
NI157	The percentage of other planning applications determined within 8 weeks	M	C	Target	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	
				Actual	89.00	98.00	85.00	89.00	89.00	89.00	81.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00
		numerator		41	54	41	50	49	39	39	39	38	38	38	38	38	38	38	38	38	38	38

	denominator	46	55	48	56	55	48	48	42			
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E-gov & customer services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	6,714	7,870	8,277	6,802	7,637	7,204	n/a	n/a	n/a	n/a	n/a
CSC	Monthly Call Volume Council Switchboard	M	S	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	4,631	4,580	4,452	3,660	4,247	4,495	n/a	n/a	n/a	n/a	n/a
CSC LPI 3.1	Resolution at First Point of Contact all services (percentage)	M	S	Target	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00
				Actual	99.00	99.00	93.50	94.00	97.00	91.00	91.00	95.00	95.00	95.00	95.00
CSC LPI 3.2	% of Calls Answered	M	S	Target	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00
				Actual	89.00	92.00	86.60	89.00	86.40	92.00	92.00	85.00	85.00	85.00	85.00
CSC LPI 3.3	Average Speed of Answer (seconds)	M	S	Target	20	20	20	20	20	20	20	20	20	20	20
				Actual	21	16	29	20	24	13	13	20	20	20	20

Chief Executive's

LPI	Number of complaints received (Council wide) Monthly. Source new complaints system.	M	C	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	25	20	12	12	5	12	n/a	n/a	n/a	n/a	n/a
CCPP01	Number of complaints received	M	C	Target	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td>	n/a <td>n/a <td>n/a <td>n/a</td> </td></td>	n/a <td>n/a <td>n/a</td> </td>	n/a <td>n/a</td>	n/a
				Actual	25	20 <td>12 <td>12 <td>5 <td>12 <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td></td>	12 <td>12 <td>5 <td>12 <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td>	12 <td>5 <td>12 <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td>	5 <td>12 <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td>	12 <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td>	n/a <td>n/a <td>n/a <td>n/a</td> </td></td>	n/a <td>n/a <td>n/a</td> </td>	n/a <td>n/a</td>	n/a
CCPP03	Number of compliments received	M	C	Target	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td>	n/a <td>n/a <td>n/a <td>n/a</td> </td></td>	n/a <td>n/a <td>n/a</td> </td>	n/a <td>n/a</td>	n/a
				Actual	4	4	5	5	1	7	n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td>	n/a <td>n/a <td>n/a <td>n/a</td> </td></td>	n/a <td>n/a <td>n/a</td> </td>	n/a <td>n/a</td>	n/a
CCPP05	Community transport income (£)	M	C	Target	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a</td> </td></td></td>	n/a <td>n/a <td>n/a <td>n/a</td> </td></td>	n/a <td>n/a <td>n/a</td> </td>	n/a <td>n/a</td>	n/a
				Actual	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>250</td> <td>300</td> <td>275</td> <td>300</td> <td>350</td> </td></td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>n/a <td>250</td> <td>300</td> <td>275</td> <td>300</td> <td>350</td> </td></td></td></td>	n/a <td>n/a <td>n/a <td>n/a <td>250</td> <td>300</td> <td>275</td> <td>300</td> <td>350</td> </td></td></td>	n/a <td>n/a <td>n/a <td>250</td> <td>300</td> <td>275</td> <td>300</td> <td>350</td> </td></td>	n/a <td>n/a <td>250</td> <td>300</td> <td>275</td> <td>300</td> <td>350</td> </td>	n/a <td>250</td> <td>300</td> <td>275</td> <td>300</td> <td>350</td>	250	300	275	300	350

Financial Services

NI 181	Time taken to process HB/CT benefit new claims or change events	M	C	Target	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00
				Actual	11.17	14.58	9.28	10.68	12.73	6.38	n/a	n/a	n/a	n/a	n/a
				numerator	12,836	13,475	10,690	8,706	16,342	12,919	12,919	12,919	12,919	12,919	12,919
				denominator	1,149	1,309	1,152	815	1,284	2,025	2,025	2,025	2,025	2,025	2,025
	Percentage of invoices paid within 10 days of receipt	M	C	Target	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00
				Actual	80.88	83.71	84.77	80.97	83.83	83.69	83.69	83.69	83.69	83.69	83.69
FP001	Percentage of invoices paid within 30 days of receipt	M	C	Target	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00
				Actual	99.34	98.39	97.97	98.42	98.02	98.17	98.17	98.17	98.17	98.17	98.17

Legal, Equalities and Democratic Services

Human Resources & Organisational Development

LPI (formerly BV12)	The average number of working days lost due to sickness.	M	C	Target	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71
				Actual	0.85	1.15	1.16	0.84	0.51	0.50	0.79	0.79	0.79	0.79	0.79
				numerator	12,836	13,475	10,690	8,706	16,342	12,919	12,919	12,919	12,919	12,919	12,919
				denominator	1,149	1,309	1,152	815	1,284	2,025	2,025	2,025	2,025	2,025	2,025

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By virtue of paragraph(s) 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

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