



BROMSGROVE DISTRICT COUNCIL

CABINET

WEDNESDAY 28TH APRIL 2010, 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 meeting of the Cabinet held on 7th April 2010 (Pages 1 - 6)
4. Minutes of the meeting of the Overview Board held on 30th March 2010 (Pages 7 - 10)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes
5. Minutes of the meeting of the Local Development Framework Working Group held on 15th April 2010 (to follow) (Pages 11 - 12)
 - (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 19th April 2010 (to follow) (Pages 13 - 14)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes

7. Minutes of the meeting of the Bromsgrove Local Strategic Partnership held on 23rd March 2010 (Pages 15 - 22)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes
8. Minutes of the meeting of the Shared Services Board held on 20th April 2010 (to follow) (Pages 23 - 24)
 - (a) To receive and note the minutes
 - (b) To consider any recommendations contained within the minutes
9. To receive verbal updates from the Leader and/or other Cabinet Members on any recent meetings attended in an ex-officio capacity (Pages 25 - 26)
10. Worcestershire Enhanced Two Tier - Appointment to Joint Committee and Delegation of Regulatory Services Functions (Pages 27 - 32)
11. Changes to Governance Arrangements (Pages 33 - 40)
12. Economic Development Strategy (Pages 41 - 58)
13. Hot Food Takeaways - Supplementary Planning Document (Pages 59 - 64)
14. Improvement Plan Exception Report (March 2010) (Pages 65 - 76)
15. Performance Monitoring Report (March 2010) (Pages 77 - 82)
 - Appendices For Agenda Item 15 - Performance Monitoring Report (March 2010) (Pages 83 - 98)
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

K. DICKS
Chief Executive

The Council House
Burcot Lane
BROMSGROVE
Worcestershire
B60 1AA

19th April 2010

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE CABINET

WEDNESDAY, 7TH APRIL 2010, AT 6.00 P.M.

PRESENT: Councillors G. N. Denaro (Vice-Chairman in the chair),
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

Officers: Mr. K. Dicks, Ms. J. Pickering, Mr. H. Bennett, Mrs. C. Felton,
Mr. A. Coel and Ms. P. Ross

175/09 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor R. Hollingworth.

176/09 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

177/09 **MINUTES**

The minutes of the meeting of the Cabinet held on 3rd March 2010 were submitted.

RESOLVED that the minutes be approved as a correct record.

178/09 **OVERVIEW BOARD**

The minutes of the meeting of the Overview Board held on 2nd March 2010 were submitted.

RESOLVED that the minutes be noted.

179/09 **JOINT OVERVIEW AND SCRUTINY BOARD**

The minutes of the meeting of the Joint Overview and Scrutiny Board held on 9th March 2010 were submitted.

RESOLVED that the minutes be noted.

180/09 **PERFORMANCE MANAGEMENT BOARD**

The minutes of the meeting of the Performance Management Board held on 15th March 2010 were submitted.

RESOLVED that the minutes be noted.

181/09 **AUDIT BOARD**

The minutes of the meeting of the Audit Board held on 15th March 2010 were submitted.

RESOLVED that the minutes be noted.

182/09 **SCRUTINY BOARD**

The minutes of the meeting of the Scrutiny Board held on 23rd March 2010 were submitted.

RESOLVED that the minutes be noted.

183/09 **VERBAL UPDATES FROM THE LEADER AND/OR OTHER CABINET MEMBERS ON ANY RECENT MEETINGS ATTENDED IN AN EX-OFFICIO CAPACITY**

Councillor G. N. Denaro reported on the 'Being Different Together' event he had attended together with the Chief Executive, the Executive Director, Finance and Corporate Resources, the Director of Policy, Performance and Partnerships and the Head of Legal, Equalities and Democratic Services.

184/09 **FAIRTRADE TOWN**

The Cabinet considered a report on the arguments for and against Bromsgrove town seeking Fairtrade status. The Joint Overview and Scrutiny Board had received a public petition entitled "Fairtrade Bromsgrove", where it had been agreed that the Cabinet should receive a full report from the Director of Policy, Performance and Partnerships on the full cost implications of supporting Fairtrade Status for Bromsgrove town. Following further discussion on the resourcing impact on officers and the area defined as Bromsgrove town, it was

RECOMMENDED:

- (a) that the Council supports Fairtrade, and
- (b) that, by supporting Fairtrade, the Council works with the Fairtrade Bromsgrove Steering Group on working with local businesses on stocking and serving Fairtrade products, works with the Fairtrade Bromsgrove Steering Group on working with local employers on using Fairtrade products, works with the Fairtrade Bromsgrove Steering Group on a PR and marketing campaign to promote awareness and

understanding of Fairtrade and generally supports the Fairtrade Bromsgrove Steering Group.

185/09 **COUNTYWIDE HOME IMPROVEMENT AGENCY FOR WORCESTERSHIRE - PROGRESS ON DELIVERY**

The Cabinet considered a report that provided an update on the progress of recommissioning the Home Improvement Agency (HIA) Service and the development of the new Kick Start Equity Release Scheme Service. The Strategic Housing Manager responded to questions from Members.

RESOLVED:

- (a) that the progress and arrangements being made for the recommissioning of a Worcestershire Home Improvement Agency and Kick Start Equity Release Scheme be noted; and
- (b) that the revised Housing Assistance Policy as set out at Appendix 1 of the report be approved, subject to the following amendments:

Criteria for the Award of Discretionary Home Repair Assistance Grants

First Bullet point for Eligible applicants to be altered to read: *“Owner Occupiers and tenants with full repairing lease responsibilities who have a duty or power to carry out the works.”*

Third Bullet point for Eligible Applicants to be altered to read: *“Disabled persons who are in receipt of Attendance Allowance or Disability Living Allowance and who have household savings of less than £16,000.”*

186/09 **COUNCIL PLAN 2010/2013 PART 2**

The Cabinet considered a report on the draft Council Plan 2010/2013 Part 2 which included a high level action plan for the Council's new six priorities. Particular attention was drawn to the new balanced scorecard for the Council and the strategic action plan 2010/2013. The Director of Policy, Performance and Partnerships was tasked to incorporate amendments to the Strategic Action Plan, Lead Members as highlighted during the discussion.

RECOMMENDED that, subject to the amendments as referred to in the preamble above, the Council Plan 2010/2013 Part 2 be approved.

187/09 **PRE-APPLICATION PLANNING ADVICE - INTRODUCTION OF CHARGES**

Consideration was given to a report setting out a proposal for the introduction of a range of charges for services associated with pre-planning advice given by the Planning Department. The Portfolio Holder for Planning and Regeneration responded to questions from Members and agreed to liaise with officers to clarify and, if necessary, ensure additional information in relation to Proposed development type 'other***' was included prior to submission of the report to the Council.

RECOMMENDED:

- (a) that the Council adopts the principle of introducing a charge for these services and the scale of charges proposed, subject to the additional information as referred to in the preamble above, and that these are implemented from 21st April 2010;
- (b) that officers continue to work with colleagues from other authorities to produce an appropriate information leaflet; and
- (c) that the charging arrangements and relevant fees be reviewed in 12 months' time.

188/09 **ARTRIX - RESTRUCTURING OF OPERATING TRUST**

The Cabinet agreed that this item be deferred until the Cabinet meeting to be held on 28th April 2010.

189/09 **IMPROVEMENT PLAN EXCEPTION REPORT (FEBRUARY 2010)**

Consideration was given to the Improvement Plan Exception Report for February 2010 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 77 actions highlighted for February within the plan 66.2 percent were on target (green), 5.2 percent were one month behind (amber) and 5.2 percent were over one month behind (red). In addition it was noted that 23.4 percent of actions had been reprogrammed or suspended with approval; and
- (c) that with reference to FP4: Managing Performance (including Value for Money), the Head of Legal, Equalities and Democratic Services be requested to arrange an alternative training date and advise Members of the proposed date and time.

190/09 **PERFORMANCE MONITORING REPORT (FEBRUARY 2010)**

The Cabinet considered a report on the Council's performance as at 28th February 2010 (period 11).

RESOLVED:

- (a) that it be noted that 63 percent of Performance Indicators were stable or improving;
- (b) that it be noted that 60 percent of Performance Indicators that had a target were meeting their target as at the month end and 80 percent were projected to meet their target at the year end;
- (c) that the performance figures for February 2010 as set out in the report be noted;
- (d) that the particular areas of improvement as set out in section 3.5 of the report be noted; and
- (e) that the areas of concern as set out in section 3.6 of the report be noted.

191/09 **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 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 being as set out below, and that it is in the public interest to do so.

<u>Minute No.</u>	<u>Paragraph</u>
192/09	3

192/09 **WRITE OFFS REPORT - HOUSING BENEFIT**

The Cabinet considered a report on a request to write off a debt in relation to Housing Benefit.

RESOLVED that the Housing Benefit Overpayment debt as set out in Appendix 1 of the report be written off as irrecoverable in accordance with the Council's Write Off Policy.

(NOTE: Under paragraph 17.7 of the Council's Procedure Rules, Councillor J. T. Duddy requested that it be recorded that he had abstained from voting on this matter).

The meeting closed at 7.03 p.m.

Chairman

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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE OVERVIEW BOARD

TUESDAY, 30TH MARCH 2010 AT 6.00 P.M.

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

Observers: Councillor Mrs. M. A. Sherrey JP

Officers: Mr. H. Bennett, Mr. M. Carr and Ms. A. Scarce

59/09 APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor D. L. Pardoe and the Board. The Chairman requested that the Board's good wishes for a speedy recovery be sent.

60/09 DECLARATIONS OF INTEREST AND WHIPPING ARRANGEMENTS

Councillor Mrs. M. Bunker declared a personal interest in Minute No. 65/09 (Overview and Scrutiny Proposal Form, Railway Station Development) in her role as County Councillor.

Councillor Mrs. C. J. Spencer declared a personal interest in Minute No. 65/09 (Overview and Scrutiny Proposal Form, Railway Station Development) in her role as Ward Member.

61/09 MINUTES

The minutes of the meeting of the Overview Board held on 2nd March 2010 were submitted.

RESOLVED that the minutes be confirmed as a correct record.

62/09 CABINET RESPONSE TO THE OLDER PEOPLE'S TASK GROUP

The Chairman thanked Councillor Mrs. M. Sherrey, Portfolio Holder for Children and Young People, Older People and the Vulnerable for attending the meeting in order to present the Recommendations agreed by Cabinet on 3rd March 2010, to the Overview Board. The Portfolio Holder for Children and Young People, Older People and the Vulnerable thanked the Task Group for the hard work that had been involved in preparing the report which contained achievable recommendations. The Board discussed the Cabinet Response in detail. The Portfolio Holder for Children and Young People, Older People and the Vulnerable, together with the Director of Policy, Performance and

Partnership provided updates on several recommendations and the Board made the following comments:

- Recommendation 1(a) UK Older People's Day – The Member/officer working group would be set up in early April 2010 by the Director of Policy, Performance and Partnerships, in preparation for UK Older People's Day which would be held in October 2010.
- Recommendation 2 Free Swimming at the Dolphin Centre – the Scrutiny Officer was asked to check with the Head of Leisure and Cultural Services as to when work would commence on the funding bid.
- Recommendation 3 Gym Facilities at the Dolphin Centre – the Scrutiny Officer was asked to contact the Head of Leisure and Cultural Services for confirmation of the implementation date.
- Recommendation 4 Community Transport Services (BURT) & Recommendation 5 The Trunk – The Head of Community Services now had responsibility for these items.
- Recommendation 6 Older People's Strategy for Worcestershire – After discussion it was agreed that there would be some slippage on this item and the implementation date was moved to June 2010. It was agreed that when the draft Strategy goes out to consultation, it would be brought before the Overview Board to provide the Council's response.
- Recommendation 7 Mapping Exercise – This would be picked up by the working group as detailed at Recommendation 1.
- Recommendation 8 Older People's A-Z Directory – Funding had been agreed for this project and the Directory would be launched at an Older People's Day event in October 2010.
- Recommendation 9(b) Information Management – This would be picked up when the new Head of Customer Service was appointed.
- Recommendation 10 Older People's Champions – Further research on funding of this item would be undertaken and then go live in October 2011. Director of Policy, Performance and Partnerships would be the lead officer.
- Recommendations 11 and 12 Older People's Housing Strategy for Worcestershire and Housing – It was agreed the Scrutiny Officer would check the implementation dates with the Lead Officer, the Strategic Housing Manager.
- Recommendation 13 Lifeline – This item was discussed in detail and Members were advised that information on the Performance Indicator for this was provided to the Performance Management Board on a regular basis.
- Recommendation 14 Benefit Service – The Mosaic would be used to target specific segments of the population and information on the Benefits Service would also be included in the Older People's A-Z Directory.
- Recommendation 15 Employment – The implementation date was confirmed as March 2012.
- Recommendation 16 Adult Learning Opportunities – Information would be provided in the Older People's A-Z Directory.

- Recommendation 17 Funding Opportunities – Members recognised the difficulties facing the Council in the current financial climate.
- Recommendation 18 Worcestershire County Council Highways Department – Officers to establish if Councillor Mrs. R. L. Dent is still an active Member on the Highways Partnership Forum and if so, obtain background information from her.
- Recommendation 19 Future – Director of Policy, Performance and Partnerships would be the lead officer on this item.
- Recommendation 20 Older People’s Strategy for Worcestershire, Phase 2 – it was confirmed that there was no Levels 3, 4, and 5 in the new draft Strategy.

63/09 **VERBAL UPDATE ON PROGRESS OF COMMUNITY INVOLVEMENT IN LOCAL DEMOCRACY TASK GROUP (TASK GROUP CHAIRMAN: COUNCILLOR L. J. TURNER)**

The Chairman of the Community Involvement in Local Democracy Task Group advised Members that the Task Group had held a further 3 meetings and the following witnesses had been questioned:

- Parish Council Chairman
- Representatives from the Artrix Centre
- Portfolio Holder for Resources
- A representative from County Council Extended Services
- County Council Citizens Advisor
- Portfolio Holder for One Community

It was anticipated that the draft report would be presented to the Task Group at a final meeting in mid April and then brought before the Overview Board at the meeting to be held on 27th April 2010.

The Board discussed the areas covered by the Task Group and possible outcomes from it. Members thanked the Chairman for the comprehensive update.

64/09 **FORWARD PLAN OF KEY DECISIONS**

The Board considered the Forward Plan of Key Decisions 1st April to 31st July 2010 and noted that item 23, Benefit Take-Up Strategy would link in to Recommendation 14 of the Older People’s Task Group. Members also discussed item 8, Write-Off - Housing Benefit.

65/09 **OVERVIEW & SCRUTINY PROPOSAL - RAILWAY STATION DEVELOPMENT (COUNCILLOR MRS. J. M. L. A. GRIFFITHS)**

The Board considered the report relating to an Overview and Scrutiny Proposal on the Railway Station Development, completed by Councillor Mrs. J. M. L. A. Griffiths. Members noted that a major concern in respect of the development would be neighbourhood car parking.

The Director for Policy, Performance and Partnerships advised that the Executive Director for Planning and Regeneration, Housing Services had recently attended a meeting which had provided an update on the current position of the development. Members discussed this in detail and were concerned that a further delay was likely due to a funding shortfall. Members agreed that this matter was of high priority and after discussion it was

RESOLVED that Officers arrange for a relevant representative from the County Council and Network Rail to be invited to attend the next Overview Board meeting to be held on 27th April 2010, together with relevant County Councillors and the Executive Director for Planning and Regeneration, Housing Services in order for the Board to establish the current position and before deciding whether or not further investigation is required.

66/09 **WORK PROGRAMME**

The Board considered the Work Programme and noted that due to staff changes, Members were advised that the implementation of the Civil Parking Enforcement proposals item on the work programme may be delayed pending the outcome of negotiations between the Council and the County Council.

RESOLVED that the Overview Board Work Programme be noted.

The meeting closed at 7.50 p.m.

Chairman

Agenda Item 5

THE ENCLOSURES FOR THIS ITEM WILL FOLLOW ON A
SUPPLEMENTARY AGENDA

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Agenda Item 6

THE ENCLOSURES FOR THIS ITEM WILL FOLLOW ON A
SUPPLEMENTARY AGENDA

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Bromsgrove Partnership Board

23 March 2010 at 2pm

MINUTES

Present:

Cllr Roger	Hollingworth	Bromsgrove District Council (Chair)
Liz	Altay	NHS Worcestershire
Hugh	Bennett	Bromsgrove District Council
Mike	Brown	Bromsgrove District Housing Trust (BDHT)
Maggie	Bryan	Worcestershire County Council (WCC)
Angela	Burnet	West Mercia Police
Eddie	Clarke	Worcestershire County Council (WCC)
John	Cypher	Parish Councils (CALC)
Mike	Dunphy	Bromsgrove District Council
Marie	Green	Bromsgrove District Housing Trust (BDHT)
Judy	Hallam	NEW College
Della	McCarthy	Bromsgrove District Council
Cllr Ed	Moore	Worcestershire County Council (WCC)
David	Shaw	West Mercia Police
Ann	Sowton	Bromsgrove and Redditch Network (BARN)

Item 1 **APOLOGIES**

John	Morgan	Small and Medium Businesses (Vice-Chair)
Kevin	Dicks	Bromsgrove District Council
John	Staniland	Bromsgrove District Council

ACTION

Item 2 **WELCOME AND INTRODUCTIONS**

RH welcomed everyone in attendance and each person introduced themselves in turn.

Item 3 **MINUTES OF MEETING 10 DECEMBER 2009 AND MATTERS ARISING**

The minutes were approved as a true record and there were no matters arising.

Item 4 **EQUALITY AND DIVERSITY FORUM MINUTES**

The minutes and the Highlight Report of the Equality and Diversity Forum held on 10 December 2010 were considered and noted.

It was pointed out that the reason why the minutes were lengthy was due to a historical issue. Particular attention was given to the sections relating to ‘What could the Council have done better’ and ‘What the Council has done well’ within the Highlight Report. It was commented that by ensuring invitees, including the Police, were informed in advance in a timely manner of questions likely to be raised, it would mean Forum members were more likely to receive full answers at the meeting from appropriate representatives. HB agreed to pass on the Board’s comments. It was also noted that the District Council’s Equalities Officer, Fiona Scott, had done an excellent job over the past few years.

HB / DM

The link to the Equality and Diversity Forum was raised and discussed again. It was noted that AS was a member of the Forum and other LSP members were encouraged to attend a Forum meeting. It was pointed out that the Bromsgrove Partnership had engaged with Forum members for particular projects, for example, the Community Transport Sub-Group (BURT – Bromsgrove Urban and Rural Transport) and the Town Centre Steering Group relating to the new toilet block. After a brief discussion, it was agreed that the Forum Chair could be invited to attend a Board meeting periodically.

HB / DM

Item 5 **THEME GROUP AWAY DAY**

Consideration was given to the report relating to the Theme Group Away Day held on 12 February 2010. It was commented that David Winchurch (Local Improvement Advisor from ‘Learning 2 Deliver’) who was invited to assist members on the day, was impressed with how far Bromsgrove Partnership had progressed compared to other LSPs he had worked with and he also complimented the Chair of the Board.

LSP Structure

The summary of points made on the Away Day listed (a) to (n) under paragraph 3.4 of the report were considered one at a time. There was some discussion around a number of points, particularly (b) which stated that all Theme Groups met on a bi-monthly basis. It was questioned whether some Theme Groups should remain meeting on a quarterly basis.

It was agreed that:

(i) points (a) to (n) in paragraph 3.4 of the report be approved*;

DM

(ii) the new structure shown in appendix 1 to the report be approved;

(iii) groups created underneath Theme Groups be called Working Groups;

(iv) the support for each Group shown in appendix 2 to the report be approved and the Groups under the 'Stronger Communities' Theme with no existing support be supported by BDHT (as agreed by MBrown);

MBrown

(v) the following be appointed as Chairs to the relevant Theme Group:

- Rachel Jones (Act on Energy) – Better Environment Theme Group;
- John Morgan (Representative of Small and Medium Businesses) – Economic Development Theme Group;
- Liz Altay (NHS Worcestershire) – Health and Wellbeing Theme Group;
- Councillor June Griffiths (Bromsgrove District Council) – Children and Young People Theme Group and it was hoped that Elaine Mortimore (Bromsgrove Youth Homelessness Forum) would continue her involvement on the Theme Group as Vice-Chair; and
- Mike Brown (Bromsgrove District Housing Trust) – Stronger Communities Theme Group;

(vi) that Angie Heighway (Bromsgrove District Council) be nominated by the Board to be Chair of the Bromsgrove Community Safety Partnership Steering Group;

DM

(vii) membership and terms of reference for each theme group be reported to the Board;

DM

(viii) Ann Sowton (Bromsgrove and Redditch Network) remain as the Bromsgrove Partnership's Champion for Older People; and

AS

(ix) any cross-cutting issues across different Theme Groups be addressed via the Board as necessary when Theme Group Chairs provide their progress report.

THEME GROUP CHAIRS

*It was noted that with regards to the Bromsgrove Community Safety Partnership Steering Group (and the new Children's Trust when implemented) certain points would not apply which were (b), (g), (k) and (l) under paragraph 3.4 of the report.

Trunk Action Plan

Theme Group Chairs were reminded that the deadline for the completion of Assessment Forms and Action Plans relating to the Trunk was 31 March 2010. The Board was

THEME GROUP CHAIRS

informed that a Theme Group Chairs meeting, involving the Board's Chair and Vice-Chair, to discuss the Trunk's Action Plan was scheduled to be held on 21 April 2010.

Item 6 **TERMS OF REFERENCE**

The draft Terms of Reference for the Board was considered. Particular attention was given to the members of the Board listed on page 11 and the substitutions section on page 14. It was agreed that the Terms of Reference be adopted.

Item 7 **THEME GROUP PERFORMANCE UPDATES**

The following Theme Group updates were provided:

Community Safety Partnership Steering Group

AB and DS gave a progress report which was positive in terms of decreasing levels and perception of anti-social behaviour and vehicle crime figures were also down. It was reported that there had been a slight increase in assaults but it was believed that it was possible this was due to changes in recording the information. Effective marketing of the work of the Community Safety Partnership was also discussed.

Better Environment Theme Group

HB stated that in his new role, he would be attending future meetings of this Theme Group. HB referred to the statutory target of reducing carbon emissions by 80% by 2050.

Economic Development Theme Group

It was reported that the new Theme Group had met for the first time in February when its terms of reference was discussed. It was stated that the next meeting was due to be held on 30 March 2010.

Town Centre Steering Group

MD stated that work had commenced on the new Health Centre site and it was anticipated that the planning application submitted by Sainsbury's would be determined within the next few months. MD also referred to the new National Planning Policy relating to town centres which needed to be taken into consideration. It was reported that work was continuing and by the end of the year, it was hoped more detailed timescales would be known, dependent on the recession.

MD briefly explained Section 278 of the Highways Act and Section 106 of the Planning Act relating to Sainsbury's planning application. It was confirmed that any

improvements to the High Street would be to the whole High Street although it was likely that it would be implemented in phases and would be funded by more than one source.

RH provided an update on discussions relating to the blue light zone. It was anticipated that the date of completion of the blue light zone would be 2013.

Economic Theme Group and Successful Neighbourhoods Theme Group

MG informed the Board of the social enterprise scheme hoping to be developed using various pots of funding. MG also referred to funding cuts relating to adult education. JH stated that although the overall budget for NEW College remained unchanged, in line with national priorities, there had been a decrease in funding for adult courses and an increase in funding for 16-19 year olds. JH reported that NEW College were looking into this issue. MG commented that such cuts to adult education seriously impacted on the work of the Trunk. It was agreed that this should be discussed further at the Theme Group Chairs meeting due to be held on 21 April 2010 and therefore, a NEW College representative should be invited to the meeting.

DM / JH

The funding for the Trunk from Worcestershire Partnership was also referred to and it was confirmed that it was still expected from DCLG (Department of Communities and Local Government) by 31 March 2010.

Health and Wellbeing Theme Group

LA reported on the PSI (Postural Stability Instruction) Programme for older people (also known as falls prevention) and the Healthy Eating Project in Sidemoor for young people (known as the SHED Project). Both were to be funded through County Councillor contributions via the Community Leadership for Health Fund.

Children and Young People Theme Group

RH gave a brief update on the Local Children's Trust arrangements and the plan to launch the Trust in April 2010. It was explained that the Trust would be a statutory body. Safeguarding issues was also briefly mentioned.

Older People Theme Group

AS referred to the Older People scrutiny exercise which had led to 20 recommendations including the Older People's Directory. It was hoped that the directory could be launched during Older People's week in October.

Housing Theme Group

MBrown provided an update on the Perryfields affordable housing development which had received £8m external funding for the two and a half year scheme.

There was a brief discussion around the concerns JC raised relating to the Regional Spatial Strategy and new housing proposals in Bromsgrove District. It was believed that John Staniland (Executive Director of Planning, Regeneration, Regulatory and Housing) would be best placed to respond to these queries once he was up to speed in his new role, and therefore, an item would be included on a future agenda to allow an opportunity for discussion.

JS / DM

Transport Theme Group

HB reported that work relating to the train station was progressing and BURT (Bromsgrove Urban and Rural Transport) was operating well.

Compact Steering Group

Although the last Compact Steering Group had to be cancelled, partly due to Phil Street's departure, it was reported that Angie Heighway would be taking this over in her new role at the Council as Head of Community, with the support of HB.

AS stated that the National Volunteering Week Working Group was still meeting and work was progressing.

General

There was a brief discussion relating to community engagement and in particular PACT Meetings and Local Neighbourhood Partnerships.

DS stated that Bromsgrove District was the only District where Council managers attended PACT meetings but it was understood that due to the move to a single management structure across Bromsgrove District and Redditch Borough Councils, Council officers were unable to continue the same level of support.

It was stated that the Police were undertaking an audit to assess what worked well and what did not in relation to PACT meetings with a view to developing effective community engagement arrangements for the Police and partners.

With regards to what was included within the Sustainable Community Strategy 2010-13, the Board was reminded that it was accurate at the time of writing and was updated on an

annual basis which was more frequent than many other LSPs updated their strategies.

Item 8 **WORCESTERSHIRE PARTNERSHIP UPDATE**

It was stated that the Worcestershire Partnership's Management Group would be considering the option of developing a countywide Sustainable Community Strategy (SCS) and views of the Board were requested. HB stated that he could not foresee any issues with a countywide SCS which incorporated a chapter for each District, as he believed it might assist the Bromsgrove Partnership in ensuring issues specific to Bromsgrove District would be highlighted at a County level. Board members supported this view.

KD

Item 9 **ANY OTHER BUSINESS**

MBryan informed the Board that, due to a colleague taking a career break, from April 2010, she would be taking on the role of Joint Partnership Co-ordinator for the Worcestershire Partnership.

Item 10 **DATE OF NEXT MEETING**

Members were reminded of the meeting dates already agreed for 2010/11 which were:

ALL

- Thursday 20 May 2010
- Thursday 29 July 2010
- Thursday 23 September 2010
- Thursday 25 November 2010
- Thursday 27 January 2011
- Thursday 31 March 2011

Meeting closed at 4.10pm

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Agenda Item 8

THE ENCLOSURES FOR THIS ITEM WILL FOLLOW ON A
SUPPLEMENTARY AGENDA

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Agenda Item 9

THERE ARE NO ENCLOSURES FOR THIS AGENDA ITEM

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BROMSGROVE DISTRICT COUNCIL

CABINET

28 APRIL 2010

WETT – APPOINTMENT TO JOINT COMMITTEE AND DELEGATION OF REGULATORY SERVICES FUNCTIONS

Relevant Portfolio Holder	Peter Whittaker
Relevant Head of Service	Claire Felton

1. SUMMARY OF PROPOSALS

- 1.1 This report asks the Cabinet to agree to the Council's nomination of two representatives to the Worcestershire Shared Services Joint Committee which will oversee shared services provided under the WETT programme.
- 1.2 This report also requests Cabinet to delegate to the Worcestershire Shared Services Joint Committee such of its Regulatory Services functions as will become the responsibility of the Joint Committee with effect from the commencement of a unified Regulatory Services function on 1st June 2010

2. RECOMMENDATIONS

- 2.1 **That the Cabinet agrees to the Council's nomination of two members to the Worcestershire Shared Services Joint Committee such appointment to continue until the Annual Meeting in 2011.**
- 2.2 **That the Cabinet agrees that its Regulatory Services be delegated to the Worcestershire Shared Services Joint Committee**

3. BACKGROUND

- 3.1 In January 2010 Council agreed to participate in enhanced two tier working with other authorities in Worcestershire. In particular Council agreed that a unified Regulatory Service comprising Environmental Health functions, Licensing functions and Trading Standards functions for the Worcestershire Councils, jointly hosted by Bromsgrove and Redditch Councils would be established from 1st June 2010 under the auspices of a Joint Committee. Council further agreed that with effect from 1 June 2010 this Council's Regulatory Services functions would be discharged by that Joint Committee and accordingly agreed to delegate its Regulatory Services functions to that Joint Committee with effect from 1 June 2010.

4. KEY ISSUES

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- 4.1 It is proposed that the Joint Committee, which will exercise both executive and non-executive functions, will comprise 14 members being 2 members from each authority in Worcestershire. There are requirements that:
- 4.1.1 the number of members to be appointed and their term of office shall be fixed by the Council with the agreement of the Cabinet; and
 - 4.1.2 at least one of those members must be a member of the Cabinet;
 - 4.1.3 the members appointed must reflect the political balance of the Council.
- 4.2 Council has nominated two members to sit on the Joint Committee and Cabinet is requested to agree to those nominations.
- 4.3 Council has already agreed to delegate to the Joint Committee the Council's functions in relation to Regulatory Services with effect from 1 June 2010. Cabinet is now requested to make the corresponding delegation in relation to executive Regulatory Services functions.

5. FINANCIAL IMPLICATIONS

- 5.1 The Business Case for Regulatory Services was considered by Council on 20 January 2010. This report does not add any further financial implications.

6. LEGAL IMPLICATIONS

- 6.1 Section 101(5) of the Local Government Act 1972 as amended enables two or more local authorities to arrange for the discharge of any of their functions jointly and where arrangements are in force for them to do so they may arrange for the discharge of those functions by a joint committee.
- 6.2 S102 of that Act enables authorities to appoint members to a joint committee established for the purpose of discharging functions in pursuance of arrangements made under s101 and requires.
- 6.3 The Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2001 paragraph 12 (1C) requires that in respect of joint committees discharging both executive and non-executive functions and more than one member of the authority is a

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member of the Joint Committee, at least one Member of the Executive of the Authority shall be a member of the Joint Committee.

- 6.4 It is a requirement that the Council fixes the number of members and the term of office under s102 of the Local Government Act 1972 and under paragraph 11(3B) of the Regulations referred to in 6.3 above.

7. POLICY IMPLICATIONS

- 7.1 There are no direct policy implications.

8. COUNCIL OBJECTIVES

- 8.1 CO2 – Improvement, Priority - Value for Money, Key Deliverables – Shared Services and Efficiencies

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

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

- Failure to follow the statutory process

- 9.2 These risks are being managed as follows:

Risk Register: *Legal & Democratic Services*
Key Objective Ref No:
Key Objective: *Effective Ethical Governance*

10. CUSTOMER IMPLICATIONS

- 10.1 N/a

11. EQUALITIES AND DIVERSITY IMPLICATIONS

- 11.1 None

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

- 12.1 N/a

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13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

13.1 N/a

14. HUMAN RESOURCES IMPLICATIONS

14.1 None

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

15.1 The governance arrangements for the Joint Committee have already been reported to Council.

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

16.1 N/a

17. HEALTH INEQUALITIES IMPLICATIONS

17.1 None

18. LESSONS LEARNT

18.1 N/a

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

19.1 N/a

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Executive Director – Leisure, Cultural, Environmental and Community Services	No
Executive Director – Planning & Regeneration,	No

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Regulatory and Housing Services	
Director of Policy, Performance and Partnerships	No
Head of Service	Yes
Head of Resources	No
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	No

21. WARDS AFFECTED

All wards

22. APPENDICES

None

23. BACKGROUND PAPERS

None

AUTHOR OF REPORT

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CHANGES TO GOVERNANCE ARRANGEMENTS

Relevant Portfolio Holder	Geoff Denaro
Relevant Head of Service	Claire Felton
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 The Local Government and Public Involvement in Health Act 2007 requires every authority operating a Leader and Cabinet model to change its executive arrangements in accordance with a statutory timetable. This report sets out what the necessary changes mean, what steps need to be taken and requests Cabinet to make appropriate recommendations to Council.

2. RECOMMENDATIONS

- 2.1 **The Cabinet is asked to RECOMMEND to the Council the model which should form the basis for consultation; and**
- 2.2 **The Cabinet is asked to RECOMMEND to Council the consultation process to be adopted**

3. BACKGROUND

- 3.1 The Local Government Act 2000 required all authorities to adopt executive arrangements in one of three forms, namely:
- A Mayor and Cabinet executive; or
 - A Leader and Cabinet executive; or
 - A Mayor and Council Manager.
- 3.2 This Council adopted a Leader and Cabinet executive.
- 3.3 The Local Government and Public Involvement in Health Act 2007 abolishes the Mayor and Council Manager model and replaces the Leader and Cabinet executive model with a Leader and Cabinet Executive (England) model which is known as the “Strong Leader” model. The Strong Leader model is a different legal form of executive to the old-style Leader and Cabinet model. It is a requirement of the Act that the Council changes its governance arrangements to either the Strong Leader model or the Mayor and Cabinet model in accordance with a statutory timetable.

- 3.4 The Council must draw up proposals for change, consult on those proposals, take a decision and implement the proposals in readiness for the municipal year commencing in May 2011.

4. KEY ISSUES

- 4.1 Under the new Strong Leader model, the Council elects a Leader, all executive powers then vest in the Leader and the Leader is then responsible for:
- Determining the size of the Cabinet;
 - Appointing the members of the Cabinet;
 - Allocating portfolios or areas of responsibility to the various Cabinet Members;
 - Allocating decision-making powers to the Cabinet and to individual Cabinet Members; and
 - Removing and replacing Cabinet members.
- 4.2 The Leader must be elected for a 4 year term of office.
- 4.3 However, there are 3 key differences to the current Leader and Cabinet model:
- The Leader's term of office is extended beyond the 4th day after the local elections to run up to the day of the first annual meeting after the Leader's normal day of retirement as a Councillor;
 - During his/her term of office the Leader will automatically cease to be Leader on death or disqualification, but may only be removed from office by a resolution of Council. Currently an authority's Constitution may specify other means of removing a Leader, such as notification that he/she has ceased to be Leader of the relevant political group; and
 - There is a requirement for the Leader to nominate a Deputy leader who may act if the Leader is unable to act or the post of Leader is vacant. Currently, a Deputy Leader may only exercise the "portfolio responsibilities" of the Leader in his/her absence as opposed to the statutory functions.

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4.4 District Councils have to pass the relevant resolution by 31st December 2010 and implement the change 3 days after the local elections in May 2011.

4.5 The legislation sets out a 3-stage process:

Stage 1

The Council must take reasonable steps to consult the local government electors and other interested persons in the area. At this stage there is a choice of moving either to a Strong Leader executive model or to a Mayor and Cabinet executive model. Cabinet is requested to consider the preferred option on which to consult and make recommendations to Council.

The extent of the consultation is not prescribed. The Council may decide to opt for a full and detailed consultation process involving road shows and questionnaires to all electors. At the other end of the spectrum the Council may decide to formally seek the views of a limited number of partner authorities and organisations, and place a modest advertisement in the local press and on the Council's website.

Stage 2

The Council must then draw up proposals, the implementation timetable and any transitional arrangements. In drawing up these proposals the Council must have regard to economy, efficiency and effectiveness. These proposals should be agreed at a meeting of the full Council and must then be made available to the public, but no period for publicity is prescribed.

Stage 3

The Council must by 31 December 2010 resolve to implement the proposals with effect from May 2011.

4.6 This report requests Cabinet to recommend to Council the preferred option on which to consult ie a Strong Leader model or the Mayor and Cabinet model. There are only **2 options**:

- a) the **Strong Leader executive** model, set out above; or
- b) An **elected Mayor and Cabinet executive** whereby a Mayor is elected directly by the electorate for a 4 year period and he/she must appoint at least 2 members to the Cabinet.

The vast majority of local authorities have to date favoured the Strong Leader and Cabinet model. Moving to the Strong Leader model would not differ significantly from the current governance model adopted by this Council, as the Constitution currently empowers the Leader to determine the size of the Cabinet, appoint the members of the Cabinet, allocate portfolios or areas of responsibility to the various Cabinet Members and remove and replace Cabinet members. This would be the least disruptive to implement and would incur the least cost to the Council.

- 4.7 The key difference with an elected Mayor is that it is the electorate which selects the Mayor, not in effect the controlling political group, and the Mayor would be under no obligation to select the Cabinet members from the controlling political Group.
- 4.8 If the Council's proposals are to move to a Mayor and Cabinet model, a referendum would be required.
- 4.9 Cabinet is requested to make recommendations to Council as to which model should form the basis of the consultation process. Cabinet is also requested to make recommendations to Council as to the form of consultation to be taken.

5. FINANCIAL IMPLICATIONS

- 5.1 The consultation process will incur cost. The extent of the cost will depend on the extent of the consultation process. A low-key consultation process will involve the cost of notices the local press which will cost up to £1500 to ensure that all areas of the district are covered. A full-scale consultation process will cost up to approximately £50,000. No budgetary provision currently exists.

6. LEGAL IMPLICATIONS

- 6.1 The Local Government and Public Involvement in Health Act 2007 inserts new provisions into the Local Government Act 2000 which make changes to the form of executive arrangements which the authority can have. The legal implications of these changes are set out in the report. Dependent on the form of Executive arrangements which is eventually selected, the Council's Constitution will need to be changed to reflect the arrangements chosen.

7. POLICY IMPLICATIONS

7.1 This matter has not previously been considered by Council and therefore full Council approval will be required.

8. COUNCIL OBJECTIVES

8.1 N/a

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

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

- Failure to follow the statutory process

9.2 These risks are being managed as follows:

Risk Register: *Legal & Democratic Services*
Key Objective 3: *Effective Ethical Governance*

10. CUSTOMER IMPLICATIONS

10.1 Cabinet is asked to recommend to Council how consultation with the electorate and key partners should take place.

11. EQUALITIES AND DIVERSITY IMPLICATIONS

11.1 N/a

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

12.1 N/a

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

13.1 None

14. HUMAN RESOURCES IMPLICATIONS

14.1 None

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

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15.1 Governance implications are set out in the report

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

16.1 None

17. HEALTH INEQUALITIES IMPLICATIONS

17.1 None

18. LESSONS LEARNT

18.1 N/a

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

19.1 Cabinet is requested to decided the extent and nature of any community and stakeholder engagement in the consultation process

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Executive Director – Leisure, Cultural, Environmental and Community Services	No
Executive Director – Planning & Regeneration, Regulatory and Housing Services	No
Director of Policy, Performance and Partnerships	No
Head of Service	Yes
Head of Resources	No

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Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	No

21. WARDS AFFECTED

All wards

22. APPENDICES

None

23. BACKGROUND PAPERS

None

24. KEY

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BROMSGROVE DISTRICT COUNCIL

CABINET

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ECONOMIC DEVELOPMENT PRIORITIES

Responsible Portfolio Holder	Cllr James Duddy
Responsible Director	Executive Director Planning and Regeneration
Non-Key Decision	

1. SUMMARY

- 1.1 The report seeks endorsement of the broader Economic Development Strategy of the District (other than the specific proposals of the Town Centre). It also seeks approval to work in partnership with Redditch Borough Council and Wyre Forest District Council to improve Economic Development activity across the north of the County. A further report will examine a longer term Economic Development Strategy for North Worcestershire .

2. RECOMMENDATION

- 2.1 That the Economic Development Strategy as outlined below be approved for continued implementation.

3. BACKGROUND

Introduction

- 3.1 The Bromsgrove Economic Development Strategy has been successfully refined and implemented for several years. In the current economic climate, and in the light of the Town Centre project it is felt that it is important for members to understand the fundamental drivers of the Bromsgrove District Economy and how this relates to sub-regional, regional and national circumstances and government policies.

Brief History of the Bromsgrove Economy

- 3.2 In medieval times Bromsgrove was a market town surrounded mainly by agriculture. During the 18th and 19th centuries it was famous for nailmaking and Belbroughton became a centre of the scythe industry which was very important before the mechanisation of farming. By the turn of the 20th century the town was moving into engineering and became a major supplier to the motor industry during the heyday of Longbridge from the 1920s onward. Local firms also expanded to supply the other motor manufacturers

both in the UK and overseas. Garringtons Forgings and Rover became the district's biggest employers.

- 3.3 When both Garringtons and Rover failed in the early years of the present century the effect was alarming but short-lived. At one point unemployment climbed from its usual level around 1.5% up to 2.6%, but it soon fell back again. The reason for this was that the economic base had been gradually changing in a way which underpins the relative prosperity which the town and district enjoy today.
- 3.4 Since 1945 but especially from the 1970s onwards, the Bromsgrove district became increasingly attractive as a residential area. The Council's housing policies encouraged this and several new private housing developments attracted workers from the greater Birmingham area for whom it was an easy commute. Many of these workers were in the professional and managerial groups and consequently the district began to acquire an up-market demographic profile with above-average household incomes. Following this, the new business parks in the district became increasingly sought after by small-medium professional or service companies. Again, these highly skilled owner-managers brought prosperity into the district and have begun to reverse the trend of outward commuting to the point where one third of commuter journeys on the A38 Birmingham Road (Worcestershire's busiest commuter route) are coming *in* to Bromsgrove.
- 3.5 Bromsgrove has occasionally been described, somewhat disparagingly, as a dormitory town. Today that term is redundant and irrelevant. Because the skilled labour force is so mobile, almost *any town or village* in the UK within an hour's journey of one of our major conurbations could have a similar commuting profile to Bromsgrove. Furthermore, outward commuters should not be discouraged: they generally earn significantly more than those who live and work in the district. The challenge is to persuade them to spend their disposable income here..

Economic Profile – Employment and Occupations

- 3.7 Bromsgrove was recently described by the Birmingham Post as 'Britain's most hardworking town' . This followed publication of an Office of National Statistics report revealing that 90% of the 'eligible' working population (ie. aged 16 – 65) were actually in work. This compares with Worcestershire at 83.5%, West Midlands at 77.3% and UK at 78.5%. **
- 3.8 Within Worcestershire the Bromsgrove District also has the largest percentage of its workforce in senior managerial, professional or technical occupations, and the highest percentage of self-employed. It also has the highest number of female employees working full time (indicating higher levels of education and achievement among women, since the more familiar pattern is for many women to be in part time employment) and the highest number of people employed in small businesses. Conversely it has the

lowest percentage in unskilled occupations and the lowest levels of claimants of state benefits (except for age-related benefits).

3.8.1 Employment Profile (Industries)

The main categories of employment in the Bromsgrove district are:-

Public Administration, education, health	24.6%
Banking, finance, insurance	21.4%
Distribution, hotels, restaurants	20.4%
Manufacturing	12.3%

3.8.2. Level of employment (employed residents)

Managers, senior officials	19.2%
Professionals	13.4%
Associate professional, technical	14.2%
Admin / secretarial	13.0%
Skilled workers	11.7%

3.9.1 Incomes

From the foregoing data it would come as no surprise that the district has the highest average **household income** at £37,085, which compares with:-

Worcestershire	£34,737
West Midlands	£30,515
England	£34,166

However, there is a marked difference between those who live in Bromsgrove and those who work in Bromsgrove which demonstrates the higher incomes of outward commuters:-

Median gross weekly pay for full-time employees

Residence based 2008 (i.e. people who live in Bromsgrove) £570.00

Workplace based 2008 (i.e. people who work in Bromsgrove) £406.20

This is an annualized difference of £8517.60

Sources: WCC Economic Assessment 07/08, Office of National Statistics, Annual Business Enquiry, Annual Population Survey, Chamber of Commerce. Annual Survey of Hours and Earnings (ASHE)

4. RELEVANT ECONOMIC STRATEGIES

4.1 In setting Bromsgrove's Economic strategy we have had to consider both the regional and county strategies. They are as follows:

4.1.1 *Regional Strategy – Advantage West Midlands*

This Strategy sets an ambitious vision for the West Midlands:-

'To be a global centre where people and businesses choose to connect.'

The key objectives of the AWM Strategy are:-

- To close the 'productivity gap' between the West Midlands and the national average. Currently the WM underperforms in terms of GVA per head. This is caused by the structure of the economy (ie low-value) and economic exclusion or worklessness.
- To encourage diversification of the economy and development of hi-tech, high value industries.
- To promote innovation – the development of new products
- Thereby to improve the region's competitiveness
- To raise education and skills levels for both technical and managerial workers. Lack of these qualifications being a major obstacle to modernization and growth.

4.1.2 *County Strategy – Worcestershire County Council*

The Vision is:-

'In ten years time, technology led growth will enliven the whole economy and provide high skilled jobs, good remuneration and improved quality of life for all residents'

The principal objectives of the Worcestershire County Strategy are:-

- Encourage and facilitate knowledge and technology spread to all sectors and parts of the County.
- Promote Business Enterprise and Business growth
- Developing 'clusters' with growth potential
- Improve skill level to match business needs and for emerging technologies. Especially management and leadership skills

- Exploit the potential of key regeneration sites
- Participate in regional and sub-regional economic projects
- Improve support for Rural Businesses especially agriculture.

5. TRANSLATING STRATEGY INTO ACTION

5.1 Both Regional (AWM) and County Strategies are, for the most part, imprecise as to the exact manner in which their aims are to be fulfilled ie what precise actions are to be taken as this needs to be undertaken at a more local level taking into account the needs of the area. Where actions are specified they tend to involve 'engaging' with various groups or bodies, 'seeking to influence', setting up new committees or developing a sub-regional strategy. The purpose of this report is therefore to present for members consideration Bromsgrove Economic Strategy together with the action plan to achieve delivery.

5.2 In developing the Bromsgrove Economic Strategy we have also considered the Council's own vision for the future expressed in the Community Strategy Plan. Economic Development plays a key role in this, not only as an objective in itself but insofar as it contributes to items such as 'well being' and 'stronger communities':

- Communities that are safe and feel safe.
- A better environment – for today and tomorrow.
- **Economic success that is shared by all.**
- Improving health and well being.
- Meeting the needs of children and young people.
- Stronger communities.

6. BROMSGROVE DISTRICT ECONOMIC STRATEGY

6.1 The Bromsgrove Economic Strategy is both a plan for the future and a report on the last 8 years' achievements. Most of the components contained herein are proven programmes which have delivered against specific objectives. All the programmes aim to deliver implementation of Regional and County strategies as well as the Council's policies.

6.2 Inward Investment Marketing

Advertising

Bromsgrove is one of the few authorities which actively promotes inward investment (ie the attraction of new companies) by advertising. Our research revealed that most enquiries come from the greater Birmingham area and we therefore advertise in the Birmingham Post which targets business readers in this catchment area. We have negotiated special rates

for our advertisements to appear in the centre of the share prices page. (Occasionally we advertise in other business publications when there is a relevant editorial feature eg business prospects in Worcestershire).

Our advertisements are produced to a highly professional standard by our in-house designer and the advertising space bought directly, not through an agency, by the EDM. (Both these officers have experience of working in advertising.)

This campaign has generated significant awareness of Bromsgrove as an attractive business location. Although enquiries have declined badly in recent months, prior to the recession about one third of enquirers mentioned our advertisements when contacting us.

Forward strategy

- During 2010/11 we shall continue to promote Bromsgrove as a business destination. This will take the form of advertising in relevant business publications, notably the Birmingham Post share prices page.
- We shall participate in appropriate business meetings / conferences organized by Businesslink, Chamber of Commerce, AWM and local organizations.
- These activities fulfil the **WCC strategic aim** 'to Promote Business Enterprise and Business growth'. They also reflect the **AWM strategic aims** of closing the productivity gap and the region's competitiveness. However, it should be remembered that, compared with other parts of the West Midlands, the Bromsgrove district is already very productive economically.

Property Guide

The ED department produces a quarterly Property Guide which aims to capture details of all commercial property available for sale or let. Information is supplied by approximately sixty commercial estate agents and landlords. This publication is dispatched to all enquirers. It is also available on the BDC website.

Rapid response

Upon receiving a telephone enquiry the EDM will offer three options:-

- To send the Property Guide by email and/or post
- To telephone the most likely estate agents/landlords and put them in contact with the enquirer direct.
- Invite the enquirer to a tour of the district taking in the business sites.

This process has sometimes resulted in enquirers hearing from estate agents/landlords within ten minutes of their initial enquiry. The district tour was instrumental in attracting 'Basepoint' to Bromsgrove Technology Park. Until the recession, the level of enquiries was about 2 per week. Bromsgrove's business parks have a high level of occupancy.

Forward strategy

- We shall continue to produce the Property Guide on a quarterly basis and have already increased the size and scoping to capture an increasing number of vacant properties due to the recession.
- We shall redesign the format to modernise the publication's appearance
- This aligns with AWM and WCC strategies especially to promote enterprise and growth.

6.3 Bromsgrove Technology Park

Bromsgrove Economic Development was instrumental in securing the investment for the technology park from Advantage West Midlands when the site became available. The EDM serves on the site steering group and has provided the estate agents with several further leads besides Basepoint. The site was designed for hi-tech businesses within the 'knowledge economy'. It was officially launched in 2006 and is currently about 25% sold. Total marketable area approx 20 acres. This meets targets set for ED. In addition to AWM, Bromsgrove ED co-operates with the Central Technology Belt who have an interest in promoting the Knowledge Economy.

Although there was initially strong interest in the site the recession has taken its toll and there have been no serious enquiries for some months.

Both the developers (PXP – a joint venture between Advantage West Midlands and Laings) and agents (Thomas Lister) are currently pessimistic about inward investment from hi-tech industries. They were not receptive to the EDM's recent proposal for a carefully targeted direct marketing campaign

6.4 Longbridge

There is one major employment site within the Bromsgrove District – the Cofton Centre. This is under development by St Modwen who have built two large industrial units (27,000 sq ft and 47,000 sq ft). Due to the current economic climate it has taken considerable time to dispose of these units, however the larger unit has now been sold and is expected to create around 150 new jobs. ..

Forward Strategy – Technology Park and Longbridge

- We shall seek to persuade our partners to join us in a more pro-active direct marketing approach targeted at hi-tech, knowledge-based companies rather than the general approach which is presently adopted.

- We shall continue collaboration with private sector partners, AWM and the WCC and thus ensuring that our strategy is compatible with regional and sub-regional aims (see above).
- These activities align with AWM strategy of development of hi-tech, high value industries and with all aspects of County strategy, especially exploiting potential of key regeneration sites.

6.5 Bromsgrove Business Start-up Programme

Over the last 9 years Bromsgrove Economic Development has assisted approximately 300 new businesses with a training programme and a £500 start-up grant. Follow up research reveals that there is at least 75% survival rate (after 18 months), a good rate for new, often inexperienced entrepreneurs. Three of these businesses now have turnovers of more than £1 million and several others have six figure turnovers. We estimate that these businesses have created approximately 750 jobs which is more than the number of Bromsgrove residents employed at either Rover or United Engineering Forgings at the time of their closure.

In 2007 the Council was given the Federation of Small Businesses Local Authority Award for this work. The programme is also a good example of partnership working with North East Worcestershire College who provide the training with funding from the EU via Businesslink. In 2009/10 the programme was be extended to Redditch BC. It was also adopted and part-funded by WCC as the model for business start-up programmes across the County. This will continue during 2010/11. (We also received a request from Malvern Hills DC to advise them on its introduction).

The Business Start-up Programme has consistently met or exceeded its targets – currently 30 new starts per annum. Economic Development hosts an annual ‘Business Showcase’ in the Council chamber at which around 25 businesses can exhibit. We award prizes for achievements in various categories. The event is always well attended; it provides a useful networking opportunity for small businesses, an opportunity for councillors to meet them, and an excellent PR exercise for BDC.

Forward Strategy

- The Business Start-up Programme is a programme ‘for all seasons’ in that it is difficult to envisage any circumstances when we would not want to run it. It is aligned to and continues to reflect AWM, County and BDC strategies but it transcends current strategies in its universal application and long term success.
- The target for 09/10 is was initially 30 new starts which carried a budget of £15,000. Following the Leader’s ‘Recession Actions’ meeting we

augmented this by virements from other budgets and obtained further funding from WCC. This enabled us to achieve a record 50 new starts for 09/10.

- Dependent on funding we shall seek to maintain activity at the higher level during 10/11

6.6 'Young Enterprise'

The EDM serves on the local board of 'Young Enterprise' which aims to encourage young people to consider a career in industry and commerce. Competitions are held between school teams who create and run companies assuming the roles of Managing Director, Finance Director, Sales Director etc. The 2009 area final was held at Redditch Town Hall sponsored by Elonex Computers and Bromsgrove Economic Development. The 2010 finals will be held at Bromsgrove South High School sponsored by Oakland International, Dominos Pizza and Bumble Hole Eggs.

6.7 Town Centre activities and promotions

The Council is currently engaged in a wide ranging project to redevelop Bromsgrove Town Centre. This is contained within separate proposals: a steering group meets regularly to progress the project. Prior to that BDC/ED has developed a range of activities to stimulate business in the town centre.

6.7.1 Retailers' meetings

Economic Development organise quarterly town centre meetings to which all retailers and market traders are invited. These meetings discuss a range of topics affecting town centre trading including parking charges, Town Centre re-development, promotional ideas, markets and other events.

6.7.2 Bromsgrove High Street Market(formerly within Market Hall)

The Market Hall, like many indoor markets in other towns, had been in decline for several years and the Council made the decision to close the building at the end of February 2009. The Market re-opened in the High Street on March 7th 2009. It has been widely welcomed by traders, shopkeepers and the general public. Traders are quite emphatic that their business has improved. There is anecdotal evidence of footfall increase and increased customer presence in shops. The High street Market rental income was forecast at £50,000 for the first 12 months; we actually achieved £80,000

Forward strategy

- The High Street market has, in a short time, become the principal footfall generating activity run by the Council. We therefore intend to build it up further and refine and improve it continually. It will continue for the foreseeable future. We shall only accept good quality traders with a high standard of goods and presentation.
- During the first financial year of operation it was proposed that stall rents would be reviewed after 6 months. Following that review in October, rents were raised by 3-4% in November 2010
- The Market Hall site will be redeveloped hopefully with a major retailer.

6.7.3 Bromsgrove Farmers' Market

Starting in October 2000 in the High Street, this monthly event has been highly successful and very popular with local shoppers. A good range of produce is offered and it is regarded by farmers as one of the leading FMs in the Midlands. Bromsgrove Farmers' Market has received positive reports in the Sunday Times, the Observer and the Birmingham Post besides featuring on television and local radio. Over the years, several other authorities have sought our advice on running a successful FM and farmers have been known to refer to using the 'Bromsgrove Model' when a new one is proposed in another town.

Forward strategy: Ongoing

6.7.4. Christmas Market

This annual event was introduced in 2004 and occurs on a Sunday in mid-December. It was well-attended and it coincided with the 'free parking' concession which is given for the pre-Christmas weekends. However, since we are now running 3 markets per week it has been decided to incorporate this event into the nearest pre-Christmas event. Economic Development also provides support for Rubery events.

Forward strategy: Ongoing

6.7.5 High Street – footfall generators

Economic development works in collaboration with Culture and Community Services to organise other events in the High street – notably the St. George's Day attractions, the Summer Holiday Children's Entertainments and the Court Leet.

Forward strategy: Ongoing

6.7.6. High Street Commercial Promotions

During the last 2 years ED has arranged several commercial promotions in the High Street for companies like npower, Legal Consultancy, Suzuki, and Sky TV. This is an income generating initiative. We charge £50 per day for this service which requires minimal administration.

Forward strategy: Ongoing

7. WORCESTERSHIRE ECONOMIC PARTNERSHIP (WEP)

WEP is a sub-group of the Worcestershire Partnership. It consists of all the Economic Development Managers from the County and Districts and meets each month to discuss strategic and operational items particularly in connection with the Local Area Agreement.

7.1 Local Area Agreement

A principal component of the Local Area Agreement is development of the Knowledge Economy in which Bromsgrove ED plays a key role with the marketing of Bromsgrove Technology Park.

7.2 Facing the Recession or 'Credit Crunch'

A meeting took place at County Hall on December 2008 to co-ordinate the work of various organizations – eg Local Authorities, Chamber of Commerce, AWM, Jobcentres, Police – in establishing a strategy to overcome the recession. This began implementation during 2009 and will continue during 2010. (this will be supported by BDC's own response to the economic downturn)

7.3 Worklessness

This has become a serious problem throughout the UK in the last ten years. Via the Worcestershire Partnership and the Local Area Agreement we shall be exploring ways in which we can contribute to plans currently in preparation by AWM. AWM are making about £12.5 million available regionally over three years, starting in 09/10. The intention is to focus funds and programmes on those people who are the most disadvantaged. AWM are adamant that this funding is for people who are disabled or with health conditions, lone parents, ethnic minorities, older people and people with low or no qualifications. .

The programme is not intended for anyone who is made redundant due to the current economic issues. This is very much aimed at those people who are steeped in worklessness to the second or even third generation.

8. NORTH WORCESTERSHIRE STRATEGIC PARTNERSHIP

8.1 Joint working is already proceeding with Redditch (see above). Members of the three north Worcestershire Councils are expected to approve a shared Economic Development service for Bromsgrove, Redditch and Wyre Forest.

9. FINANCIAL IMPLICATIONS

9.1 Budgetary provision already exists for most of the programme.

10. LEGAL IMPLICATIONS

10.1 None apparent

11. COUNCIL OBJECTIVES

11.1 Contributes to Regeneration

12. RISK MANAGEMENT

12.1 Risks are contained and monitored within Risk Register

13. CUSTOMER IMPLICATIONS

13.1 Surveys to be carried out to assess customer satisfaction

14. EQUALITIES AND DIVERSITY IMPLICATIONS

14.1 Equalities Assessment completed. Economic Development attends E&D meetings to assess requirements

15. VALUE FOR MONEY IMPLICATIONS

15.1

16. OTHER IMPLICATIONS

Procurement Issues: None directly related to the report
Personnel Implications: None directly related to the report
Governance/Performance Management: None apparent
Community Safety including Section 17 of Crime and Disorder Act 1998: Not relevant
Policy: Economic Development is covered by existing policies.

Environmental : None

12. OTHERS TO BE CONSULTED ON THE REPORT

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

13. WARDS AFFECTED

All wards

14. APPENDICES

Appendix 1: Economic Development Action schedule

15. BACKGROUND PAPERS

None

CONTACT OFFICER

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PROJECT SCHEDULE – and Main budget items

PROGRAMME	DESCRIPTION	OBJECTIVE	BUDGET
Inward Investment Marketing	Advertisements in Birmingham Post Business share prices page and animated advertisement in BP online site. Occasional advertisements in other publications especially with regeneration features.	Create awareness of Bromsgrove as business destination within most frequent catchment area. Ongoing throughout year Fulfil both AWM and WCC objectives	£ 10,205
Bromsgrove Industrial & Commercial Property Guide	Quarterly publication produced in-house	Aims to capture all available ind/comm. Properties in district. Distributed in response to adverts. Also on BDC website. Compatible with AWM and WCC objectives	Internal costs only + officer time
Bromsgrove Technology Park	20 acre park aimed at hi-tech businesses.	To advance Knowledge Economy – aligns with national, regional and sub-regional objectives. ED's role to work with developer and encourage targeted marketing	Promotion by developer (PXP)
Cofton Centre – Longbridge	New 35 acre business park	Create employment for lesser skilled workers to replace jobs lost by Rover closure. Part of the Longbridge regeneration project, compatible with regional and local strategies. ED's role to work with developer and encourage promotion.	Promotion by developer – St Modwen

PROGRAMME	DESCRIPTION	OBJECTIVE	BUDGET
Business Start-up Programme	Training and grants for new business starts. Run in partnership with Businesslink, NEW College and other trainers.	To stimulate local economy. To assist those unemployed or facing redundancy. To create 40* new businesses per year with a 75% survival rate after 18 months. (*original target 30, raised to 40 following Recession measures)	£15,000 from BDC Further £5,000 anticipated from WCC
Business Booster Programme	Match-funded grant (max £1,000) to assist a few young, growing businesses. Typically used for IT hardware or software, to refurbish premises or for training.	To help local businesses grow faster set against specific criteria. To assist 3 such businesses per year	£5,500
Rural Diversification grant	Initiated during Foot & Mouth epidemic	To assist farms (principally) to diversify and become less dependent on agriculture. To assist 3 or 4 such businesses	£3,500
Young Enterprise	Competition within schools to introduce students to the concept of running a business	To increase students awareness of commerce and foster a positive attitude towards the free market economy	£2,000 sponsorship plus officer commitment to serve on Strategic Board
Town Centre retailers' meetings	Quarterly meetings with shopkeepers.	To maintain good relations To seek ways to promote trade in the town centre.	Officer time

PROGRAMME	DESCRIPTION	OBJECTIVE	BUDGET
Bromsgrove High street Market	General market 3 days per week in town centre. 15 – 20 stalls	Town centre regeneration. To create more footfall in the town centre. To create revenue for BDC (forecast at £80,000 pa.)	£45,000 based on 'official' income forecast of £60,000 (actual income 09/10 was £78,500)
Bromsgrove Farmers' Market	Monthly on second Saturday. This has been running since October 2000 and is well established and popular high street event.	Town centre regeneration Assist rural economy	Income generating Est £3,500
High street commercial Promotions	Businesses pay a £50 per day charge to carry out promotions in the high street eg Suzuki, npower, The Legal Consultancy	Commercial promotion. Generates some income for the council	Income generating. Est £1,000 Some officer time.
North Worcestershire Economic Partnership	Joint working on BSUP with Redditch. Shared Services subject to feasibility study	Improve efficiency. Reduce costs.	TBA
Bromsgrove Business Exhibition	Business day to be held in Bromsgrove in October 2010. Jointly organised by Bromsgrove Economic Development, Chamber of Commerce and NEW College	To provide advice and networking facilities to local businesses (Broms & Redd) Topics such as IT, Tax, Finance Planning, Banking etc	Approx £2,500 from Bromsgrove ED. Balance of funding from other sponsors

BROMSGROVE DISTRICT COUNCIL

CABINET

28th April 2010

Hot Food Takeaways SPD

Responsible Portfolio Holder	Councillor Jill Dyer.
Responsible Director	John Staniland Executive Director – Planning, Regeneration and Housing Services
Non-Key Decision	

1. SUMMARY

- 1.1 The purpose of this report is to update members with progress on the Draft Hot Food Takeaways Supplementary Planning Document (SPD).

2. RECOMMENDATION

- 2.1 Due to the lack of a supporting policy in the adopted Bromsgrove District Local Plan, and the insubstantial local evidence that Hot Food Takeaways are directly having an impact on the sense of community and well being and the environment, no further action is taken on preparing the Hot Food Takeaway SPD.

3. BACKGROUND

- 3.1 The topic of hot food takeaways was first considered by the Council during a Scrutiny Board meeting on 19th May 2009, and subsequently at the cabinet meeting of the 2nd December 2009 where the strategic planning team were asked to *'scope the extent to which the issues identified in the report contribute to the negative impact on a sense of community and well being and the environment and how these issues can be addressed by the adoption of a Supplementary Planning Document on Hot Food Takeaways, with a report detailing the findings and the draft policy being submitted to the Cabinet.'*
- 3.2 Hot food takeaways represent a popular service for local communities and an important complementary use in town and neighbourhood centres. They can also offer important economic development and employment opportunities. Nevertheless, it is recognised that hot food takeaways have the potential to have detrimental impacts on residential amenity and the environmental quality of local centres. There is also a growing recognition that takeaways are dominating the local retail food offer in the District. This displaces other shops and food options, limiting the choice and access to

healthy, fresh food which in turn impacts on the health of communities in the District.

- 3.3 As requested by cabinet on the 9th December the Strategic Planning Section liaised with the Worcestershire Primary Care Trust and West Mercia Constabulary as well as carrying out a thorough review of other evidence in investigating the issues surrounding Hot Food Takeaways and unfortunately could not find compelling evidence to support polices in an SPD.
- 3.4 Although Worcestershire PCT and government guidance “Healthy weight, healthy lives” stated that there are health impacts related to takeaways including issues of poor diet and obesity; there is no actually evidence to validate these claims. Takeaways are normally high in calories, high in saturated fats, and high in sugar, yet there is very little documented evidence to prove that they alone are the reason for higher incidences of illnesses related to poor diet. Gillian Christian the Health Improvement Practitioner for Bromsgrove from Worcestershire PCT conducted both CINHAL and MEDLINE literature searches on the health implications of hot food takeaways; finding no conclusive results except for a small number of American studies. The Strategic planning Section recognise there are health implications from eating hot food takeaways, but does not consider there to be justifying evidence in the case of Bromsgrove to warrant the production of an SPD on the subject.
- 3.5 Further discussions were also held with PC Stan Baker, the Crime Risk Manager from West Mercia Constabulary. PC Baker acknowledged that there was a link between hot food takeaways and crime and disorder, based on local police experience, however, there have been no documented studies to prove this link is conclusive. A number of incidents have occurred where clusters of hot food takeaways are situated and the police have objected to such applications in the past, yet have been overruled by the Planning Inspectorate. This ongoing situation would not be resolved by the adoption of a Hot Food Takeaways SPD as the guidance would only affect new establishments, and the lack of conclusive local evidence that Hot food Takeaways cause crime and disorder problems would mean the SPD may only carry little weight on appeal.
- 3.6 Further to the issues above concerning the evidence to support an SPD, officers also carried out significant research into how other authorities have adopted Hot Food Takeaway SPDs in different areas of the country. The planning system allows Local authorities to introduce SPDs in order to add detail and clarity to already approved development plan policies, the system is also clear that SPDs should not introduce new polices which should be included in an up to date development plan policy. The current development plan for Bromsgrove is the saved policies in the Worcestershire County Structure Plan, and the saved policies in the Bromsgrove District Local Plan as well as the adopted RSS although parts of the emerging RSS maybe more relevant. Whilst these plans do contain some general Town Centre or

retail polices which are generally supportive of the vast majority of retail uses taking place in established centres, non of these plans have policies concerning the development of Hot Food takeaways.

- 3.7 Recently the strategic planning team has been trying to introduce an Affordable Housing SPD which would supplement existing polices in the Bromsgrove District Local Plan, this SPD has been criticised by many including GOWM for introducing new polices rather than supplementing existing policy. Recognising the responses received on the Affordable Housing SPD, it is clear that the detailed policies contained in the Draft Hot Food takeaway SPD would be introducing new policy rather than supplementing existing to a greater extent than in the case of the Affordable housing policy as we currently have no specific policies on hot food takeaways. It is with this in mind that the recommendation is as at para 2.1 above.
- 3.8 In order test how successful a Hot Food Takeaway SPD would be officers prepared a draft SPD. Supplementary Planning Documents should be in conformity with and clearly cross-referenced to the relevant Development Plan policies they support. Policy S20 of the Local Plan are referred to in the draft SPD and cross referenced, but the links between this policy and the issue of Hot Food takeaways is very tenuous. Although policy S20 seeks to strengthen Bromsgrove's shopping role in order to compete more successfully with other shopping centres, there is no direct link to indicate that hot food takeaways affect this role. This policy also fails to recognise hot food takeaway premises on a District-wide scale as opposed to solely in the town centre. The other retail policies mentioned in the SPD, also only provide fragile links to hot food takeaways and in many instances would support further expansion of the number of Takeaways in key retail areas. The Strategic Planning Section deem the Draft SPD does not expand on existing policies and introduces new policy, which does not comply with national guidance.
- 3.9 Hot Food Takeaway SPDs have been able to be produced by other Local Authorities as they have been linked more coherently with policies contained in up to date Development Plan Documents. Authorities have been able to use more substantial policies that are part of their Local Plans or Unitary Development Plans (UDPs), which directly related to hot food takeaways.
- 3.10 The Hot Food Takeaway SPD produced by Waltham Forest directly supplemented a number of policies within the Waltham Forest UDP adopted in March 2006. The UDP restricted non-retail uses forming in groups of three or more standard sized units, as well as restricting A5 uses within neighbourhood retail parades. The UDP also had a policy specific to Hot Food Takeaways, restaurants and Night Economy Uses, which related to the size of units, hours of operation, implications on traffic congestion and parking, impact on the character of the area and the practicality of providing extract ducting ventilation and/or noise insulation. These policies allowed

Waltham Forest Borough Council to comply with PPS12 and supplement these policies as part of a Hot Food Takeaways SPD.

3.11 This process also applied to other authorities that have produced Hot Food Takeaway SPDs. Salford City Council, for example, had a number of policies within Salford's UDP that was adopted in June 2006 that could be used as the basis for an SPD. Policy S3 restricts the change of use from A1 retail units, and Policy A5 restricts the number of A5 uses if they are deemed to have an unacceptable impact on the area.

3.12 Based on the lack of evidence that Hot Food Takeaways are directly having an impact on the sense of community and well being and the environment, and the non-compliance with Government guidance, the Strategic Planning Section does not consider a Hot Food Takeaways SPD to be possible at this stage. Should the document be taken forward it is our view that it would have minimal credibility due to these reasons, and would not present a particularly strong case should it be used as part of a planning appeal

4. FINANCIAL IMPLICATIONS

4.1 The SPD would be produced by the Strategic Planning Section and therefore there are no external costs associated with the production of this document. However, costs could occur through the appeals process if planning applications are refused based on the SPD. The insubstantial evidence supporting the SPD and the non-compliance of national guidance would increase the likelihood of costs occurring.

5. LEGAL IMPLICATIONS

5.1 The Hot Food Takeaways SPD cannot be produced in accordance inline with the provisions set out in the Planning and Compulsory Purchase Act 2004 and as such it is recommended progress is stopped.

6. COUNCIL OBJECTIVES

6.1 Objective 1: Regeneration - Priorities: Town Centre

Through the Town Centre AAP, the Council strives to improve the range and quality of the retail offer in order to enhance the viability of Bromsgrove town as a sustainable shopping destination.

7. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

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

- The adoption of the SPD would lead to the creation of new planning policy and not the supplementing existing policy as such it could be challenged through the appeal process.

7.2 These risks are being managed as follows:

Risk Register: Planning and Environment

Key Objective Ref No: 6

Key Objective: Effective, efficient, and legally compliant Strategic planning Service

8. CUSTOMER IMPLICATIONS

8.1 A number of concerned residents have written to the council about this issue particularly in Rubery, the strategic planning team would respond to these letters explaining the problems with producing a hot food takeaway policy.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 There are no implications for equality and diversity.

10. VALUE FOR MONEY IMPLICATIONS

10.1 There are no implications regarding value for money.

11. CLIMATE CHANGE AND CARBON IMPLICATIONS

11.1 There are no implications regarding Climate Change

12. OTHER IMPLICATIONS

Procurement Issues	None
Personnel	None
Governance/Performance Management	None
Community Safety including Section 17 of Crime and Disorder Act 1998	None
Policy	SPDs cannot introduce primary new policy.
Biodiversity	None

13. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	No
Executive Director – Planning, Regeneration and Housing Services	Yes

Executive Director – Section 51	No
Executive Director and Deputy Chief Executive	No
Director of Policy Performance and Partnerships	No
Head of Planning and Regeneration	No
Head of Resources	No
Head of Legal, Equalities & Democratic Services	No
Corporate Procurement Team	No

14. WARDS AFFECTED

14.1 All Wards

15. APPENDICES

15.1 None

16. BACKGROUND PAPERS

16.1 None

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BROMSGROVE DISTRICT COUNCIL

28 April 2010

Cabinet

IMPROVEMENT PLAN EXCEPTION REPORT [March 2010]

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 March 2010 (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 85 actions highlighted for March within the plan 67.1% of the Improvement Plan is on target [green], 4.7% is one month behind [amber] and 3.5% is over one month behind [red]. 24.7% of actions have been reprogrammed or suspended with approval¹; these include some of the Town Centre actions (due to delays with the AAP) and the working practices review (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 4 amber and 3 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	2
FP2	Governing the Business	1
PR3	Joint CEO with Redditch Borough Council	1
PR5	Planning	3

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

Ref.	Action	Reason
1.1.3	Town Centre AAP	Suspended
1.2.4	Design for High Street	Suspended
1.6.2	Transport multi-modal study	Suspended due to delays with preferred option consultation
3.3.6	Equalities monitoring	Suspended
5.4.7, 5.4.9	Budget Jury	Suspended
7.3.3	Climate Change Matrix	Suspended due to changed approach
9.1.3	CSC Performance reports	Suspended due to suspension of Customer First Board
9.2.1	Action Plan monthly review	Suspended due to suspension of Customer First Board
10.2.2	Code of Conduct for Members	Suspended due to Government delays
12.3.2	Grants Policy	Suspended due to capacity issues
13.2.4	RSS Phase 3	Suspended as this phase has been abolished
14.1.5	Bromsgrove Way training	Suspended due to revised approach
14.2.7	Investors in People	Suspended due to revised approach
15.2.1	Harmonisation	Suspended until 10/11
15.3.4	Workforce Plan	Suspended until 10/11
16.1.1, 16.1.2, 16.1.3, 16.1.5	Working practices review	Suspended due to prioritisation of harmonisation
16.4.1	Employee health & wellbeing programme	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 objectives and priorities.

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, PROCUREMENT AND ASSET MANAGEMENT

10.1 See sections FP1-FP3 of the Improvement Plan

11. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

11.1 See section FP3 of the Improvement Plan

12. HUMAN RESOURCES IMPLICATIONS

12.1 See sections HR&OD1-HR7OD3 of the Improvement Plan

13. GOVERNANCE/PREFORMANCE MANAGEMENT IMPLICATIONS

13.1 See sections FP4 and PR2 of the Improvement Plan

14. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF THE CRIME AND DISORDER ACT 1998

14.1 See section CP3 of the Improvement Plan

15. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	At CMT
Executive Director (S151 Officer)	At CMT
Executive Director – Leisure, Cultural, Environmental and Community Services	At CMT
Executive Director – Planning & Regeneration, Regulatory and Housing Services	At CMT
Director of Policy, Performance and Partnerships	Yes
Head of Service	At CMT

Head of Resources	At CMT
Head of Legal, Equalities & Democratic Services	At CMT
Corporate Procurement Team	No

16. WARDS AFFECTED

16.1 All wards.

17. APPENDICES

17.1 Appendix 1 Improvement Plan Exception Report March 2010.

15. BACKGROUND PAPERS:

15.1 The full Improvement Plan for March 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.

AUTHOR OF REPORT

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Exception Report for March 2010 Improvement Plan

Appendix 1

PROGRESS IN 2009/10

Overall performance as at the end of March 2010, 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	2	2.1%	RED	4	4.3%
AMBER	11	13.3%	AMBER	6	8.5%	AMBER	9	8.7%	AMBER	9	9.6%	AMBER	5	5.3%	AMBER	5	5.4%
GREEN	67	80.7%	GREEN	60	84.5%	GREEN	79	76%	GREEN	70	74.5%	GREEN	71	74.7%	GREEN	70	75.3%
REPRO	0	0%	REPRO	0	0%	REPRO	0	0%	REPRO	0	0%	REPRO	3	3.2%	REPRO	1	1.1%
SUSP	5	6%	SUSP	5	7%	SUSP	12	11.5%	SUSP	13	13.8%	SUSP	14	14.7%	SUSP	13	13.9%

January 2010			February 2010			March 2010			April 2010			May 2010			June 2010		
RED	6	7.2%	RED	4	5.2%	RED	3	3.5%	RED			RED			RED		
AMBER	3	3.6%	AMBER	4	5.2%	AMBER	4	4.7%	AMBER			AMBER			AMBER		
GREEN	64	77.1%	GREEN	51	66.2%	GREEN	57	67.1%	GREEN			GREEN			GREEN		
REPRO	0	0%	REPRO	0	0%	REPRO	0	0%	REPRO			REPRO			REPRO		
SUSP	10	12.1%	SUSP	18	23.4%	SUSP	21	24.7%	SUSP			SUSP			SUSP		

Exception Report for March 2010 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	March 2010 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		Work will recommence on the AAP early 2010.												JS	Mar 10	Apr 10
1.1	Agreement on preferred option of Area Action Plan																
1.1.1	Engage specialist organisation to complete unified vision	JS														<p>The listing of Parkside has delayed the resumption of the work on the AAP and the preferred option. However, it would appear that the police and fire service have now secured an alternative site and are awaiting the outcome of a HMIC report and a final decision from the Police Committee before commencing work on the building although there is sufficient money to secure the site. It is anticipated that work will recommence on the AAP early 2010. The unified vision will be completed by April with the AAP itself being completed by June 2010. However, it is not likely to receive official approval until April 2011.</p>	

CP1: Town Centre																	
Ref	March 2010 Action		Colour		Corrective Action										Who	Original Date	Revised Date
1.5.4	Work on site commences				Work cannot start until the design and funding issues can be resolved. Executive Director Planning and Regeneration attended a meeting with Network Rail on 24 March where a funding gap has reappeared.										JS	Mar 10	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
1.5 Train Station																	
1.5.4	Work on site commences	JS													Work cannot start until the design and funding issues can be resolved. Executive Director Planning and Regeneration attended a meeting with Network Rail on 24 March where a funding gap has reappeared.		

FP2: Governing the Business (including Value for Money)																	
Ref	March 2010 Action		Colour		Corrective Action										Who	Original Date	Revised Date
6.3.9	Provide training to Audit Board on Internal Control and Risk Management Issues				Due to amount of areas to be considered as part of final accounts training was delayed- to be re-evaluated as part of WETT.										JLP	Mar 10	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
6.3 Effective risk management																	
6.3.9	Provide training to Audit Board on Internal Control and Risk Management Issues	JLP													Due to amount of areas to be considered as part of final accounts training was delayed- to be re-evaluated as part of WETT.		

PR3: Joint CEO with Redditch Borough Council																	
Ref	March 2010 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 delivered in accordance with revised timeline of March – shared services proposals for Wyre Forest to host a Shared Service – to be considered by Shared Services Board in April.										KD	Mar 10	Apr 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 – delivered in accordance with revised timeline of March – shared services proposals for Wyre Forest to host a Shared Service – to be considered by Shared Services Board in April.

PR5: Planning																	
Ref	March 2010 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		
13.1.1	Attend Project Delivery Board Meetings		Board meetings have been suspended whilst planning appeal was taking place. Due to St Modwen's conduct in applying for costs through the planning appeal all strategic meeting between BCC BDC WCC and St Modwen have been cancelled whilst the city takes legal advice.													Mar 10	TBC
13.1	Longbridge																
13.1.1	Attend Project Delivery Board Meetings															Board meetings have been suspended whilst planning appeal was taking place. Due to St Modwen's conduct in applying for costs through the planning appeal all strategic meeting between BCC BDC WCC and St Modwen have been cancelled whilst the city takes legal advice.	

PR5: Planning																		
Ref	March 2010 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			
13.2.3	Receive and respond to RSS2 Proposed Changes															MD	Mar 10	Jul 10
13.2	Regional Spatial Strategy																	
13.2.3	Receive and respond to RSS2 Proposed Changes	MD																Phase 2 proposed changes still being delayed as CLG take legal advice, GOWM have confirmed they hope to publish the changes before the end of July; this is obviously subject to the outcome of the election.

PR5: Planning																		
Ref	March 2010 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			
13.4.3	Quarterly Member Planning training																	A number of training exercises took place in December; trying to arrange potential heritage update training for Members.
13.4	Effective Development Control Service																	
13.4.3	Quarterly Member Planning training																	A number of training exercises took place in December; trying to arrange potential heritage update training for Members.

BROMSGROVE DISTRICT COUNCIL

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MARCH (PERIOD 12) PERFORMANCE REPORTING

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

1. SUMMARY OF PROPOSALS

- 1.1 To report to Cabinet on the Council's performance at 31 March 2010 (period 12).

2. RECOMMENDATIONS

- 2.1 That Cabinet notes that 49% of PIs are stable or improving.
- 2.2 That Cabinet notes that 69% of PI's that have met or are projected to meet their target at the year end (compared to 78% in 2008/09)
- 2.3 That Cabinet notes the performance figures for March 2010 as set out in Appendix 2.
- 2.4 That Cabinet notes the particular areas of improvement as summarised in section 4.2.
- 2.5 That Cabinet notes the PI's of particular concern as set out in section 4.3.

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. This is the final performance report for 2009/10, it is in the monthly report format

rather than the integrated finance & performance report format used at other quarter ends. This is because the final accounts are still being prepared and will be presented to the special Council meeting in June, along with the Annual Report.

4. KEY ISSUES

4.1 The proportion of PI's that are improving or stable is lower than usual, at 48%, however the decline, in a number of cases, is small and, in some cases, seasonal.

4.2 Performance worthy of particular mention is as follows:

- All 'Streetscene' PI's have, or are expected to, meet their annual target.
- All bar one of the Crime PI annual targets have been met.
- All Planning PI annual targets have been met.
- Annual targets for Affordable housing and Households in Temporary Accommodation were met.
- Time to process benefit claims has reduced to just over 9 days, considerably better than target.
- Although the target was missed (but by less than 10%), sickness absence reduced by 15% compared to last year.

4.3 Performance of potential concern is as follows:

- Dolphin centre usage was somewhat below annual target, however the target figures for membership of the new gym were exceeded. Management of the Dolphin Centre is transferring to the leisure trust.
- Targets for Disabled Facilities Grants were not met, however this was mainly as a consequence of the reduced budget availability which meant that schemes put forward in the second half of the year had to be put on hold, thus adversely affecting the performance figures. Responsibility for DFG's is transferring to the Housing Improvement Agency during 2010.
- NI 179 – cash releasing VFM gains target was not met, however the Council has a clear and substantial programme of VFM savings through the shared services and WETT agendas.

5. FINANCIAL IMPLICATIONS

5.1 None

6. LEGAL IMPLICATIONS

6.1 None

7. POLICY IMPLICATIONS

7.1 None

8. COUNCIL OBJECTIVES

8.1 Performance reporting & management links to the Improvement objective

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

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

- Data quality problems
- Poor performance

9.2 These risks are being managed as follows:

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

9.3 There are no Health & Safety considerations

10. CUSTOMER IMPLICATIONS

10.1 Performance Improvement is a Council Objective

11. EQUALITIES AND DIVERSITY IMPLICATIONS

11.1 None.

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

12.1 None

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

13.1 None

14. HUMAN RESOURCES IMPLICATIONS

14.1 None

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

15.1 Sound performance management and data quality are key to achieving improved scores in the Use of resources judgement. This performance report supports that aim.

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

16.1 None

17. HEALTH INEQUALITIES IMPLICATIONS

17.1 None

18. LESSONS LEARNT

18.1

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

19.1 None

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	No (due to timing of Meetings, will go to CMT)
Executive Director (S151 Officer)	No (due to timing of Meetings, will go to CMT)
Executive Director – Leisure, Cultural, Environmental and Community Services	No (due to timing of Meetings, will go to CMT)
Executive Director – Planning & Regeneration, Regulatory and Housing Services	No (due to timing of Meetings, will go to CMT)

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Director of Policy, Performance and Partnerships	Yes
Head of Service	Yes
Head of Resources	No (due to timing of Meetings, will go to CMT)
Head of Legal, Equalities & Democratic Services	No (due to timing of Meetings, will go to CMT)
Corporate Procurement Team	No

21. WARDS AFFECTED

All

22. 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

23. BACKGROUND PAPERS

None

24. KEY

- PI - Performance Indicator
- NI - National Indicator (a PI defined by government and used by all Councils)
- LPI - Local Performance Indicator – (a PI defined by Bromsgrove, District Council to measure performance on local priorities)
- CAA - Corporate Area Assessment – the methodology used by the Audit Commission to judge the performance of Councils and partners

AUTHOR OF REPORT

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BROMSGROVE DISTRICT COUNCIL

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Tel: (01527) 881602

APPENDIX 1

SUMMARY - Period 8 (November 2009/10)			
Monthly (November) performance		Estimated Outcome	
No.	%age ¹	No.	%age ²
15	47%	23	76%
17	53%	6	21%
3		1	3%
		6	
		35	
Improving or stable.		On target	
Declining		Missing target by less than 10%	
No data		Missing target by more than 10%	
		No data ³	
Total Number of Indicators reported this period ¹		Total Number of Indicators reported this period ¹	
		35	

SUMMARY - Period 9 Quarter 3 (December 2009/10)			
Monthly (December) performance		Estimated Outcome	
No.	%age ¹	No.	%age ²
24	47%	28	61%
27	53%	10	22%
7		8	17%
		12	
		58	
Improving or stable.		On target	
Declining		Missing target by less than 10%	
No data		Missing target by more than 10%	
		No data ³	
Total Number of Indicators reported this period ¹		Total Number of Indicators reported this period ¹	
		58	

SUMMARY - Period 10 (January 2010)			
Monthly (January) performance		Estimated Outcome	
No.	%age ¹	No.	%age ²
11	37%	17	65%
19	63%	7	27%
5		2	6%
		9	
		35	
Improving or stable.		On target	
Declining		Missing target by less than 10%	
No data		Missing target by more than 10%	
		No data ³	
Total Number of Indicators reported this period ¹		Total Number of Indicators reported this period ¹	
		35	

SUMMARY - Period 11 (February 2009/10)			
Monthly (February) performance		Estimated Outcome	
No.	%age ¹	No.	%age ²
13	63%	19	68%
11	37%	10	35%
5		2	7%
		5	
		35	
Improving or stable.		On target	
Declining		Missing target by less than 10%	
No data		Missing target by more than 10%	
		No data ³	
Total Number of Indicators reported this period ¹		Total Number of Indicators reported this period ¹	
		35	

SUMMARY - Period 12 (March 2009/10)			
Monthly (March) performance		Estimated Outcome	
No.	%age ¹	No.	%age ²
21	49%	29	61%
22	51%	9	22%
13		7	17%
		15	
		56	
Improving or stable.		On target	
Declining		Missing target by less than 10%	
No data		Missing target by more than 10%	
		No data ³	
Total Number of Indicators reported this period ¹		Total Number of Indicators reported this period ¹	
		56	

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 12 (March 2010)

Ref	Description	Report - ed?	Cum or Snap?	2009/10		2008/09		2009/10		Outturn Target & Trend	Comments									
				Actual	Target & trend	Actual	Target & trend	Target	Outturn											
Street Scene & Community																				
NI 191	Residual Household waste per household (KG)	M	C	586.26	447.82	443.22	W	497.14	489.75	542.88	536.50	W	592.99	589.95	592.99	W	582 (est)	590.00	582 (est)	No Tonnes data available as yet for Jan - Mar, when this is received this is anticipated to reduce NI191 further to approx 582kg
NI 192	Percentage of household waste re-used, recycled and composted	M	C	43.25	24.32	39.43	W	30.27	38.39	26.96	37.60	I	33.17	37.14	33.17	I	37.28 (est)	30.00	37.28 (est)	Not all tonnages are available as yet for recycling banks, when received it is anticipated this will increase NI192 to approx 37.28%
NI 195	Improved street & environmental cleanliness - graffiti	M*	C		5	1	S	n/a	n/a	n/a	n/a	n/a	5		5		5 (est)	5	5 (est)	Information will not be available until 22nd April
NI 195	Improved street & environmental cleanliness - litter	M*	C		13	9	W	n/a	n/a	n/a	n/a	n/a	13		13		13 (est)	13	13 (est)	Information will not be available until 22nd April
NI 195	Improved street & environmental cleanliness - debris	M*	C		20	23	W	n/a	n/a	n/a	n/a	n/a	20		20		20 (est)	20	20 (est)	Information will not be available until 22nd April
NI 195	Improved street & environmental cleanliness - fly posting	M*	C		1	1	W	n/a	n/a	n/a	n/a	n/a	1		1		1 (est)	1	1 (est)	Information will not be available until 22nd April
NI 196	Improved street and environmental cleanliness - fly tipping	M*	C		2	2	S	n/a	n/a	n/a	n/a	n/a	2		2		2 (est)	2	2 (est)	Information will not be available until 28th April
LPI Depot	Number of missed household waste collections	M	C	1,136	855	751	I	950	825	1,045	863	I	1,140	952	1,140	W	952	1,140	952	89 missed collections of which 56 were grey and 33 were brown bins = 0.046%
LPI Depot	Number of missed recycle waste collections	M	C	281	180	184	I	200	202	220	223	W	240	237	240	I	237	240	237	14 missed recycling collections = 0.007%
NWBCUS	Total Crime	M	C	New	4,210	3,848	I	4,685	4,277	5,113	4,691	I	5,588	5,187	5,588	W	5,588	5,187	5,187	Overall total crime has been reduced by 7% this year compared to last, which is 401 less offences. This is a result of joint efforts between all agencies coordinated under the Community Safety Partnership. There has been reductions in most crime types apart from Violent Crime. Bromsgrove CSP are now developing delivery plans against their 2010/11 priorities (Youth Related ASB, Violent Crime, Environmental Crime and Acquisitive Crime). In addition the CSP will also be developing plans to tackle re-offending as a result of new statutory responsibilities, strategies to deal with ASB including a set of minimum standards and a communication strategy following the appointment of a communications officer.

Ref	Description	Report - ed?	Cum or Snap?	2008/09		2009/10												Comments	
				Actuals	Target	Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend		Outturn
NWBCU1	The number of domestic burglaries	M	C	438	293	194	326	233	W	356	276	W	389	321	W	389	321	W	There were 45 offences of domestic burglary in March, which is above the March target of 33 however there is a seasonal trend for burglary which peaks over the early part of the year. There has however been a 17% decrease in offences this year compared to the previous years. Although burglary has been reduced year on year the Bromsgrove Community Safety Partnership will be making it a 2010/11 priority as they have acknowledged through surveys that it still remains on of the largest concerns for our residents. A burglary action plan will be developed and delivered through the coming year.
NWBCU2	The number of violent crimes	M	C	973	714	767	784	870	W	846	952	I	922	1,046	W	922	1,046	W	The volume of Violent Crime has increased again in March and has been consistently high throughout the year. As a result Violent Crime has been made a Community Safety Partnership priority for 2010/11. The partnership will be developing a violent crime action plan to tackle two distinct violent crime problems: Assault with less serious injury as a result of alcohol fuelled violence within the night time economy and domestic related violence.
NWBCU3	The number of robberies	M	C	61	44	33	49	35	I	53	39	W	58	44	W	58	44	W	The volume of robbery offences has remained consistently low throughout the year. This crime type has had a reduction in offences this year compared to last year; a reduction of 24%. Robberies will continue to be monitored but it is not currently a priority for the Community Safety Partnership or West Mercia Police.

Ref	Description	Report - ed?	Cum or Snap?	2008/09		2009/10		Target & trend	Mar Actual	Mar Target	Target & trend	Comments	
				Actuals	Target	Actual	Target						Outturn
NWBUC4	The number of vehicle crimes	M	C	744	520	501	578	555	631	612	690	672	There were 60 vehicle crime offences in March which the amount we would expect based on seasonal trends. There has been a slight reduction of 2.5% this year compared to the previous year. The largest volume of vehicle crimes are a result of theft from motor vehicles; this has become a 2010/11 priority for Bromsgrove Community Safety Partnership and joint operations between the police and neighbourhood wardens has already commenced in the car parks of beauty spots where many of these offences occur
NWBUC6	The number of Criminal Damage incidents	M	C	1,064	795	681	872	745	945	816	1,041	908	During March the level of criminal damage offences was the highest it has been for many months but still less than March 2008/9. Overall there were 13% less criminal damage offences this year compared to the previous year. Criminal Damage was a 2009/10 priority for the Community Safety Partnership; as a result many targeted patrols were carried out at key hot spots to deter offenders which seems to have worked. Criminal Damage will be looked at during 2010/11 under the Youth Related ASB priority in an attempt to achieve further reductions.
LPICS 1a	CCTV incidents reported - Crime	M	C	3,407	2,547	2,401	2,850	2,602	3,113	2,803	3,396	3,021	The town centre was busy with a lot of activity on the shopwatch radio, suspicious behaviour and thefts occurring, whereas ASB was much lower than the previous month.
LPICS1b	CCTV incidents initiated by CCTV	M	C	991	738	714	820	807	902	870	984	941	Observations were increased on last month, staff were proactively monitoring for purse thieves.
LPICS2	Number of locally delivered diversionary sessions	Q	C	176	147	141	152	141	164	161	180	163	Sessions were increased due to new projects but commenced mid-month. The sessions will become regular to increase and maintain number of sessions delivered. April's Easter delivery will provide a high number of sessions.
LPICS3	Numbers of users attending diversionary activities.	Q	C	617	564	538	584	538	624	603	670	617	Usages were increased due to new projects but commenced mid-month. The sessions will become regular to increase and maintain number of sessions delivered and users. April's Easter delivery will provide a high number of usages.

Ref	Description	Report - ed?	Cum or Snap?	2008/09												Comments		
				Actuals	Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual		Target & trend	2009/10
															Target	Outturn	Outturn Target &Trend	
LPI CS4	No. of hate crime incidents (activity measure)	M	S		n/a	2									n/a	n/a	n/a	There were five reports of hate crime during March. Three were reports of racism which was referred to the police for action. There was one report of homophobia and another report regarding verbal abuse, threat and harassment believed to be motivated by the victims disability - these were also referred to the police.
LPI CS5	% of reported hate crime incidents requiring further action that received further action	M	S		100	100	S								100.00	100.00		Five reports received and appropriate and proportionate action was delivered.
LPI SC1	Number of attendances at arts events	M	C	20,642	21,272	23,593	W	21,324	23,640	S	21,426	23,728	S	21,261	23,728	23,728		Shindig continues to deliver quality arts and theatre provision to rural and community touring venues throughout the district of Bromsgrove - in March this took place at Client Village Parish Hall. Figures for March are not available due to sickness absence, however the cumulative year to date figure at the end of February was well above the annual target.
LPI Community Safety	Arts usage (community use)	A	S		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	48,821	60,250	60,250		Target exceeded
SC3	Dolphin Centre Usage	M	C	627,404	354,245	301,173	W	401,980	337,215	I	449,715	375,404	I	497,455	415,407	415,407		Usage for March has been the highest of the year, although still failed to reach target. Usage for all areas other than the sports hall hire (which remained the same) increased.
SC4	Sports development usages	M	C	21,219	18,270	21,206	W	19,398	23,223	I	20,898	26,614	I	22,702	30,395	30,095		Delivery of many Sport Unlimited projects, regular PSP, Mobility and FFT sessions provided a high number of usages. The end of year 2 Sport Unlimited requires the new projects to commence in order to maintain this.
	Town Centre Car Park Usage	M	S	n/a	n/a	120,254	W	n/a	111,037	W	n/a		n/a	127,415	n/a	127,415	n/a	127,415 usage in March
	Shopmobility Centre Usage (Monthly)	M	S	n/a	150	116	W	150	91	W	150	123	I	150	144 (ave)	144 (ave)		127 users of shopmobility service in March. Average monthly usage over the year is 144
LPI LL1	Life line units in use	M	S	547	720	728	S	730	730	W	740	740	W	750	751	751		The number of private dispersed installations has increased but referrals under the PTG funded contract have now ceased.

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

Ref	Description	Report - ed?	Cum or Snap?	2008/09		2009/10		Target & trend	Mar Actual	Mar Target	Target & trend	Outturn	Outturn Target &Trend	Comments	
				Actuals	Target	Actual	Target								
NI 157	The percentage of major planning applications determined within 13 weeks	M	C	68.80	80.00	88.90	80.00	88.80	80.00	80.00	90.00	83.00	80.00	83.00	Majors; 1/2 = 50% National Target 60% (Local Target 80%) No applications in this category for January and just one application for February. March saw two majors one was a controversial proposal for 28 affordable units in the Green belt as proposed by BDHT. This application attracted a significant level of interest and was delayed due to consideration of reports relating to need for the proposed units
NI 157	The percentage of minor planning applications determined within 8 weeks	M	C	76.50	85.00	83.00	85.00	85.30	85.00	85.00	86.80	87.80	85.00	87.80	Minors; 12/12 = 100% National Target 65% (Local Target 85%) In the summer around 16/17 applications were determined in this category in a month whilst September, October and November saw a reduction to 7/9 applications. December however saw a rise back up to 17 and this was sustained in January (17) and went up to 23 in February. March saw 12 applications, all of which were determined in time.
NI 157	The percentage of other planning applications determined within 8 weeks	M	C	89.50	90.00	90.50	90.00	90.40	90.00	90.00	90.60	91.00	90.00	91.00	Others: 60/62 = 96.7% National Target 80% (Local Target 90%) The numbers of minor applications have remained fairly consistent this quarter with 42 and 47 applications submitted in Oct and November. December saw 49 applications with a reduction to 32 in January with 33 being considered in February. March saw a significant increase to 62 decisions. Only two applications went out of time one was a change of use of a log cabin (09/0852) and another related to a replacement dwelling (09/0954). these went over due to complex negotiations and the need to consult Natural England.
NI 155	Number of affordable homes delivered	Q	C		60	68			80			88	80	88	Target exceeded

Planning & Environment Services

Ref	Description	Report - ed?	Cum or Snap?	2008/09		2009/10		Comments	
				Actuals	Target & trend	Target	Outturn		Outturn Target &Trend
Chief Executive's department									
LPI CCP01	Number of complaints received (Council wide) Monthly. Source new complaints system.	M	C	270		n/a	200	n/a	The start of the green waste collections and the changeover to brown bins has caused an increase in the number received in March. Complaints received were: 3 about online payments not being available on website for parking fines, 1 about a protected tree 1 about dirty town toilets, 2 about attitude of parking staff, 1 about car parking charges, 1 about about staff feeding town pigeons, 1 about new town toilets, 4 about missed collections, 10 various about garden waste collections inc lack of info, brown bins not delivered and unhappy about payment and 1 about changes to the recycling service.
LPI CCP03	Number of compliments received	M	C	70		n/a	60	n/a	Compliments received – 1 about excellent service provided by BURT, 3 about Sports Awards organised by Sports Development, 1 about the Street Cleansing Team, 5 about excellent service from Waste and Recycling Teams and 2 about service provided by the Customer Service Centre Team.
LPI CCP05	Community transport income (£)	M	C	n/a		825	1,750	n/a	The service has received very positive feedback. Outturn is below target, but within 10%. Severe weather in January & February led to a drop in the usage of the service, but usage/income has increased considerably in March
Financial Services									
NI181	Time taken to process HB/CT benefit new claims or change events (days)	M	C	15.03		15.00	9.12	15.00	March has shown further improvement to NI181. In addition to this, the year to date has beaten the target for more than 5 days and is far better than predicted. Improvement on this PI has been down to the hard work of staff and new procedures / processes, most notably VRA. However, further improvements can be made in 2010 / 11 with more concentration on changes in details.

Ref	Description	Report - ed?	Cum or Snap?	2008/09												Comments		
				Actuals	Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual		Target & trend	2009/10 Target
	Total value of HB overpayments outstanding at the start of the quarter (£)	Q	S		567,503	609,755	W								n/a	609,755	n/a	The amount of overpaid Benefit has increased throughout 2009/10 due to low recovery levels and poor processes. However, recruitment of a dedicated overpayment officer is underway and should be in place May 2010. This should see improvements to the processes and an increase in the debts recovered. Also, Benefit work is more up to date so the amount of debts being raised is less than in previous years.
	Total value of HB overpayments identified during the quarter (£)	Q	S		103,507	75,772	W								n/a	75,772	n/a	as above
	% of HB overpayments recovered during the quarter of the outstanding debt.	Q	S		9.07	8.00	I									8.00		£47,959 was recovered during the quarter, see other comments above re an overpayment officer.
	% of the outstanding HB overpayments debt written off during the quarter	Q	S		1.47	1.08	W									1.08		The amount of Benefit overpayment written off (£6,607) is less than the maximum % set at the start of the year. This is because, where possible, all overpayments are recoverable, unless in exceptional circumstances. In addition to this, more strict quality control processes have been introduced meaning any potential errors are picked up sooner.
NI 179	VFM - total net value go on-going cash releasing VFM gains since the start of 2008-09 (£'000)	Q	C		442	730	W								759	730		The efficiency saving predicted in December was revised after reviewing in January, however there is a shortfall on the expected outturn due to a shortfall in the expected income for Licensing.
	Percentage of invoices paid within 10 days of receipt	M	C		82.90	83.60	W								90.00	83.60		Although the percentage of invoices paid within 10 days is below target for the year the percentage for March was 94.5%.
FP001	Percentage of invoices paid within 30 days of receipt	M	C		98.17	98.11	W								98.00	98.11		On Target

Legal, Equalities and Democratic Services
There are no PIs reported monthly for this department

Ref	Description	Report - ed?	Cum or Snap?	2008/09		2009/10												Comments
				Actuals		Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend	
LD LPI1	New Equality framework. (replaces equality standard above in 2008/10)	Q	S	n/a	Level 2	Level 2								Level 2	Level 2	Level 2	Level 2	BDC reached Level 3 of the Equality Standard for Local Government in April 2009. The Standard was replaced by the Equality Framework and our assessment migrated to the new system as Level 2 - Achieving. This assessments lasts until April 2012. We have been advised that as we were assessed under the old system the Council is not necessarily fully at the Achieving level. There will be a paper review of where we are in May 2010 with a consultant from the IDeA who will advise on whether there are still any gaps to be addressed to confirm the Achieving level and what we will need to do to reach Level 3 of the Equality Framework which is Excellent

Human Resources & Organisational Development

LPI (formerly BV12)	The average number of working days lost due to sickness.	M	C	2008/09		2009/10												Although there was a slight increase in the number of reported absences within March, the year end figure is within 10% of target
				Actuals		Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend	
				10.66	6.39	7.17	I	7.18	7.70	S	7.97	8.31	W	8.75	9.12	W	9.12	

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2009/10 Monthly Performance figures

Ref	Description	Freq	Cum or Snap	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.		
NI 191	Residual Household waste per household	M	Target	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	45.49	48.33	51.33	51.45	51.45	58.47	46.53	46.75	53.44	
			numerator	2,040.68	1,867.76	1,960.96	2,023.16	1,770.84	1,998.31	1,881.36	1,998.31	2,002.82	2,276.36	1,811.34	1,820.10	1,820.10	2,080.54
			denominator	38,828	38,828	38,828	38,828	38,929	38,929	38,929	38,929	38,929	38,929	38,929	38,929	38,929	38,929
NI 192	Percentage of household waste re-used, recycled and composted	M	Target	32.07	31.98	32.58	33.12	33.78	34.29	34.51	34.57	24.32	33.16	32.68	32.72		
			Actual	39.30	42.29	42.19	41.85	42.41	43.32	36.86	36.86	33.85	23.04	26.28	27.25	31.37	
			numerator	1,321.289	1,368.698	1,430.866	1,455.837	1,303.929	1,437.871	1,166.589	1,166.589	1,024.906	681.460	645.868	652.866	652.866	951.108
			denominator	3,361.969	3,236.478	3,391.822	3,478.997	3,074.769	3,319.231	3,164.899	3,164.899	3,027.726	2,957.818	2,457.204	2,396.109	2,396.109	3,031.648
NI 195	Improved street & environmental cleanliness - graffiti	M*	Target									5					
			Actual									1					
NI 195	Improved street & environmental cleanliness - litter	M*	Target									13					
			Actual									9					
NI 195	Improved street & environmental cleanliness - debris	M*	Target									20					
			Actual									23					
NI 195	Improved street & environmental cleanliness - fly posting	M*	Target									1					
			Actual									1					
NI 196	Improved street and environmental cleanliness - fly tipping	M	Target									2					
			Actual									2					
LPI Depot	Number of missed household waste collections	M	Target	95	95	95	95	95	95	95	95	95	95	95	95		
			Actual	129	123	127	67	68	49	79	59	59	50	74	38	89	
LPI Depot	Number of missed recycle waste collections	M	Target	20	20	20	20	20	20	20	20	20	20	20	20		
			Actual	18	6	20	18	9	5	9	13	4	18	21	14		
	Total crimes	M	Target	459	475	459	475	475	459	475	459	475	475	429	475		
			Actual	459	409	427	488	473	431	408	415	402	437	420	505		
NWBCU1	The number of domestic burglaries	M	Target	32	33	32	33	33	32	32	33	33	33	30	33		
			Actual	35	13	33	16	25	23	11	19	23	39	43	45		
NWBCU2	The number of violent crimes	M	Target	76	85	85	82	85	79	77	71	69	70	63	76		
			Actual	81	81	75	93	103	107	83	66	87	104	82	94		

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	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	
		C	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	100.00
NI157	The percentage of minor planning applications determined within 8 weeks	numerator	1	2	2	1	3	0	0	0	0	1	0	1	0	1	0	1	1	2
		denominator	1	2	2	1	3	0	0	0	0	1	0	1	0	1	0	1	1	2
NI157	The percentage of other planning applications determined within 8 weeks	M	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	85.00
		C	92.00	85.70	70.00	94.00	100.00	100.00	89.00	89.00	100.00	70.50	70.50	100.00	94.00	94.00	95.60	95.60	100.00	100.00
NI 157	Number of affordable homes delivered	numerator	12	12	14	10	16	17	7	7	9	9	12	16	17	22	23	17	23	12
		denominator	13	14	10	16	17	7	7	9	9	12	16	17	22	23	17	23	17	12
NI 155	Number of households occupying temporary accommodation	M	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	90.00
		C	89.00	98.00	98.00	85.00	89.00	81.00	89.00	81.00	90.00	92.00	92.00	91.00	93.90	93.90	96.70	96.70	96.70	96.70
NI 156	Average time (weeks) from referral to completion for category 1 DFGs	numerator	41	54	55	41	50	49	39	38	46	45	29	31	31	31	31	31	31	60
		denominator	46	55	55	48	56	48	47	49	47	32	33	33	33	33	33	33	33	62
NI 155	Number of households occupying temporary accommodation	M	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20
		C	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	20
NI 156	Average time (weeks) from referral to completion for category 2 DFGs	numerator	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15
		denominator	34	34	34	34	34	34	34	34	34	34	34	34	34	34	34	34	34	34
LP Housing	Average time (weeks) from referral to completion for category 3 DFGs	M	34	34	34	34	34	34	34	34	34	34	34	34	34	34	34	34	34	34
		C	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38
LP Housing	Percentage of DFG budget allocated to approved schemes	M	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52
		C	62	62	62	62	62	62	62	62	62	62	62	62	62	62	62	62	62	67
LP Housing	Percentage of DFG budget spent	M	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95
		C	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	100

E-gov & customer services

CSC	Monthly Call Volumes Customer Contact Centre	M	8,599	6,714	n/a	7,870	n/a	8,277	n/a	6,802	n/a	7,637	n/a	7,204	n/a	7,161	n/a	8,380	n/a	11,118
		S	8,599	6,714	n/a	7,870	n/a	8,277	n/a	6,802	n/a	7,637	n/a	7,204	n/a	7,161	n/a	8,380	n/a	11,118
CSC	Monthly Call Volumes Council Switchboard	M	4,631	4,203	n/a	4,580	n/a	4,452	n/a	3,660	n/a	4,247	n/a	4,495	n/a	4,295	n/a	6,711	n/a	5,388
		S	4,631	4,203	n/a	4,580	n/a	4,452	n/a	3,660	n/a	4,247	n/a	4,495	n/a	4,295	n/a	6,711	n/a	5,388
CSC LPI 3.1	Resolution at First Point of Contact all Services (Percentage)	M	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00
		S	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00
CSC LPI 3.2	% of Calls Answered	M	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	85.00
		S	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	85.00
CSC LPI 3.3	Average Speed of Answer (seconds)	M	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20
		S	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20

		W1										W2		
		Actual	21	16	16	29	20	24	13	15	11.00	23.00	23.00	27.00
Chief Executives														
LPI	Number of complaints received (Council wide) Monthly. Source new complaints system.	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
CCPP01 (SS)		Actual	25	22	20	12	12	5	12	11	10	34	12	25
LPI	Number of complaints received (Council wide)	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
CCPP03 (SS)		Actual	4	2	4	5	1	1	7	6	7	6	11	12
LPI	Community transport income (£)	Target	n/a	n/a	n/a	n/a	n/a	n/a	250	275	300	325	350	375
CCPP05 (DM)		Actual	n/a	n/a	n/a	n/a	n/a	n/a	298	373	204	122	268	485

Financial Services														
NI 181	Time taken to process HB/CT benefit new claims or change events	Target	15.00	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	10.29	14.58	10.68	12.73	6.38	6.74	10.98	11.86	3.79	8.70	
		numerator	12.836	13.475	18.746	8.706	16.342	12.919	9.656	9.411	12.047	8591.00	8550.00	
		denominator	1,149	1,309	1,286	815	1,284	2,025	1,432	857	1016	2284	983	
	Total value of HB overpayments outstanding at the start of the quarter (£)	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
		Actual			556,379		549,844		567,503				609,755	
	Total value of HB overpayments identified during the quarter (£)	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
		Actual		69,494			64,054		103,507				75,772	
	% of HB overpayments recovered during the quarter of the outstanding debt.	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
		Actual			13		8		9				8	
	Maximum % of the outstanding HB overpayments debt written off during the quarter.	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
		Actual			0.150		0.36		1.47				1	
NI 179	VFM - total net value of on-going cash releasing VFM gains since the start of 2009-09 (£'000)	Target												759
		Actual					396							730
	Percentage of invoices paid within 10 days of receipt	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
		Actual	80.88	83.71	84.77	80.97	83.83	83.69	84.59	78.47	81.71	80.79	94.50	
FP001	Percentage of invoices paid within 30 days of receipt	Target	98.00	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	98.49	96.32	95.47	98.51	99.77	

Legal, Equalities and Democratic Services														
LD LPI1	New Equality framework (replaces equality standard above in 2009/10)	Target	n/a					level 2			level 2			level 2
		Actual	n/a					level 2			level 2			level 2

Human Resources & Organisational Development														
LPI (formerly BV12)	The average number of working days lost due to sickness.	Target	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.79	0.79	0.79
		Actual	0.85	0.93	1.15	0.84	0.51	0.50	0.70	0.53	0.61	0.71		