



BROMSGROVE DISTRICT COUNCIL

YOU ARE HEREBY SUMMONED to attend an EXTRAORDINARY MEETING of BROMSGROVE DISTRICT COUNCIL to be held in the Council Chamber at The Council House, Burcot Lane, Bromsgrove at 6.00 p.m. on Wednesday 24th February 2010, when the business referred to below will be brought under consideration:-

The meeting will be opened with a prayer.

- 1. Minute Silence in memory of the late Mike Gill, former Councillor and Chairman**
- 2. To receive apologies for absence**
- 3. To confirm the accuracy of the minutes of the meeting of the Council held on 20th January 2010 (Pages 1 - 16)**
- 4. Declarations of Interest**

(Members are reminded that they need to keep their register of interest forms up to date)

- 5. To set the Council Tax for 2010/11 (the proposed statutory resolutions will be circulated at the meeting)**
- 6. Recommendations from the Cabinet meeting held on 3rd February 2010 (Pages 17 - 18)**

To consider the recommendations from the Cabinet on the following item *(the full Cabinet report is appended as background information at the end of the Council agenda book)*:

- Integrated Financial and Performance Monitoring Q3 2009/10 (virements and amendment to the Capital Programme)
- 7. To receive the minutes of the meeting of the Cabinet held on 3rd February 2010 (Pages 19 - 22)**

8. **WETT Regulatory Services - Joint Appointments Committee** (Pages 23 - 26)

To consider the report of the Head of Legal, Equalities and Democratic Services

- **Information Report for Agenda Item 6 – Integrated Financial and Performance Monitoring Q3 2009/10** (Pages 27 – 86)

K. DICKS
Chief Executive

The Council House
Burcot Lane
BROMSGROVE
Worcestershire
B60 1AA

TO ALL MEMBERS OF THE BROMSGROVE DISTRICT COUNCIL

Agenda Item 3

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE COUNCIL

WEDNESDAY, 20TH JANUARY 2010, AT 6.00 P.M.

PRESENT: Councillors C. R. Scurrall (Chairman), Mrs. J. M. L. A. Griffiths (Vice-Chairman), Mrs. J. M. Boswell, A. N. Blagg, Mrs. M. Bunker, Miss D. H. Campbell JP, S. R. Colella, R. J. Deeming, G. N. Denaro, Mrs. R. L. Dent, Mrs. A. E. Doyle, Mrs. J. Dyer M.B.E., D. Hancox, R. Hollingworth, Ms. H. J. Jones, B. Lewis F.CMI, Dr. G. H. Lord, Ms. J. A. Marshall, Mrs. C. M. McDonald, P. M. McDonald, D. McGrath, E. J. Murray, W. R. Newnes, D. L. Pardoe, S. R. Peters, S. P. Shannon, Mrs. M. A. Sherrey JP, R. D. Smith, Mrs. C. J. Spencer, C. B. Taylor, E. C. Tibby, C. J. Tidmarsh, L. J. Turner, M. J. A. Webb, P. J. Whittaker and C. J. K. Wilson

71/09 **PRAYER**

At the request of the Chairman, the Reverend Andy Lyons opened the meeting with a prayer.

72/09 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Dr. D. W. P. Booth JP, J. T. Duddy and Mrs. J. D. Luck.

73/09 **MINUTES**

The minutes of the meeting held on 18th November 2009 were submitted.

RESOLVED that the minutes be approved as a correct record, subject to the amendment of Minute No. 59/09 (c) with regard to Mr. P. Lammass to refer to a fifty year career.

74/09 **DECLARATIONS OF INTEREST**

No declarations of interest were received from Members at the start of the meeting. During the meeting Councillor Ms. A. E. Doyle declared a personal interest in St Modwens when this company was referred to as part of an update on the Longbridge situation during the discussions on the recommendations from the Cabinet with regard to Comprehensive Area Assessment – Organisational Assessment (Minute No. 77/09 (iii) refers).

75/09 **ANNOUNCEMENTS FROM THE CHAIRMAN**

(a) The Chairman urged Members to make donations to the Haiti Earthquake Appeal.

- (b) The Chairman drew attention to the following forthcoming events and encouraged Members to support these:

Burns Night in the Spadesbourne Suite on 22nd January 2010
Holocaust Memorial Service in Sanders Park on 27th January 2010
Civic Charity Dinner at Hagley Hall on 16th April 2010

- (c) The Chairman made a presentation to Mr. T. Rigg in recognition of his contribution to equality and diversity as a founder member of the Equality and Diversity Forum, including being Chairman of the Forum for three years and through his involvement with the Black History Society.

76/09 **ANNOUNCEMENTS FROM THE LEADER**

There were no announcements from the Leader.

77/09 **RECOMMENDATIONS FROM THE CABINET**

- (i) **WORCESTERSHIRE ENHANCED TWO TIER (WETT) PROGRAMME – BUSINESS CASE FOR REGULATORY, AUDIT AND PROPERTY SERVICES**

With the consent of the meeting, Councillor R. Hollingworth proposed that the recommendations from the Cabinet be altered to delete the words “in principle”.

The altered recommendations were moved by Councillor R. Hollingworth and seconded by Councillor G. N. Denaro. The Chairman agreed that the matter be put to the vote in three stages with the first vote to cover the recommendations with regard to Internal Audit, the second vote to cover the recommendations with regard to Regulatory Services and the third vote to cover the recommendations with regard to Property Services.

On a requisition under Council Procedure Rule 17.5, the following details of voting were recorded on each vote.

Internal Audit

For the internal audit recommendations: Councillors A. N. Blagg, Mrs. J. M. Boswell, Mrs. M. Bunker, Miss D. H. Campbell, S. R. Colella, R. J. Deeming, G. N. Denaro, Mrs. R. L. Dent, Mrs. A. E. Doyle, Mrs. J. Dyer M.B.E., Mrs. J. M. L. A. Griffiths, D. Hancox, R. Hollingworth, Ms. H. J. Jones, B. Lewis, Dr. G. H. Lord, D. McGrath, W. R. Newnes, D. L. Pardoe, S. R. Peters, Mrs. M. A. Sherrey JP, R. D. Smith, Mrs. C. J. Spencer, C. B. Taylor, E. C. Tibby, C. J. Tidmarsh, L. J. Turner, M. J. A. Webb, P. J. Whittaker and C. R. Scurrall (30);

Against the internal audit recommendations: Councillors Ms. J. A. Marshall, Mrs. C. M. McDonald, P. M. McDonald, E. J. Murray, S. P. Shannon, and C. J. K. Wilson (6).

Regulatory Services

For the Regulatory Services recommendations: Councillors A. N. Blagg, Mrs. J. M. Boswell, Mrs. M. Bunker, Miss D. H. Campbell, S. R. Colella, R. J. Deeming, G. N. Denaro, Mrs. R. L. Dent, Mrs. A. E. Doyle, Mrs. J. Dyer M.B.E., Mrs. J. M. L. A. Griffiths, D. Hancox, R. Hollingworth, Ms. H. J. Jones, B. Lewis, Dr. G. H. Lord, D. McGrath, W. R. Newnes, D. L. Pardoe, Mrs. M. A. Sherrey JP, R. D. Smith, Mrs. C. J. Spencer, C. B. Taylor, E. C. Tibby, C. J. Tidmarsh, L. J. Turner, M. J. A. Webb, P. J. Whittaker and C. R. Scurrall (29);

Against the Regulatory Services recommendations: Councillors Ms. J. A. Marshall, Mrs. C. M. McDonald, P. M. McDonald, E. J. Murray, S. R. Peters, S. P. Shannon, and C. J. K. Wilson (7).

Property Services

For the Property Services recommendations: Councillors A. N. Blagg, Mrs. J. M. Boswell, Mrs. M. Bunker, Miss D. H. Campbell, S. R. Colella, R. J. Deeming, G. N. Denaro, Mrs. R. L. Dent, Mrs. A. E. Doyle, Mrs. J. Dyer M.B.E., Mrs. J. M. L. A. Griffiths, D. Hancox, R. Hollingworth, Ms. H. J. Jones, B. Lewis, Dr. G. H. Lord, Ms. J. A. Marshall, Mrs. C. M. McDonald, P. M. McDonald, D. McGrath, E. J. Murray, W. R. Newnes, D. L. Pardoe, S. R. Peters, S. P. Shannon, Mrs. M. A. Sherrey JP, R. D. Smith, Mrs. C. J. Spencer, C. B. Taylor, E. C. Tibby, C. J. Tidmarsh, L. J. Turner, M. J. A. Webb, P. J. Whittaker, C. J. K. Wilson and C. R. Scurrall (36);

Against the Property Services recommendations: (0).

RESOLVED:

- (a) that the two tier and joint working proposals for Property Services, Regulatory Services and Internal Audit contained within the WETT detailed business cases attached to the report be approved, on the basis that the associated risk implications and governance arrangements are to be finalised;
- (b) that subject to the agreement of the Worcestershire Councils i.e. Worcestershire County Council, Worcester City, Bromsgrove District, Redditch Borough, Malvern Hills District, Wychavon District and Wyre Forest District, a unified Regulatory Service for the Worcestershire Councils, jointly hosted by Bromsgrove and Redditch Councils (with Bromsgrove as the employing authority) be established from 1st June 2010 under the auspices of a Joint Committee; on the basis set out in the Regulatory Service Detailed Business Case V10, Part 1 and Part 2 (Rev.1) and supported by the Regulatory Services Detailed Business Case Executive Summary V3.2 attached as an appendix to the report;

- (c) that this Council's functions in relation to Environmental Health and Licensing Services (other than those licensing functions which cannot be delegated) be delegated to a Joint Committee in accordance with Section 101 of the Local Government Act 1972 and Section 20 of the Local Government Act 2000 and the Local Authorities (Arrangement for the Discharge of Functions) (England) (Regulations) 2000;
- (d) that subject to such an agreement being concluded, relevant staff from all Councils agreeing to the Regulatory Services Business Case be transferred to this Council under TUPE arrangements;
- (e) that the financial arrangements for the new Regulatory Service as set out in the Detailed Business Case V10 be approved as the basis for Regulatory budgets;
- (f) that subject to the agreement of the participating Worcestershire Councils i.e. Worcestershire County, Worcester City, Bromsgrove District and Redditch Borough, a Shared Property Service (hosted by Worcestershire County Council) be established on the basis set out in the Property Services Detailed Business Case V6 and the supporting Detailed Business Case Executive Summary V1 attached as an appendix to the report;
- (g) that the transfer of staff to Worcestershire County Council as service provider be approved on the terms proposed from the commencement date;
- (h) that this Council enters into a Service Level Agreement on the basis set out in the Property Services Detailed Business Case V6 and supporting Property Services Detailed Business Case V1, as amended to reflect any final agreement made between the Partner authorities;
- (i) that the Head of Legal, Equalities and Democratic Services be authorised to finalise the terms of the collaboration agreement and the Service Level Agreement and to execute the agreements on behalf of the Council;
- (j) that subject to the agreement of the participating Worcestershire Councils i.e. Worcester City, Bromsgrove District, Redditch Borough, Wychavon District and Malvern Hills District, agreement be given to the creation of a Shared Service Internal Audit Service on the basis set out in the Internal Audit Detailed Business Case V10 and the supporting Detailed Business Case Executive Summary V2 as attached as an appendix to the report;
- (k) that the proposal that Worcester City Council acts as service provider be supported;
- (l) that the transfer of staff to Worcester City Council as service provider be approved on the terms proposed from the commencement date;
- (m) that this Council enters into a Service Level Agreement on the basis set out in the Internal Audit Detailed Business Case V10 and supporting Internal Audit Detailed Business Case V2

- attached as an appendix to the report as amended to reflect any final agreement made between the Partner authorities;
- (n) that the Head of Legal, Equalities and Democratic Services be authorised to finalise the terms of the Service Level Agreement and to execute the agreement on behalf of the authority;
 - (o) that the proposed timeline attached as an appendix to the report, containing the order and dates for each consultation and decision point relating to the detailed business case development for Property Services, Regulatory Services and Internal Audit be approved;
 - (p) that the establishment of a Joint Appointments Committee with appropriate terms of reference in relation to the appointment of the proposed Head of Regulatory Services be approved on the basis the Committee comprises one member of each participating Council;
 - (q) that the consequential amendments to the Council's Constitution to reflect the Shared Services arrangements be approved.

(ii) MEDIUM TERM FINANCIAL PLAN 2010/2011 TO 2012/2013

The recommendations from the Cabinet were moved by Councillor G. N. Denaro and seconded by Councillor R. Hollingworth during which thanks were extended to the Head of Financial Services and her staff.

An amendment was moved by Councillor P. M. McDonald and seconded by Councillor C. J. K. Wilson that the budget savings and expenditure be varied as follows:

Savings	£000	Expenditure	£000
Age Well	10	Rubery Tatoo (Help the Heroes)	10
Mosaic	8	LNPs	35
Planning Consultant	90	Planning Officer (Law)	50
Concessionary Travel	40	Bus Shelters	24
LSP	25	Reducing Council Tax 1%	140
8% cut in Corporate Costs	86		
Total	<u>259</u>		<u>259</u>

On a requisition made under Council Procedure Rule 17.5, the following details of voting on the amendment were recorded:

For the amendment: Councillors Ms. J. A. Marshall, Mrs. C. M. McDonald, P. M. McDonald, D. McGrath, E. J. Murray, S. P. Shannon and C. J. K. Wilson (7);

Against the amendment: Councillors A. N. Blagg, Mrs. J. M. Boswell, Mrs. M. Bunker, Miss D. H. Campbell, S. R. Colella, R. J. Deeming, G. N. Denaro, Mrs. R. L. Dent, Mrs. A. E. Doyle, Mrs. J. Dyer M.B.E., Mrs. J. M. L. A. Griffiths, D. Hancox, R. Hollingworth, Mrs. H. J. Jones, B. Lewis, Dr. G. H. Lord, W. R. Newnes, D. L. Pardoe, S. R. Peters, Mrs. M. A. Sherrey, R. D. Smith, Mrs. C. J. Spencer, C. B. Taylor, E. C. Tibby, C. J. Tidmarsh, L. Turner, M. J. A. Webb, P. J. Whittaker and C. R. Scurrall (29).

Accordingly the Chairman declared the amendment LOST.

The substantive recommendations were put to the meeting whereupon it was

RESOLVED:

- (a) that the budget pressures identified as high in Appendix A of the report (now including the Older Persons Directory) be included within the Medium Term Financial Plan as follows:

2010/11	£100,000
2011/12	£69,000
2012/13	£69,000

- (b) that the budget pressures identified as unavoidable in Appendix B of the report be included within the Medium Term Financial Plan as follows:

2010/11	£725,000
2011/12	£699,000
2012/13	£677,000

- (c) that the savings identified in Appendix C of the report be included within the Medium Term Financial Plan as follows:

2010/11	£1,088,000
2011/12	£1,348,000
2012/13	£1,787,000

- (d) that the capital bids identified as high in Appendix D (i) of the report (now including the WETT programme proposals) be included within the Medium Term Financial Plan as follows:

2010/11	£365,000
2011/12	£140,000
2012/13	£110,000

- (e) that the use of reserves totalling £593,000 as set out in Appendix E of the report be approved;

- (f) that the virements as set out in Appendix F of the report be approved; and

- (g) that the efficiency savings to be delivered during the period of the Medium Term Financial Plan as set out in Appendix D of the report be noted.

(iii) **COMPREHENSIVE AREA ASSESSMENT (CAA) – ORGANISATIONAL ASSESSMENT**

The recommendations from the Cabinet were moved by Councillor R. Hollingworth and seconded by Councillor G. N. Denaro.

During the discussions Councillor P. M. McDonald raised a point of order with regard to the accuracy of the Audit Commission's Organisational Assessment of the Council which the Chairman ruled out of order.

RESOLVED that the Audit Commission's report be noted, in particular the areas identified for improvement which will be included within the 2010/2013 Council Plan and the 2010/2011 Improvement Plan.

(iv) **INVESTIGATION COSTS**

The recommendations were moved by Councillor G. N. Denaro and seconded by Councillor R. Hollingworth during which Councillor Denaro drew attention to matters which should not be discussed in the Chamber due to the ongoing investigation.

Councillor S. R. Peters moved an amendment that the matter be referred back to the Standards Committee with a view to rationalising the investigation as there would be a limited number of generic complaints. The Deputy Monitoring Officer explained the grounds upon which a matter could be referred back which excluded financial grounds and therefore suggested that consideration be given to the amendment being withdrawn. Following that advice the amendment was not seconded.

RESOLVED that £45,000 be transferred from balances to meet the costs relating to the investigation and hearings into the complaints made to the Standards Committee following the Council meeting on 29th July 2009.

(Councillor S. R. Peters requested that his name be recorded as having voted against the above resolution).

(v) **PROGRAMME OF COUNCIL AND COMMITTEE MEETINGS 2010/2011**

RESOLVED:

- (a) that the Committee Programme for 2010/2011 as set out at Appendix 1 to the report be approved;

- (b) that authority be delegated to the Head of Legal, Equalities and Democratic Services, in consultation with the Leader and relevant Portfolio Holder, to agree the programme of Council and Committee meetings for future years; and
- (c) that the responsibility for considering and formally approving by resolution the Council's Statement of Accounts in accordance with Regulation 10 (3) of the Accounts and Audit Regulations 2003 be transferred from the Audit Board to the full Council; and that, as a consequence, the proposed June meeting of the Council be changed to 30th June 2010

(vi) **DOLPHIN CENTRE – TRANSFER OF MANAGEMENT TO A LEISURE TRUST**

The recommendations from the Cabinet were moved by Councillor R. D. Smith and seconded by Councillor R. Hollingworth.

On a requisition made under Council Procedure Rule 17.5, the following details of voting on the recommendations were recorded:

For the recommendations: Councillors A. N. Blagg, Mrs. J. M. Boswell, Mrs. M. Bunker, Miss D. H. Campbell, S. R. Colella, R. J. Deeming, G. N. Denaro, Mrs. R. L. Dent, Mrs. A. E. Doyle, Mrs. J. Dyer M.B.E., Mrs. J. M. L. A. Griffiths, D. Hancox, R. Hollingworth, Mrs. H. J. Jones, B. Lewis, Dr. G. H. Lord, D. McGrath, W. R. Newnes, D. L. Pardoe, S. R. Peters, Mrs. M. A. Sherrey, R. D. Smith, Mrs. C. J. Spencer, C. B. Taylor, E. C. Tibby, C. J. Tidmarsh, L. Turner, M. J. A. Webb, P. J. Whittaker and C. R. Scurrall (30);

Against the recommendations: Councillors Ms. J. A. Marshall, Mrs. C. M. McDonald, P. M. McDonald, E. J. Murray, S. P. Shannon and C. J. K. Wilson (6).

RESOLVED that negotiations be completed to enable the transfer of the management of the Dolphin Centre to Wychavon Leisure and Community Association Ltd to take place, based on the production of a business case that meets the savings proposed in the Medium Term Financial Plan and on a range of targets that will further improve the efficiency of the Dolphin Centre.

78/09 **MINUTES OF THE MEETINGS OF THE CABINET HELD ON 2ND DECEMBER 2009 AND 6TH JANUARY 2010**

The minutes of the meetings of the Cabinet held on 2nd December 2009 and 6th January 2010 were received for information.

79/09 **QUESTIONS ON NOTICE**

Three questions on notice had been received which were taken in the order received.

1. Question submitted by Councillor E. J. Murray to the Chairman

“Can I be assured by the Chairman that sandwiches are no longer available to all staff and visitors; in an effort to make sure we are all together in saving monies and reducing cost?”

The Chairman referred this question to the Leader who replied that he would not give such an assurance and that hospitality would be continued if the need arose, such as for day long events. He confirmed that sandwiches were no longer provided for Committee meetings.

Councillor Murray did not ask a supplementary question.

2. Question submitted by Councillor S. P. Shannon to the Leader

“Is the leader of the Council concerned about the increasing number of residents who have been informed that the new collection vehicles are unable to access the roads that they live in, and consequently will no longer be able to participate in the kerbside recycling service operated by BDC?”

The Leader replied that yes he was concerned.

Councillor Shannon asked a supplementary question requesting a fuller explanation including what action was the Leader going to take?

The Leader replied that he had asked officers to investigate the matter and that he would report back once he had had an answer.

3. Question submitted by Councillor Mrs. C. M. McDonald to the Chairman

“Would the Chairman please inform me of the cost and how many times in the last eighteen months solicitors/consultants have been used regarding investigations on behalf of the Standards Committee?”

The Chairman referred this question to Councillor G. N. Denaro who replied that out of four complaints referred for investigation two had been dealt with by officers and two others, which were linked, had been referred for investigation by an external solicitor. The invoice had not yet been received but the cost would not exceed £3,000 and would be met from within the existing budget.

Councillor Mrs. McDonald did not ask a supplementary question.

The Chief Executive announced that a fourth question had been received with regard to the issue of car parking fees for hospitals. As this did not relate to a matter for which the Council had responsibility or which affected the District of Bromsgrove more than other areas he had rejected the question.

It was moved by Councillor P. M. McDonald and seconded by Councillor C. J. K. Wilson that the Council's Standing Orders be suspended so that the question could be asked. The Chief Executive advised that two-thirds of Members present would need to agree to this motion.

On a requisition under Council Procedure Rule 17.5, the following details of voting on the motion were recorded:

For the motion: Councillors Ms. J. A. Marshall, Mrs. C. M. McDonald, P. M. McDonald, D. McGrath, E. J. Murray, W. R. Newnes, S. P. Shannon and C. J. K. Wilson (8).

Against the motion: Councillors A. N. Blagg, Mrs. J. M. Boswell, Mrs. M. Bunker, Miss D. H. Campbell, S. R. Colella, R. J. Deeming, G. N. Denaro, Mrs. R. L. Dent, Mrs. J. Dyer M.B.E., Mrs. J. M. L. A. Griffiths, D. Hancox, R. Hollingworth, Ms. H. J. Jones, B. Lewis, Dr. G. H. Lord, D. L. Pardoe, S. R. Peters, Mrs. M. A. Sherrey JP, R. D. Smith, Mrs. C. J. Spencer, C. B. Taylor, E. C. Tibby, C. J. Tidmarsh, L. J. Turner, M. J. A. Webb, P. J. Whittaker and C. R. Scurrrell (27);

Abstention: Councillor Mrs. A. E. Doyle (1).

Accordingly the Chairman declared the motion LOST.

80/09 **MOTION - PRESENTATION/AWARDS**

Members considered the following motion submitted by Councillor P. M. McDonald:

“That all presentations/awards made by the Chairman of the Council full comply with a criteria agreed by this Council.”

Having been moved and seconded, Councillor G. N. Denaro indicated that he was prepared to bring forward a set of criteria with other proposed constitutional changes to the meeting of the Council in March 2010.

The motion was put to the vote and declared by the Chairman to be CARRIED.

81/09 **MOTION - CO2 EMISSIONS**

Members considered the following motion submitted by Councillor S. P. Shannon:

“That this Council demonstrates its commitment to reduction of CO2 emissions in the district by pledging support for the 10-10 campaign.”

The motion was moved by Councillor S. P. Shannon and seconded by Councillor P. M. McDonald.

Councillor G. N. Denaro referred to the Climate Change item that was already on the work programme for the Scrutiny Board and moved an amendment that the matter be referred to the Scrutiny Board for it to consider as part of its investigation. The amendment was seconded by Councillor R. Hollingworth.

Having been put to the vote the Chairman declared the amendment to be CARRIED whereupon it became the substantive motion. This substantive motion was then put to the vote and declared by the Chairman to be CARRIED.

82/09 **MOTION - START TIME OF MEETINGS**

Members considered the following motion submitted by Councillor C. J. K. Wilson:

“That Full Council Meetings should now commence at 19.00 along with Board Meetings.”

The motion was moved by and seconded. Having been put to the vote the Chairman declared the motion to be LOST.

83/09 **RECOMMENDATIONS FROM THE LICENSING COMMITTEE HELD ON 7TH SEPTEMBER 2009**

STREET TRADING CONSENT

With the consent of the meeting Councillor Mrs. R. L. Dent proposed that the recommendations from the Licensing Committee be altered to include the following:

“(c) that after six months, officers report to the Scrutiny Board on the operation of the Street Trading Policy.”

Having been moved by Councillor Mrs. R. L. Dent and seconded by Councillor Mrs. C. J. Spencer, it was

RESOLVED:

- (a) that the Council approves and adopts the proposed fee structure for Street Trading Consents as recommended by the Licensing Committee;
- (b) that the Scheme of Delegation be revised in respect of street trading as follows:
 - (i) to authorise the Head of Planning and Environment Services to be responsible for inspections of premises to ensure compliance with street trading consent legislation, Council Policy and any conditions attached to a consent; and
 - (ii) to authorise the Head of Planning and Environment Services to determine applications for consents for street trading in consent areas designated by the Council;
- (c) that after six months, officers report to the Scrutiny Board on the operation of the Street Trading Policy.

84/09 **REPORT OF THE INDEPENDENT REMUNERATION PANEL ON MEMBERS' ALLOWANCES FOR 2010/11**

Members considered a report of the Independent Remuneration Panel setting out recommendations arising from its review of Members' Allowances for 2010/11.

In responding to the Panel's report, Councillor R. Hollingworth drew particular attention to the new formula recommended by the Panel for the calculation of Basic Allowance which was based on multiplying the national minimum wage (£5.80) x 18.5 hours x 52 weeks with a public service contribution of 34.11%.

Councillor Hollingworth moved that the Panel's recommendations be accepted with the following changes, which included the banding and rounding of multipliers to two decimal places and the rounding of SRAs to the nearest pound:

Recommendation (3) in relation to Special Responsibility Allowances (SRAs)

- SRA for the Chairman of the Licensing Committee to be based on a higher multiplier of 0.06, amounting to £213 per meeting
- SRA for the Deputy Leader to be based on a multiplier of 0.70, amounting to £2,573 (in addition to the SRA payable as a Portfolio Holder)
- SRA for the Chairman of the Planning Committee to be based on a higher multiplier of 1.00, amounting to £3,676
- That no SRAs be payable to Minority Group Leaders (Councillor Hollingworth expressed the view that any allowances for such positions should be paid for out of political subscriptions)

Recommendation (4) in relation to travelling allowances

That the wording be amended to refer to travelling allowances being payable at the maximum Inland Revenue rate which was currently 40p per mile.

The recommendations as altered above were seconded by Councillor G. N. Denaro.

Councillor S. P. Shannon moved an amendment with regard to recommendation (4) that travelling allowances should be linked directly to vehicle emissions so that lower polluting vehicles were paid at the higher end of the scale; and that the Panel's recommendation with regard to the cycling allowance be withdrawn. The amendment was seconded by Councillor P. M. McDonald. Having been put to the vote the Chairman declared the amendment to be LOST.

Councillor W. R. Newnes moved an amendment with regard to recommendation (4) that travelling allowances should be linked to Inland Revenue guidelines with regard to emissions/vehicle engine size. The amendment was seconded by Councillor D. McGrath. Having been put to the vote the Chairman declared the amendment to be LOST.

The substantive motion was put to the vote whereupon it was

RESOLVED:

- (a) that based on the new simpler formula as set out in section 4.9 of the report, the Basic Allowance payable to every Member of the Council be increased by 1% from £3,640 to £3,676 for 2010/11;
- (b) that a new Special Responsibility Allowance be payable for the position of Chairman of the Joint Overview and Scrutiny Committee and the level of payment for 2010/11 be set as shown in the table at recommendation (3) below;
- (c) that based on a multiplier of the Basic Allowance for 2010/11, the following levels of Special Responsibility Allowances be payable in 2010/11:

Position	Band	Multiplier of Basic Allowance	SRA for 2010/11
Chairman of Licensing Sub-Committee	1	0.03	£107 per meeting
Chairman of Standards Sub-Committee (<i>to be paid as a co-optee's allowance to independent persons excluding the Chairman of the parent Committee</i>)	1	0.03	£107 per meeting
Chairman of Appeals Committee	1	0.03	£107 per meeting
Chairman of Electoral Matters Committee	1	0.03	£107 per meeting
Chairman of Appointments Committee	1	0.03	£107 per meeting
Members of Overview and Scrutiny Task Groups	1	0.03	£107 (payable on completion of task)
Chairman of Licensing Committee	2	0.06	£213 per meeting
Chairmen of Overview and Scrutiny Task Groups	2	0.06	£213 (payable on completion of task)
Chairman of Audit Board	3	0.29	£1,066
Chairman of Standards Committee (<i>to be paid as a co-optee's allowance to independent person</i>)	4	0.50	£1,848

Deputy Leader (plus SRA as a Portfolio Holder)	5	0.70	£2,573
Chairman of Performance Management Board	6	0.87	£3,197
Chairman of Scrutiny Board	6	0.87	£3,197
Chairman of Overview Board	6	0.87	£3,197
Chairman of Joint Overview and Scrutiny Board	7	0.44	£1,599
Chairman of Planning Committee	8	1.00	£3,676
Portfolio Holder	9	1.30	£4,796
Leader of the Council	10	3.00	£10,927

- (d) that for 2010/11, travelling expenses for approved duties be paid in accordance with the approved HM Revenue and Customs mileage allowance rate which is currently 40p per mile, irrespective of vehicle engine capacity; and that the cycling allowance be payable at the same mileage rate as for vehicles for 2010/11 and beyond;
- (e) that no change be made to subsistence allowances for 2010/11.

85/09 **LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC**

A motion to exclude the public prior to consideration of agenda item 15 (recommendations from the Shared Services Board) and agenda item 16 (recommendations from the Appointments Committee) was moved by Councillor R. Hollingworth and seconded by Councillor G. N. Denaro on the grounds that agenda item 15 involved the likely disclosure of exempt information as defined in paragraph 4 of Part 1 of Schedule 12A to the Act as amended, being information being information relating to any ongoing or contemplated consultations or negotiations in connection with any labour relations matter between the Council and officers and that agenda item 16 involved the likely disclosure of exempt information as defined in paragraph 1 of Part 1 of Schedule 12A to the Act as amended, being information in relation to an individual. Members needed to consider whether the public interest in maintaining the exemption outweighed the public interest in disclosing the information by debating the matter in public.

Having been put to the vote it was

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 items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A to the Act, as amended, the relevant paragraph of that part, in each case, being as set out below, and that it is in the public interest to do so:-

<u>Minute No.</u>	<u>Paragraph</u>
86/09	4
87/09	1

86/09 **RECOMMENDATIONS FROM THE SHARED SERVICES BOARD HELD ON 7TH JANUARY 2010**

REQUESTS FOR VOLUNTARY COMPULSORY REDUNDANCY

Members received the minutes of the meeting of the Shared Services Board held on 7th January 2010 and considered the recommendations contained therein. The report which had been considered by the Board was also submitted.

RESOLVED that approval be given to the two applications for Voluntary Compulsory Redundancy as proposed in Appendix 1 to the report.

87/09 **RECOMMENDATION FROM THE APPOINTMENTS COMMITTEE HELD ON 14TH JANUARY 2010**

APPOINTMENT OF INDEPENDENT MEMBER TO THE STANDARDS COMMITTEE

RESOLVED that Ms Kimara Sharpe be appointed to serve as an Independent Member on the Standards Committee for a four year term of office expiring 20th January 2014.

The meeting closed at 8.50 p.m.

Chairman

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CABINET

RECOMMENDATIONS TO THE COUNCIL

3RD FEBRUARY 2010

1. INTEGRATED FINANCIAL AND PERFORMANCE MONITORING – QUARTER 3 2009/2010

The Cabinet has considered a report on the Council's performance and financial position as at 31st December 2009.

It is therefore RECOMMENDED:

- (a) that the virements in excess of £100,000 as set out in Appendix 6 of the report be approved; and
- (b) that £150,000 be added to the Capital Programme in respect of the CCTV improvements as agreed on 16th September 2009 as part of the Shared Service arrangements.

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BROMSGROVE DISTRICT COUNCIL

MEETING OF THE CABINET

WEDNESDAY, 3RD FEBRUARY 2010 AT 6.00 P.M.

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

Observers: Councillors S. R. Colella, D. L. Pardoe, C. B. Taylor and E. C. Tibby

Officers: Mr. H. Bennett, Ms. J. Pickering, Mrs. C. Felton, Ms. D. Poole, Mr. D. Mellors, Mr. R. Goundry and Ms. R. Cole

144/09 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor. J. T. Duddy.

145/09 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

146/09 **MINUTES**

The minutes of the meeting of the Cabinet held on 6th January 2010 were submitted.

RESOLVED that the minutes be approved as a correct record.

147/09 **PERFORMANCE MANAGEMENT BOARD**

The minutes of the meeting of the Performance Management Board held on 18th January 2010 were submitted. It was noted that in relation to Minute No 66/09 (Selby Benchmarking Visit), items (a) to (l) were in fact recommendations to Cabinet rather than resolved items. In relation to recommendation (d), the Executive Director – Finance and Corporate Resources felt the production of a five year Medium Term Financial Strategy would be difficult to achieve at present due to the number of assumptions which would need to be made.

RESOLVED:

- (a) that recommendations (a) to (c) and (e) to (i) together with (k) and (l) contained at Minute No 66/09 be approved, that recommendation (d) relating to the production of a five year Medium Term Financial Strategy be recognised as a longer term aim and that consideration of recommendation (j) relating to the Community Engagement Programme

be deferred pending consideration by the Community Involvement in Local Democracy Task Group;

- (b) that the recommendation contained at Minute 67/09 relating to the Town Centre be approved and that it be noted the review was already underway;
- (c) that the remainder of the minutes be noted; and
- (d) that this Council's thanks be expressed to Selby District Council for the assistance and information provided both during and following the recent benchmarking visit.

148/09 **SCRUTINY BOARD**

The minutes of the meeting of the Scrutiny Board held on 19th January 2010 were submitted.

RESOLVED that the minutes be noted.

149/09 **JOINT OVERVIEW AND SCRUTINY BOARD**

The minutes of the meeting of the Joint Overview and Scrutiny Board held on 19th January 2010 were submitted.

RESOLVED that the minutes be noted.

150/09 **LOCAL DEVELOPMENT FRAMEWORK WORKING GROUP**

The minutes of the Local Development Working Party held on 19th January 2010 were submitted.

RESOLVED that the minutes be noted.

151/09 **LOCAL STRATEGIC PARTNERSHIP**

The minutes of the meeting of the Bromsgrove Local Strategic Partnership held on 10th December 2009 were submitted.

RESOLVED that the minutes be noted.

152/09 **VERBAL UPDATES FROM THE LEADER AND/OR OTHER CABINET MEMBERS ON ANY RECENT MEETINGS ATTENDED IN AN EX-OFFICIO CAPACITY**

The Leader reported on three meetings he had recently attended

- West Midlands Leaders Board
- Shenstone Group
- Worcestershire Partnership

153/09 **AIR QUALITY MANAGEMENT AREAS**

The Cabinet considered a report on the possibility of designating locations at Redditch Road, Stoke Heath, Bromsgrove and Kidderminster Road, Hagley as Air Quality Management Areas (AQMA).

It was reported that under the Environment Act 1995 all Local Authorities were required to undertake an Air Quality Assessment in order to determine whether air quality objectives set by Central Government were likely to be met. Where the results of the assessment and review process indicated the likelihood that there would be difficulties in attaining the objectives, the Local Authority was under a statutory obligation to declare an AQMA. The detailed assessments undertaken at the two locations referred to had indicated that the air quality objective for nitrogen oxide was being exceeded.

It was noted that following designation of the AQMAs there was a requirement to prepare an action plan setting out measures to ensure that the air quality objectives within the areas covered by the AQMA were not exceeded.

Following discussion it was

RESOLVED:

- (a) that an AQMA be declared in Redditch Road, Stoke Heath, Bromsgrove in respect of nitrogen dioxide because the air quality objectives are unlikely to be met;
- (b) that an AQMA be declared in Kidderminster Road, Hagley in respect of nitrogen dioxide because the air quality objectives are unlikely to be met;
- (c) that the AQMA be designated within the relevant areas under section 83(1) of the Environment Act 1995 by means of an official order;
- (d) that the AQMAs include as a minimum, all those areas identified as having exceedences of air quality objectives as shown in figures 1 and 2 of the Detailed Assessment report and that the boundary be set at the 36g/m³ contour line;
- (e) that an Air Quality Steering Group be established, to include relevant officers from District and County Councils and local members, together with representatives from outside bodies and local community groups, to develop and implement an Air Quality Action Plan to address the relevant air quality objectives;
- (f) that the Air Quality Steering Group be chaired by a senior officer from Bromsgrove District Council;
- (g) that a provisional Air Quality Action Plan be completed within 18 months of declaration of the AQMAs; and
- (h) that a further assessment of existing and likely future air quality in the AQMAs be undertaken within 12 months of designation.

154/09 **INTEGRATED FINANCIAL AND PERFORMANCE MONITORING QUARTER 3 2009/2010**

Consideration was given to a report on the Council's performance and financial position as at 31st December 2009.

RESOLVED:

- (a) that it be noted that 47 percent of Performance Indicators for which data was available were improving or stable;
- (b) that it be noted that 61 percent of Performance Indicators for which data was available were achieving their year to date target;
- (c) that it be noted that 78 percent of Performance Indicators for which data was available were predicted to meet their target at year end;
- (d) that the successes and areas for potential concern as set out in the Council Summary be noted;
- (e) that the current financial position on Revenue and Capital as detailed in the report be noted;
- (f) that the release of previously approved earmarked reserves of £687,000 as set out in Appendix 5 of the report be noted;
- (g) that the budget virements between £15,000 and £100,000 as listed in Appendix 6 of the report be noted;
- (h) that it be noted that although complaints increased by 12 percent compared to quarter 2, the number of complaints had decreased by 30 percent when compared to quarter 3 last year; and
- (i) that it be noted that compliments had increased from quarter 2 and had increased by more than 50 percent in comparison with quarter 3 the previous year.

RECOMMENDED:

- (a) that the virements in excess of £100,000 as set out in Appendix 6 of the report be approved;
- (b) that £150,000 be added to the Capital Programme in respect of the CCTV improvements as agreed on 16th September 2009 as part of the Shared Service arrangements.

155/09 **IMPROVEMENT PLAN EXCEPTION REPORT (DECEMBER 2009)**

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

RESOLVED:

- (a) that the revisions to the Improvement Plan Exception report together with the corrective action being taken be noted;
- (b) that it be noted that for the 93 actions highlighted for December within the plan 75.3 percent were on target (green), 5.4 percent were one month behind (amber) and 4.3 percent were over one month behind (red). In addition it was noted that 15 percent of actions had been reprogrammed or suspended with approval.

The meeting closed at 7.20 p.m.

Chairman

BROMSGROVE DISTRICT COUNCIL

COUNCIL

24 FEBRUARY 2010

WETT REGULATORY SERVICES - JOINT APPOINTMENTS COMMITTEE

Responsible Portfolio Holder	Councillor Roger Hollingworth
Responsible Head of Service	Kevin Dicks

1. SUMMARY

- 1.1 This report asks Members to agree the terms of reference of and appoint a representative to the Joint Appointments Committee.

2. RECOMMENDATION

- 2.1 Members are asked to approve the following recommendations:-

- 2.1.1 That the terms of reference for the Joint Appointment Committee be approved.
- 2.1.2 That the Council appoint a member of the executive to represent Bromsgrove District Council on the Joint Appointments Committee.

3. BACKGROUND

- 3.1 Members agreed at the full Council meeting on 20 January 2010 to the establishment of a Joint Appointments Committee with appropriate terms of reference in relation to the appointment of the proposed Head of Regulatory Services on the basis that the Committee comprises one member of each participating Council.

- 3.2 The Terms of Reference of the Joint Appointments Committee are:

- The Joint Appointments Committee will appoint a Head of Regulatory Services who will be employed and managed by Bromsgrove District Council under the supervision of the Worcestershire Shared Services Joint Committee.
- The Joint Appointments Committee will comprise one representative from each Member Authority.
- The term of office of each member of the Joint Appointments Committee shall be one year.
- The Joint Appointments Committee shall elect a Chairman at its first meeting.

- 3.3 Members are requested to appoint one Member to sit on the Joint Appointments Committee. Members will note that it is a legal requirement for the appointee to the Committee to be a member of the Council's executive (as explained at paragraph 5.3 below).

4. FINANCIAL IMPLICATIONS

- 4.1 None

5. LEGAL IMPLICATIONS

- 5.1 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.
- 5.2 The appointment of staff is a Council function under the Local Authorities (Functions and Responsibilities) (England) Regulations 2000 as amended.
- 5.3 The Local Authorities (Standing Orders) (England) Regulations 2001 provide that where a committee or sub-committee of the authority is discharging the function on behalf of the authority of the appointment of a non-statutory chief officer at least one member of the executive must be a member of that committee.
- 5.4 Section 2(7) of the Local Government and Housing Act 1989 defines a non-statutory chief officer as including a person for whom the head of the authority's paid service is directly responsible.

6. COUNCIL OBJECTIVES

- 6.1 CO2 – Improvement, Priorities Customer Service, Reputation and Performance

7. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

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

- Failure to follow the statutory process

- 7.2 These risks are being managed as follows:

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

8. CUSTOMER IMPLICATIONS

8.1 None

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 None

10. VALUE FOR MONEY IMPLICATIONS

10.1 None

11. CLIMATE CHANGE AND CARBON IMPLICATIONS

11.1 None

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	None
Biodiversity	None

13. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director - Partnerships and Projects	
Executive Director - Services	
Assistant Chief Executive	No
Head of Service	Yes
Head of Financial Services	No

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

14. WARDS AFFECTED

All

15. APPENDICES

None

16. BACKGROUND PAPERS

None

CONTACT OFFICER

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COUNCIL

24TH FEBRUARY 2010

RECOMMENDATIONS FROM THE CABINET (AGENDA ITEM 6)

- BACKGROUND INFORMATION REPORT

The following report considered by the Cabinet on 3rd February 2010 is submitted to the full Council as background information to the recommendations from the Cabinet on this item:

- Integrated Financial and Performance Monitoring Q3 2009/10

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BROMSGROVE DISTRICT COUNCIL

CABINET

03 FEBRUARY 2010

DECEMBER (QUARTER 3) INTEGRATED FINANCE & PERFORMANCE REPORT

Responsible Portfolio Holder	Councillor Roger Hollingworth Leader of the Council Councillor Geoff Denaro Cabinet Member for Finance
Responsible Head of Service	Hugh Bennett Assistant Chief Executive Jayne Pickering, Head of Financial Services

1. SUMMARY

To report to Cabinet on the Council's performance and financial position at 31st December 2009.

2. RECOMMENDATIONS

- 2.1 That Cabinet notes that 47% of PI's for which data is available are Improving or Stable.
- 2.2 That Cabinet notes that 61% of PI's for which data is available are achieving their Year to Date target.
- 2.3 That Cabinet notes that 78% of PI's for which data is available are predicted to meet their target at year end.
- 2.4 That Cabinet notes the successes and areas for potential concern as set out in the 'Council Summary' below.
- 2.5 That Cabinet note the current financial position on Revenue and Capital as detailed in the report.
- 2.6 That Cabinet note the release of previously approved earmarked reserves of £687k, as set out in Appendix 5.
- 2.7 That Cabinet approves the budget virements between £15k and £100k, listed in Appendix 6.
- 2.8 That Cabinet request Full Council to approve the virements in excess of £100k, as detailed in Appendix 6.

2.9 That Cabinet request Full Council to approve that £150k be added to the Capital Programme for the CCTV improvements as agreed as part of the shared service arrangements on 16th September 2009.

2.10 That Cabinet notes that although complaints increased by 12% compared to quarter 2, the number of complaints is nonetheless a 30% decrease compared to quarter 3 last year. In addition compliments increased in quarter 3 compared to quarter 2 and are more than 50% up on the same quarter last year. Details are shown in Appendix 7.

3. BACKGROUND

3.1 This is the third integrated quarterly finance and performance report for 2009/10.

3.2 The integration of finance and performance demonstrates that the Council is taking a wider view of the impact of financial resources when performance changes and the link between the two measures.

4. PROGRESS IN THE QUARTER

4.1 An integrated performance and finance report for each department, plus a council summary, is shown on the following pages.

4.1.1 Overall Council Summary	Quarter 3 (December 31st) 2009/10
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Performance Summary

No. of PI's improving (I)	18	No. of PI's meeting YTD target	28	No. of PI's where est. outturn projected to meet target	36
No. of PI's Stable (S)	6	No. of PI's missing YTD target by < 10%	10	No. of PI's projected to miss target by < 10%	4
No. of PI's worsening (W)	27	No. of PI's missing YTD target by >10%	8	No. of PI's projected to miss target by >10%	6

Achievements

- Joint Senior Management Team recruitment in place
- Shared services for ICT and CCTV approved
- WETT projects – work ongoing to support delivery
- Budget presentations and assumptions reported to Members

Issues

- The proportion of PI's improving or stable is lower than usual, at 47%. Although some of this is expected seasonal variation, this, coupled with the fact that only 61% of PI's are currently on target, presents a degree of risk to achieving targets at the year end.

Revenue Budget summary – Overall Council

Service Head	Revised Budget 2009/10 £'000	Profiled Budget April - Dec £'000	Actual spend April - Dec £'000	Variance to date April - Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Corporate Services	824	719	677	-42	813	-11
E-Government & Customer Services	61	1,262	1,253	-9	98	37
Financial Services	1,540	1,051	1,039	-12	1,563	23
Legal, Equalities & Democratic Services	965	1,259	1,174	-85	929	-36
Human Resources & Organisational Development	-22	352	355	3	3	25
Planning & Environment Services	4,979	1,541	1,472	-69	4,968	-11
Street Scene & Community	8,457	3,539	3,590	51	8,446	-11
SERVICE TOTAL	16,804	9,723	9,560	-163	16,820	16
Interest on Investments	-166	-124	-65	59	-105	61
COUNCIL SUMMARY	16,638	9,599	9,495	-104	16,715	77

Financial Commentary

There is a marginal underspend to the end of December together with a projected deficit to the end of the financial year. The main reasons for the present and predicted overspend include:

- Impact of the downturn in the housing market on the land charges and building control income targets.
- Significant increase in printing charges compared to those originally anticipated.
- Increases in bank charges due to impact of the demand in use of card transactions together with the high cost of cash transactions processed.
- Shortfall on the income anticipated from investments due to the rates of return being less than predicted estimates. The majority of the cash is currently invested in the Debt Management Office which is paying only 0.28% interest on the funds invested.

Since September officers have been working on addressing the previously reported significant overspend to ensure that the impact of this overspend is mitigated as much as possible and with minimal effect on our service delivery.

Actions have included; a full review of all orders to ensure the essential nature of all procurement and to only spend on areas of critical need to the Council. In addition officers have cut back on any general non-essential spend and looked to maximise income opportunities with successes in the generation of income for membership at the Dolphin Centre gym.

This has resulted in a reduced overspend of £77k which officers will continue to manage to reduce the potential impact on the Council.

Capital Budget summary April-December 2009

Department	Revised Budget 2009/10 £'000	Actual spend April - Dec £'000	Variance To date April – Dec £'000	Projected outturn £'000	Projected variance £'000
Corporate Services	75	16	-59	16	-59
E-Government & Customer Services	304	82	-222	197	-107
Financial Services	6	2	-4	6	0
Legal, Equality & Democratic Services	86	0	-86	0	-86
Planning & Environment (inc Housing)	1,500	1,152	-348	1,437	-63

Street Scene and Community	2,465	1,863	-602	2,387	-78
Budget for Support Services Recharges	133	0	-133	133	0
TOTAL	4,569	3,115	-1,454	4,176	-393

Financial Commentary

- A sum of £215k is earmarked for a new park at the Barnsley Hall site, this project has been subjected to delays and is now at the procurement stage with works due to commence in the final quarter of this Financial Year.
- The new refuse vehicles have been delivered, there is a £40k projected underspend on this project due to savings which have been made on the purchase price of the refuse freighters.
- All of the E-Government schemes, with the exception of the Shared Services Phase 1 Scheme, which is to facilitate joint working with Redditch Borough Council, have been carried forward from 2008/09. E-Government has seen delays due to the need for actions to be completed by external bodies; this has led to expenditure not being made on many of the schemes. Review of the projects is being undertaken in January and February and spend is likely to occur before the end of the Financial Year.
- It is deemed as unlikely that the capital budget for Facilities Management will be spent in this financial year. This budget is being retained as a contingency and will remain unspent until a decision has been made on the future of the Council's facilities.

4.1.2 Street Scene & Community	Quarter 3 (December 31st) 2009/10
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Performance Summary

No. of PI's improving (I)	10	No. of PI's meeting YTD target	16	No. of PI's where est. outturn projected to meet target	22
No. of PI's Stable (S)	4	No. of PI's missing YTD target by < 10%	7	No. of PI's projected to miss target by < 10%	2
No. of PI's worsening (W)	10	No. of PI's missing YTD target by >10%	2	No. of PI's projected to miss target by >10%	1

Achievements

- The missed refuse, recycling and trade waste figures have improved, due to the improved performance of the crews and more thorough checking of reports of missed collections by the Supervisors which has enabled the recording/calculation of the PI's to be improved.
- Streetscene performance continues to be consistently high, e.g. dealing with fly tipping incidents, dead animals, abandoned vehicles etc
- Bonfire Event ~ Ticket Sales Target £14,650, Ticket Sales Actual £18,429 Target exceeded by £3779. Event well attended.
- Successful Bromsgrove Christmas Fund bid for £10k from Worcestershire County Council
- Christmas Light Switch On Bromsgrove
- Christmas Light Switch on Rubery
- Christmas Carol Service
- Eco School Successes ~ 2 Schools Awarded Eco School Green Flag status in October 2009.
- Christmas Tree Recycling Competition ~ Tardebigge First School won £150 to spend on an environmental project of choice.
- The development and launch of 'Operation Ghost' - a joint operation with West Mercia Police, Hereford and Worcester Fire and Rescue Service and Worcestershire County Council's Trading Standards and Youth Support Team to tackle disorder and anti-social behaviour during the firework and Halloween festivities.
- The development and launch of the CDRP Winter Safety Plan which focuses on the prevention of crime and disorder during the Christmas and New Year festivities and promoting key safety messages.
- Exceeded target for Dolphin Centre members. Target was 633 and we currently stand in excess of 850.

Revenue Budget summary – Street Scene & Community

Service Head	Revised Budget 2009/10 £'000	Profiled Budget April - Dec £'000	Actual spend April - Dec £'000	Variance to date April - Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Community Safety	722	416	342	-74	685	-37
Parks & Recreation	690	218	279	61	701	11
Promotions	346	193	300	107	394	48
Sports Centres	947	424	510	86	1007	60
Sports Development	178	101	117	16	199	21
Streets & Grounds	2523	1048	1008	-40	2493	-30
Car Parks	-793	-717	-807	-90	-875	-82
Depot Misc	-44	-45	-29	16	-13	31
SS&C Mgt/admin	52	322	326	4	61	9
Transport & Waste	3342	1209	1101	-108	3221	-121
Travel Concessions	493	370	414	44	538	45
Waste Policy	1	0	29	29	35	34
TOTAL	8,457	3,539	3,590	51	8,446	-11

Financial Commentary

Community Safety

- Income from the Life Line service exceeds budget by £27k. This additional income follows the restructure of the service in early 2009 and additional activities including increased market penetration and diversification, enhanced networking and promotional activities and consultation/engagement to redefine service delivery.
- Other income is also expected to exceed budget due to additional income from CCTV monitoring services and increased Preventative Technology Grant/supporting people contract with WCC.

Parks and recreation

- The cemetery budget is forecast to show £10k lower income than budgeted for the year.
- Higher than budgeted expenditure on Grounds maintenance, which was largely due to the cost of maintenance work on the tree stock at the Old cemetery following the tree survey by colleagues in the planning section and essential ground works in open spaces.

Promotions

- The income generated from the Civic Bonfire was higher than in any previous year but was unfortunately less than forecast creating a total overspend on this event of £15k
- The projected income from sponsorship will be £20k under budget. This is primarily due to the delay in obtaining licenses for road traffic islands resulting in a delay in promoting these services. However at present the budget target is not expected to be realised until 2010/11.
- There is also an overspend on Arts Projects due to lower than expected income generation, this situation is currently being reviewed and will be addressed for the 2010/11 programme.

Dolphin Centre

- The car parking refunds have now been factored into the centre's overall budget it is predicted that the centre will be £55k over spent in this area due to the increased membership at the new gym facility. This situation has been addressed within the MTFP.
- Due to a number of essential one off maintenance and operational requirements indentified following the Dolphin Centre service restructure the premises costs will be overspent by around £35k.
- Some of these additional costs have been offset by the increased income generation achieved on site and officers continue to promote the facilities and work with colleagues within the Council to increase income generation opportunities.

Sports development

- The overspend is a result of the removal of weekly wage budgets for sessional coaches during the implementation of the single status/job evaluation scheme. This situation has been corrected in the medium term financial plan for 2010/2011.

Car Parking

- Income remains positive and ahead of target it is anticipated that the budget figures will be exceeded by £117k however due to budget pressures in other areas the overall increase will be in the region of £82k. These implications will be taken into account during the current business planning cycle and the MTFP base budget adjusted accordingly.

Travel Concessions

- This area is likely to be overspent by the end of the year, with expected expenditure of £698k, therefore making a net overspend of approximately £45k. This is due to the increased demand for the service. This has been addressed as part of the Medium Term Financial Plan.

Street scene

- The recession has bought about an increase nationally in abandoned dogs, resulting in higher kenneling costs as projected previously.
- Loss of income from Hire of Burcot room £32k, and BDHT street cleansing SLA of £50k.
- Work is continuing on sickness reduction at the depot and already showing improvement if this trend can be sustained a further £10-£20k could be saved in agency costs, reducing the current service overspend.
- All services are being reviewed to identify if any non essential expenditure exists to

further reduce overspend however the inclement weather has put pressure on budgets with increased overtime and additional unavoidable spend to keep services running.

- Following the results of JE appeals one off back pay payments have distorted the outturn however stringent controls on spend are alleviating the overspend.
- Income of £50k recycling scheme incentive from WCC, negotiated mid year, therefore not previously included within projection figures.

Capital Budget summary April-December 09/10

Service	Revised Budget 2009/10 £'000	Actual spend April - Dec £'000	Variance to Date April – Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Cemeteries	26	26	-	26	-
Community Safety	54	-	-54	54	-
Parks, Play areas & Open Spaces	553	131	-422	477	-76
Leisure Centres	16	4	-12	16	-
Culture and Community General	40	39	-1	40	-
Replacement Vehicles	1059	1007	-52	1050	-9
Street Scene General	717	656	-61	724	7
TOTAL	2465	1863	-602	2387	-78

Financial Commentary:

- The £80k Capital project at Sanders Park for the multi use games area has now been completed, with the new games area open for use.
- Improvement works at the Cemeteries has also been completed. This involved essential maintenance works on path ways and access routes to ensure that all residents could visit sites in a safer manner.
- The new park at Barnsley Hall is a £215k Capital project which has seen delays and is currently at the procurement stage, with works due to commence in the final quarter of 2009-10.
- Works at the Dolphin Centre are complete with only the retention to be paid in March

2010.

- The £360k budget for various District Wide Sports Enhancements is in the procurement stages with the majority of the works seeing delays that will push many of the schemes back to completion in 2010-11.
- The new refuse vehicles have been delivered, and a phased delivery of bins has commenced in preparation of the co-mingled recycling service starting in April.
- Two sweepers have been ordered, delivery is expected in February.
- The £40k projected under spend is due to savings made on the purchase price of the refuse freighters.

4.1.3 Planning & Environment Services	Quarter 3 (December 31st) 2009/10
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Performance Summary

No. of PI's improving (I)	1	No. of PI's meeting YTD target	4	No. of PI's where est. outturn projected to meet target	2
No. of PI's Stable (S)	1	No. of PI's missing YTD target by < 10%	2	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening (W)	6	No. of PI's missing YTD target by >10%	2	No. of PI's projected to miss target by >10%	2

Achievements

- Migration of Planning Surgery to the Customer Service Centre and associated rebranding in order to focus on the needs to Householders.
- Undertook a secondment of a Development Control Officer from Redditch Borough Council to assist with an extended period of Officer Sickness.
- Held a special meeting of the Planning Committee in order to consider a major affordable housing scheme in Stoke Heath.
- ATLAS have visited and acted as a facilitator in relation to long term development projects on the north western side of Bromsgrove especially in relation to housing proposals.
- We have undertaken a LEAN process review of our grants procedure and identified both cost and time saving opportunities.
- We have set up a Contract Framework with local building contractors for the installation of Level Access Showers as part of the Disabled Facilities Grant program
- 73 homeowners have been seen by the Bromsgrove and District Citizens Advice Bureau Specialist Adviser (owner occupation) who are experiencing difficulties in meeting mortgage repayments as a result of the economic situation. This post is funded by Communities and Local Government Homelessness Grant.
- Successfully worked with Bromsgrove District Housing Trust to redevelop the decommissioned Wythall Hostel Site into five units of shared ownership accommodation.

Revenue Budget summary – Planning & Environment

Service Head	Revised Budget 2009/10 £'000	Profiled budget April - Dec £'000	Actual spend April - Dec £'000	Variance to date April - Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Building Control	29	-63	-32	31	45	16
Development Control	1,007	67	34	-33	1,022	15
Environmental Health	1,065	461	398	-63	1,016	-49
Licensing	-17	-25	-56	-31	-36	-19
Planning Administration	-30	87	180	93	50	80
Strategic Housing	2,160	559	501	-58	2,157	-3
Strategic Planning	583	372	345	-27	465	-118
Economic Development	119	92	93	1	130	11
Retail Market	63	-9	9	18	119	56
TOTAL	4,979	1,541	1,472	-69	4,968	-11

Financial Commentary

- There is a loss of income within Building Control, Land Charges and Development Control which is projected to increase and show as an overspend for year end, this is due to the current economic climate and the provision of the services by private companies.
- The current underspends are due to a number of vacancies within the department of which some have recently been filled resulting in a reduced underspend by the year end.
- There has been a receipt of Planning Deliver Grant for 09/10 which has been used to help the downward projections of the department.
- It is expected that there will be an overspend within Economic Development due to the loss of income generation for miscellaneous rents.
- Although the town centre stalls are generating income the majority of the overspend within the retail market is related to the loss of income from the market hall. Some of the overspend is also due to a temporary need to hire a vehicle to assist with the transportation of the stalls from storage to the town centre, the hire of this vehicle has now ceased. There has also been a need to hire agency staff to assist with the setup of stalls within the town centre.

Capital Budget summary April-December 2009/10

Service	Revised Budget 2009/10 £'000	Actual spend April - Dec £'000	Variance to Date April - Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000

Strategic Housing	1,157	929	-228	1,087	-70
Town Centre	343	223	-120	350	7
TOTAL	1,500	1,152	-348	1,437	-63

Financial Commentary

- There is committed expenditure of £559k on Disabled Facilities Grants, this is slightly lower than the budget of £618k, but it is hoped that the remainder of the budget will be committed by the end of the year. Any unspent budget will be requested to be carried forward into 2010-11.
- There is only £86k committed expenditure for the Discretionary Home Repair Assistance Grants compared to the budget of £125k. This is due to delays at the beginning of 2009/10 in processing orders. However after initial issues, the current system is working well and any unspent budget will be requested to be carried forward into 2010-11.
- There has been increased expenditure on Energy Efficiency grants for home insulation projects with £29k being spent to date, with a further £18k planned to be spent by the end of the year.

4.1.4 E-Government & Customer Services

**Quarter 3 (December 31st)
2009/10**

Performance Summary

No. of PI's improving (I)	3	No. of PI's meeting YTD target	3	No. of PI's where est. outturn projected to meet target	3
No. of PI's Stable (S)	0	No. of PI's missing YTD target by < 10%	0	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening (W)	0	No. of PI's missing YTD target by >10%	0	No. of PI's projected to miss target by >10%	0

Achievements

- Performance at the CSC consistently better than target
- Successfully migrated Planning services to be delivered through CSC from October 2009
- All Benefit and Council Tax documents are being scanned at source in CSC to be sent electronically to relevant departments from November 2009
- Formed the various project groups to move the ICT shared service project forward.
- Installed CCTV cameras at Front of House and in the Spadesbourne foyer to help improve security.
- Seconded Principal ICT Officer to Principal Web Developer to create a new shared intranet between BDC & RBC.

Revenue Budget summary – E-Government & Customer Services

Service Head	Revised Budget 2009/10 £'000	Profiled budget April - Dec £'000	Actual spend April - Dec £'000	Variance to date April - Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Customer Service Centre	61	369	303	-66	-10	-71
E-Government	0	893	950	57	108	108
TOTAL	61	1,262	1,253	-9	98	37

Financial Commentary

- The underspend within the Customer Service Centre is mainly related to a number of vacancies within the department.
- The overspend within E-Government is mainly related to charges for printing together with the Revenue charges for the Spatial Project. A review is currently being undertaken to review the printing charges across the Council.
- Some of the overspend within the department is also related to the software and telephone budgets. The telephone contract is currently in negotiation.

Capital Budget summary April-December 2009/10

Service	Revised Budget 2009/10 £'000	Actual spend April - Dec £'000	Variance to date April – Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
E-Government	304	82	-222	197	-107
TOTAL	304	82	-222	197	-107

Financial Commentary

- All of the E-Government schemes are carried forward from 2008-09, with the exception of the newly added Shared Services Phase 1 Scheme, which is to facilitate joint working with Redditch Borough Council.
- E-Government has seen delays due to the need for actions to be completed by external bodies, this has led to the majority of the schemes being unspent up to quarter 3. Reviews of the projects are being made within the department in January and early February and spend is likely to occur at the end of February.
- For the shared service project it is expected that the majority of this expenditure will occur in 2010-11 and a carry forward request will be made as projects related to the scheme are not due to commence until April/ May time.

4.1.5 Financial Services	Quarter 3 (December 31st) 2009/10
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Performance Summary

No. of PI's improving (I)	1	No. of PI's meeting YTD target	3	No. of PI's where est. outturn projected to meet target	4
No. of PI's Stable (S)	0	No. of PI's missing YTD target by < 10%	1	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening (W)	7	No. of PI's missing YTD target by >10%	2	No. of PI's projected to miss target by >10%	2

Achievements

- CAFT: Increase in the number of successful sanctions and prosecutions for fraudulent activity and current years targets already exceeded.
- Revenues: NDR collection rate above target and Council Tax collection rate on target despite the recession.
- Benefits: Continued improvement and speedier claim processing times and well on course to exceed the yearly targets.
- Successful implementation of Benefit legislation changes and successful re-calculation of a large number of Benefit claims with the minimum of disruption to customers.
- Medium term financial plan presented to Cabinet and Scrutiny for consideration of options for funding of service delivery

Revenue Budget summary – Financial Services

Service Head	Revised Budget 2009/10 £'000	Profiled Budget April - Dec £'000	Actual spend April - Dec £'000	Variance to date April - Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Central Overheads	120	90	101	11	142	22
Accountancy	28	440	458	18	46	18
Internal Audit	0	65	86	21	19	19
Grants & Donations	89	86	88	2	89	0
Revenues & Benefits	1,303	370	306	-64	1,267	-36
TOTAL	1,540	1,051	1,039	-12	1,563	23

Financial Commentary

- Due to the significant increase in the number of gym members at the Dolphin Centre there has been an increase in the number of Direct Debits to be processed for this membership within the Finance Section, a temporary member of staff has been employed to assist with this increased demand.

- The Council is pursuing a VAT claim with Customs and Excise to address liability of prior year VAT payments (Fleming case). The value of the claim is significant and therefore there is a cost associated with bringing the case to court (£5k).
- Due to the difficulties in recruiting an internal audit manager an arrangement has been made with Worcester City to provide this support. It is proposed that the WETT programme will include Internal Audit from 2010/11 but there is a current overspend to meet the requirement of internal control across the Council.
- Within the Accountancy and Revenues and Benefits sections there has been an increase in the charges from giro bank and HSBC. The Council benefited from a period of free banking which has now been removed and this has contributed to the overspend. A comparison with other district charges has been prepared and the Head of Financial Services with the Procurement Officer is to meet with the Bank Manager to discuss our banking terms.

Capital Budget summary April-December 2009/10

Service	Revised Budget 2009/10 £'000	Actual spend April - Dec £'000	Variance to Date April – Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Finance	6	2	-4	6	0
TOTAL	6	2	-4	6	0

Financial Commentary

- Work on the introduction of the POPs system throughout the Council has now been completed, the remaining budget is required to extend the system with the development of Commitment Accounting.

4.1.6 Corporate Services Department
**Quarter 3 (December 31st)
2009/10**
Performance Summary

No. of PI's improving (I)	2	No. of PI's meeting YTD target	1	No. of PI's where est. outturn projected to meet target	1
No. of PI's Stable (S)	0	No. of PI's missing YTD target by < 10%	0	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening (W)	2	No. of PI's missing YTD target by >10%	1	No. of PI's projected to miss target by >10%	1

Achievements

- BURT continues to be well received by the public
- Dealt with a number of persistent complainants
- First draft of Business Plans completed
- Winter edition of Together Bromsgrove published and distributed
- Customer First Plan Presentations commenced
- Staff Xmas party and Awards held
- Completed lean systems review of DFGs
- Communications on Shared Services
- 2010 – 2013 Sustainable Community Strategy approved by LSP Board and Cabinet

Revenue Budget summary – Corporate Services Department

Service Head	Revised Budget 2009/10 £'000	Profiled budget April - Dec £'000	Actual spend April - Dec £'000	Variance to date April - Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Policy & Performance	123	449	404	-45	123	0
Corporate Management	686	259	252	-7	673	-13
Corporate Projects	15	11	21	10	17	2
TOTAL	824	719	677	-42	813	-11

Financial Commentary

- A stringent review of planned expenditure has resulted in September's predicted overspend within Policy & Performance being contained within the section's budgets
- Within policy & performance the funding for area committees during 2009/10 is ringfenced and unspent monies at 31 March will be transferred to an earmarked reserve to fund planned projects.
- The corporate projects section includes expenditure and income on the "TRUNK" project. Expenditure will continue throughout the year to get the centre up and running. Contributions have been made by Worcestershire County Council, West Mercia Police, BDHT among others, as well as Bromsgrove Council to aid this project. There was an expected overspend relating to the staff at the TRUNK Centre, it is now

expected that Worcestershire County Council will provide extra funding to help with the funding for the staff at the centre.

Capital Budget Summary April-December 2009

Service	Revised Budget 2009/10 £'000	Actual spend April - Dec £'000	Variance to date April – Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Corporate	75	16	-59	16	-59
TOTAL	75	16	-59	16	-59

Financial Commentary

A second-hand minibus has been purchased and licenses for software obtained for free, so this scheme is expected to come in considerably under budget.

4.1.7 Legal, Equalities & Democratic Services	Quarter 3 (December 31st) 2009/10
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Performance Summary

No. of PI's improving (I)	0	No. of PI's meeting YTD target	1	No. of PI's where est. outturn projected to meet target	1
No. of PI's Stable (S)	1	No. of PI's missing YTD target by < 10%	0	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening (W)	0	No. of PI's missing YTD target by >10%	0	No. of PI's projected to miss target by >10%	0

Achievements

- The Standards for England Annual Review included an article highlighting BDC good practice on ethical governance.
- Total Place project (a national project) – all our property ownership details on Uniform has been successfully added to the County Council's database, and we have congratulated as being one of the first in the country to do so.
- First issue of a new Overview and Scrutiny Bulletin published to inform and raise awareness.
- New Electoral Services team in place and the two authorities' electoral management software systems fully merged.
- Successfully completed annual canvass and published new Register of Electors on 1 December 2009.
- Very successful Black History and Divali events.

Issues

- The increase in work relating to ethical standards has continued in order to process the number of complaints

Revenue Budget summary – Legal, Equalities & Democratic Services

Service Head	Revised Budget 2009/10 £'000	Profiled budget April - Dec £'000	Actual spend April - Dec £'000	Variance to date April - Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Committee & Member Services	901	359	338	-21	872	-29
Elections & Registration	167	99	46	-53	126	-41
Facilities Management	-110	477	451	-26	-100	10
Legal Services	7	324	339	15	31	24
TOTAL	965	1,259	1,174	-85	929	-36

Financial Commentary

- There have been some vacant posts within the department at the beginning of the financial year which have been filled recently.
- There has also been some savings within Facilities Management budgets for insurance and business rates.
- There is projected to be a slight underspend at year end within Legal services mainly due to vacant posts.

Capital Budget Summary April- December 2009

Service	Revised Budget 2009/10 £'000	Actual spend April – Dec £'000	Variance to Date April – Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Facilities Management	86	0	-86	0	-86
TOTAL	86	0	-86	0	-86

Financial Commentary

- At this stage, it is deemed unlikely that the capital budget for Facilities Management will be spent in this financial year. If any of the budget is spent, then it will be in Quarter 4 of 2009/10. This budget is being retained as a contingency and will remain unspent until a decision has been made on the future of the Council's facilities.

4.1.8 Human Resources & Organisational Development (HR & OD)	Quarter 3 (December 31st) 2009/10
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Performance Summary

No. of PI's improving (I)	1	No. of PI's meeting YTD target	0	No. of PI's where est. outturn projected to meet target	0
No. of PI's Stable (S)	0	No. of PI's missing YTD target by < 10%	0	No. of PI's projected to miss target by < 10%	1
No. of PI's worsening (W)	0	No. of PI's missing YTD target by >10%	1	No. of PI's projected to miss target by >10%	0

Achievements

- Sickness absence has reduced considerably and was much better than target in the last quarter

Revenue Budget summary – HR & OD

Service Head	Revised Budget 2009/10 £'000	Profiled budget April - Dec £'000	Actual spend April - Dec £'000	Variance to date April - Dec £'000	Projected outturn 2009/10 £'000	Projected variance 2009/10 £'000
Human Resources & Organisational Development	-22	352	355	3	3	25
TOTAL	-22	352	355	3	3	25

Financial Commentary

- There are remains of costs for Payroll at the beginning of the financial year, to assist Redditch with the transfer of the payroll.
- There are overspends which relate to Job Evaluation – additional staffing required and also vacancy management as the department is fully staffed.

4.2 Sundry Debtors

Sundry Debt is raised by the Council to ensure effective recovery of debts owing. The outstanding balance at 31/12/09 was £482k (balance to 30/09/09 was £386k) which includes:-

Type of Debt	Amount £'000
Car Parking Fines	50
Lifeline debts	53
Rents/Hire Charges	55
Building Regulations	16
Trade Waste and Cesspool emptying	30
Developer Contributions	82
Housing Schemes	27
Dolphin Centre Membership	20
Licensing	2
Services Provided to other organisations e.g. BDHT	130
Sponsorship	7

The age of the debt is represented as follows:

Age of Debt	Balance as at 30/09/09 £'000	Balance as at 31/12/09 £'000
Under 30 days (not yet due)	220	256
Up to 1 month	17	20
1 – 2 months	90	56
3 – 6 months	16	99
Over 6 months	43	51

Debts over 90 days are currently under review and recovery by the legal team.

5.0 TREASURY MANAGEMENT

The Council's Treasury Management Strategy has been developed in accordance with the Prudential Code for Capital Finance prudential indicators and is used to manage risks arising from financial instruments. Additionally treasury management practices are followed on a day to day basis.

5.1 Credit Risk

Credit risk arises from deposits with banks and financial institutions, as well as credit exposures to the Council's customers. Credit risk is minimised by use of a specified list

of investment counterparty criteria and by limiting the amount invested with each institution. The Council receives credit rating details from its Treasury Management advisers on a daily basis and any counterparty falling below the criteria is removed from the list.

The Council has not had and does not expect any default losses by any of its counterparties in relation to investments.

Due to market conditions the Council has reduced its credit risk for all new investments by only investing in the highest rated instruments and has shortened the allowable length of investments in order to reduce risk.

The credit criteria in respect of financial assets managed in-house by the Council are as follows:

Financial Asset Category	Criteria (Fitch ratings)	Maximum Investment
Deposits with banks	Short Term: F1+/F1 Support: 1,2,3 Long Term: minimum 'AA-/A	£3million/£2million
Deposits with building societies	Short Term: F1+/F1 Support: 1,2,3 Long Term: minimum 'AA-/A	£3million/£2million
Deposits with Debt Management Account – Deposit Facility (DMADF)		£no upper limit *

Fitch Ratings is an international credit rating agency (one of three nationally recognised rating agencies alongside Moody's and Standard & Poor's). Fitch Rating's long-term credit ratings are set up along a scale from 'AAA' to 'D' where 'AAA' designates the best quality companies, reliable and stable through to 'D' where the company has defaulted on obligations and Fitch believes that it will generally default on all or most of its obligations. Fitch's short term ratings indicate the potential level of default within a 12 month period. F1+ is the best quality grade, indicating exceptionally strong capacity of obligor to meet its financial commitment

At 31 December 2009 short term investments comprise:

	31 March 09 £	31 Dec 09 £
Deposits with Banks/Building Societies	8,425	9,900
Deposits with Debt Management Office (DMADF)*	5,500	8,250
Total	13,925	18,150

* Investments with the DMADF are guaranteed by HM Treasury. Following advice from the Council's treasury advisors, from a credit perspective no upper limit was imposed on investments with the DMADF.

5.2 Income from investments

An investment income target of £166k has been set for 2009/10 using a projected return rate of 1.5 – 1.75 %. During the year bank base rates have dropped to 0.5% with little expectation of any upward increase in rates in the near future.

In the period to 31 December 2009 the Council received income from investments of £65k. In order to maximise available returns within our risk criteria the Council is currently working with our treasury advisors with the view to placing a proportion of our investments in bonds issued by Multilateral Development Banks. These bonds meet the Government's criteria for specified investments (i.e. offering high security and high liquidity)

6.0 EFFICIENCY SAVINGS

As part of the budget round for 2009/10 a number of efficiency savings were approved. These challenging targets were allocated across all services as detailed in Appendix 4. To date the efficiency savings total £442k for 2009/10.

7.0 REVENUE BALANCES AND EARMARKED RESERVES

7.1 Revenue Balances

The revenue balances brought forward at 1 April 2009 were £1.753m. Following approval of the use of balances in 2009/10, it is anticipated that the remaining balance will be £1.472m. If the overspends projected in this report are not mitigated by the actions proposed by the Heads of Service, the overspend of £77k will also have to be funded from balances reducing them further to £1.395m.

7.2 Earmarked Reserves

The Council maintains a number of reserves which have been set up to earmark resources for future spending plans. The funding to be utilised from these reserves equates to £687k. Details are shown in Appendix 5.

8.0 CAPITAL RECEIPTS

8.1 The Capital Programme was approved by Members in January 2009, the effect of the level of Capital Spend to 2011/12 on capital receipts is estimated below:

Capital Programme	2009/10 £'000	2010/11 £'000	2011/12 £'000
Balance b/fwd	6,256	3,002	2,539
Actual funding to date (April – Dec)	-1,318		

Estimated use for the remainder of the year	-1,702	-1,788	-1137
Budget Virement between years	*-1,143 **273	1,143 ***-918	
Received in year	100	1,100	100
Use of Replacement Reserve	536		
Balance c/fwd	3,002	2,539	1,502

* Proposed approval of budget virement between years to allow for the purchase of vehicles and bins for co-mingled recycling collection.

** Agreed approval of budget virement from the 2009/10 capital programme into 2008/9 to all for the purchase of refuse vehicles.

*** Agreed roll forward of the Capital Programme from 2009/10 into 2010/11.

8.2 The figures in the above table include general capital receipts for the funding of projects throughout the District. In addition, an estimate of capital receipts has been made of £100k per annum in relation to any sales of assets, with an additional £1million in financial year 2010/11 as the anticipated capital receipt from the sale of the Industrial Units at Aston Fields.

8.3 As part of the Use of Resources assessment the Council must demonstrate that it has a robust Capital Programme that is delivered on time and within budget.

9. FINANCIAL IMPLICATIONS

Covered in the report

10. LEGAL IMPLICATIONS

None

11. COUNCIL OBJECTIVES

None as a direct result of this report

12. RISK MANAGEMENT

Covered in the report.

13. CUSTOMER IMPLICATIONS

None as a direct result of this report

14. EQUALITIES AND DIVERSITY IMPLICATIONS

None as a direct result of this report

15. OTHER IMPLICATIONS

Procurement Issues	None
Personnel Implications	None

Governance/Performance Management – subject of the report
Community Safety including Section 17 of Crime and Disorder Act 1998 None
Policy None
Environmental None

16. OTHERS CONSULTED ON THE REPORT

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

APPENDICES

- Appendix 1 Performance Summary for April - September 2009
- Appendix 2 Detail Performance report for April - September 2009
- Appendix 3 Detailed figures to support the performance report
- Appendix 4 Efficiency Savings 2009/10
- Appendix 5 Current Position (April – December) on Earmarked Reserves
- Appendix 6 Virements for approval by Cabinet
- Appendix 7 Customer Feedback

CONTACT OFFICERS

Hugh Bennett, Assistant Chief Executive
 Jayne Pickering, Head of Financial services
 Debbie Randall Accountancy Services Manager
 John Outhwaite, Senior Policy & Performance Officer

APPENDIX 1

SUMMARY - Period 6/Quarter 2 (September) 2009/10						
Monthly (September) performance			Estimated Outcome			
No.	%age ¹		No.	%age ³	No. %age ²	
Improving or stable.	28	62%	23	58%	32	80%
Declining	17	38%	11	28%	4	10%
No data			6	15%	4	10%
Total Number of Indicators reported this period ¹	45		40		40	

SUMMARY - Period 7 (October) 2009/10						
Monthly (October) performance			Estimated Outcome			
No.	%age ¹		No.	%age ³	No. %age ²	
Improving or stable.	21	68%	22	73%	25	89%
Declining	10	32%	7	23%	2	7%
No data	6		1	3%	1	4%
			7		9	
Total Number of Indicators reported this period ¹	37		37		37	

SUMMARY - Period 8 (November) 2009/10						
Monthly (November) performance			Estimated Outcome			
No.	%age ¹		No.	%age ³	No. %age ²	
Improving or stable.	15	47%	22	76%	27	90%
Declining	17	53%	6	21%	2	7%
No data	3		1	3%	1	3%
			6		5	
Total Number of Indicators reported this period ¹	35		35		35	

SUMMARY - Period 9/Quarter 3 (December) 2009/10						
Monthly (December) performance			Estimated Outcome			
No.	%age ¹		No.	%age ³	No. %age ²	
Improving or stable.	24	47%	28	61%	36	78%
Declining	27	53%	10	22%	4	9%
No data	7		8	17%	6	13%
			12		12	
Total Number of Indicators reported this period ¹	58		58		58	

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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Ref	Description	Report - ed?	Cum or Share?	2008/09		2009/10												Comments
				Actual	Target	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & Trend	Nov Target	Nov Actual	Target & Trend	Dec Target	Dec Actual	Target & Trend	
Street Scene & Community																		
NI 191	Residual Household waste per household (KG)	M	C	586.26	294.81	I	343.08	340.15	W	383.21	390.71	W	447.82	452.07	W	590.00	I	Increase in waste due to Christmas. Trade waste data not yet available
NI 192	Percentage of household waste re-used, recycled and composted	M	C	43.25	36.76	W	35.84	41.86	W	34.93	40.94	W	24.32	38.92	W	30.00	S	Garden waste collections have now ceased for winter therefore percentage will drop in line with expected targets. Trade waste data not yet available.
NI 195	Improved street & environmental cleanliness - graffiti	M*	C		na	na	na	na	na				5	1	S	5	S	Better than target
NI 195	Improved street & environmental cleanliness - litter	M*	C		na	na	na	na	na				13	9	W	13	S	Better than target
NI 195	Improved street & environmental cleanliness - detritus	M*	C		na	na	na	na	na				20	23	W	20	S	Due to winter conditions additional detritus present on the roads
NI 195	Improved street & environmental cleanliness - fly posting	M*	C		na	na	na	na	na				1	1	W	1	S	On target
NI 196	Improved street and environmental cleanliness - fly tipping	M*	C		na	na	na	na	na				2	2	S	2	S	On target
LPI Depot	Number of missed household waste collections	M	C	1,136	570	I	665	642	W	760	701	I	855	751	I	1,140	I	There were only 50 missed collections in December
LPI Depot	Number of missed recycle waste collections	M	C	281	120	I	140	85	W	160	98	W	180	184	I	240	I	4 missed collections in December
NWBUCJ	Total Crime	M	C	New	2,802	I	3,276	3,043	I	3,736	3,451	W	4,210	3,848	I	5,588	I	Crime levels continue to be well below target. Initial findings from the review of Operation Ghost to see its effect on disorder during the Halloween Festivities suggest that the operation had a positive effect on reducing a number of types of anti-social behaviour, especially in target areas, as well as a reduction in some types of criminal damage. The Winter Safety Plan has now been launched with a focus on retail crime, purse theft and night time disorder over the Christmas period
NWBUCJ	The number of domestic burglaries	M	C	438	195	I	227	152	I	260	171	W	293	194	W	389	I	With just 23 offences in December, the level of domestic burglaries continues to be low in volume. The slight increase compared to November may be the result of the expected spike in offending around Christmas time, however the number of offences has remained extremely low compared to previous financial years. The CDRP Winter Safety Plan continues to tackle this issue through January. Specific relevant actions include media and other communications, attendance at local events offering advice, guidance and free security products such as 24hour segment timers.

Ref	Description	Report - CDP	Cum or Strip?	2019/20												Comments			
				2019/20 Actual	Sep. Target	Sep. Actual	Target & Trend	Oct Target	Oct Actual	Target & Trend	Nov Target	Nov Actual	Target & Trend	Dec Target	Dec Actual		Target & Trend	2019/20 Est. Outcome Target	
NWBUCU2	The number of violent crimes	M	C	973	496	537	W	573	616	I	644	681	I	714	767	W	922	959	Through the level of violent crime increased in December compared to previous months, this increase was expected due to the increase in visitors to the town centre night time economy during the festive season. Additional patrols were present in the town centre throughout Operation Christmas Presence. It is expected that the level of violent crime will decrease again in the coming months in line with seasonal trends.
NWBUCU3	The number of robberies	M	C	61	29	24	W	34	27	I	39	32	W	44	33	I	58	51	With just one offence throughout the entire month of December, Robbery continues to be well under the target level. This crime type is currently not a priority for Bromsgrove Community Safety Partnership or West Mercia Police. The low volume nature of this crime type means that any specific intervention are difficult to deliver; each incident will be dealt with accordingly our colleagues at West Mercia Police.
NWBUCU4	The number of vehicle crimes	M	C	744	346	351	I	405	389	I	461	446	W	520	501	I	690	675	Vehicle crime decreased slightly in December compared to previous months. The trend in offences continues to be monitored by the CDRP at pre-tasking where it was noted that the increasing trend of subsequent months had slowed somewhat. As a part of the CDRP Winter Safety Plan, the Neighbourhood Wardens continue to carry out vulnerable vehicle checks.
NWBUCU6	The number of Criminal Damage Incidents	M	C	1,064	538	468	W	615	543	I	699	621	W	795	681	I	1041	963	The level of criminal damage dropped significantly in December, and remains well below the target level. The majority of offences continue to be damage to vehicles.
LPI GS 1a	CCTV incidents reported - Crime	M	C	3,407	1,698	1,594	I	1,981	1,939	I	2,264	2,148	W	2,547	2,401	I	3,400	3,400	Reported thefts in the town centre were low. This is due to shop staff being busy and missing shop lifting events. Assaults and drink related offences were low in number. All night-time venues have been unexpectedly quiet during festive period.
LPI GS 1b	CCTV incidents initiated by CCTV	M	C	991	492	453	I	574	544	I	656	613	W	738	714	I	1,047	1,047	There was an increase in ASB during December. These incidents were spotted by CCTV operators during their proactive camera patrols.
LPI GS2	Number of locally delivered diversionary sessions	Q	C	176	110	117	W	128	132	I	142	132	W	147	141	I	180	180	Community Coaching Sessions were delivered during the holidays to increase number of sessions, a weekly session is in development to commence soon.
LPI GS3	Numbers of users attending diversionary activities.	Q	C	617	456	459	W	510	513	I	544	513	W	564	538	I	670	700	An increase in the diversionary sessions offered during Half Term generated an increase in users. New weekly diversionary session also set to start to maintain usages.

Ref	Description	Report - GDP	Cum or Strategy	2018/19		2019/20		2020/21		Comments					
				Actual	Target & trend	Sep. Target	Sep. Actual	Target & trend	Nov Target		Nov Actual	Target & trend	Dec Target	Dec Actual	Target & trend
LPI CS4	No. of hate crime incidents (activity measure)	M	S	n/a	1	S	n/a	2	n/a	2	n/a	n/a	n/a	n/a	Again, there were 2 reported hate crimes in the District in December. 1 incident relating to disability which was received via BDHT and 1 homophobic incident received via the Community Safety link on the Website. Both incidents are being progressed with partners from BHIP to identify further action that can be taken.
LPI CS5	% of reported hate crime incidents requiring further action that received further action	M	S	100	100	S	100	100	100	100	100	100	100.00	100.00	see above
LPI IS01	Number of attendances at arts events	M	C	20,642	20,153	I	19,165	20,916	21,165	23,141	107	23,593	21,261	23,750	Due to the success of receiving the Worcestershire County Council Christmas Grant we were able to programme 5 additional Bromsgrove Town Centre Christmas Performances, above our normal Christmas offer. This was very welcomed by the general public and enhanced significantly the council's Christmas offer
SC3	Dolphin Centre Usage	M	C	627,404	204,523	W	261,827	240,090	309,022	275,367	354,245	301,173	502,478	477,090	Although the usage is fairly low, this is fairly consistent across the industry due to the festive period and reduced opening hours over this period
SC4	Sports development usages	M	C	21,219	14,307	W	15,112	17,371	17,142	21,035	18,270	21,206	22,556	30,005	Sport Unlimited sessions and the continuation of regular programmes in the first two weeks ensured we stayed on target. More Sport Unlimited programmes to commence in January to increase usages.
	Dolphin Centre Car Park Usage	M	S	n/a	124,060	W	n/a	134,654	n/a	130,995	n/a	120,254	n/a	n/a	Reduction due to four days free parking
	Shopability Centre Usage (Monthly)	M	S	n/a	150	I	150	163	150	156	150	116	150	150	Below average due to extreme weather conditions
LPI LLL1	Life line units in use	M	S	547	690	I	700	733	710	728	720	728	750	750	Despite 14 new installations we also had 14 cancellations mainly due to bereavement. As the cold weather continues the cancellation figure may increase.

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

Planning & Environment Services

NI 157	The percentage of major planning applications determined within 13 weeks	M	C	68.80	100.00	S	80.00	100.00	80.00	100.00	80.00	88.90	80.00	80.00	Majors; 1/2 = 50% National Target 60% (Local Target 80%) No applications determined in this category in October or November. December saw two applications submitted. Whilst stables at Littleheath Lane were determined in time, proposals for the 49 dwellings in Shaw lane went out of time. This application attracted an exceptional amount of public interest and a special meeting of the planning Committee was held in order to determine the application.
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Ref	Description	Report - GDP	Cum or Spend	2018/19		2019/20												Comments
				Actual	Target	Sep. Target	Sep. Actual	Target & trend	Oct Target	Oct Actual	Target & trend	Nov Target	Nov Actual	Target & trend	Dec Target	Dec Actual	Target & trend	
LPI	Average time (weeks) from referral to completion for category 2 DFGs	Q	C			38	58	I				38	57	W		60.00	see above	
LPI	Average time (weeks) from referral to completion for category 3 DFGs	Q	C			52	67	W				52	75	W		80.00	see above	
LPI	Percentage of DFG budget allocated to approved schemes (activity measure)	Q	C			n/a	95.00	n/a				n/a	100.00	n/a		100.00	All the budget is allocated	
LPI	Percentage of DFG budget spent (activity measure)	Q	C			n/a	40.00	n/a				n/a	69.00	n/a		100.00	£414,764 spent already this year	

E-gov & Customer Services

Ref	Description	Report - GDP	Cum or Spend	2018/19		2019/20												Comments
				Actual	Target	Sep. Target	Sep. Actual	Target & trend	Oct Target	Oct Actual	Target & trend	Nov Target	Nov Actual	Target & trend	Dec Target	Dec Actual	Target & trend	
CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a		7,637	7,204					7,161	6,436			n/a	Calls to the contact centre have fallen by 10% compared to last month. This trend is expected at this point in the year with the holiday break falling at the end of the month	
CSC	Monthly Call Volumes Council Switchboard	M	S	n/a		4,247	4,495					4,295	3,585			n/a	Calls to the switchboard have fallen by 10% compared to last month. This trend is expected at this point in the year with the holiday break falling at the end of the month	
CSCLP13.1	Resolution at First Point of Contact all services (percentage)	M	S	99.00		95.00	97	I	95.00	95.00	95.00	97	98	I	95.00	95.00	Resolved at first point of contact continues to exceed performance target and shows a small improvement compared to last month	
CSCLP13.2	% of Calls Answered	M	S	87.00		86.00	92.00	I	85.00	85.00	92.00	93.00	93.00	I	85.00	85.00	Performance is consistent with last and remains above target	
CSCLP13.3	Average Speed of Answer (seconds)	M	S	30.00		24.00	13.00	I	20.00	20.00	15.00	11.00	11.00	I	20.00	20.00	Performance improved by 4 seconds and remains above target	

Chief Executive's department

Ref	Description	Report - GDP	Cum or Spend	2018/19		2019/20												Comments
				Actual	Target	Sep. Target	Sep. Actual	Target & trend	Oct Target	Oct Actual	Target & trend	Nov Target	Nov Actual	Target & trend	Dec Target	Dec Actual	Target & trend	
LPI CCPP01	Number of complaints received (Council system)	M	C	270		96	108	I	n/a	108	n/a	119	129	I	n/a	n/a	n/a	Complaints received were 2 about benefits claims, 1 about cancelled allotment meeting, 1 about attitude of a refuse collector, 1 about an assisted collection, 1 about garden waste and 4 about recycling collections being cancelled
LPI CCPP02 (DM)	% of PACT meetings attended by CMT members	Q	C	80%		79.00		W				75	75	W	85	65.00	65.00	Six out of nine meetings were attended. Two other meetings were postponed and thus not included in these figures
LPI CCPP03	Number of complaints received	M	C	70		21	28	W	n/a	28	n/a	34	41	I	n/a	n/a	n/a	Compliments received were - 1 about a gymnastic event organised by Sports Development, 1 about the prompt service provided by the Benefits Team, 1 about the service given by the Grounds Maintenance Team and 4 about excellent customer service from the Customer Service Centre
LPI CCPP05	Community transport income (£)	M	C	n/a		n/a	300	I	250	300	525	673	875	I	825	1,875	1,875	BURT continues to be well received by the public. Income in December was below the monthly target, probably due to Christmas. It is anticipated that the annual target will be met

Financial Services

Ref	Description	Report - GPF	Cum or Smp?	2009/10		2009/10												Comments		
				Actual	Target	Sep. Target	Sep. Actual	Target & trend	Oct Target	Oct Actual	Target & trend	Nov Target	Nov Actual	Target & trend	Dec Target	Dec Actual	Target & trend		Est. Outturn	Est. Outturn Target
	Percentage of invoices paid within 10 days of receipt	M	C	n/a		90.00	83.23	I	90.00	83.29	I	90.00	83.46	I	90.00	82.90	W	90.00		The % of invoices paid within 10 days has decreased. This is mainly due to the Christmas holidays, thus invoices have not been processed as quickly as in other months.
FP001	Percentage of invoices paid within 30 days of receipt	M	C	99.38		98.00	98.42	W	98.00	98.39	W	98.00	98.40	I	98.00	98.17	W	98.00		On Target

Legal, Equalities and Democratic Services

There are no PIs reported monthly for this department

LD LPI 1	New Equality Framework (replaces equality standard above in 2009/10)	Q	S	n/a		Level 2	Level 2	S								Level 2		Level 2		Having achieved Level 3 of the Equality Standard we have migrated across to Level 2 of the new Equality Framework. This gives us the status of 'Achieving' and we are the only district in Worcestershire to be at this level.
LD LPI 3	Proportion of members of the Equalities and Diversity forum and Disabled Users Group satisfied with the Council	Q	S	n/a		n/a	n/a	n/a										n/a		Establishing baseline data
LD LPI 4	Number of people attending E & D events (e.g. Dual, Black history month)	Q	S	n/a		n/a	n/a	n/a										n/a		Establishing baseline data

Human Resources & Organisational Development

LPI (former BM12)	Percentage average number of working days lost due to sickness.	M	C	10.66		4.26	5.44	I	4.97	5.95	I	5.68	6.65	I	6.39	7.17	I	8.75	9.56	I	Sickness reduced during December, with a reduction in the projection for a second month and a change to Amber. 4 out of 7 service areas remain Green, with the other 3 remaining Red
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Ref	Description	Freq	Cum or Snap	2009/10 Monthly Performance Figures											
				Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
NI 191	Residual Household waste per household	M	C	48.61	50.01	49.12	49.00	49.04	49.03	48.27	50.13	54.61	49.32	45.74	50.11
			Actual	52.56	48.10	50.50	52.11	45.49	48.33	51.33	51.45	61.35	0.00	0.00	0.00
			denominator	2,040.68	1,867.76	1,960.96	2,023.16	1,770.84	1,881.36	1,998.31	3,892.9	3,892.9	3,892.9	3,892.9	3,892.9
NI 192	Percentage of household waste re-used, recycled and composted	M	C	32.07	31.98	32.58	33.12	33.78	34.29	34.51	34.57	24.32	33.16	32.68	32.72
			Actual	39.30	42.29	42.19	41.85	42.41	43.32	36.86	33.85	21.94			
			denominator	1,321.289	1,368.698	1,430.866	1,455.837	1,303.929	1,437.871	1,166.589	1,024.906	671.168	3,059.606		
NI 195	Improved street & environmental cleanliness - graffiti	M*	C									5			
			Actual									1			
			denominator									13			
NI 195	Improved street & environmental cleanliness - litter	M*	C									9			
			Actual									20			
			denominator									23			
NI 195	Improved street & environmental cleanliness - debris	M*	C									1			
			Actual									1			
			denominator									2			
NI 196	Improved street and environmental cleanliness - fly tipping	M	C									2			
			Actual									2			
			denominator									95	95	95	95
LPI Depot	Number of missed household waste collections	M	C	129	123	127	67	68	49	79	59	50			
			Actual	20	20	20	20	20	20	20	20	20	20	20	20
			denominator	18	6	20	18	9	5	9	13	4			
LPI Depot	Number of missed recycle waste collections	M	C	459	475	459	475	475	459	475	459	475	475	429	475
			Actual	459	409	427	488	473	431	408	415	402			
			denominator	32	33	32	33	33	32	32	33	33	33	30	33
NWB/CU1	The number of domestic burglaries	M	C	35	13	33	16	25	23	11	19	23			
			Actual	76	85	85	82	85	79	77	71	69	70	63	76
			denominator	81	81	75	93	103	107	83	66	87			
NWB/CU2	The number of violent crimes	M	C	5	5	5	5	5	5	5	5	5	5	4	5
			Actual												
			denominator												
NWB/CU3	The number of robberies	M	C												
			Actual												
			denominator												

	weeks	numerator		denominator		1		2		0		3		0		1		0		1		1		
		M	C	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	
NI157	The percentage of minor planning applications determined within 8 weeks	92.00	85.70	70.00	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	85.00	85.00	
NI157	The percentage of other planning applications determined within 8 weeks	41	54	41	50	49	39	38	46	45	45	45	45	45	45	45	45	45	45	45	45	45	45	
NI 155	Number of affordable homes delivered	46	55	48	56	55	48	42	47	49	20	20	20	20	20	20	20	20	20	20	20	20	80	
NI 156	Number of households occupying temporary accommodation																							
LP Housing	Average time (weeks) from referral to completion for category 1 DFGs	34	34	34	34	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 2 DFGs	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	
LP Housing	Average time (weeks) from referral to completion for category 3 DFGs	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	
LP Housing	Percentage of DFG budget allocated to approved schemes																							100
LP Housing	Percentage of DFG budget spent																							100

E-gov & customer services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	Target		Actual		n/a		6,802		7,637		n/a		7,204		n/a		7,161		6,436		n/a	
				Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
CSC	Monthly Call Volume Council Switchboard	M	S	4,631	4,203	4,580	4,452	3,660	3,660	4,247	4,495	4,295	3,585	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
CSC LPI 3.1	Resolution at First Point of Contact all services (percentage)	M	S	99.00	99.00	99.00	99.50	94.00	94.00	97.00	97.00	97.00	98.00	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	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	85.00	85.00	85.00	
CSC LPI 3.3	Average Speed of Answer (seconds)	M	S	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	
				21	16	16	23	20	20	24	13	15	11.00												

Chief Executive's

LPI	Number of complaints received (Council wide) Monthly. Source new complaints system.	M	C	Target		Actual		n/a		12		5		n/a		12		n/a		11		10		n/a	
				Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
CCPP01 (SI)	Percentage of PACT meetings attended by CMT members	M	C	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
CCPP02 (DM)	Percentage of PACT meetings attended by CMT members	M	C	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
				n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
				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	85.00	85.00	85.00	
				n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
				75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	

LPI CC-PP03 (SS)	Number of compliments received (Council wide)	M	C	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	4	2	4	5	5	7	6	7	7	7	7	7	7	7
LPI CC-PP05 (DM)	Community transport income (£)	M	C	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	n/a	n/a	n/a	n/a	n/a	250	275	300	325	350	375	375	375	375

Financial Services

NI 181	Time taken to process HB/CT benefit new claims or change events	M	C	Target	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	
				Actual	11.17	14.58	10.29	14.58	9.28	10.68	12.73	6.38	6.74	10.98	10.98	10.98	10.98	10.98	10.98
	Total value of HB overpayments outstanding at the start of the quarter (£)	Q	C	Target	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
				Actual	1,149	556,379	1,309	1,286	1,152	815	1,284	2,025	1,432	857	567,503	103,507	9	1.47	1.47
	Total value of HB overpayments identified during the quarter (£)	Q	C	Target	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				Actual	69,494	69,494	13	13	8	8	8	8	8	8	8	8	8	8	8
	% of HB overpayments recovered during the quarter of the outstanding debt.	Q	C	Target	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				Actual	0.150	0.150	0.150	0.150	0.36	0.36	0.36	0.36	0.36	0.36	0.36	0.36	0.36	0.36	0.36
NI 179	VFM- total net value of on-going cash releasing VFM gains since the start of 2008-09 (£'000)	Q	C	Target															
				Actual	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
FP001	Percentage of invoices paid within 10 days of receipt	M	C	Target	80.88	83.71	84.77	85.80	80.97	83.83	83.69	84.59	78.47	84.59	78.47	84.59	78.47	84.59	78.47
				Actual	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00
	Percentage of invoices paid within 30 days of receipt	M	C	Target	99.34	98.39	97.97	98.42	98.42	98.02	98.17	98.49	96.32	98.49	96.32	98.49	96.32	98.49	96.32
				Actual	99.34	98.39	97.97	98.42	98.42	98.02	98.17	98.49	96.32	98.49	96.32	98.49	96.32	98.49	96.32

Legal, Equalities and Democratic Services

LD LPI 1	New Equality framework (replaces equality standard above in 2009/10)	Q	C	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
LD LPI 3	Proportion of members of the Equalities and Diversity forum and Disabled Users Group satisfied with the Council	Q	S	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
LD LPI 4	Number of people attending E & D events (e.g. Divall, Black history month)	Q	S	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Human Resources & Organisational Development

LPI (formerly BV12)	The average number of working days lost due to sickness.	M	C	Target	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71
				Actual	0.85	0.93	1.15	1.16	0.84	0.51	0.50	0.70	0.53	0.79	0.53	0.79	0.53	0.79

Efficiency Savings 2009-10

Appendix 4

2009/10
£'000

SAVINGS IDENTIFIED

Council Wide

Alternative methods of service delivery	75
Business process change	0
Postage review	0
Purchase of Second Hand Vehicle	60
Insurance Saving	61
Sale of Industrial Units	10
OD Support to Redditch	8
	<u>214</u>

Legal and Democratic

Share of Equalities and Diversity with Redditch	4
	<u>4</u>

E-Government

Share disaster recovery with Redditch	0
	<u>0</u>

Planning and Environment

Savings on stationery from advertising	4
Additional income from licensing	10
	<u>14</u>

Financial Services

Accountancy Restructure	41
Benefits additional claims processed	65
Audit Restructure	27
	<u>133</u>

Street Scene & Community

Framework contract - play areas - capital cost reduction	5
Additional gym income to target	100
Framework contract - play areas - staff time savings	3
Catering at Dolphin Centre - Improved Contract Processes	22
Restructure Dolphin Centre	50
Service reviews - Grounds Maintenance and Street Cleansing	44
	<u>224</u>

Total Efficiency Savings	<u>589</u>
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Earmarked Reserves

Description	B/fwd 2009/10 £'000	Received in Year £'000	Used 2009/10 - Quarter 1,2&3 £'000	Total Movement in year 09/10 £'000	Current Position 2009/10 April - Dec £'000	
Building Control Partnership Reserve	-10	0	0	0	-10	c/fwd to 10/11
Unspent Plan. Del. Grant reserve	-340	-27	340	313	-27	
Liveability Reserve	-21	0	5	5	-16	
LPSA Reserve	0	0	0	0	0	
Replacement Reserve	-536	0	0	0	-536	
Litigation Reserve	-50	0	0	0	-50	
Sports Partnerships Reserve	-26	-15	21	6	-20	
Area Committees	-29	0	0	0	-29	
Local Plans Inquiry	-143	0	0	0	-143	c/fwd to 10/11
Housing - Nightstop	-6	0	0	0	-6	c/fwd to 10/11
Housing needs assessments and surveys	-8	0	0	0	-8	c/fwd to 10/11
Council Chamber equipment	-10	0	0	0	-10	
Town Centre Development	-35	0	35	35	0	
Single Status/JE	-309	0	163	163	-146	
Shared Services Agenda incl Joint CE	-262	0	45	45	-217	
Business Start up grants	-6	0	0	0	-6	
Partnership Office	-25	0	25	25	0	
Councillor Training	-53	0	5	5	-48	22k c/fwd to 10/11
Legal Mentoring	-8	0	2	2	-6	c/fwd to 10/11
Corporate Training	-40	0	0	0	-40	
Youth Provision Reserve	-15	0	15	15	0	
Activity Referral Scheme	-12	0	9	9	-3	
Town centre Market Stalls	-8	0	4	4	-4	
Car parks relining	-18	0	18	18	0	
Local Strategic Partnership	0	-5	0	-5	-5	
Alcohol Abuse Reserve	-6	0	0	0	-6	
	-1976	-47	687	640	-1,336	

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	Virement From:			Virement To:			Reason for virement
	Account	Cost Centre	Amount £	Account	Cost Centre	Amount £	
Is the virement for 2009/10 Only or for future years?							
Future Years	E31 – Other Local Authorities	LP13	-20,000	E31 – Other Local Authorities	DP07	20,000	Funding for new Climate Change Manager Post
Future Years	D88 – Miscellaneous Expenses	CP00	-6,500	A01 – Monthly Salaries	CP00	21,091	Funding for Pay on Foot Car Parking
	A01 – Monthly Salaries	HW10	-14,591				
2009/10	A01 – Monthly Salaries	DP07	-36,733	A01 – Monthly Salaries	AR00	36,733	Restructure of Post for Marketing Promotions and Events
Future Years	J12 – Income Contracted Reimbursements	HW02	16,292	J12 – Income Contracted Reimbursements	DW23	-16,292	Amalgamation of Cost Centres
	J36 – Miscellaneous Income		656	J36 – Miscellaneous Income		-656	
Future Years	A28 – Medical Fees (Employees)	DW26	-210	A28 – Medical Fees (Employees)	DW21	394	Amalgamation of Cost Centres
	C01 – Vehicles	DW26	-12,364	C01 – Vehicles	DW21	12,364	
	Repair/M'tenance	DW26	-17,167	Repair/M'tenance	DW21	17,167	
	C03 – Diesel Fuel	DW26	-3,216	C03 – Diesel Fuel	DW21	3,216	
	C06 – Tyres	DW26	-829	C06 – Tyres	DW21	829	
	C07 – Licenses	DW26		C07 – Licenses	DW21	4,334	
	C51 – Vehicle			C51 – Vehicle			

	Insurances A28 – Medical Fees (Employees)	DW26 DW27	-4,334 -184	Insurances			
2009/10	D43 – Training Fees	PS08	-15,000	D47 – Consultants Fees	CM08	15,000	Funding for provision of Customer First Training
2009/10	A01 – Monthly Salaries	DP07	-120,808	D49 – Miscellaneous Services	CS21	120,808	Introduction of Shared Services for Community Safety – Management Fee
Future Years	F31 – Housing Benefit (Rent Allowances) J03 – Income Other Government Grants	RB11	-2,703,316 -1,776,684	F33 – Housing Benefits (Council Tax Rebates)	RB11	4,480,000	To provide more accurate Council Tax and Housing Benefit Monitoring

Customer Feedback How did we do?



- Putting the Customer first
- October to December 2009



Bromsgrove
District Council

www.bromsgrove.gov.uk



Customer Feedback October to December 2009

How did we do?

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Section 3	
Identified Trends and Recommended Improvement Actions	
Identified Trends	12
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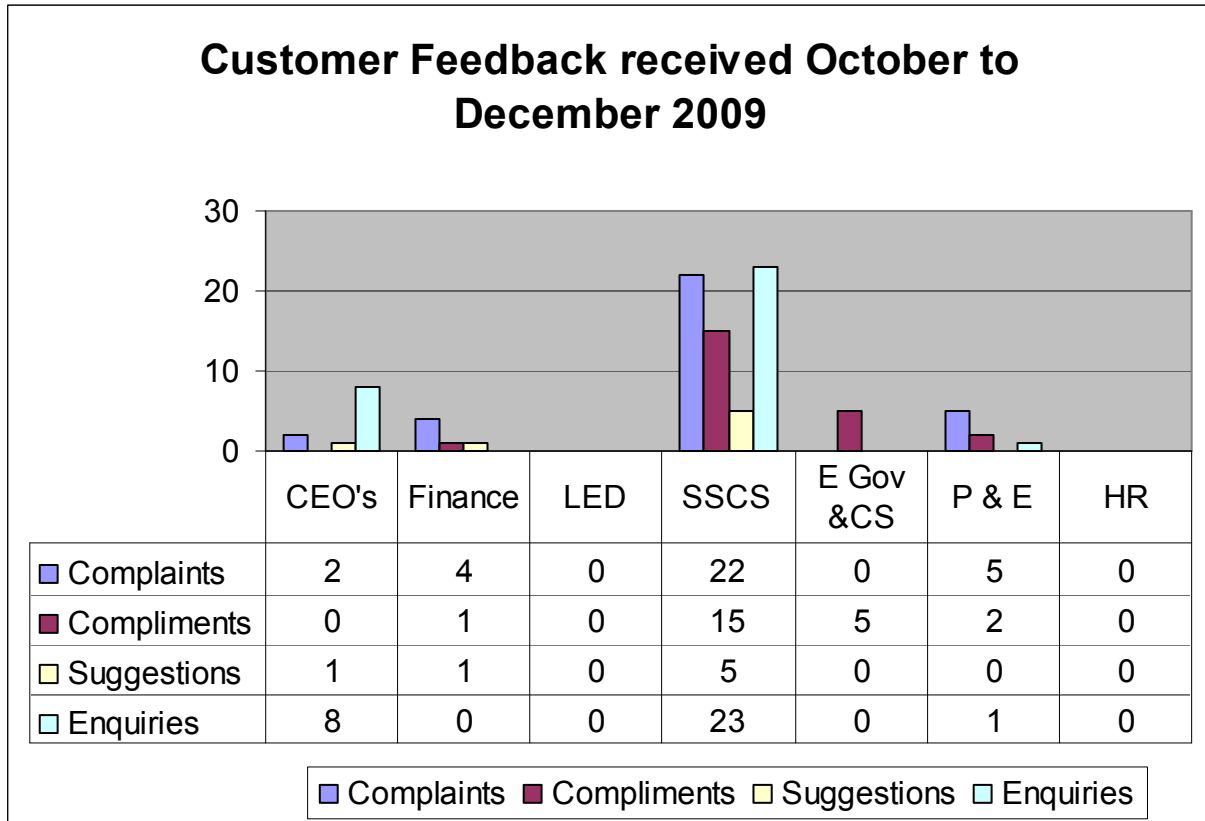
Customer Feedback Analysis Report October to December 2009

Section1 Corporate Analysis

This section discusses the customer feedback data recorded for the Council as a whole.

1.1 Customer Feedback received

Figure 1

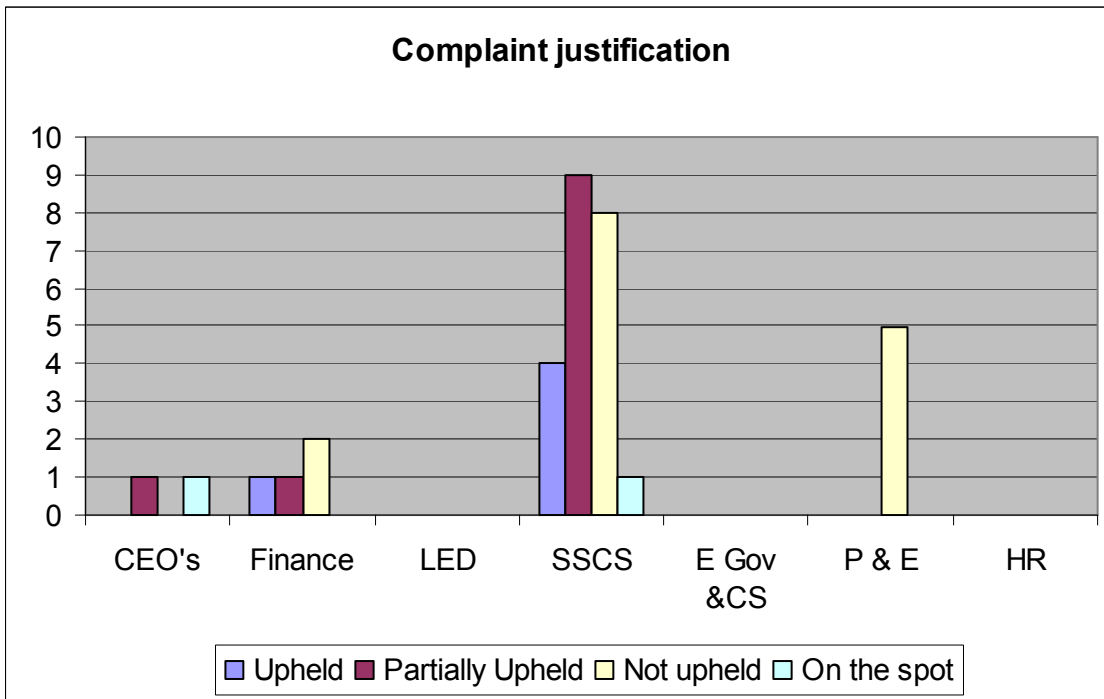


Summary

The Council received **33** complaints in the third quarter of 2009/10, an increase of **12 %** on last quarter. The number of compliments received also increased from **11** last quarter to **23** this quarter. The compliments received were from customers pleased with the new town centre toilets, for events organised by Sports Development and for the excellent service they received from the Waste, Street Cleansing, Benefits, Grounds Maintenance, Development Control and Customer Services.

1.2 Complaint Justification

Figure 2

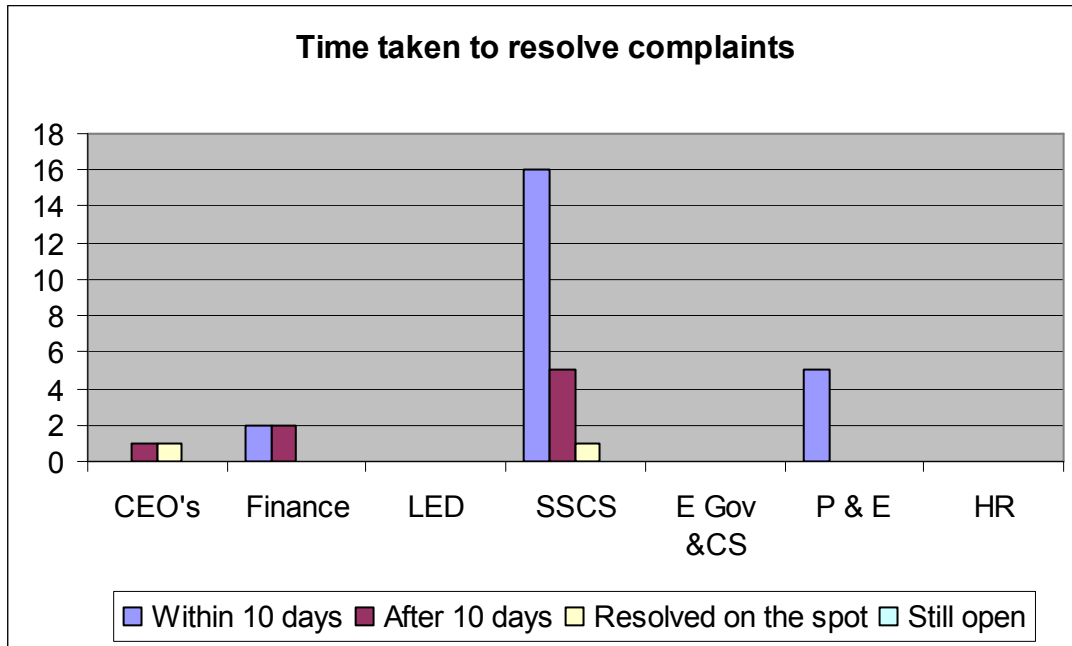


Summary

The number of complaints received this quarter has increased by **12%** with **30%** of complaints recorded as unjustified. This is higher than last quarter and is due to complaints from residents not being able to receive a recycling service from April 2010 due to the change from boxes to wheelie bins and the large vehicle that is required to collect them not being able to access their road. These were deemed as partially upheld.

1.3 Complaint response

Figure 3



Summary

Our customer standard is to provide a full response to customer complaints within 10 working days of receipt.

In this quarter we

- dealt with 70% of complaints within 10 days
- 24% were completed between 10 – 20 days.
- 6% were dealt with on the spot.
- Customers are informed if the complaint investigation will take longer than the 10 day standard

Section 2 Departmental Complaint Analysis

Please note that Legal, Equality and Democratic Services, the Human Resources Departments and E Government and Customer Services are not included in this section as there were no complaints received for these service areas during this quarter.

2.1 Street Scene and Community Services Department – Complaints Received

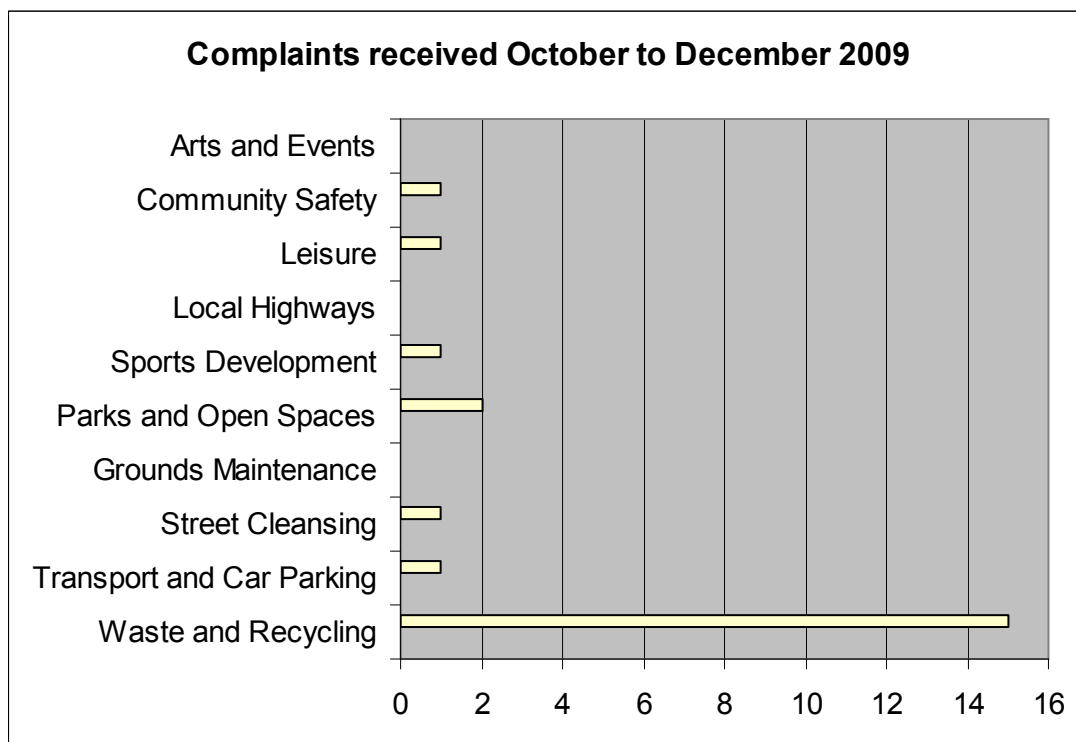


Figure 4

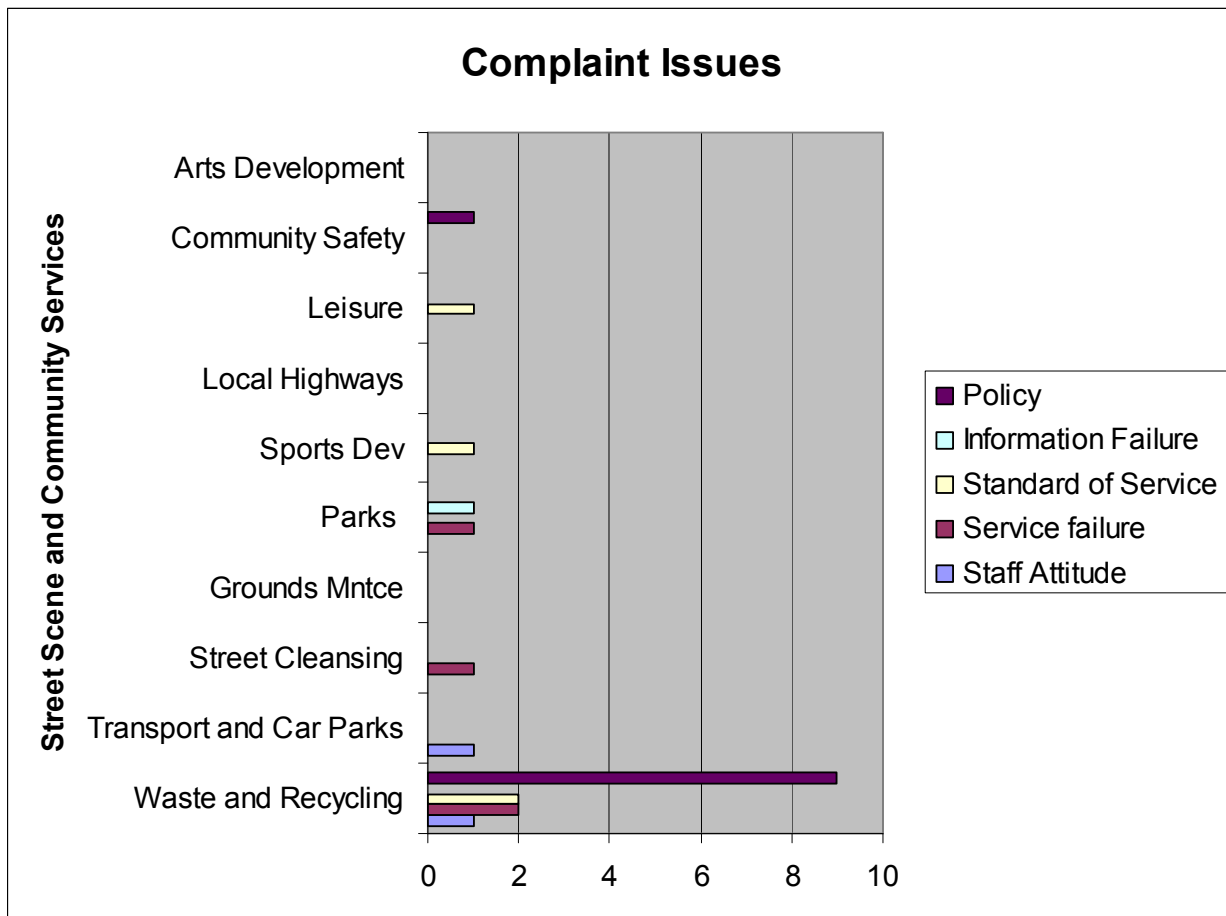
Summary

The Street Scene and Community Services Department received **22** complaints during this quarter which are broken down into services as below:

Waste and Recycling	15
Transport and Car Parking	1
Street Cleansing	1
Sports Development	1
Parks and Open Spaces	2
Community Safety	1
Leisure	1

2.1.1 Complaint Issues - Street Scene and Community Department

Figure 5



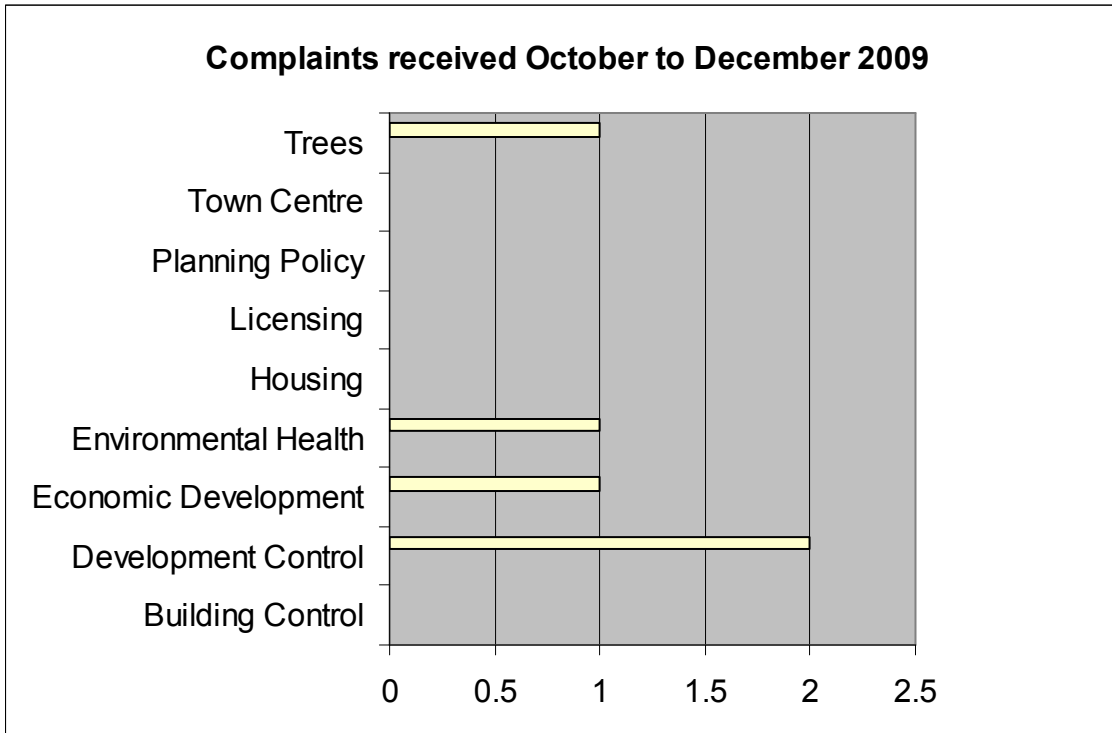
Summary

The number of complaints received for Street Scene and Waste Management has increased by **13%** this quarter. Of the complaints received, **72%** were deemed either partially or fully upheld. The types of complaint are summarised below.

Complaint	Numbers	Justified
Fence causing anti social problems	1	Not upheld
Assisted refuse collection	3	1 upheld 1 partially upheld 1 not upheld
Policy – Car park Charges, green waste and recycling	11	3 not upheld, 2 upheld, 6 partially upheld
Staff Attitude (refuse)	1	1 upheld
Damage caused by refuse lorry	1	1 not upheld
Poor customer service- Leisure	1	1 Upheld
Play area in park	1	1 Not upheld
Standard of coaching course	1	1 Partially upheld
Standard of driving refuse lorry	1	1 upheld
Cancellation of Allotment Meeting	1	1 not upheld
Totals	22	8 not upheld, 8 partially upheld 6 upheld

2.2 Complaints received by Planning and Environment Services Department

Figure 6



Summary

The Planning and Environment Services Department received **5** complaints during this quarter

2.2.1 Complaint Issues – Planning and Environment Services Department

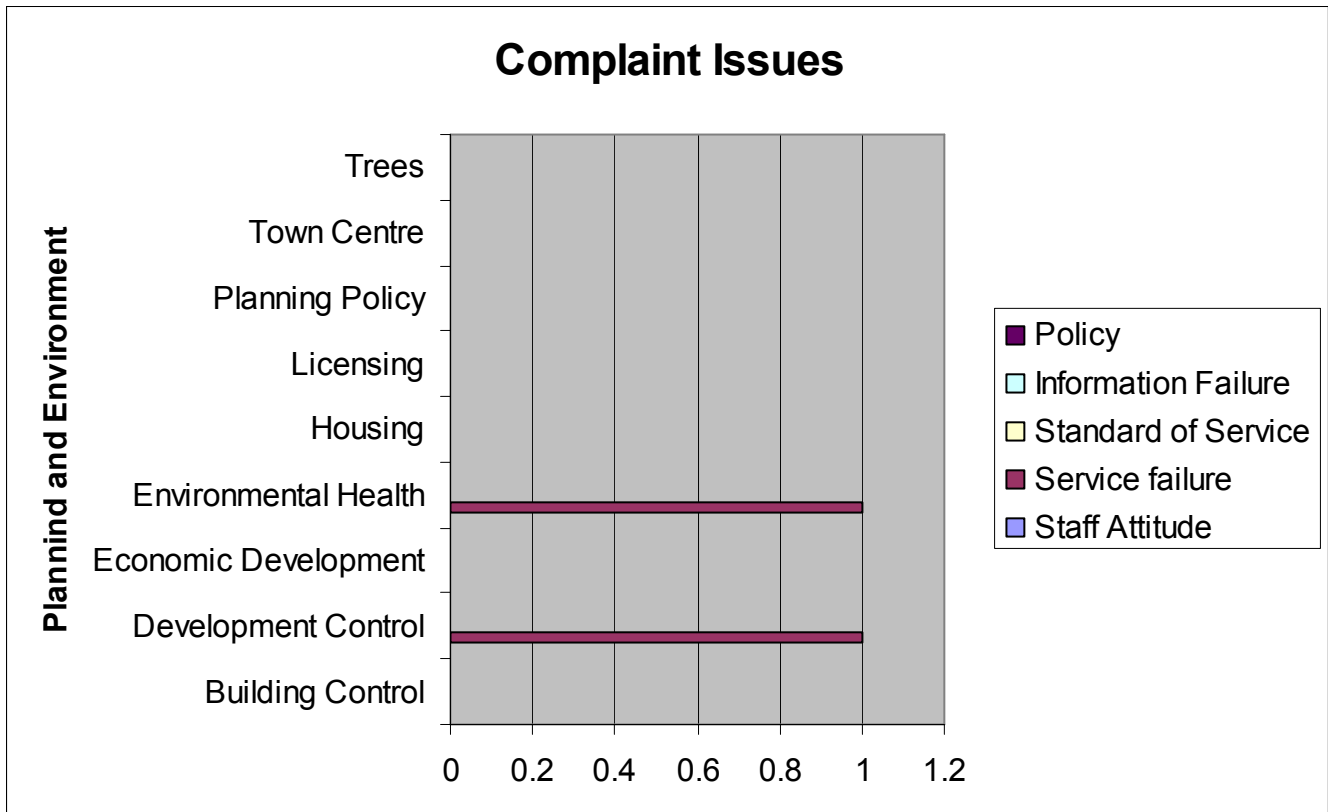


Figure 7

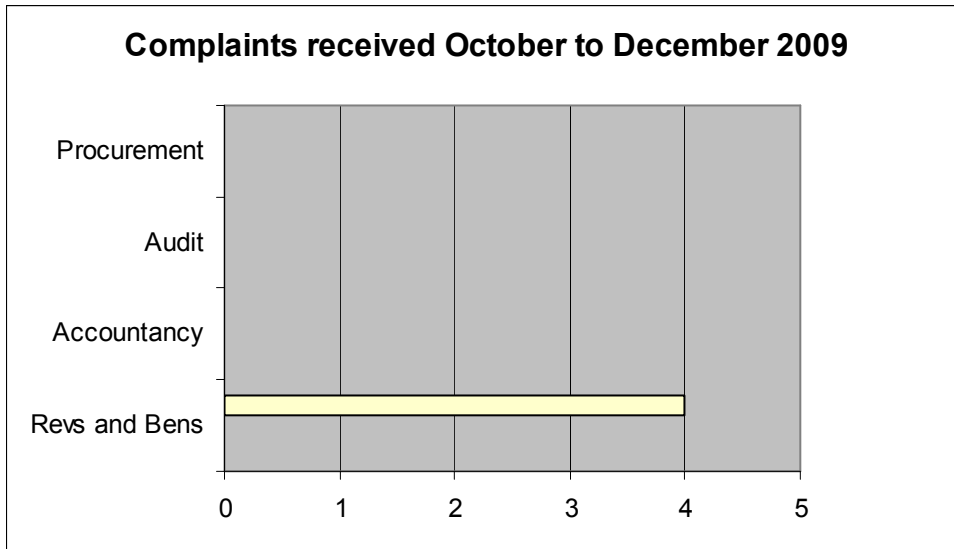
Summary

The number of complaints received this quarter is 1 lower than last quarter and all were deemed as unjustified. The types of complaints are summarised below.

Complaint	Numbers	Justified
Objections/ information about planning applications/ local planning	2	2 not upheld
Start up Grant	1	Not upheld
Vermin	1	Not upheld
Trees - lack of info	1	Not upheld
Totals	5	5 Not upheld

2.3 Complaints Received by Finance Department

Figure 8

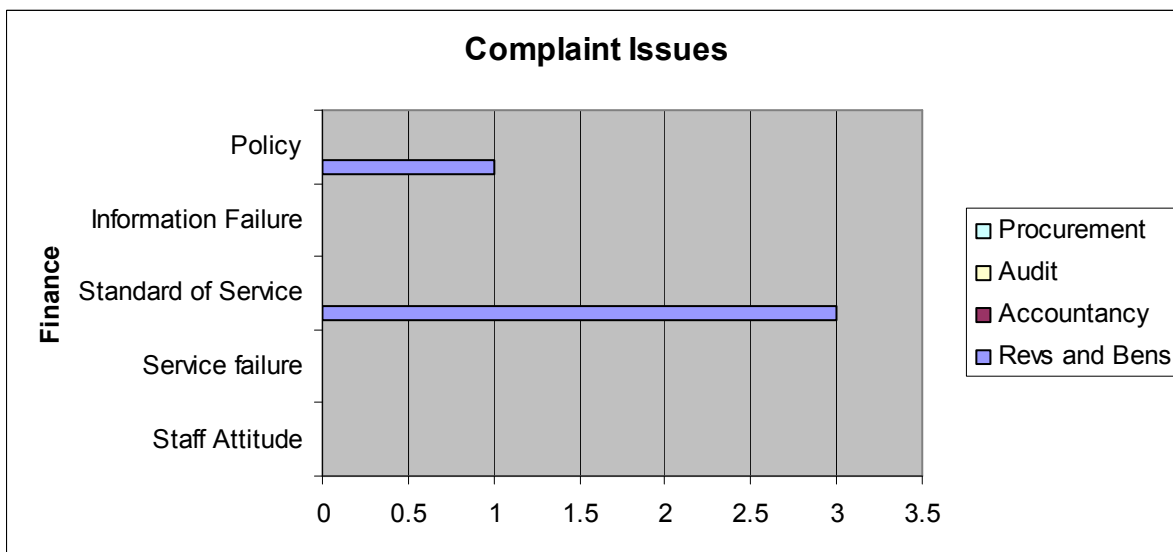


Summary

The Finance Department received **4** complaints this quarter

2.3.1 Complaint Issues

Figure 9

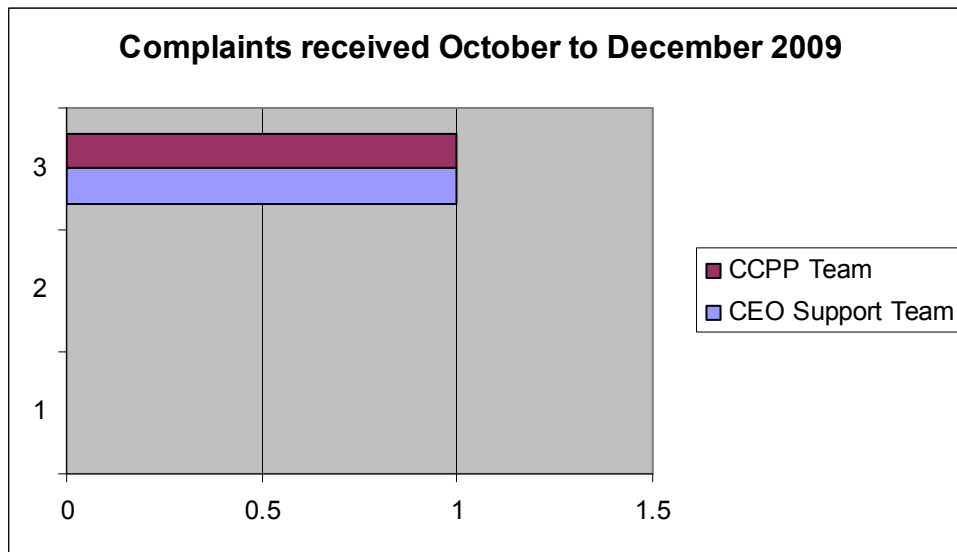


Summary

Complaint	Numbers	Justified
Council Tax benefit	2	2 Not upheld
Housing Benefit	2	1 Partially Upheld 1 upheld
Totals	4	2 not upheld 1 upheld, 1 partially upheld

2.4 Complaints received by Chief Executive's Department

Figure 10

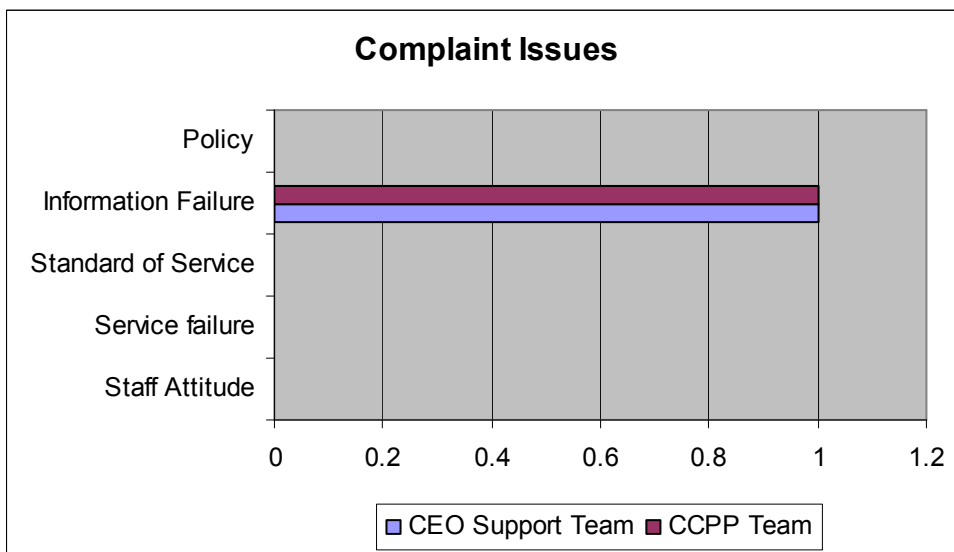


Summary

The Chief Executives Department received 2 complaints this quarter

2.4.1 Complaint Issues

Figure 11



Summary

The Chief Executives Department received 2 complaints this quarter, with 1 about incorrect information in Together Bromsgrove which was upheld and 1 regarding a County highways issue.

Section 3 Identified Trends and Recommendations for Improvement Actions

3.1 Identified Trends

There has been a small increase (**12%**) in the number of complaints received by the Council during this quarter which is expected when a new service (co mingled recycling) is communicated to customers. A significant **47%** increase on last quarter in justified complaints received by Street Scene and Community Service has been found to be due to the new co mingled service not being available to all residents because of access issues – all were recorded as partially upheld. However it is important to note that compared to the same period in 2008/9 there has been a **30%** decrease in complaints and a **52%** increase in compliments.

3.2 Recommendations for Improvement Actions.

The figures for the last twelve months show that there has been a consistent improvement in performance and complaint handling. However during analysis the Customer First Officer found anomalies in the data recorded which indicates that there is a need to for refresher training for staff on the customer feedback system. This will be picked up over the next few months with the relaunch of the customer champions working group.