

**REDDITCH BOROUGH COUNCIL AND  
BROMSGROVE DISTRICT COUNCIL**

**SHARED SERVICES BOARD**

**19th April 2012 at 5.30pm**

**COMMITTEE ROOM 3, TOWN HALL, REDDITCH**

**Present:** Councillors Carole Gandy (Chair), Michael Braley (Redditch Borough Council)

Mark Bullivant (substitute for Cllr Hollingworth), Steve Colella and Mike Webb (Bromsgrove District Council).

**Officers:** Ruth Bamford, Kevin Dicks, Rebecca Dunne, Sue Hanley, Helen Mole, Deb Poole, Jayne Pickering and Liz Tompkin

**Notes:** Denise Sunman

**1. APOLOGIES**

Apologies for absence were received on behalf of Cllrs Hollingworth, Sherrey (BDC) and Cllr Hartnett (RBC).

**2. MINUTES**

The minutes of the previous meeting of the Board held on 8th March 2012 were agreed as a correct record.

**3. MATTERS ARISING**

In response to a Member's query (Cllr Colella), Officers confirmed that the presentations had been circulated following the meeting.

**CONFIDENTIALITY**

These notes are an open public record of proceedings of the Board.

[Meetings of the Board are not subject to statutory Access to Information requirements; but information relating to individual post holders and/or employee relations matters would nonetheless not be revealed to the press or public.]

#### **4. PROGRESS REPORT**

4.1 Mr Dicks requested endorsement of the following:

- 1) That update reports on existing shared services be discontinued;
- 2) That benefit realisation summaries be reported once following the completion of the implementation of the business case; and
- 3) That, following the implementation of the Single Business Case, the Shared Service Board starts to focus primarily on transformation and become a Transformation Board, which would continue to monitor financial savings.

It was **AGREED to endorse the above requests.**

4.2 Mr Dicks gave an up-date on the locality work being carried out in the Winyates area of Redditch and, in particular, the formation of three groups that had been formed with multi-agency involvement:

- 1) Consumption of Alcohol and Drugs;
- 2) Mental Health Thresholds; and
- 3) Pro-active Prevention.

4.3 Ms Pickering reported that severance costs resulting from the current restructures had amounted to £315k rather than the £562k initially estimated.

4.4 The Chair reported that a request had been made by RBC Overview and Scrutiny Committee for a letter to be sent to Central Government regarding the proposed changes in the payment of Housing Benefit. Officers to provide data from the Housing Management intervention for inclusion in the letter.

It was **AGREED that progress to date be noted, as detailed in the Progress report, subject to Members' comments and any specific further actions, as recorded above.**

#### **5. PRESENTATIONS**

5.1 Repairs and Maintenance

Mrs Tompkin gave a detailed presentation on the work undertaken to date on transformation of the Repairs and Maintenance Service in Redditch. She said that the intervention had started in October 2011 and had identified that customers wanted the purpose of the service to be "fix and repair my home, right first time and at a time that suits me."

Analysis of work flow had identified that it took an average of 27 days for the completion of a repair. It had also identified that there was a lot of time wasted for both operatives and customers when more than one visit had to be made before a repair could be completed.

She outlined a repairs flow that was being used on a trial basis using four of the forty staff employed in the service. The improved system had led to an increase in compliments from customers. It was noted that 'void properties' were to be added to the trial.

## 5.2 ICT Helpdesk

Ms Poole reported that the scoping exercise had begun in late November 2011 to obtain a high level view of the system.

It had been found that of 650 outstanding ICT Helpdesk calls, using the Vanguard method, 90% had been identified as failure demand.

A New Helpdesk had been set up operated directly by BDC/RBC ICT staff. The initial pilot had been extended to include two thirds of staff at both Councils and was proving successful with a customer satisfaction rate of 97%.

The Old Helpdesk operated by Tamworth Council would be given notice to terminate.

## 5.3 Planning Services

Mrs Bamford gave a verbal up-date on transformation of Planning Services.

A group had been formed to look at what the customer wants from Planning Services together with the various ways that they wanted to access information about planning applications. This group had included a cross section of staff working in all areas of the department.

Members were informed that the group were working on the flow and system conditions relating to a planning application. She said that it had proved useful to have had time to think through the problem with lots of people being involved in discussions.

The Planning and Housing intervention teams had met and had identified that it would be useful for housing staff to be attend pre-application meetings when necessary.

## 5.4 Performance Monitoring

Ms Poole and Miss Dunne outlined suggested changes to the Performance Monitoring Framework to include a Dashboard of Measures that would be owned and monitored by both the Corporate and Senior Management Teams. This would feed information into a Monthly Performance Report, which would be monitored by Members. Members were shown examples of capability charts used in another authority.

**6. NEXT MEETING**

Members noted that the next meeting of the Board would be held on Thursday, 31st May 2012 at the Bromsgrove DC Conference Room commencing at 5.30 pm, as previously.

The meeting commenced at 5.30 pm  
and closed at 7.05pm