

BROMSGOVE DISTRICT COUNCIL AND
REDDITCH BOROUGH COUNCIL

SHARED SERVICES BOARD

12th January 2015 at 6.00 pm

COMMITTEE ROOM, COUNCIL HOUSE, BROMSGROVE

Present: Councillors Margaret Sherrey (Chairman), Roy Clarke and Mike Webb (Bromsgrove District Council)

Councillors Bill Hartnett and Debbie Taylor (Redditch Borough Council)

In attendance: Councillor John Fisher (Redditch Borough Council)

Councillor Mark Bullivant (Bromsgrove District Council)

Officers: Kevin Dicks, Amanda DeWarr, Deborah Poole, Liz Tompkins and Helen Mole

Notes: Amanda Scarce

1. APOLOGIES

Apologies for absence were received from Councillor Juliet Brunner (Redditch Borough Council) and Councillor Kit Taylor (Bromsgrove District Council).

It was noted that Councillor Greg Chance (Redditch Borough Council) was delayed due to attending another meeting.

2. NOTES

The notes of the previous meeting of the Board held on 6th November 2014 were approved as a correct record.

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.)

3. PRESENTATION – HELP ME FIND SOMEWHERE TO LIVE IN MY LOCALITY

Members received a presentation from the Head of Customer Access and Financial Support which highlighted the work being carried out in respect of the demand covering the strategic purposes, 'Help me to be financially independent' and 'Help me to find somewhere to live in my locality'. The presentation covered the following areas:

- A breakdown of the volume of enquiries which highlighted a large number for Benefits and Housing.
- From the information it was clear that the vast majority of customers came to the Town Hall.
- The split between Council and non Council Tenants.
- The link between financial independence and housing.
- Details of what we were hoping to achieve and who was involved in the data capture process.
- Details of the trial and how it had evolved, including revising the form used to record the data on a number of occasions.
- It was highlighted that the data provided was a snap shot as not all data received had been analysed and the data capture process was an ongoing exercise.
- Changes that had already been made to address areas which arose from the data already captured.
- 45% of those presenting at the Town Hall were there because we had asked them to provide us with information.
- The work of the locality officers and how in 80% of the cases they dealt with they were able to resolve the matter without having to pass it on to anyone else.
- The next steps, including the cause of 'preventable' demand and understanding the type and frequency of system conditions.
- The need for a multi skilled team who were able to make the right decision at an earlier stage in the process, but ensuring that we do not miss a bigger more complex issue.
- Locality Plus and the links with other teams/agencies.

Following the presentation Members raised the following points:

- Whether the figures included "repeat" visits from tenants/residents.
- Concerns were raised around the number of taxi licensing visits to the Town Hall and whether these were outside of the regular days that WRS staff attended the Town Hall.
- How we could reduce the number of people visiting the Town Hall and whether such things as "live" on line chats would be considered.
- It would be useful for Members to have sight of some of the benefit forms in order to understand their complexity.

4. PROGRESS REPORT

The Chief Executive introduced this report and invited Members to comment on its content.

At point 3.14.11 the roll out to GP practices of Healthy Horizons, it was noted that whilst this was being trialled in Redditch it was anticipated that this would be rolled out to Bromsgrove in due course, although consideration needed to be given to the fact that some GP surgeries within Bromsgrove District were outside of the CCG. It was expected that the initial discussions in respect of the roll out would be with the CCG in order to encourage the GPs to participate.

In respect of the future model delivery for Leisure and Cultural Services it was confirmed that this was predominately Redditch, but with the option for Bromsgrove to be included if they so wished.

In respect of item 4.2 it was highlighted that it would be useful for the savings to also include those made from the inception of shared services as opposed to the current year.

5. DATE OF NEXT MEETING

It was confirmed that the next meeting of the Shared Services Board would be held on Tuesday 24th March 2015 at 5.30 pm in Committee Room 2, at Redditch Borough Council.

The meeting commenced at 6.00 pm

And closed at 6.50 pm