CUSTOMER AND PARTNERSHIPS COMMITTEE – 14 NOVEMBER 2013

A meeting of the Customer and Partnerships Committee will be held at 5.30pm on Thursday 14 November 2013 in the Council Chamber, Town Hall, Rugby.

Councillor Claire Edwards
Chairman of Customer of Partnerships Committee

A G E N D A

PART 1 – PUBLIC BUSINESS

1. Minutes.
   To confirm the minutes of the meeting held on 12 September 2013.

2. Apologies.
   To receive apologies for absence from the meeting.

3. Declarations of Interest
   To receive declarations of -
   (a) non-pecuniary interests as defined by the Council’s Code of Conduct for Councillors;
   (b) pecuniary interests as defined by the Council’s Code of Conduct for Councillors;
   (c) notice under Section 106 Local Government Finance Act 1992 – non-payment of Community Charge or Council Tax.

   Note: Members are reminded that they should declare the existence and nature of their non-pecuniary interests at the commencement of the meeting (or as soon as the interest becomes apparent). If that interest is a pecuniary interest, the Member must withdraw from the room unless one of the exceptions applies.
Membership of Warwickshire County Council or any Parish Council is classed as a non-pecuniary interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.

4. Call-Ins.
   To receive any Call-Ins from Cabinet.

5. Rugby World Cup 2015.


7. Overview and scrutiny review action plans.

8. Road and pavement surface maintenance.

9. Committee Work Programme.

Any additional papers for this meeting can be accessed via the website.

The Reports of Officers (Ref. CUSP 2013/14-04) are attached.

Membership of the Committee:

Councillors Ms Edwards (Chairman), Allen, G Francis, Mrs Garcia, Hazelton, Keeling, Mrs New, Mrs O’Rourke and Mrs Watson

If you have any general queries with regard to this agenda please contact Linn Ashmore, Democratic and Scrutiny Services Officer (01788 533522 or e-mail Linn.Ashmore@rugby.gov.uk). Any specific queries concerning reports should be directed to the listed contact officer.

If you wish to attend the meeting and have any special requirements for access please contact the Democratic and Scrutiny Services Officer named above.
**Name of Meeting**: Customer and Partnerships Committee  

**Date of Meeting**: 14 November 2013  

**Report Title**: Rugby World Cup 2015  

**Ward Relevance**: All  

**Contact Officer**: Debbie Dawson, Tel: 01788 533592  

**Summary**: This paper provides background information for the committee on the work of the steering group that is planning events in the town to mark the Rugby World Cup 2015, and on the event for local secondary schools relating to this theme taking place during the afternoon of 14 November. Ian Davis, Executive Director, and members of Rugby Youth Council will be presenting to the committee.  

**Financial Implications**: There are no financial implications arising from this report.  

**Risk Management Implications**: There are no risk management implications arising from this report.  

**Environmental Implications**: There are no environmental implications arising from this report.  

**Legal Implications**: There are no legal implications arising from this report.  

**Equality and Diversity**: No new or existing policy or procedure has been recommended.
Summary
This paper provides background information for the committee on the work of the steering group that is planning for events in the town to mark the Rugby World Cup 2015. Ian Davis, Executive Director, and members of Rugby Youth Council be will presenting to the committee.

1. INTRODUCTION

One of the actions included in the action plan arising from the task group review of inward investment (which concluded in March 2013) was that this committee should receive feedback from the steering group established in relation to the Rugby World Cup events in 2013 and 2015 on activities to promote economic development opportunities arising from the events. The Economic Development Officer presented to the committee on this matter in June 2013 (as part of the Town Centre scrutiny item) and members agreed that the committee should receive regular updates from officers regarding plans for future town centre events. An update was scheduled for this meeting.

This agenda item is also the focus of an event for local secondary school students taking place on the afternoon of 14 November 2013. The students will be debating their own proposals for events that could be held in the town to mark the occasion of the Rugby World Cup 2015 and identifying one or two key suggestions to be presented to the committee by representatives of Rugby Youth Council.

Ian Davis, the Executive Director who represents the council on the working group will be present at the meeting, along with the recently appointed Economic Investment Officer, to update the committee verbally on the work of the steering group.

2. RUGBY WORLD CUP 2015 – BACKGROUND INFORMATION

The Rugby World Cup takes place every four years. It will next be held in England in October 2015. The Final will be held at Twickenham, leading up to which the competing nations will play in Group stages and knockouts in major sports stadiums around the country. The nearest ones to here are at Leicester and Milton Keynes.

The Rugby World Cup is the third biggest international sporting event, after the Olympics and the Football World Cup. The town of Rugby is the Birthplace of the
Game. It all started here in 1823 when William Webb-Ellis, a pupil at Rugby School, “picked up the ball and ran with it” during a game of football.

Rugby already attracts large numbers of visitors, keen to see where the game started. The number of those visitors will increase significantly before, during and after the World Cup. There will be an increased interest in the game here in Great Britain and supporters from other countries (Australia, New Zealand, South Africa, France etc.) will visit the town whilst they are in the country.

Residents and businesses in Rugby will also be more aware of the importance of their town as the birthplace of a major world sport and they will want to join in the celebrations and feel themselves a part of the World Cup.

The steering group is planning how the town can most benefit from the tournament. It includes representatives of the Council, Rugby School, Rugby First (the town centre company) and the Chamber of Commerce, along with the Member of Parliament.

3. SECONDARY SCHOOLS EVENT

At the event for local secondary schools taking place on the afternoon of 14 November, each school has been asked to give a short presentation outlining their proposals for events and activities that could be arranged in the borough to mark the Rugby World Cup 2015 tournament.

Key questions they have been asked to think about are:

1. If you were a rugby supporter from overseas visiting the Birthplace of the Game what would you want to see when you got here?
2. What can we do to maximise the international publicity that the town will get to encourage inward investment?
3. What sort of things would local residents and businesses like to get involved in?

Students have been asked to be mindful that there is limited public funding available to support any events, and to consider the business case as part of their proposals.

The most popular suggestions arising from the afternoon’s debate will be presented to the committee by members of Rugby Youth Council. Ian Davis has also undertaken to present the best ideas from the event to the partner steering group with a view to including them in the programme of events.
Name of Meeting: Customer and Partnerships Committee
Date of Meeting: 14 November 2013
Subject Matter: Rugby World Cup 2015

**LIST OF BACKGROUND PAPERS**

<table>
<thead>
<tr>
<th>Document No.</th>
<th>Date</th>
<th>Description of Document</th>
<th>Officer’s Reference</th>
<th>File Reference</th>
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<tr>
<td>1.</td>
<td>20 June 2013</td>
<td>Minutes of meeting of Customer and Partnerships Committee (ref minute no. 8)</td>
<td><a href="http://www.rugby.gov.uk">www.rugby.gov.uk</a></td>
<td>Committee papers system</td>
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### AGENDA MANAGEMENT SHEET

**Name of Meeting**  
Customer and Partnerships Committee

**Date of Meeting**  
14 November 2013

**Report Title**  
Health and wellbeing update

**Ward Relevance**  
None

**Contact Officer**  
Debbie Dawson, Tel: 01788 533592

**Summary**  
This paper updates the committee on the latest developments in relation to health scrutiny, including details of recently published data relating to health in Rugby and health scrutiny developments within Coventry and Warwickshire. The council’s Health Champion and representative on the Warwickshire Health and Wellbeing Board and the Adult Social Care and Health Overview and Scrutiny Committee will also provide a verbal update to the meeting.

**Financial Implications**  
There are no financial implications arising from this report.

**Risk Management Implications**  
There are no risk management implications arising from this report.

**Environmental Implications**  
There are no environmental implications arising from this report.

**Legal Implications**  
There are no legal implications arising from this report.

**Equality and Diversity**  
No new or existing policy or procedure has been recommended.
1. INTRODUCTION

It was agreed by the committee in April 2012 that health and wellbeing would become a standing item on the committee’s agenda and over the subsequent meetings the committee has met with a range of health partners and developed an understanding of the new health and social care framework and the health needs of the local population. The committee has also received updates about national and local developments in relation to health scrutiny.

This paper updates the committee on the latest developments. The council’s Health Champion and representative on the Warwickshire Health and Wellbeing Board and the Adult Social Care and Health Overview and Scrutiny Committee will also provide a verbal update to the meeting.

2. LATEST DATA

2.1 Health Profile 2013

The 2013 Health Profile for Rugby has recently been published by Public Health England and a copy is attached at appendix 1. The main area of concern that is highlighted in this document is the level of smoking in pregnancy, which is worse than the England average. As reported to the last meeting of the committee, this has already been identified as a local priority of the Coventry and Rugby Clinical Commissioning Group.

2.2 Joint Strategic Needs Assessment

The first annual update of the Warwickshire Joint Strategic Needs Assessment (JSNA) has also been published and borough-level documents have been produced as part of this exercise. This is the key document to inform commissioners about the
current and future health and wellbeing needs and inequalities of the local population. The documents can be viewed online at [http://hwb.warwickshire.gov.uk/](http://hwb.warwickshire.gov.uk/) and hard copies of the JSNA update with Rugby Borough data inserts will be made available at the meeting.

The annual update covers a wide range of themes and topics, including children and young people, lifestyle, ill-health (including long-term conditions and mental health), vulnerable communities and health inequalities, and old age. Key issues arising from the update which appear to be of particular concern in Rugby include:

- **Childhood obesity:** There are concentrations of very overweight and overweight children in urban areas across the county, including Admirals, Overslade, New Bilton, Newbold and Benn in Rugby borough. The prevalence of obesity in Reception aged children in Rugby overall is 8.2% compared with a county average of 7.8%, which is statistically significantly lower than the national figure.

- **Alcohol misuse:** Data on alcohol use by young people in Warwickshire indicates that fewer young people (aged under 16) are drinking alcohol, those that do are drinking less frequently, and fewer are attending A&E or being admitted to hospital as a result of alcohol misuse. However, comparisons show that more young people are drinking every week in Warwickshire (9%). In Rugby the rate is 8.4% which is higher than the 2011 national rate of 6%. The report concludes that efforts to reduce alcohol misuse must not be diminished.

- **Sexual health:** The rate of under-18 conceptions in Warwickshire for 2011 was 30.9 per 1,000 females aged 15-17, which equates to 299 conceptions. Although the rate is declining, this still represents one of the highest figures in comparison with statistical neighbours. In Rugby the rate is 24.3 per 1,000 females aged 15-17. However, with regard to the sexual health of young people, Rugby has the highest rate in the county for both genital warts and gonorrhoea amongst 16-24 year-olds (see table below).

<table>
<thead>
<tr>
<th>STI</th>
<th>Warwickshire</th>
<th>North Warwickshire</th>
<th>Nuneaton &amp; Bedworth</th>
<th>Rugby</th>
<th>Stratford</th>
<th>Warwick</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlamydia</td>
<td>94.9</td>
<td>92.3</td>
<td>137.2</td>
<td><strong>103.2</strong></td>
<td>88.6</td>
<td>61.7</td>
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<td>Genital Warts</td>
<td>24.0</td>
<td>32.3</td>
<td>29.0</td>
<td><strong>32.7</strong></td>
<td>25.3</td>
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</tr>
<tr>
<td>Gonorrhoea</td>
<td>12.1</td>
<td>11.3</td>
<td>14.5</td>
<td><strong>30.7</strong></td>
<td>3.9</td>
<td>5.3</td>
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</table>

Source: Public Health England

- **Hip fractures:** In Warwickshire, the rate of hip fractures per 100,000 of those aged 65 and over was 465 in 2010/11. In Rugby Borough, this rate was 555. When the crude hip fracture rates are looked at by age groups the differences are striking with those aged 85+ accounting for 47% of all the breakages and those aged 80 and over 68%. The 2011 and 2012 Local Authority Health Profiles both showed that in Rugby Borough, hip fractures in the over 65s were significantly worse than the England average. (Note, however, the 2013 Profile shows some improvement, with the rate of 453 in 2011/12 being not statistically different from the England average).
2.3 Census data

In addition to the above, Warwickshire Observatory has recently published reports using the 2011 census data, including a 2011 Census Profile for Rugby Borough and a document highlighting key messages for Rugby Borough from the 2011 Census, which is attached at appendix 2\(^1\).

Headlines from the data include:

- Rugby Borough experienced the highest rate of population growth of all boroughs and districts in Warwickshire. Growth rates were particularly high in the 0-4 year old age group compared with elsewhere in the county.
- The Borough’s high rate of household growth places it in the top 10 local authorities in the country for household growth.
- Rugby Borough’s population is one of the most diverse in the county. The number of residents living in the borough whose country of birth was recorded as Poland increased from 116 in 2001 to 2,344 residents in 2011.
- Levels of ‘good’ health are in line with the county average. The number of carers has increased and carers are caring for longer.

3. WARWICKSHIRE PARTNERSHIP SCRUTINY

Warwickshire County Council continues to take the lead in seeking to establish better partnership working between the various different bodies that have a role in holding to account local health and social care providers and commissioners.

The Scrutiny Officer attended a health partnership scrutiny meeting at Shire Hall in September which brought together relevant stakeholders to discuss arrangements for handling and sharing complaints and information, and patient/customer engagement in general. This related to the outcomes of the Mid-Staffordshire NHS Trust Inquiry by Robert Francis, which found that agencies frequently failed to share their knowledge and that not enough was done in response to patient complaints and concerns.

The meeting included contributions from the Care Quality Commission, Healthwatch, NHS111, the Clinical Commissioning Groups and Warwickshire County Council and provided a helpful insight into the different roles of these various partners. One of the outcomes will be the production of a guide for county and district councillors on the different access points to the healthcare system for local residents, and the meetings also discussed the potential to develop a protocol amongst the different partners on data sharing. The key theme of discussion was around establishing better coordination and sharing of intelligence between the partners to ensure that themes are identified when issues and concerns are raised with different bodies about health and social care services.

There has been no further progress on the draft protocol for health overview and scrutiny in Warwickshire, which began to be developed last year. The delay is in part due to a significant change in the membership (and chairmanship) of the County

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\(^1\) More information can be found at www.warwickshireobservatory.org, by selecting 2011 Census.
Council’s Adult Social Care and Health Overview and Scrutiny Committee, and the need to bring new members up to speed.

4. COVENTRY CITY COUNCIL HEALTH OVERVIEW AND SCRUTINY

In October the committee chairman and vice chairman met with Cllr Steven Thomas, the Chair of the Health and Social Care Scrutiny Board at Coventry City Council. The meeting was an opportunity to share information on previous and planned health scrutiny activity by the two councils and to identify areas of mutual interest. It was clear that the two councils share a number of common interests, with the Coventry and Rugby Clinical Commissioning Group (CCG), UHCW NHS Trust and Coventry and Warwickshire Partnership Trust all operating across the two areas.

A key outcome was an invitation by Cllr Thomas for members of this committee to participate in a meeting of the Health and Social Care Scrutiny Board at Coventry City Council at 2pm on 15 January 2014 which is focusing on the work of the Coventry and Rugby Clinical Commissioning Group. The meeting will be considering what impact the CCG has had, whether it is adding value and proving to be cost-effective and what has been the impact on GPs and their services.

5. COVENTRY AND WARWICKSHIRE NHS PARTNERSHIP TRUST

Senior representatives from Coventry and Warwickshire NHS Partnership Trust will be attending the committee’s meeting on 30 January 2014 to inform the committee about the Trust’s Mental Health and CAMHS Services in Rugby.

The Trust provides a wide range of mental health and learning disability services for children, young adults, adults and older adults. This includes inpatient, community and day clinics as well as specialist services.

Coventry and Warwickshire Partnership Trust was formed in 2006 and integrated with community services from NHS Coventry in April 2011. The organisation now provides services from more than 80 locations with an income of about £200 million, and employs more than 4,000 dedicated staff. The Trust is in the process of applying to become a Foundation Trust.

Members are invited to consider whether there are any specific questions or issues they would like to explore with the Trust representatives.

6. PROPOSED HEALTH SERVICES SCRUTINY REVIEW - ALCOHOL

An in-depth review of health services was included in the 2013/14 work programme for this committee. However, it was reported to the committee in June that it had become apparent that there was no specific issue for a task group to focus on at the time. It was decided that the need for a dedicated task group should be reviewed later in the municipal year, and in the meantime the committee would continue to develop its scrutiny role in relation to local health services.

At the committee’s September meeting, following discussion at OSMB concerning potential fragmentation of work related to alcohol misuse by Customer and Partnerships Committee and Crime and Disorder Committee, it was proposed that a
joint meeting between the two committees should be held in early 2014 on the general theme of alcohol misuse. It was suggested that the meeting should seek to bring together all of the key partners involved, locally, in tackling the issue of alcohol misuse in an aim to establish what are the priority concerns in Rugby, what action is already being taken locally, and whether there are any gaps that the borough council could help to address.

This proposal was discussed at the OSMB meeting on 28 October 2013. The Board concluded that the theme of alcohol misuse was too broad as the subject of a scrutiny review, and that Crime and Disorder Committee and Customer and Partnerships Committee should each undertake their own specific, focused piece of work related to this theme. It was agreed that this committee would undertake a review focusing on local health issues around alcohol misuse and the health impact of the Warwickshire Alcohol Implementation Plan.

A draft scope for this review is attached at appendix 3 for consideration by the task group.

7. NEXT STEPS

The committee is invited to consider how it wishes to develop its health overview and scrutiny role in future and in particular:
• whether there are any specific issues that members would like to focus on in greater detail as a committee; or
• whether there are any topics the committee would like to propose for an in-depth task group review as part of the overview and scrutiny work programme planning for 2014/15.

The committee is also asked to comment on, and approve the scope of the review on alcohol and health in Rugby and to determine the appropriate timing for this review.
Name of Meeting: Customer and Partnerships Committee
Date of Meeting: 14 November 2013
Subject Matter: Health and wellbeing update

LIST OF BACKGROUND PAPERS

There are no background papers relating to this item.
This profile gives a picture of health in this area. It is designed to help local government and health services understand their community’s needs, so that they can work to improve people’s health and reduce health inequalities.

Visit the Health Profiles website for:
- Profiles of all local authorities in England
- Interactive maps – see how health varies between areas
- More health indicator information
- Links to more community health profiles and tools

Health Profiles are produced by Public Health England.

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www.healthprofiles.info

Rugby at a glance
- The health of people in Rugby is varied compared with the England average. Deprivation is lower than average, however about 2,700 children live in poverty. Life expectancy for both men and women is similar to the England average.
- Life expectancy is 8.8 years lower for men and 8.3 years lower for women in the most deprived areas of Rugby than in the least deprived areas.
- Over the last 10 years, all cause mortality rates have fallen. The early death rate from heart disease and stroke has fallen and is similar to the England average.
- In Year 6, 16.5% of children are classified as obese, better than the average for England. The level of smoking in pregnancy is worse than the England average. Levels of teenage pregnancy and GCSE attainment are better than the England average.
- The estimated level of adult smoking is better than the England average. The rate of road injuries and deaths is worse than the England average. Rates of sexually transmitted infections and smoking related deaths are better than the England average. The rates of statutory homelessness, violent crime, long term unemployment and drug misuse are better than average.
- Priorities in Rugby include falls prevention, smoking in pregnancy, and tackling obesity. For more information see http://publichealth.warwickshire.gov.uk and http://jsna.warwickshire.gov.uk

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Other map data © Collins Bartholomew.

Population 100,000
Mid-2011 population estimate
Source: Office for National Statistics © Crown Copyright 2013
Deprivation: a national view

This map shows differences in deprivation levels in this area based on national quintiles (of the Index of Multiple Deprivation 2010 by Lower Super Output Area). The darkest coloured areas are some of the most deprived areas in England.

Health inequalities: a local view

This map shows differences in deprivation levels in this area based on local quintiles (of the Index of Multiple Deprivation 2010 by Lower Super Output Area). The darkest coloured areas are the most deprived in this area.

This chart shows the percentage of the population in England and this area who live in each of these quintiles.

The lines on this chart represent the Slope Index of Inequality, which is a modelled estimate of the range in life expectancy at birth across the whole population of this area from most to least deprived. Based on death rates in 2006-2010, this range is 8.8 years for males and 8.3 years for females. The points on this chart show the average life expectancy in each tenth of the population of this area.

Legend as above
Health inequalities: changes over time

These graphs show how changes in death rates for this area compare with changes for the whole of England. Data points on the graph are mid-points of 3-year averages of yearly rates. For example the dot labelled 2003 represents the 3-year period 2002 to 2004.

Trend 1 compares rates of death, at all ages and from all causes, in this area with those for England.

Trend 2 compares rates of early death from heart disease and stroke (in people under 75) in this area with those for England.

Trend 3 compares rates of early death from cancer (in people under 75) in this area with those for England.

Trend 2: Early death rates from heart disease and stroke

Trend 3: Early death rates from cancer

Health inequalities: ethnicity

This chart shows the percentage of hospital admissions in 2011/12 that were emergencies for each ethnic group in this area. A high percentage of emergency admissions may reflect some patients not accessing or receiving the care most suited to managing their conditions. By comparing the percentage in each ethnic group in this area with that of the whole population of England (represented by the horizontal line) possible inequalities can be identified.

Figures based on small numbers of admissions have been suppressed to avoid any potential disclosure of information about individuals.
The chart below shows how the health of people in this area compares with the rest of England. This area’s result for each indicator is shown as a circle. The average rate for England is shown by the black line, which is always at the centre of the chart. The range of results for all local areas in England is shown as a grey bar. A red circle means that this area is significantly worse than England for that indicator; however, a green circle may still indicate an important public health problem.

- Significantly worse than England average
- Not significantly different from England average
- Significantly better than England average

## Domain: Our communities

### Deprivation

- **Indicator:** Observed winter deaths (under 75) - England Period
- **Local No. Per Year:** 205
- **Local Value:** 60.2
- **Eng Avg:** 59.5
- **Eng Worst:** 18.4
- **Eng Best:** 1.4

### Proportion of children in poverty

- **Indicator:** Percentage of children (under 16) in families receiving means-tested benefits & low income, 2011/12
- **Local No. Per Year:** 367
- **Local Value:** 16.0
- **Eng Avg:** 16.5
- **Eng Worst:** 9.5
- **Eng Best:** 9.5

### Statutory homelessness

- **Indicator:** Number of people in emergency accommodation, average weekly for 2007
- **Local No. Per Year:** 27
- **Local Value:** 0.0
- **Eng Avg:** 0.1
- **Eng Worst:** 0.1
- **Eng Best:** 0.0

### GCSE achieved (SA* C inc. Eng & Maths)

- **Indicator:** Percentage of 16-17-year-olds with at least 5 A*-C GCSEs, 2012
- **Local No. Per Year:** 93
- **Local Value:** 43.1
- **Eng Avg:** 47.2
- **Eng Worst:** 35.5
- **Eng Best:** 54.9

### Violent crime

- **Indicator:** Percentile rank for violent crime, 2009/10<br>**Local No. Per Year:** 0
- **Local Value:** n/a
- **Eng Avg:** 3.4
- **Eng Worst:** 1.6
- **Eng Best:** 1.6

### Long term unemployment

- **Indicator:** Percentage of adults aged 16+ in unemployment, 2011/12
- **Local No. Per Year:** 96
- **Local Value:** 20.0
- **Eng Avg:** 19.6
- **Eng Worst:** 18.9
- **Eng Best:** 15.7

## Domain: Children’s and young people’s health

### Smoking in pregnancy ‡

- **Indicator:** Percentage of women smoking in pregnancy, 2011
- **Local No. Per Year:** 124
- **Local Value:** 14.6
- **Eng Avg:** 20.0
- **Eng Worst:** 29.4
- **Eng Best:** 8.2

### Starting breastfeeding ‡

- **Indicator:** Proportion starting breastfeeding at birth, 2010/11
- **Local No. Per Year:** 96
- **Local Value:** 72.7
- **Eng Avg:** 74.8
- **Eng Worst:** 61.8
- **Eng Best:** 96.0

### Deaths of children (under 18) ‡

- **Indicator:** Number of deaths of children (under 18) within one month of birth, 2009/10<br>**Local No. Per Year:** 0
- **Local Value:** n/a
- **Eng Avg:** 0.8
- **Eng Worst:** 0.0
- **Eng Best:** 0.0

## Domain: Adults’ health and lifestyle

### Alcohol-specific hospital stays (under 18)

- **Indicator:** Number of alcohol-specific hospital stays, 2009/10<br>**Local No. Per Year:** 0
- **Local Value:** n/a
- **Eng Avg:** 1.7
- **Eng Worst:** 1.7
- **Eng Best:** 1.7

### Teenage pregnancy (under 18) ‡

- **Indicator:** Teenage pregnancy (under 18) rate per 10,000 population, 2009/10<br>**Local No. Per Year:** 17
- **Local Value:** 153.2
- **Eng Avg:** 157.0
- **Eng Worst:** 162.0
- **Eng Best:** 162.0

## Domain: Disease and poor health

### Incidence of malignant melanoma

- **Indicator:** Number of new cases of malignant melanoma, 2009/10<br>**Local No. Per Year:** 14
- **Local Value:** 14.2
- **Eng Avg:** 14.5
- **Eng Worst:** 28.8
- **Eng Best:** 3.2

### Hospital stays for self-harm

- **Indicator:** Number of hospital stays for self-harm, 2006/2008<br>**Local No. Per Year:** 207
- **Local Value:** 217.1
- **Eng Avg:** 207.9
- **Eng Worst:** 542.4
- **Eng Best:** 51.2

### Hospital stays for alcohol related harm ‡

- **Indicator:** Number of hospital stays for alcohol related harm, 2007/2009<br>**Local No. Per Year:** 2183
- **Local Value:** 1867
- **Eng Avg:** 1895
- **Eng Worst:** 3276
- **Eng Best:** 910

### Drug misuse

- **Indicator:** Number of drug misuse & dependence treatment episode starts, 2008/2010<br>**Local No. Per Year:** 436
- **Local Value:** 6.8
- **Eng Avg:** 8.6
- **Eng Worst:** 28.3
- **Eng Best:** 0.8

### People diagnosed with diabetes

- **Indicator:** Number of people diagnosed with diabetes, 2011/12<br>**Local No. Per Year:** 4343
- **Local Value:** 5.4
- **Eng Avg:** 5.8
- **Eng Worst:** 8.4
- **Eng Best:** 3.4

### New cases of tuberculosis

- **Indicator:** Number of new cases of tuberculosis, 2009/10<br>**Local No. Per Year:** 12
- **Local Value:** 12.7
- **Eng Avg:** 15.4
- **Eng Worst:** 137.0
- **Eng Best:** 0.0

### Acute sexually transmitted infections

- **Indicator:** Number of new cases of acute sexually transmitted infections, 2009/10<br>**Local No. Per Year:** 697
- **Local Value:** 694
- **Eng Avg:** 604
- **Eng Worst:** 3210
- **Eng Best:** 162

### Hip fracture in 65s and over

- **Indicator:** Number of hospital stays for hip fractures in 65s and over, 2011/12<br>**Local No. Per Year:** 109
- **Local Value:** 453
- **Eng Avg:** 457
- **Eng Worst:** 730
- **Eng Best:** 327

### Excess winter deaths ‡

- **Indicator:** Number of excess winter deaths in 65s and over, 2011/12<br>**Local No. Per Year:** 42
- **Local Value:** 15.2
- **Eng Avg:** 15.4
- **Eng Worst:** 43.8
- **Eng Best:** 13.9

### Life expectancy and causes of death

- **Indicator:** Average life expectancy, 2010/11<br>**Local No. Per Year:** 68
- **Local Value:** 83.5
- **Eng Avg:** 83.0
- **Eng Worst:** 73.8
- **Eng Best:** 83.0

### Excess winter deaths ‡

- **Indicator:** Excess winter deaths, 2011/12<br>**Local No. Per Year:** 111.8
- **Local Value:** 111.8
- **Eng Avg:** 111.8
- **Eng Worst:** 154.0
- **Eng Best:** 14.6

### Infant deaths

- **Indicator:** Number of infant deaths, 2009/10<br>**Local No. Per Year:** 8
- **Local Value:** 6.2
- **Eng Avg:** 6.2
- **Eng Worst:** 8.0
- **Eng Best:** 1.1

### Smoking related deaths

- **Indicator:** Number of smoking related deaths, 2009/10<br>**Local No. Per Year:** 119
- **Local Value:** 154
- **Eng Avg:** 201
- **Eng Worst:** 356
- **Eng Best:** 122

### Early deaths: heart disease and stroke

- **Indicator:** Number of early deaths: heart disease and stroke, 2009/10<br>**Local No. Per Year:** 62
- **Local Value:** 53.8
- **Eng Avg:** 60.9
- **Eng Worst:** 113.3
- **Eng Best:** 29.2

### Early deaths: cancer

- **Indicator:** Number of early deaths: cancer, 2009/10<br>**Local No. Per Year:** 127
- **Local Value:** 111.8
- **Eng Avg:** 108.1
- **Eng Worst:** 153.2
- **Eng Best:** 77.7

### Long term unemployment

- **Indicator:** Number of people unemployed for 12 months, 2011/12
- **Local No. Per Year:** 623
- **Local Value:** 64.0
- **Eng Avg:** 41.9
- **Eng Worst:** 125.1
- **Eng Best:** 13.1

#### For comparison with PHOF Indicators, please go to the following link: www.healthprofiles.info/PHOF
2011 Census
Key Messages
Rugby Borough
2011 Census Key Messages – Rugby Borough

Background

Run by the Office for National Statistics (ONS), the Census is conducted every 10 years and is a count of all people and households in the UK.

The Census questionnaire asks about a range of topics which in turn provides the council and others with a valuable insight into local populations; who we are, how we live and what we do. This information will help the council and other agencies identify need and plan future service delivery.

Access to Census Material

More than any other census, there is greater opportunity to access 2011 Census data on a self-service basis, free of charge, from the ONS and Nomis websites.

Warwickshire Observatory is working to ensure the council derives as much value as possible from the available data. Our role is identifying key messages from the material and providing data and information in more easily accessible formats.

Our Area Profiling Tool enables users to create area based census profiles (Including Warwickshire Wards, Localities, Parishes, Lower Super Output Areas) covering a range of census data.

Selected datasets are published on the Observatory’s website as they become available.

We welcome any comments from colleagues using census data at research@warwickshire.gov.uk

Keep up to date

Website: www.warwickshireobservatory.org.uk
Blog: www.warksobservatory.wordpress.com
Email: research@warwickshire.gov.uk
Phone: 01926 418066
Twitter: @WarksObs
Introduction

What the 2011 Census can tell us

The following paper identifies some of the key messages Rugby Borough from the 2011 Census. It also considers the possible implications of these emerging trends for public services and local residents.

The Census makes a major contribution to our knowledge about communities in Rugby Borough; their changing age structure, ethnic make-up, work and travel patterns, education and health status etc. In turn, this information provides an important early indication of issues which may emerge in the future.

What the 2011 Census doesn’t tell us

Numbers alone will not provide the full story of change in Rugby Borough. Predicting the impact of changing populations needs to be further enhanced with information about people’s likely attitudes, values, behaviours and other circumstances. These additional factors will influence the impact of changing numbers; for example, the impact of being an unpaid carer will vary depending on things like economic circumstances and additional support networks. Similarly, the impact of more young families in the county will be different if this is combined with higher levels of deprivation among them. In short, there is a need to draw together data which combines changing numbers but also changing characteristics, preferences and household types to get a fuller, and richer, understanding of likely future issues.
Population Change

A growing population across all age groups

- Overall, Rugby Borough’s population grew by 14.4% between 2001 and 2011 to 100,075 residents - this is considerably higher than the county average of 7.8%.

- Different age groups have experienced varying degrees of growth although all age groups in Rugby Borough experienced an increase in numbers above county levels. Broadly speaking, the largest percentage increases have been seen in the 0-4 year old age group, the 65-84 years group and those over 85 years.

- The number of 0-4 year olds grew by 21% in Rugby Borough; the largest rate of growth for this age group of any district or borough in Warwickshire.

- The largest percentage increases in population have been seen in the older age categories; over 85s grew by 38% in the last 10 years albeit from a relatively small baseline.

Local variations:
Rugby Borough experienced the highest rate of population growth of all boroughs and districts in Warwickshire. Growth rates were particularly high in the 0-4 year old age group compared with elsewhere in the county.

Implications for Rugby Borough

- The growth in the youngest age groups across the borough is likely to impact in the short term on the demand child care, primary school places and other support services for this age group and their families. For other services, predicting need on the basis of population data alone is more complex and subject to other factors. For example, levels of deprivation in an area and not just the absolute number of children will influence the likely need for services in an area.

- Increasing numbers of older people, like elsewhere in Warwickshire, is likely to continue to influence and shape the future provision of all services. Across the public sector, the proportion of customers from older age groups will rise as the population increases. However, while there may be higher costs in some areas relating to health and social care needs, there may also be economic and social opportunities created in others.

- More broadly, these changing demographics throughout the borough highlight the increasing need to better understand customers across the public sector – to understand their characteristics, preferences and likely service needs. By utilising more detailed 2011 Census data as it emerges along with other data sources and tools to profile the borough’s population, the more effective future policy and service planning will be.
Household growth

Household growth rates are above the national average

- The number of households in the borough grew by almost 15% since 2001 – an increase of some 5,392 households. This compares with 9.5% household growth at county level.

- Rugby Borough’s growth in one person households is in line with its general household growth. This contrasts with elsewhere in the county where growth in one person households typically exceeds general household growth. This suggests Rugby’s household growth is characterised by an increase in family households.

- There has been no change in the proportion of households that are single occupancy (28.1%) since 2001. Indeed, one person households accounted for 29% of all new households in Rugby Borough in the last 10 years while countywide they accounted for 42%.

- The number of lone parent households in Rugby Borough has risen by 36% in the last 10 years accounting for 2,675 or 6.4% of all households.

- The number of households in the borough where no adults are in employment remains very similar to the number 10 years ago at 1,244 households.

Implications for Rugby Borough

- Rugby Borough has experienced a particularly high rate of overall household growth in the last 10 years including family and single occupancy households. This is likely to place a range of localised infrastructure, service and environmental pressures on the borough. While proportionally, single occupancy households remain similar to 2001, they have increased in absolute terms. In turn, this will carry with it a number of implications for the demand for appropriate housing and the delivery of a range of services across Rugby Borough.

- An awareness of the borough’s growing and changing household composition will enable services to better meet needs across the borough. Additional 2011 Census data expected to be released later in 2013 will help to provide a more detailed picture of household change around the borough.

Local variations:
Rugby Borough’s high rate of household growth places it in the top 10 local authorities in the country for household growth.
Health and Care

Levels of ‘good’ health in line with county average and more carers caring for longer

• The 2011 Census asked residents to rate their own health on a scale of ‘very good’ to ‘very bad’. In Rugby Borough, 83% of residents described their health as ‘good’ or ‘very good’ – marginally higher than the county average of 82.2%.

• Similarly, residents were asked to rate the degree to which their daily activities are limited by health and/or disability. At 7% of residents, Rugby Borough records proportionately fewer people whose activities are ‘limited a lot’ compared with the county average of 7.7%.

• While the proportion of the population providing unpaid care remains unchanged compared with 10 years ago (about 1 in 10 residents), the absolute numbers of carers overall has increased by nearly 15% to 10,391 people. Moreover, carers appear to be providing more care, based on hours per week, with the highest levels of growth in those caring for 50+ hours per week – around 20% or 2,062 people are caring for more than 50 hours per week.

Local variations:
Town Centre LSOA* in Rugby Borough records the highest rate (12%) of residents in the borough reporting that their daily activities are ‘limited a lot’ by health and/or disability.

Implications for Rugby Borough

• Rugby Borough is generally in line with county averages when measured against a range of health indicators. Variations in performance around the county are widely documented. Variations at local level, however, are likely to indicate localised areas of greater need for health improvement, care and support services.

• As the population grows and ages the role of unpaid carers is likely to continue to grow with implications for the support and needs of carers generally.

• There is evidence to suggest that the hours of care provided each week by carers has an impact on their own health and wellbeing. As the 2011 Census has shown that the number of hours carers care for each week has grown there will be a need to ensure services reach out to those providing 50 hours or more care a week, as they are at greater risk of their own health and well being deteriorating.

• Further 2011 Census releases will provide an opportunity to find out more about carers in Rugby Borough including their age and ethnic background. In turn, this can inform service development to better meet the needs of this population.

*Lower Super Output Areas (LSOAs) were designed by the Office for National Statistics for the reporting of small areas statistics. LSOAs typically contain below 1200 households.
Ethnicity, Country of Birth, Religion and Language

Rugby Borough’s population is one of the most diverse in the county

- In 2011, the ‘White British’ group in Rugby Borough accounted for 84.1% of the population, a fall from 91.2% in 2001. This is the largest percentage point reduction experienced in the county.

- Rugby Borough’s next largest ethnic group is ‘Other White’ at 5.2% of the population followed by the ‘Indian’ community who make up 3.1% of the population.

- Both of these groups have experienced increases in numbers over the last 10 years. In Rugby Borough, people identifying as ‘Other White’ increased more than fourfold since 2001 and includes people with Poland as their country of birth while those identifying themselves as ‘Indian’ increased by a third (33%). Correspondingly, Indian and Polish were the two largest groups of non-UK born residents in 2011 in the borough.

- The ‘White Irish’ community experienced a decline in numbers over the last 10 years.

- Other ethnic groups have experienced increases in numbers albeit from relatively small baselines. The number of people who identified themselves as ‘Black African’ increased from 87 people in 2001 to 1,002 people in 2011.

Local variations:
The number of residents living in the borough whose country of birth was recorded as Poland increased from 116 in 2001 to 2,344 residents in 2011; almost 40% of Warwickshire’s residents who recorded Polish as their country of birth live in Rugby Borough.

More non UK born residents

- In 2011, 11.7% of Rugby residents were born outside of the UK compared with 6.5% in 2001. The 2011 rate is above the county average of 8.3% but below the national average of 13.4%.

- Of all non-UK born Rugby Borough residents, 56% arrived in the last 10 years - this is higher than the county (48.5%) and national average (50.3%) indicating that Rugby has experienced a higher level of in-migration from non-UK born residents over the last 10 years than elsewhere in the county and than the national average.

Main languages spoken in Rugby Borough

- After English, the second main language spoken by residents in Rugby Borough is Polish. Other key languages in the borough are: Gujarati, Nepalese, Slovak and Punjabi.

- In Rugby Borough, 1,367 residents are recorded as not being able to speak English well or at all in 2011.
Ethnicity, Country of Birth, Religion and Language continued..

Rugby Borough has seen a decline in Christian religious affiliations and an increase in those stating they have “no religion”

- The proportion of people stating that their religion was Christian decreased by 11.1 percentage points between 2001 and 2011 to 63.7% of the population.

- The size of the group stating that they had ‘no religious’ affiliation increased by 10.5 percentage points over the last 10 years to around one in four people.

- The largest religious group after Christian in Rugby Borough is Hindu with 2,291 people. This is followed by Muslim with 1,236 people.

- The religion experiencing the largest increase over the last 10 years is Muslim. The number of residents recording their religion as Muslim increased from 557 people in 2001 to 1,236 people in 2011.

- All religious groups (except Christian) showed small overall increases, in the last 10 years, of less than one percentage point.

**Local variations:**
Rugby Borough is home to 40% of the county’s Hindu population.

**Implications for Rugby Borough**

- The degree to which changes in the religious or ethnic make-up of the borough or increasing numbers of non-UK born residents shift patterns of service demand is a complex one to predict with accuracy. What is evident from the data is that Rugby Borough has experienced some of the county’s biggest changes in population composition over the last 10 years and any changes in service need are likely to be evident in Rugby Borough.

- The Public Sector Equality Duty of the Equality Act 2010 places a number of duties on authorities to pay due regard to their statutory responsibilities relating to equalities. The purpose of the duty is to provide a framework to improve equality performance which is proportionate and evidence led. Knowledge about the changing composition of the borough’s communities from the 2011 Census material will enable better policy and service development which fit with local need.
Housing Tenure

More homes owned outright and more private renting but fewer mortgaged properties

• Around one in three households in Rugby Borough are owned outright. This is an increase of a percentage point on the numbers 10 years ago and represents a smaller rate of increase than has been experienced across the county as a whole.

• The number of mortgaged properties in the borough has fallen by 7.5 percentage points since 2001 to 36.6% of households. This follows the county and national trend.

• Rates of private renting are in line with the county average but Rugby Borough has experienced a higher rate of growth in the private rented sector over the last 10 years than the county as a whole. The number of households privately renting their homes has increased by just over 150% in the last 10 years from 2,090 to 5,281 homes.

Local variations:
Some of the highest figures for private renting of homes are in the LSOAs of Benn West (38%) and Benn Station (35%). Bilton South Cock Robin and Bilton East record the highest numbers of households owned outright at 58% and 57% respectively.

Implications for Rugby Borough

• Rugby Borough has broadly followed national and county trends regarding shifts in the pattern of housing tenure. The increase in privately rented accommodation could be linked to rising house prices and tighter lending requirements over the last ten years particularly as a result of the economic downturn. Issues around rent levels, security of tenure and housing quality have and are likely to continue to be pertinent for a growing number of households.

• The ageing population and low interest rates may also account for the slight increase in households which are owned outright as mortgage terms come to a natural end.

• Further information from the 2011 Census will provide more detailed information on the characteristics those living in owned, mortgaged or rented households providing a more comprehensive picture of housing tenure in Rugby Borough. The Observatory will look at these issues in more detail in the 2013 Quality of Life report.
Car Ownership and Travel to Work

Car ownership increases overall

- The last 10 years have seen a 21.7% rise in the number of cars in Rugby Borough – an additional 10,061 cars since 2001.
- At the time of the 2011 Census around 40% of households in Rugby Borough have two or more cars.
- Just fewer than 10% of households have 3 or more cars – up 41.5% since 2001.
- The proportion of households without a car/van has fallen over the last 10 years from 19.5% to 17.5%.

Local variations:
Rugby Borough has experienced a faster rate of car growth than the county average; just over 30% of all additional cars in the county since 2001 are owned by Rugby households.

Travel to work patterns mostly in line with county averages

- In 2011, driving to work was by far the most common form of commuting with 67.9%* or 34,264 of the working population aged 16 -74 years travelling to work this way. This is in line with the county average. Of these 1,842 people stated in the workplace address question that they worked mainly at or from home.
- A further 3,355 people or 6.6% of the working population recorded travelling as a passenger in a car/van as their main mode of travel to work giving a vehicle occupancy rate** of 1.1 per vehicle. In short, almost three quarters of the working population usually travel in a car or van to work.
- In 2011, 5.2% of the working population used public transport to get to work; broadly in line with the county average of 5.7% and considerably lower than the national average of 16.4%.
- Over 10% of people walked to work in 2011 while 3.1% cycled. Rugby Borough has a slightly higher rate of travel to work by cycling than the county (2.5%) as a whole.

*The denominator for all percentages in this section is the population aged 16-74 who were working during the week before the census day.
** Vehicle Occupancy Rate is the sum of drivers and passengers divided by drivers.
Changes in Travel to work patterns* ....

Patterns of travel to work have changed very little between 2001 and 2011

- There has been an increase in the proportion of people working from home from 8.9% in 2001 to 10.8%. Some 5,430 people report working mainly from home although this does not mean that no travel is involved as part of their job. Indeed, a third of people who stated in the workplace address questions that they worked from home went on to select ‘travel by car/van’ as their travel to work method.

- Although only a small percentage point increase in train travel was recorded between 2001 and 2011 it did represent almost double the number of people travelling to work by train in the last 10 years from 638 in 2001 to 1,206 in 2011.

- Overall, rates of driving to work, use of public transport and walking and cycling have shifted only slightly over the last 10 years – all changes in rates are less than one percentage point.

Implications for Rugby Borough

- Rising numbers of cars generally, along with more cars per household, is likely to place additional pressures on communities and local infrastructure. Rugby Borough’s higher rate of car growth can be explained in part by its higher rate of household growth compared with elsewhere in the county. This, combined with the slight decline in walking and cycling rates overall, suggests that wider environmental and health concerns, particularly relating to air quality and physical activity levels are likely to continue to be issues in some areas.

- Although homeworking figures indicate an increase in the proportion of people who work mainly from home, its impact on travel patterns remains somewhat unclear. In the 2011 Census people working mainly from home could, for example, still record a mode of travel to work - acknowledging that working from home may still involve travel for work purposes.

- More information on where people are travelling to work (‘flow data’) will be released by ONS in February 2014 and this will provide further insight into commuting patterns across the county.

*The changes in travel to work section of this document uses figures from the 2011 Census table that was produced using the 2001 methodology for deriving home workers. See 2011 Census Analysis – Method of Travel to Work in England and Wales Report.
Labour Market

More men are working part-time and more women are in the job market

- Rugby Borough records a very slight increase in economic activity rate for men over the last 10 years. Rates at a county level fell slightly.

- Fewer men are working full-time; the number of men aged 16 – 74 years working full-time declined by 4.6 percentage points from 59.6% to 55%.

- Although still proportionally quite small, the number of men working part-time hours has more than doubled in the last 10 years from 821 to 1,758 men aged 16-74 years.

- More women (aged 16-74 years) are now recorded as ‘economically active’ compared to 10 years ago – an increase of 3.7 percentage points from 64.7% to 68.4% in 2011. The proportion of women working part-time remains broadly similar to 2001 but women working full-time have seen an increase of 1.9 percentage points from 10,087 to 12,328 women aged 16-74 years.

- Around 30% fewer women now record ‘Looking after home/family’ as their occupation than 10 years ago. The figure for men remains very similar to that of 2001.

- In terms of hours worked, there has been decline in the number of people working 50+ hours per week and a rise of 2.1 percentage points in the number working less than 30 hours per week. This is also in line with the evidence from the data that more men are working part-time.

- The number of men and women recording that they are self-employed has increased over the last 10 years. Both have increased by 1.1 percentage points between the censuses.

Qualification levels are slightly below the county average. Student numbers are up by 50%

- Almost one in five (19.6%) residents in Rugby Borough aged 16+ years record having no qualification in the 2011 Census. This is slightly lower than the county average. However, some smaller areas have rates of nearly 30% of residents aged 16+ with no qualifications.

- The proportion of residents achieving a level 4 (degree level or higher) qualification is marginally below the county average but still higher than the national average (27.2%) at 28.2% of the population aged 16+ years.

- The number of people aged 18-74 years recorded as a full-time student in Rugby Borough rose by just over 50% in the last 10 years from 1,398 to 2,122 people.

Local variations:
Working men in Rugby Borough experienced smaller changes in their work patterns (economic activity, full and part-time working) when compared to the county average; they record the highest rates of full-time work and lowest rates of part-time work across Warwickshire.
Labour Market continued

Implications for Rugby Borough

- Rugby Borough broadly reflects the national picture of changing work patterns for men and women brought about by a combination of changing social and economic circumstances. The economic climate may explain the shift in the balance of full and part-time work patterns for men although it appears to be slightly less marked here. Similarly, the rise in self-employment may be a reflection of a lack of other work opportunities in the labour market.

- The economy remains a strong focus both nationally and locally as uncertainty around economic recovery continues. There is forecast to be a continued trend of employment growth in higher skilled occupations and demand for skills as measured by formal qualifications. In Rugby Borough qualification levels generally (at NVQ level 4 or higher) remain slightly below the national average and this is likely to be more marked at a local level. In turn, this indicates that some areas are likely to be better placed than others in terms of skills to access future employment opportunities.
What is the broad topic area?
Local health issues related to alcohol misuse and the health impact of the Warwickshire Alcohol Implementation Plan

What is the specific topic area?
The health impact of the Warwickshire Alcohol Implementation Plan in Rugby. The review aims to establish what are the priority concerns in Rugby, what action is already being taken locally, and whether there are any gaps that the borough council could help to address.

What is the ambition of the review?
To understand better the health impact of alcohol misuse in Rugby and assess the impact of actions through the Warwickshire Alcohol Implementation Plan (WAIP) and by other health agencies to address alcohol-related harm.

How well do we perform at the moment?
Between 2002/03 and 2010/11, there was a sharp increase in alcohol-related hospital admissions across Warwickshire. Rugby borough went from having the lowest number of such admissions per 100,000 population in Warwickshire in 2007 to having the second highest in 2010/11. Rugby has the lowest percentage of abstainers from alcohol in the county and the second largest proportion of people whose consumption of alcohol is increasing.

On the other hand, the two alcohol-related indicators in the 2013 Public Health England health profile for Rugby borough (alcohol-specific hospital stays by under 18s and hospital stays for alcohol-related harm) show that Rugby’s performance is not significantly different from the average for England.

The success of the WAIP will be measured through the achievement of a range of indicators. Some of these already exist:
- A reduction in the amount of alcohol-related serious crime
- A reduction in the rate of alcohol-related hospital admissions for both adults and under-18s
- An increase in the percentage of adults and young people successfully completing alcohol treatment
- A reduction in the percentage of young people drinking alcohol on most days

Attempts are being made during the life of the plan to establish ways of measuring the following:
- An increase in levels of understanding about safe drinking limits
- A reduction in the number of adults drinking above NHS guideline levels
- A reduction in the number of people binge drinking
- A reduction in attendances at A&E for alcohol-related injuries or conditions

Who shall we consult about the current service and about how we can improve it?
Warwickshire County Council’s Drugs and Alcohol Team (DAAT)
Coventry and Rugby Clinical Commissioning Group
Public Health
What other help do we need?

How long should it take?
The review would be undertaken at one meeting, with the potential to review findings and receive any additional evidence at a subsequent meeting of the committee.

What will be the outcome?
The review will identify any gaps in the measures being taken to address alcohol-related harm in Rugby, assess the effectiveness of current measures and inform the next review of the Warwickshire Alcohol Implementation Plan, which will take place in October 2015.
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<td><strong>Date of Meeting</strong></td>
<td>14 November 2013</td>
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<tr>
<td><strong>Report Title</strong></td>
<td>Overview and scrutiny review action plans</td>
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<td><strong>Ward Relevance</strong></td>
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<tr>
<td><strong>Contact Officer</strong></td>
<td>Debbie Dawson, Tel: 01788 533592</td>
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**Summary**

Scrutiny committees receive reports on scrutiny review action plans under their remit twice each year, in June and November. Appended to the report are copies of the action plan reports from the Covalent system for all of the ‘live’ action plans for which this committee has responsibility. Completed actions which have already been reported to the committee have been removed.

**Financial Implications**

There are no financial implications arising from this report.

**Risk Management Implications**

There are no risk management implications arising from this report.

**Environmental Implications**

There are no environmental implications arising from this report.

**Legal Implications**

There are no legal implications arising from this report.

**Equality and Diversity**

No new or existing policy or procedure has been recommended.
Summary
Scrutiny committees receive reports on scrutiny review action plans under their remit twice each year, in June and November. Appended to the report are copies of the action plan reports from the Covalent system for all of the 'live' action plans for which this committee has responsibility. Completed actions which have already been reported to the committee have been removed.

1. BACKGROUND

It is the responsibility of the scrutiny committees to monitor progress against the scrutiny review action plans arising from reviews for which they were responsible. This is routinely scheduled to take place twice a year, in June and November. The Overview and Scrutiny Management Board receives an exception report on all overdue actions from scrutiny reviews in August and January, and refers to the relevant committee any particular areas of concern for further investigation.

2. REVIEW ACTION PLANS

Attached at appendix one are the latest reports from Covalent on the action plans for the following reviews:

- Planning for Play
- Housing Stock and Housing Needs
- Inward Investment

Members are reminded that a review action plan was not agreed for the Housing Income Protection review as it was felt that this would create an unnecessary administrative burden, particularly as there was an existing housing service action plan for welfare reform. In addition the new standing task group on universal credit and welfare reform will be overseeing progress on the actions identified in the review recommendations.

Those actions that have been previously reported to the committee as having been completed or cancelled have been removed from the reports, as requested by the committee, to simplify the reporting. The date when the action plans were agreed by Cabinet are given alongside the title of each review, so that the context is clear. Please note also that the most recent action plans are produced in a new format.
The committee is asked to confirm the completed actions, and to consider whether further action is needed in respect of the outcomes of any particular review.
LIST OF BACKGROUND PAPERS

There are no background papers relating to this item.
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<tr>
<th>PPR12-02 Recommendation 2: Achieving the most satisfactory location for safe and accessible play areas within housing developments</th>
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<td>Anna Rose</td>
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<td>Latest Note</td>
<td>Tomas Parker</td>
<td>18-Oct-2013</td>
<td>Still awaiting necessary documents to proceed. As a result of this, the Play Strategy will need to be re-reviewed to make sure content is still up to date before proceeding through cabinet.</td>
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| Latest Note |  |  |  |
### PPR12-04 Recommendation 4: Advising ward members of applications

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**Latest Note**

### PPR12-04.1 Evaluate compliance as part of biennial review by Customer and Partnerships Committee 2014

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<tr>
<td>31-Mar-2014</td>
<td>Colin Horton</td>
<td>Chris Worman</td>
</tr>
</tbody>
</table>

**Latest Note**

### PPR12-05 Recommendation 5: Ensure timely delivery of play areas through appropriate planning conditions or legal agreement.

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Responsible Officer</th>
<th>Managed By</th>
</tr>
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<tbody>
<tr>
<td>31-Mar-2016</td>
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</table>

**Latest Note**

#### PPR12-05.2 Carry out annual inspection of the quality of outcome in Rugby BC’s adopted playspaces and report outcome

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Responsible Officer</th>
<th>Managed By</th>
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<tbody>
<tr>
<td>31-Mar-2016</td>
<td>Colin Horton</td>
<td>Chris Worman</td>
</tr>
</tbody>
</table>

**Latest Note**

18-Jun-2012 - Ref Paul Ansell: Outcome to be reported as a note and supporting evidence to be uploaded.

#### PPR12-05.2.2 Carry out annual inspection of the quality of outcome in Rugby BC’s adopted playspaces on the ground for 2013

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Responsible Officer</th>
<th>Managed By</th>
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</thead>
<tbody>
<tr>
<td>31-Aug-2013</td>
<td>Colin Horton</td>
<td>Chris Worman</td>
</tr>
</tbody>
</table>

**Latest Note**

17-Sep-2013 Annual Independent Play Inspections carried out and reports received.

#### PPR12-05.3 An annual check to be made as to whether consultation of Parks & Grounds Manager has taken place.

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Responsible Officer</th>
<th>Managed By</th>
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<tbody>
<tr>
<td>31-Mar-2016</td>
<td>Colin Horton</td>
<td>Chris Worman</td>
</tr>
</tbody>
</table>

**Latest Note**
| PPR12-05.3.3 Carry out annual check that early internal consultation on play provision in new housing schemes has taken place during implementation of action plan for 2014 |
|---|---|---|
| Due Date | Responsible Officer | Managed By |
| 31-Dec-2014 | Colin Horton | Chris Worman |

Latest Note
<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Action</th>
<th>Due Date</th>
<th>Responsible Officer</th>
<th>Managed By</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSHN12.01.4 Monitor initial impact of redesignations and report back to Cabinet.</td>
<td></td>
<td>31-Jan-2014</td>
<td>Michelle Dickson</td>
<td>John Hier</td>
</tr>
<tr>
<td>HSHN12.01.4.1 Monitor initial impact of redesignations via Housing Options</td>
<td></td>
<td>30-Aug-2013</td>
<td>Holly Reid</td>
<td>John Hier</td>
</tr>
<tr>
<td>HSHN12.01.4.2 Monitor initial impact of redesignations via Housing Maintenance</td>
<td></td>
<td>30-Aug-2013</td>
<td>Simon Haile</td>
<td>Liz Dunlop</td>
</tr>
</tbody>
</table>

**Latest Note**
- **HSHN12.01 Recommendation 1: Selective redesignation of council housing stock**
  - Due Date: 31-Jan-2014
  - Responsible Officer: Michelle Dickson
  - Managed By: John Hier

**Latest Note**
- **HSHN12.01.4 Monitor initial impact of redesignations and report back to Cabinet.**
  - Due Date: 31-Jan-2014
  - Responsible Officer: Michelle Dickson
  - Managed By: John Hier

**Latest Note**
- **HSHN12.01.4.1 Monitor initial impact of redesignations via Housing Options**
  - Due Date: 30-Aug-2013
  - Responsible Officer: Holly Reid
  - Managed By: John Hier

**Latest Note**
- **HSHN12.01.4.2 Monitor initial impact of redesignations via Housing Maintenance**
  - Due Date: 30-Aug-2013
  - Responsible Officer: Simon Haile
  - Managed By: Liz Dunlop

**Latest Note**
- These actions have been completed but due to the low number of re-designations at this stage nothing conclusive could be reported on. Fresh actions to be included in next years’ service plan.
<table>
<thead>
<tr>
<th>HSN12.01.4.3 Monitor initial impact of redesignations via Sheltered Housing</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Due Date</td>
<td>Responsible Officer</td>
<td>Managed By</td>
</tr>
<tr>
<td>30-Aug-2013</td>
<td>Kate Miley</td>
<td>Liz Dunlop</td>
</tr>
</tbody>
</table>

**Latest Note**
Liz Dunlop 05-Nov-2013
These actions have been completed but due to the low number of re-designations at this stage nothing conclusive could be reported on. Fresh actions to be included in next years’ service plan.

<table>
<thead>
<tr>
<th>HSN12.01.4.4 Monitor initial impact of redesignations via Estates Management</th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Due Date</td>
<td>Responsible Officer</td>
<td>Managed By</td>
</tr>
<tr>
<td>30-Aug-2013</td>
<td>Emma Haile; Pratik Popat</td>
<td>Liz Dunlop</td>
</tr>
</tbody>
</table>

**Latest Note**
Liz Dunlop 05-Nov-2013
These actions have been completed but due to the low number of re-designations at this stage nothing conclusive could be reported on. Fresh actions to be included in next years’ service plan.

<table>
<thead>
<tr>
<th>HSN12.06 Recommendation 6: Make report to the Customer and Partnerships Committee and Cabinet on a broader evaluation of the impact of the changes</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Due Date</td>
<td>Responsible Officer</td>
<td>Managed By</td>
</tr>
<tr>
<td>30-Apr-2014</td>
<td>Liz Dunlop</td>
<td>Steven Shanahan</td>
</tr>
</tbody>
</table>
### Recommendation 1

**Title:** The Council should work with local agents to develop a showcase pack for potential investors in the town and wider Rugby area, based around a redesigned commercial property guide.

**Due Date:** 31-Mar-2014

<table>
<thead>
<tr>
<th>Associated Actions</th>
<th>Progress</th>
<th>Responsible Officer</th>
<th>Latest Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redesign and expand commercial property guide into a showcase pack for potential investors.</td>
<td>![50%]</td>
<td>Sarah Fisher</td>
<td>The website has been redesigned and is available to the public - there may be more upgrades made in the near future. The showcase pack is at the designers now and due early July.</td>
</tr>
<tr>
<td>Consult with local agents on the new showcase pack.</td>
<td>![100%]</td>
<td></td>
<td>Agents were consulted and agreed to continue data sharing in a similar manner as that works well.</td>
</tr>
</tbody>
</table>

### Recommendation 2

**Title:** The Council should promote local land and development sites across the borough in a privately funded sub-regional magazine

**Due Date:** 31-Mar-2014

<table>
<thead>
<tr>
<th>Associated Actions</th>
<th>Progress</th>
<th>Responsible Officer</th>
<th>Latest Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish contact with magazine and provide information on local land and development sites for publication.</td>
<td>![100%]</td>
<td></td>
<td>Contact made. Rugby developers are being put in touch with the magazine direct.</td>
</tr>
<tr>
<td>Update Covalent to confirm that regular updates are being provided and key local land and development sites are featuring in the magazine on an ongoing basis.</td>
<td>![50%]</td>
<td>Sarah Fisher</td>
<td>The magazine publishers have been put in touch with Rugby stakeholders. We expect there to be a Rugby presence in the next edition.</td>
</tr>
<tr>
<td>Recommendation</td>
<td>Title</td>
<td>Due Date</td>
<td></td>
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<tr>
<td>3</td>
<td>The working group established in relation to the Rugby World Cup events in 2013 and 2015 should be fully supported by the Council to exploit economic development opportunities arising from the events.</td>
<td>31-Mar-2014</td>
<td></td>
</tr>
</tbody>
</table>

**Associated Actions**

- Collate feedback from the working group to Customer and Partnerships Committee on activities to promote economic development opportunities arising from the RWC events.

**Progress**

- Debbie Dawson 100%

**Latest Notes**

Economic Development Officer reported to the committee on 20 June 2013 as part of an item on the town centre, and Ian Davis will be providing a further update to the committee on 14 November 2013.

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Title</th>
<th>Due Date</th>
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</thead>
<tbody>
<tr>
<td>4</td>
<td>An interactive web-based version of the commercial property guide should be developed on the council's website, and maintained as an up-to-date resource.</td>
<td>31-Mar-2014</td>
</tr>
</tbody>
</table>

**Associated Actions**

- Ensure redesigned commercial property guide developed in interactive format for council website.

**Progress**

- John Dale 100%

**Latest Notes**


- Secure support from Business Support Team to administer the web-based commercial property guide.

**Progress**

- John Dale 100%

**Latest Notes**

An officer and system is now in place.

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Title</th>
<th>Due Date</th>
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</thead>
<tbody>
<tr>
<td>5</td>
<td>The Council should keep under regular review how neighbouring local authorities are responding to the additional powers in the Localism Act to grant discretionary business rate relief.</td>
<td>31-Mar-2014</td>
</tr>
</tbody>
</table>

**Associated Actions**

- Confirm that officers are monitoring whether neighbouring local authorities are offering any additional discretionary business rate relief

**Progress**

- Chryssa Burdett 0%

**Latest Notes**


<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Title</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>6</td>
<td>To raise the profile of the borough, relevant award schemes should be identified and applications submitted on a quarterly basis.</td>
<td>31-Mar-2014</td>
</tr>
</tbody>
</table>

**Associated Actions**

- **Update Covalent to confirm that award schemes are being researched and applications submitted where relevant.**
- **Ensure the Council is successful in winning an award which helps to raise the council's profile externally.**

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<thead>
<tr>
<th>Progress</th>
<th>Responsible Officer</th>
<th>Latest Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>John Dale</td>
<td>Submitted 2 applications for the FSB 2013 awards in June 2013. The Council won the FSB Small Business Friendly Procurement Award in July 2013. The team continues to seek other possible awards.</td>
</tr>
<tr>
<td>✔️</td>
<td>Sarah Fisher</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Title</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>More effective and formal partnership working between agencies should be encouraged to map and respond to employer skills needs across the county.</td>
<td>31-Mar-2014</td>
</tr>
</tbody>
</table>

**Associated Actions**

- **Ensure Officers work with Warwickshire Observatory and partners to map employer skills requirements across Rugby and the wider area.**

<table>
<thead>
<tr>
<th>Progress</th>
<th>Responsible Officer</th>
<th>Latest Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢</td>
<td>Sarah Fisher</td>
<td>Officers are inclined to await the result of the Coventry and Warwickshire City Deal bid (that revolves around the skills needs of the Borough) before embarking on a solo map that could prove costly and ultimately be out of line with the City Deal objectives.</td>
</tr>
<tr>
<td><strong>Name of Meeting</strong></td>
<td>Customer and Partnerships Committee</td>
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<tr>
<td>--------------------------</td>
<td>-------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Date of Meeting</strong></td>
<td>14 November 2013</td>
<td></td>
</tr>
<tr>
<td><strong>Report Title</strong></td>
<td>Road and pavement surface maintenance</td>
<td></td>
</tr>
<tr>
<td><strong>Ward Relevance</strong></td>
<td>All</td>
<td></td>
</tr>
<tr>
<td><strong>Contact Officer</strong></td>
<td>Debbie Dawson, Tel: 01788 533592</td>
<td></td>
</tr>
</tbody>
</table>

**Summary**

The paper reports the outcomes of the latest review of the performance of the Highways Maintenance Contract by Warwickshire County Council’s Communities Overview and Scrutiny Committee. In the light of this, the committee is asked to consider whether there remains a need for a task group review of road surface maintenance at this time. The committee may also wish to consider whether there would be value in proposing a review with an alternative focus on unadopted roads.

**Financial Implications**

There are no financial implications arising from this report.

**Risk Management Implications**

There are no risk management implications arising from this report.

**Environmental Implications**

There are no environmental implications arising from this report.

**Legal Implications**

There are no legal implications arising from this report.

**Equality and Diversity**

No new or existing policy or procedure has been recommended.
Summary
The paper reports the outcomes of the latest review of the performance of the Highways Maintenance Contract by Warwickshire County Council’s Communities Overview and Scrutiny Committee. In the light of this, the committee is asked to consider whether there remains a need for a task group review of road surface maintenance at this time. The committee may also wish to consider whether there would be value in proposing a review with an alternative focus on unadopted roads.

1. BACKGROUND

A review of road surface condition and footpath and pavement repairs (and the response of Warwickshire County Council) was included in the work programme for this committee at the start of the municipal year. It was proposed as a joint review with Warwickshire County Council, given their primary responsibility for the issue.

It transpired that Warwickshire County Council’s Communities Overview and Scrutiny Committee regularly scrutinise the new Highways Maintenance Contract (HMC), which commenced on 5 May 2011 (and includes maintenance of footpaths). This includes regular updates on performance against the contract. The WCC Committee had received evidence that, while the contract offered financial savings, there had been no dip in service and, in certain areas of highway service, a significant improvement.

It was agreed by this Committee in June 2013 that there would be little value in undertaking a review at this early stage in the Highways Maintenance Contract, particularly as WCC was due to review contract performance again in September. Instead it was decided that the outcomes of that review would be reported to this meeting and, on this basis, the committee would review the proposal for a joint scrutiny review.

During previous discussion by the Committee, a member raised an issue about unadopted roads and the failure of developers to fulfil their responsibilities with regard to their maintenance. It was suggested that, when the committee reviews the need for a task group inquiry on road surface maintenance, this could potentially be proposed to OSMB as an alternative focus.
2. **GOVERNANCE ARRANGEMENTS FOR THE HIGHWAYS MAINTENANCE CONTRACT**

The HMC is an innovative project, allowing other local authorities to use a single provider to deliver a wide range of highway services and offer efficiency savings. Coventry City Council (CCC) participated in the procurement and has used the HMC to deliver its planned works from the 5 May 2011. Solihull Metropolitan Borough Council reviewed the benefits and costs of the HMC, and their members approved joining the HMC from April 2013.

The governance arrangements for the contract involve scrutiny of the performance and general management of the 2011 HMC by a Strategic Partnering Board (SPB) that met monthly for the first year and now meets every three months. The Board consists of two Warwickshire County Council members, two Heads of Transport and Highway Services from WCC and CCC, and senior representation from Balfour Beatty and County Highways. From September 2012, Solihull MBC has also been represented at the Strategic Partnering Board (SPB) meetings.

Under the HMC, service delivery is managed through a set of 18 Key Performance Indicators (KPIs) to ensure Service, Quality and Value. The contractor was required to achieve the threshold of at least 13 KPIs to be granted a “credit” of a two year extension to the initial five-year contract period. This was achieved.

3. **RECENT SCRUTINY OF HIGHWAYS MAINTENANCE CONTRACT**

In September, Warwickshire County Council’s Communities Overview and Scrutiny Committee reviewed the performance of the 2011 Highways Maintenance Contract. The report to the Committee is attached at appendix 1, and an extract from the minutes of the meeting is attached at appendix 2 for reference. The report focuses on performance against Key Performance Indicators in Year 2 of the contract as well as during the first five months of Year 3.

It was reported to the Committee that a further one-year credit had been awarded to the contractor following satisfactory performance in Year 2 and that there had been improvements in the overall performance of the contractor. It was noted that the wet spring and summer (in Year 2) had placed significant pressures on the delivery of routine and planned maintenance of the highway network, and that this was overcome by careful planning and close working between WCC and the contractor. It was reported that the latest network condition survey data indicates that, at the current levels of investment in highway maintenance, there are signs that the overall rate of deterioration has arrested. Nevertheless 730 km of the total network length of 3754 km remains in need of maintenance treatment.

Two of the performance indicators against which the contractor is measured relate to member and public satisfaction. Member satisfaction fell slightly short of the 75% threshold of respondents being fairly or very satisfied. Public satisfaction – taken from a questionnaire issued to members of the public following completion of planned works – was higher, with 88% of respondents registering satisfied or better, above the threshold of 75%. In their questions, councillors established that this figure related to 16 respondents.
4. NEXT STEPS

In the light of the outcomes of this latest performance monitoring exercise by the Communities Overview and Scrutiny Committee, members are asked to consider whether there remains a need for a joint task group review of road surface maintenance at this time. Clearly the monitoring being undertaken at the county level is fairly strategic and members may feel that this does not effectively address specific local concerns and issues in Rugby. However, members will also want to consider whether an in-depth review at this time is likely to result in significant improvements and tangible outcomes, given the contactor is in the third year of a now 8-year contract.

Members may also wish to consider whether there would be value in pursuing a review in 2013/14 with an alternative focus on unadopted roads, or whether this should be proposed as part of the overview and scrutiny work programme process for 2014/15.
Name of Meeting: Customer and Partnerships Committee
Date of Meeting: 14 November 2013
Subject Matter: Road and pavement surface maintenance

LIST OF BACKGROUND PAPERS

There are no background papers relating to this item.
Communities Overview and Scrutiny Committee

18th September 2013

Review of the Performance of the 2011 Highways Maintenance Contract

Recommendation

That the Communities Overview and Scrutiny Committee consider a report on Year 2 performance of the 2011 Highways Maintenance Contract as summarised in this report, asking questions in relation to its content and making recommendations as considered appropriate.

1.0 Background

1.1 The 2011 Highways Maintenance Contract (HMC) was awarded to Balfour Beatty and commenced on the 5th May 2011.

1.2 The Year 1 Performance of the HMC was presented to the Communities Overview and Scrutiny Committee on the 19th September 2012.

1.3 The Committee requested a briefing note on the position of the HMC six months into Year 2. A briefing note was circulated to the Overview and Scrutiny Committee on the 13th March 2013.

1.4 The Committee agreed that a review of the contract performance after Year 2 would be added to the work programme in September 2013.

2.0 KPI Performance for Year 2

2.1 Under the HMC, service delivery performance is monitored through a set of 18 Key Performance Indicators (KPI’s). Each KPI has a ‘threshold’ and a ‘target’ against which Balfour Beatty are measured. In order to pass a KPI, the annual monthly average for that KPI must meet or exceed the threshold value. The contractor is required to achieve the threshold of at least 13 KPI’s to be granted any credit to the contract.

2.2 A one-year credit has been awarded to Balfour Beatty following satisfactory Year 2 performance against the KPI’s. This is in addition to a two-year credit awarded following satisfactory performance in Year 1 of the contract.
2.3 For the purposes of this report, a general overview of Year 2 performance is made against the main types of work activity as follows:

2.4 **Routine Maintenance KPI 1, 2**

KPI 1 measures the percentage of emergency incidents responded to within one hour. Year 2 performance of this KPI has remained above the threshold of 96%. The yearly average was 99%. This was a marked improvement from the Year 1 average of 88%.

KPI 2 measures the percentage of non-emergency defects repaired within agreed timescales. Year 2 performance of this KPI has remained above the threshold of 90%. The Year 2 average was 96%, which was an improvement from 93% in Year 1. The total number of repairs in Year 2 was 8255, compared to 5825 in Year 1.

2.5 **Winter Service KPI 3, 14**

KPI 3 relates to the percentage of winter grits mobilised and completed within specified times. The Year 2 average was above the 99% threshold, but below the 100% target.

94 gritting events were completed, which compares to an average of 78 gritting events over the previous three years. In spite of this additional pressure, the KPI threshold was met.

KPI 14 monitors the calibration of winter maintenance vehicles by comparing the amount of salt used against the estimate. Year 2 performance was 93% which was above the threshold of 80%. The total amount of salt spread in Year 2 was 18747 tonnes.

2.6 **Planned Works KPI 13, 5, 12**

KPI 13 tracks the quality of site works through the use of on-site audits jointly carried out by the Client and Balfour Beatty. Total number of Quality Audits carried out for Year 2 was 1038 with a 96% pass rate, which was above the threshold of 85%. This is an improvement on Year 1 performance of 85%.

KPI 5 monitors the percentage of materials tested which adhere to the specification used in the planned works. This KPI was passed in Year 2.

KPI 12 tracks the percentage of projects carried out to timescales with no defects identified after 1 month. Year 2 result for this KPI was 99%, which was above the threshold of 95%. This KPI is in the process of being amended to reflect a longer term defect free period.
2.7 **Gully Maintenance KPI 6**

KPI 6 monitors the percentage of gullies cleaned and running against the annual programme. Year 2 performance was above the threshold of 90%, but just below the target of 95%. The threshold for this KPI was stretched for Year 2 from 85% to 90%.

2.8 **Street Lighting Service KPI 7**

Year 2 data collected for KPI 7 records that 97.9% of faults were repaired within agreed timescales. This fell short of the threshold of 98.5%. This failure was partly due to a peak in reported faults between October and February when compared to the annual monthly average.

2.9 **Management of Streetworks Noticing KPI 11**

KPI 11 resulted in an average of 99.8% of Streetworks Notices served correctly, which exceeded the threshold of 95% and target of 98%.

2.10 **Member and Public satisfaction KPI 15, 16**

KPI 15 recorded the average elected Member satisfaction level. Surveys were sent out to Members on 28\textsuperscript{th} March 2013. Year 2 performance of this KPI resulted in 72% of respondents being ‘Fairly or Very Satisfied’ over the survey questions. This result fell slightly short of the 75% threshold.

KPI 16 involved a questionnaire issued to members of the public following the completion of planned works. The results were 88% of respondents registering satisfied or better, which was above the threshold of 75%.

2.11 **Safety Inspections KPI 9**

KPI 9 tracks and ensures the set inspection frequency regimes for A roads (6 weeks), B roads (12 weeks), C and D roads (24 weeks) are adhered to. The overall result for Year 2 was 97.5%, which was 0.5% below the threshold of 98%. This is much improved over the Year 1 performance which achieved an average of 82%.

2.12 **Health and Safety of contractor’s workforce KPI 8**

KPI 8 monitors the accident frequency rate for the contractor and his sub-contractors. It records any serious accidents per 100,000 work hours that warrant more than 3 days off work. In Year 2, there were no such incidents, and the KPI was passed.
2.13 **Commercial Management KPI 4, 10**

KPI 4 tracks the percentage of orders agreed for payment within 60 days. This is an amended KPI for Year 2. Previously, this KPI measured the accuracy of works estimates.

The Year 2 result was an average of 93%, which was below the threshold of 95%. Although this KPI did not meet the threshold, there is a general upward trend, with March 2013 exceeding the threshold.

KPI 10 tracks the percentage of disputed task orders resolved within 60 days of the issue being raised. The Year 2 average was 99%, which is above the threshold of 98%, but below the target of 100%. This KPI was rebased from 90 days part way through Year 2, and shows that the new 60 day target is being met.

2.14 **Innovation & Environment KPI 17, 18**

KPI 17 requires the contractor to deliver efficiency and innovation savings totalling £50,000 per annum. The threshold is to identify five proposals with a target of 8 proposals. In Year 2 this KPI failed to meet the threshold of five proposals. The main focus of this KPI was on a resurfacing process called ‘Reheat’. Ultimately this proposal was not taken forward.

KPI 18 requires Balfour Beatty and WCC to work together to prepare a detailed Sustainability Action Report and Action Plan, which has been produced by Balfour Beatty in discussion with WCC.

3.0 **KPI Performance for Year 3 – first five months**

3.1 The majority of the KPI’s are meeting or exceeding the thresholds for Year 3.

3.2 The two exceptions are:

   i) KPI 7 – Street Lighting (% of faults fixed within 5 days) is currently averaging 97%, which is 1.5% below the threshold of 98.5%.

   ii) KPI 10 – Finance (% of disputed orders resolved within 60 days) is currently averaging 97.5% which is 0.5% below the threshold of 98%. This is in part due to Balfour Beatty concentrating on invoicing works from Year 2 in order to finalise the account. It is envisaged that the performance of this KPI will improve over the coming months.

4.0 **Overview of Year 2 of the HMC**

4.1 Year 2 of the contract saw improvements in the overall performance of Balfour Beatty. The main highlights were:
i) 210 km of carriageway being treated along with 142 km of footway.

ii) A total of 4120 emergency incidents responded to in Year 2, with 99% responded to within 1 hour.

iii) A total of 8255 routine defects repaired in Year 2, with an average of 96% repaired within required timescales.

iv) The winter gritting service was also extended due to the prolonged winter period. On average (based on the previous 3 years), WCC carry out 78 grits per year, in 2012/13 this figure was 94. The grit runs started on 26th October 2012 and ended on 5th April 2013, which is a significantly longer period than previous years.

v) The wet spring and summer put significant pressures on the delivery of routine and planned maintenance of the highway network. This was overcome by careful planning and close working between WCC and Balfour Beatty.

vi) The number of public contacts to the Customer Service Centre for 2012/13 was approximately 25,000, which is an increase of 4000 from the previous year’s total of 21,000.

vii) County Highways were awarded a further 20 WOW awards for outstanding customer service.

viii) Year 2 also saw the co-location of Balfour Beatty to Budbrooke Depot. This has allowed both parties to work much more closely, and helped with the quick resolution of issues.

ix) Solihull Metropolitan Borough Council were successfully mobilised during Year 2, and have officially joined the contract as of Year 3.

4.2 Our latest network condition survey data is showing us that, at the current levels of investment in highway maintenance, we are seeing signs that the overall rate of deterioration has arrested. However, of a total network length of 3754 km, some 730 km remains in need of maintenance treatment. During Year 2 payment processes have been reviewed and revised, and are now improved when compared to Year 1 of the contract.

4.3 Balfour Beatty is currently in the process of replacing their works ordering and payment system with a new software product. This will require careful management by Balfour Beatty in order to reduce any potential impacts on WCC. In particular, impacts on the payment processes.
<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Author</td>
<td>Shail Chohan (<a href="mailto:shailchohan@warwickshire.gov.uk">shailchohan@warwickshire.gov.uk</a>)</td>
</tr>
<tr>
<td>Head of Service</td>
<td>Graeme Fitton (<a href="mailto:graemefitton@warwickshire.gov.uk">graemefitton@warwickshire.gov.uk</a>)</td>
</tr>
<tr>
<td>Strategic Director</td>
<td>Monica Fogarty (<a href="mailto:monicafogarty@warwickshire.gov.uk">monicafogarty@warwickshire.gov.uk</a>)</td>
</tr>
<tr>
<td>Portfolio Holder</td>
<td>Cllr Peter Butlin (<a href="mailto:cllrbutlin@warwickshire.gov.uk">cllrbutlin@warwickshire.gov.uk</a>)</td>
</tr>
</tbody>
</table>
Warwickshire County Council, Communities Overview and Scrutiny Committee

Extract from the minutes of meeting held on 18 September 2013

7. Review of the Performance of the 2011 Highways Maintenance Contract

Councillor Peter Butlin, Portfolio Holder for Transport & Planning introduced this item. Background was provided that Balfour Beatty had operated the Highways Maintenance Contract (HMC) since May 2011. The year 1 performance report was considered on 19th September 2012 with the requested 6-month briefing note being considered on 13th March 2013.

This report focussed on performance for Year 2, which measured service delivery against some 18 Key Performance Indicators (KPI's). Each KPI had a ‘threshold’ and a ‘target’ against which Balfour Beatty were measured. The contractor was required to achieve the threshold of at least 13 KPI’s. Subsequent sections reported on the individual performance areas.

Questions were invited on the performance report. Councillor Jerry Roodhouse referred to the percentage of member and public satisfaction levels and the innovation and environment KPI’s. He asked how many respondents the 88% satisfaction related to. It was confirmed there had been 16 respondents.

On innovation and environment, Pat Clarke of Balfour Beatty provided additional information about the ‘Reheat’ resurfacing process. This was pursued by Councillor Clive Rickhards and it was confirmed this process recycled the highway and footway surface materials. There was also questioning around the likelihood of predicted savings being achieved and concern about the quality of pot hole repairs, requiring repeat works in some cases.

Councillor Corrinne Davies sought further information about the winter service policy, which was duly provided. Councillor Dave Shilton commented on highway resurfacing and reinstatement, the resultant lowering of gullies and ironworks, the delays before street lining was completed and health and safety concerns about the use of manual ‘stop and go’ boards to control traffic. Officers replied to each of the points raised.

Councillor John Holland was concerned about the winter service for treatment icy and slippery footways. Presently this was a labour intensive process, although some use of snow ploughs for footways had been trialled over the previous winter period. It was also questioned why the automated call centre telephone system had a bespoke option for highway enquiries. The Officer would look into this point.

Councillor Mike Brain raised a long-standing request for street lining outside a school. He also asked for clarification about hedge maintenance during the nesting season, and whether highway visibility and safety concerns would override normal restrictions.
There was discussion about the format of future performance reports and differing views were expressed by members. Compliments were recorded by Councillor Dave Shilton for the work of staff involved in the winter maintenance service.

**Resolved**
That the Communities Overview and Scrutiny Committee accepts the report on Year 2 performance of the 2011 Highways Maintenance Contract.
# AGENDA MANAGEMENT SHEET

<table>
<thead>
<tr>
<th><strong>Name of Meeting</strong></th>
<th>Customer and Partnerships Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of Meeting</strong></td>
<td>14 November 2013</td>
</tr>
<tr>
<td><strong>Report Title</strong></td>
<td>Committee Work Programme</td>
</tr>
<tr>
<td><strong>Ward Relevance</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Contact Officer</strong></td>
<td>Debbie Dawson, Tel: 01788 533592</td>
</tr>
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</table>

**Summary**
The report updates the Committee on the progress of task group reviews within its remit and details the Committee's forward work programme.

**Financial Implications**
There is a budget of £500 available to the Overview and Scrutiny Management Board in 2013/14 to spend on the delivery of the overview and scrutiny work programme.

**Risk Management Implications**
There are no risk management implications arising from this report.

**Environmental Implications**
There are no environmental implications arising from this report.

**Legal Implications**
There are no legal implications arising from this report.

**Equality and Diversity**
No new or existing policy or procedure has been recommended.
Summary
The report updates the Committee on the progress of task group reviews within its remit and details the Committee’s forward work programme.

1. PROGRESS ON SCRUTINY REVIEWS

1.1 Universal Credit and Welfare Reform

The task group held its second meeting on 9 September to review the impact of the reforms in the borough (through a series of agreed measures that are now routinely reported to the task group) and to receive a policy update. The group also prepared for its next meeting, on 25 November, to which external partners and officers within the council have been invited to give evidence about the measures they are taking to support the implementation of welfare reform in the borough. Stakeholders are to be invited to a meeting on 22 January to provide a reality check regarding the impact of the reforms and the support measures in place.

1.2 Fixed-term tenancies

The first meeting of the task group on 2 October set the scene for task group members and provided an understanding of the policy context in which the task group will consider the merits and implications of the council introducing fixed term tenancies for its council homes.

The task group will next meet on 12 December to consider further detailed evidence to help inform members view as to whether to recommend the introduction of fixed term tenancies by the council at this time. Members have requested:

- information from the Strategic Housing Market Assessment (due to be published in November 2013)
- indicative costs of administering fixed-term tenancies
- details of the number and profile of households in need on the waiting list and turnover figures
- evidence from other similar-sized authorities and housing providers who have introduced fixed-term tenancies
- a profile of tenant income levels.
1.3 **Health Services**

It is proposed that the committee undertakes a light touch review on the health aspects of alcohol misuse. This is considered as part of the health and wellbeing update (item 6) on this meeting agenda.

1.4 **Road and pavement surface maintenance**

This is a separate item on the agenda for this meeting.

2. **PLANNING FOR NEXT MEETING**

The committee’s future work programme is attached at appendix 1 for approval. The timing of some of the items has been amended by the committee chairman and vice chairman to provide a better balance in the items to be considered at each meeting.

The items in the work programme for the committee’s meeting on 30 January 2014 include:

**Coventry and Warwickshire NHS Partnership Trust**

This is covered in agenda item 6 (health and wellbeing update). Members are invited to consider whether there are any specific questions or issues they would like to explore with the Trust representatives.

**Disused garages**

When deciding the work programme for 2013/14, OSMB asked the committee to include this topic as an agenda item at a future meeting of the committee. This related to work by the housing service in relation to garage sites owned by the council. It had been reported to members that work was being done on a case by case basis, though the housing service did not have the capacity to undertake a comprehensive review on this topic. It was proposed that a report should be made to this committee on the action that is being taken.

**Neighbourhood Planning – scoping of light touch review**

The aim of this light touch review, which was included in the committee’s work programme for 2013-14, is to capture learning from the Coton Park neighbourhood planning pilot about the benefits and resource implications of supporting local areas to produce a neighbourhood plan. This is to help inform the council’s approach to neighbourhood planning across the borough. By January the pilot will have made some progress through the statutory process to develop a neighbourhood plan, and it is anticipated that a public consultation exercise will have taken place or be in progress. This will therefore be a better time to determine the scope of the light touch review, to be undertaken at the committee’s meeting in April 2014.
4. CONCLUSION

The committee is asked to determine and approve the forward work programme, reflecting the outcomes of discussions elsewhere on the agenda relating to health and wellbeing and road and pavement surface maintenance.
**Name of Meeting:** Customer and Partnerships Committee

**Date of Meeting:** 14 November 2013

**Subject Matter:** Committee Work Programme

### LIST OF BACKGROUND PAPERS

<table>
<thead>
<tr>
<th>Document No.</th>
<th>Date</th>
<th>Description of Document</th>
<th>Officer's Reference</th>
<th>File Reference</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>18 March 2013</td>
<td>Overview and Scrutiny Management Board, agenda and minutes</td>
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</table>
### Customer and Partnerships Committee – Work Programme

**14 November 2013**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
<th>Who to involve</th>
<th>Budget considerations</th>
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</thead>
<tbody>
<tr>
<td>Rugby World Cup 2013 and 2015 events</td>
<td>Feedback from working group on activities to promote economic development opportunities arising from the events. To include presentation from young people on outcomes of Local Democracy Week debate.</td>
<td>Executive Director and Economic Development Officer Secondary schools and Rugby Youth Council members</td>
<td></td>
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<tr>
<td>Health and wellbeing update</td>
<td>Standing item Written update on latest developments. To include draft scope of review on the health aspects of alcohol misuse.</td>
<td>Councillor Health Champion and council representative on WCC</td>
<td></td>
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<tr>
<td>Progress against scrutiny review action plans</td>
<td>Routine 6-monthly review, as agreed at OSMB (agenda item 11) 19 March 2012</td>
<td>Scrutiny officers Heads of Service and responsible officers as required</td>
<td></td>
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<tr>
<td>Road and pavement surface maintenance</td>
<td>Report on the outcomes of scrutiny of the highways management contract by the WCC Communities Overview and Scrutiny Committee</td>
<td>Scrutiny Officer</td>
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<tr>
<td>Topic</td>
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<tr>
<td>Rugby Youth Council</td>
<td>Standing item</td>
<td></td>
<td></td>
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<tr>
<td>Health and wellbeing update</td>
<td>Standing item Introduction to Coventry and Warwickshire NHS Partnership Trust</td>
<td>Director of Operations, Coventry and Warwickshire NHS Partnership Trust</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Councillor Health Champion and council representative on WCC</td>
<td></td>
</tr>
<tr>
<td>Disused Garages</td>
<td>Officer report on work undertaken by the housing service in relation to garage sites owned by the council.</td>
<td>Housing and Regeneration Manager</td>
<td></td>
</tr>
<tr>
<td>Neighbourhood planning – light touch review</td>
<td>Scoping this review (to be carried out in April 2014)</td>
<td>Head of Planning and Culture Development Strategy Manager</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Economy, Development and Culture Portfolio Holder</td>
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<td>Standing item</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neighbourhood planning – light touch review</td>
<td>This light touch review will capture learning from the Coton pilot about the benefits and resource implications of supporting local areas to produce a neighbourhood plan and help to inform the council’s approach to neighbourhood planning across the borough. The timing of the review is dependent on when there are outcomes to report from the Coton pilot.</td>
<td>Head of Planning and Culture Development Strategy Manager Economy, Development and Culture Portfolio Holder</td>
<td>The committee might consider undertaking this light touch review in Coton or another ‘neighbourhood’ setting, which may incur costs of room hire etc.</td>
</tr>
</tbody>
</table>

3 April 2014
<table>
<thead>
<tr>
<th>Review title</th>
<th>Start date</th>
<th>Progress</th>
<th>Expected report date</th>
<th>Budget considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universal credit and welfare reforms</td>
<td>June 2013</td>
<td>Task group met on Monday 9 September 2013 to consider (i) Update on data measures (ii) Further policy update on Universal Credit and welfare reform (iii) Planning for meetings with partners and stakeholders The group has planned future meetings as follows: 25 November 2013 – Meeting with partners/agencies to gather evidence of work being undertaken in relation to the welfare reforms. 22 January 2014 – Meeting with stakeholders to gather evidence to provide a reality check on the impact of the welfare reforms on borough residents and the effectiveness of measures being taken by the council and its partners.</td>
<td>This is a standing task group. As the reforms are being phased in over several years, it is anticipated that the task group’s role will extend until 2015 and potentially longer. A progress report should be presented to Customer and Partnerships Committee in April 2014 and the one page strategy will be reviewed at that time.</td>
<td></td>
</tr>
<tr>
<td>Fixed-term tenancies</td>
<td>October 2013</td>
<td>One page strategy agreed by Committee on 20 June 2013 and membership recruited. First meeting held 2 October and next meeting planned for 12 December to gather further evidence.</td>
<td>tbc</td>
<td></td>
</tr>
<tr>
<td>Health services</td>
<td>tbc</td>
<td>Deferred - Committee to review need for a task group later in municipal year. New proposal for single meeting review focused on alcohol misuse to be considered by committee on 14 November.</td>
<td>Q4 2013/14?</td>
<td></td>
</tr>
<tr>
<td>Road surface condition and response of Warwickshire County Council, and footpath and pavement repairs</td>
<td>tbc</td>
<td>Joint review with WCC proposed. 20 June Customer and Partnerships Committee considered a detailed update on work already carried out by WCC and agreed to review the proposal in November, as well as to consider possibility of proposing alternative focus regarding maintenance of unadopted roads.</td>
<td>tbc</td>
<td></td>
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</tbody>
</table>