

MINUTES OF JOINT MEETING OF BROOKE AND WHITTLE OVERVIEW AND SCRUTINY COMMITTEES

6 NOVEMBER 2017

PRESENT:

Membership of Brooke Overview and Scrutiny Committee: Councillors Claire Edwards (Chair), Mrs A'Barrow, Cranham, Mrs New, Pacey-Day and Srivastava

Membership of Whittle Overview and Scrutiny Committee: Councillors Brader, Butlin, Douglas, Gillias, Lowe, Mrs O'Rourke, Roberts, Sandison and Ms Watson-Merret

Portfolio Holders: Councillors Mrs Crane (Communities and Homes Portfolio Holder), Mrs Timms (Growth and Investment Portfolio Holder), Mrs Parker (Environment and Public Realm Portfolio Holder) and Ms Robbins (Corporate Resources Portfolio Holder)

Officers: Veronika Beckova (Democratic Services Officer)

In attendance: Councillor Roodhouse and Nick Andrews (Rugby Youth Council)

1. APOLOGIES

Apologies for absence from the meeting were received from Councillors Mrs Avis, Mrs Bragg and Keeling.

2. DECLARATIONS OF INTEREST

Item 4 of Part 1 – Councillor Douglas declared a general non-pecuniary interest by virtue of his employment as Policy and Campaigns Officer for the National Federation of Property Professionals.

3. DISCUSSION WITH PORTFOLIO HOLDERS

The Council's portfolio holders attended the meeting to answer questions on performance of their service areas:

Corporate Resources

Corporate Resources covers all areas the Council's finances including collection of community charge and income from services not covered by community charge, such as green waste collection and fees and charges for planning applications. The Corporate Resources portfolio has a budget of around £2 million a year.

The Council is still working towards self-sufficiency by 2020 when Revenue Support Grant will effectively end. This means that the Council must adapt to a new way of working in order to meet that objective. To this end, there has been a complete restructure of the Council's Senior Management Team resulting in a £200,000 saving to the Council. Further income and savings throughout the Council have led to additional income of around £2.1 million.

We are now working on ways to increase our revenue streams in order to reach our target of self-sufficiency by 2020.

Q1 As the Council has set to achieve financial self-sufficiency by 2020, what are you doing to contribute to the plan?

Key services across all portfolios will be reviewed to ensure inputs justify the outputs or outcomes delivered by the services. Any service that has the potential to be delivered more commercially will be developed further.

Specifically for Corporate Resources, before the end of this financial year, we will have in place an Asset Management Strategy. This will enable us to move forward with generating income from our existing portfolio as well as developing new assets, be they one-off sums of money or on-going future income streams.

Q2 Have you agreed an action plan in your portfolio to deliver on the Corporate Strategy? (The answer provided is on behalf of all four portfolios.)

Service plans covering the Corporate Strategy period are in the process of production by officers across the organisation. By the end of the current financial year, these service plans will be prioritised to formulate a Council wide plan. Various internal plan strategies will be aligned to the plan, such as the digitalisation programme, internal audit plan and value for money reviews, in order to ensure services are delivered in the most efficient and effective way.

Q3 When will the Asset Management Strategy be presented to members?

The production of a new Asset Management Strategy is both a complicated and detailed exercise and known to be crucial for the Council to achieve its Corporate Strategy. The previous plan was used as a foundation for the development of the Queen's Diamond Jubilee Centre, Crematorium, Market Quarter, the Accommodation Project at the Town Hall and energy/carbon schemes. The Property Team has been very busy delivering these schemes and has been through a number of service area changes.

A new Property Manager was appointed at the end of August 2017. He has already commenced work on a new Asset Management Plan and has produced a project programme illustrating the workflows and set the target for the new Asset Management Strategy by the end of April 2018. This is an ongoing item discussed at the Leaders' Steering Group where regular updates are given.

A copy of the detail timetable is attached as Annex 1 to the minutes.

The following ***supplementary questions*** were asked:

Does the Council work with its county partners in terms of assets to see if there is any crossover/opportunities?

We will pursue any opportunities where our assets are concerned. We do communicate with all of our neighbours and look at their way of working to see if we can learn something.

How is the Benn Hall performing?

The Benn Hall is performing better with the new marketing plan. A report on the performance of the Benn Hall in the last 18 months will be presented to Brooke Overview and Scrutiny Committee on 7 December 2017.

Q4 Why haven't pubs in Rugby received any funding from the Government's flagship business rates relief scheme?

Cabinet has received two update reports relating to business rates reliefs:

- In the Cabinet report dated 4 September 2017, it was reported that all pubs in Rugby have been written to regarding the business rates relief they would be eligible to receive for one year only.
- In the Cabinet report dated 30 October 2017, it was reported that so far 48 pubs have been given the relief totalling £44,844.53. Those pubs who are part of a chain have not claimed relief probably due to State Aid rules.

The following ***supplementary question*** was asked:

Will any funding underspend have to be returned?

The portfolio holder was unable to provide an answer at the meeting. A response will be sent via email.

Q5 Has the Council undertaken a review of the effects of Universal Credit on the Borough – in particular the rise in tenants in rent arrears noted in the recent Statement of Accounts – and how has this been fed back to the Department of Work and Pensions?

Universal Credit (UC) was first introduced into parts of the borough in November 2013. Initially, this only affected a limited number of residents. Since May 2016, there has been a significant increase in the number of residents who claim UC. Currently, this is just over 2,500. The Council has been working to try and support those affected by UC by providing help to make the initial claim and also be able to maintain their claim through their online account. We have also been providing assistance to those who need help with budgeting.

Since April 2017, the Council has entered into formal contracts with Citizen's Advice Bureau (CAB) and Benn Partnership Centre (BPC) to provide these services on our behalf. Quarterly meetings are held with both organisations and the Department for Work and Pensions (DWP) to identify issues arising. In Quarter 1 of 2017, the CAB assisted 16 clients with budgetary support and this increase to 38 in Quarter 2. We are currently looking at how we can increase awareness that this support is available to clients. We are also encountering clients who although initially request this support, subsequently decide not to take up the offer. To minimise this, we are working with CAB and DWP to look at how we can increase support provided within the Job Centre rather than at an appointment at a later date.

The Council's rent arrears have significantly increased due to approximately 470 tenants who are now UC claimants. The average debt for those in arrears is approximately £820 per tenancy. This has been demonstrated by the fall in our

income collection figures. There are also a small handful of tenants who are in credit.

The Housing Management Team is working more intensively with those tenants in arrears and at point of claim, provide budgeting support and income maximisation advice which has been resource intensive. We are still having issues with our tenants being given incorrect advice on which benefit they should be claiming. Officers are having to assist and talk to the DWP with the customer present to help get their claim for UC which in most cases takes significant amounts of time per call.

The Council is seeing an increase in the number of tenants who are having to rely on the Foodbank and friends/family until they get their first payment which causes hardship and higher levels of arrears as tenants are paying back money they borrowed from friends/family before paying the Council. Officers are working with tenants to work out payment plans so that they can pay both the Council and whoever they have borrowed from.

The Council have had initial discussions with the Credit Union (CU) about further financial support they can provide.

During the last year, the Council has been a member of a national liaison group providing feedback to the UC Implementation Team within the DWP on issues arising with the rollout of UC. In addition to the increase in rent arrears for clients, this has also included the impact of temporary accommodation being funded through UC rather than Housing Benefit (this policy is currently under review within the DWP) and identifying where support and guidance provided by DWP and the Local Authority staff needs to be improved.

The Council has also recently hosted a meeting between a number of local authorities who are about to go live with UC full service, or have recently gone live, and the DWP to ensure that information is shared regarding issues arising and good practice that can be adopted elsewhere.

The following ***supplementary question*** was asked:

Is the service provided by the Credit Union accessible by the Council staff?

The Council has an arrangement with the Credit Union.

Q6 Following the Prime Minister's announcement for extra funding to build affordable housing, do we know what impact this will have on future Council housing in Rugby?

Within the work ongoing on the Asset Management Plan, the Property/Housing Team is analysing potential projects for the HCA funding model. Additional funding such as this is usually added to the HCA to administer through the existing grants regime. We are a registered investment partner and can potentially access these funds although we would be unable to use Right to Buy receipts to cross subsidise delivery. The current programme requires completion of delivery by 31 March 2021 and therefore will be time limited.

The following **supplementary question** was asked:

How much is the grant?

The portfolio holder was unable to provide an answer at the meeting. A response will be sent via email.

Communities and Homes

Q1 As the Council has set to achieve financial self-sufficiency by 2020, what are you doing to contribute to the plan?

The main focus of the portfolio is to ensure that all borough residents have a home that works for them and is affordable. As part of that, the focus is on preventing homelessness, making better use of the existing homes and to help residents live independently in their homes.

A few different work streams are in progress to bring down costs and generate income:

- Digitalisation and automated ways of service delivery where suitable – this is about reducing our costs as well as looking at different ways of working to be able to deal with increased demands from an increasing population in the Borough. A member conversation will be scheduled for January 2018.
- Control Centre Income Generation/Independent living/Life line and assisted living to private sector owner occupiers – we are leading up to offering packages of services for residents i.e. Life line, assisted living aids, gardening services, handyman services, etc.
- Whilst the garden waste service is with Environment and Public Realm, Customer Services take the calls and payments to ensure income is collected for the service. Income generated in 2017 in excess of £700k.
- Housing and benefits services restructure to deal with more proactive financial inclusion and joining up the homelessness prevention work.
- Private Sector Leasing – opportunities to lease properties from private landlords in order to bring down bed and breakfast costs and to place tenants in properties where ordinarily landlords refuse to accept i.e. benefit claimants, etc.
- Information and Communications Technology – continue to explore opportunities for providing services to partners i.e. Nuneaton and Bedworth Borough Council and Warwickshire County Council. Income generated approx. £60k, on-going will be £40k.

Q2 Can the Portfolio Holder provide an update on the number of empty homes in Rugby?

The empty property data for Rugby is extracted from council tax data and is produced quarterly. The data represented in the table is from September 2017 and is subject to fluctuations.

To summarise the data is broken down as follows:

- There are a total of 1348 properties in September 2017 classed as empty.

- 284 properties are exempt from council tax because of one of the following reasons:
 - owned by charity/housing association
 - in prison
 - in residential care
 - deceased
 - probate granted
 - occupation prohibited by law
 - held for minister of religion
 - receiving personal care elsewhere
 - providing care elsewhere
 - left empty by a student
 - repossessed
 - bankrupt
 - empty pitch or mooring
 - unoccupied annexe

- 486 have been empty less than six months – this figure is pretty consistent and represents properties that are newly built or undergoing refurbishment or repair.
- 282 properties have been empty between six months and two years – although some of these can be problematic, the majority still fall into the category of being refurbished or repaired (lack of funds and availability of contractors is often cited as a reason).
- 64 have been empty for over two years (problematic properties).
- 35 properties are judged to be uninhabitable.
- 24 properties are currently appealing the status it has been given.
- 173 are second homes.

When the data is analysed there is no significant increase in numbers moving from different categories, which means that the vast majority of empty properties are empty between 0 – 2 years. The longest empty property, from council tax data, is from 1996. Of the 64 properties only 44 are owned by private individuals the remaining 20 are owned by:

- Charities - 6
- WCC - 2
- RBC - 1 (Bellhouse, 320 Lawford Road)
- Private companies - 6
- Exors - 4
- MOD - 1

Note: *Empty property data is from council tax data there may be other empty properties that are not on the list because council tax are unaware.*

Most of the properties are well looked after and do not present a problem to the wider community which does restrict our powers to deal with them. If they are problematic, we work with Planning Enforcement.

We work closely with Clive Webb in terms of identifying opportunities for empty properties which have potential for the private-sector leasing scheme.

We have directly purchased two larger empty properties – Bell House and one in Cambridge Street. The latter is now being used as temporary accommodation, whilst plans are progressing for the future use of Bell House.

There are several empty alms-houses in Stephen Street (52-62) owned by the Butlin and Elborrow Trust which have been empty for a number of years. We referred this issue to the Charities Commission, who intervened and appointed specialist adviser to offer the trustees support. This has resulted in a successful bid for HCA funding and work is now progressing to bring the properties back into use.

Q3 In line with the Warwickshire Fire and Rescue Service recommendations, would the Council consider fitting sprinklers in Council-owned high-rise properties in the Borough?

Following the fire at the Grenfell Tower and the Cabinet Meeting of the 26 June 2017, Rugby Borough Council in conjunction with the Warwickshire Fire and Rescue Service (WFRS) agreed to facilitate an audit of the high rise blocks and act upon the recommendations of the audit. The Council is currently working through these recommendations and a further audit will take place in January 2018. The WFRS stance on sprinklers is as per the report and the Council is currently looking into the retro fitting of sprinklers in conjunction with other fire suppression systems. In addition, WFRS is taking a report to WCC's December Cabinet for county wide recommendations.

The following ***supplementary questions*** were asked:

The Corporate Strategy talks about engaging more with community groups. Has there been more active encouragement for people in high rise flats to form tenant associations?

An additional issue of the Tenant Times, addressing the issues around Grenfell Tower and encouraging people to come forward if they want to report any concerns, was circulated to tenants. If tenants want to form a group, we would happy to speak to them.

Do we know if there is any subletting going among the properties in Rugby? Is this being monitored?

The portfolio holder was unable to provide an answer at the meeting. A response will be sent via email.

The lighting in some of the blocks of flats is very poor. Is this being looked at?

We are aware of the issue and it is being dealt with.

Do we offer PAT testing to people?

Any appliances which are this Council's property, such as the ones in communal areas, are PAT tested.

Members were informed that:

- The storage of petrol has been raised as an issue and has now been resolved.
- Every year, the WCC provides a service where certain items such as electric blankets are checked.
- If requested, the Warwickshire Fire and Rescue Service carries out home safety visits.

Q4 Could councillors be provided with a rota for the wardens covering tenants in sheltered housing, and is there a mechanism for tenants to feed back to the Council how the new warden service is working for them?

The developing, managing and monitoring of the rotas is an operational function which is carried out by officers on a regular basis and can change quite often in cases of sickness, leave, absence, etc. it would not be appropriate to provide a copy of the rota as this would mean sending this out to councillors on weekly/daily/monthly basis which we simply do not have the resources for. This is an area of operational activity and not for councillor involvement.

A sample copy of the teams/names, schemes they cover and contact information which might be of more use to councillors is attached at Annex 2 to the minutes.

In terms of feedback, the Council has no formal process in place but residents are aware who to contact and how if they have any concerns about how the new service is working. If residents are not satisfied (after initially having reported an issue to their warden) they should contact Housing Services Manager on 533386 or the Warden Supervisor on 533887. Information residents have been provided with when taking a tenancy also provides a direct number (579706) to the Control Centre which they can call 24/7 if needed. This information is also clearly displayed in the communal rooms.

The following ***supplementary questions*** were asked:

Concern have been raised by tenants with regards to the decrease in the level of warden service over time, paying the same amount of money for lesser service and general communication.

A number of warden visits is paid for through the service charge. If residents in a particular block found that they wanted more visits, we would look into it but there would be a cost implication. There are other options that could be considered, i.e. improvements to the communal areas. It is important for issues to be fed back to us so that we can look at what can be done.

Is there an age limit for sheltered housing?

The portfolio holder was unable to provide an answer at the meeting. Members will be provided with an answer via email.

Q5 Is the roll out of Universal Credit and the minimum wait for first payments having an impact on homelessness in Rugby?

The roll out of UC and payment waiting time is having an impact on homelessness in Rugby. Following the last update, the UC generated arrears were standing at just over £400k. Landlords are reluctant to accept prospective tenants in receipt of this benefit as they find the waiting time to receive money as an unacceptable business risk. Further to this those who have an existing tenancy who are obliged to claim UC often find themselves in receipt of notice to quit on account of rent arrears accruing through no fault of their own. Landlords are often not inclined to show forbearance while UC is established. This is driving families down the homelessness route.

A briefing covering all of the issues encountered with UC has been prepared by the Housing Services Manager and a meeting with the minister has been requested.

In terms of those who are already homeless:

UC is proving a barrier to securing alternative accommodation to relieve homelessness. Those occupying interim accommodation are accruing arrears of hundreds of pounds (sometimes thousands) before any money is received. Inevitably, the most vulnerable struggle to engage more than others.

The flow of information from the DWP is also patchy and very limited. The Council has no direct means of discussing cases and is reliant on customers providing the right information/updates via their online portal. In cases of vulnerable customers this can be fraught with difficulty. When we are given information in regard to a payment of UC housing element we are told only that some money will be paid. We are not told how much and when the payment will be made. We are also not informed when payments have ceased.

Q6 How do you plan to combat increasing homelessness among young people?

The Council already plays a fundamental role in delivering services to homeless young people via the Warwickshire protocol for services to homeless 16/17 year olds, fulfilling obligations under homelessness legislation and working with partners to provide supported accommodation, floating support and tenancy training.

This work aims to prevent homelessness or where this is not possible, break the cycle of homelessness. For example, those referred to supported accommodation at Flats 50-66 Deepmore Road receive accommodation and support via the Council's agreement with the Salvation Army Housing Association and Warwickshire County Council. Once the young person has acquired the tenancy skills necessary to sustain their own accommodation they are given urgent priority for rehousing on the housing register. This provides young people with somewhere to stay while they achieve 'tenancy ready status' and reduces the chances of homelessness being repeated. This is one of a number of endeavours, others include work with St Basils, Hope 4, CAB and YMCA.

The direction of legislative travel via the Homelessness Reduction Act 2017 means that prevention will be front and centre of homelessness services from April 2018.

The Council will provide more holistic services including greater cooperation with partners from both the statutory and voluntary sectors. The homelessness offer will be underpinned by greater emphasis on early intervention and sustainable housing solutions as well as addressing issues such as financial exclusion and health issues. Young people will benefit from this increased focus on the matter of homelessness.

The focus of the P.H.I.L (Preventing Homelessness and Improving Lives) trailblazer project is prevention.

Environment and Public Realm

Q1 As the Council has set to achieve financial self-sufficiency by 2020, what are you doing to contribute to the plan?

In February 2017, the Council made a difficult decision to charge £40 a year for garden waste. The service had a successful take up of 48% (22,229 subscriptions) for 2017/18. It is anticipated that the take up of the green waste service will be similar in 2018/19.

The Waste and Transport Manager attended the meeting of Brooke Overview and Scrutiny Committee on 12 October 2017 where he gave a presentation on his service area. The presentation is available on the Council's website as part of the minutes.

The priorities are:

- to identify opportunities for the community safety wardens to help fulfil the aims of the Corporate Strategy;
- to continue providing fly tipping services to neighbourhood councils to generate income; and
- to continue to provide services more efficiently.

The new Head of Environment and Public Realm was appointed and is due to start in early January 2018.

The contract for recycling is up for renewal shortly. The main issue remains the level of contamination. If the levels are not reduced, the Council will not get a favourable rate and runs a risk that the waste will not to be taken at all.

WCC has tasked all the boroughs across the county to talk to their districts about aligning recycling and collection services. WCC has also made a suggestion to the boroughs to consider a three weekly residual waste collection.

Q2 What is the Council doing to ensure that agency staff working for the Council adhere to strict health and safety rules and procedures?

This relates primarily to manual workers based at Hunters Lane, Caldecott Park and Albert Street though it should be noted that the majority of our agency staff are considered full time agency staff as some have been here for up to three years. Policies and procedures in relation to induction and health and safety training for all manual workers are continuously reviewed and updated. Toolbox talks are used as

the primary route for staff briefings and agency staff are subject to the same induction process as directly contracted employees. New drivers are given a driver's induction session with one of our driver trainers and any new refuse loaders are trained by internal trainers. All permanent and temporary staff wear full hi-visibility clothing and are required to adhere to the well-publicised health and safety procedures.

As per the decision of Cabinet in August 2017, a larger Safety and Resilience Team is currently being established which will enhance our health and safety capabilities and resources.

The following **supplementary questions** were asked:

There is a difference between training and how staff acts day to day. Does the Council have any power to enforce if the training is not complied with?

As this is an operational issue, the portfolio holder was unable to provide an answer at the meeting. A response will be sent via email.

Have there been any accidents that would warrant an investigation?

As this is an operational issue, the portfolio holder was unable to provide an answer at the meeting.

Q3 Since the Council introduced the green bin charge, has this created a mixed message to residents about the recycling of food and garden waste?

The Council's leaflet and website provides a clear message about the recycling of food and garden waste. Since April 2017, we have not received any complaints or queries from residents who have subscribed to the chargeable scheme with regard to a mixed message.

The following **supplementary questions** were asked:

Could members be provided with the figures relating to the amount of residual waste disposed at landfills? What is the Council doing to reduce the amount of residual waste going to landfills?

It is the WCC's decision as to where our residual waste is disposed of as they are the disposal authority. They have made a decision, based on this Council's introduction of a green waste charge, that our residual waste can potentially be wet. The results of the waste analysis have shown that there were small amounts of green matter but that there was no substantial difference in the waste.

To reduce the residual waste, the WCC has asked all local authorities in Warwickshire to consider a three weekly collection.

The Waste and Transport Manager is addressing some of the issues and carrying out a number of reviews. One of the reviews carried out is on properties with two and more bins.

Why was the green bin collection not done on direct debit when it was first rolled out?

Officers only had six weeks to roll it out. A number of ways to pay is being considered. Reminder letters and emails will be going out in early January 2018.

Growth and Investment

Q1 As the Council has set to achieve financial self-sufficiency by 2020, what are you doing to contribute to the plan?

The focus is on generating New Homes Bonus and Business Rates income through ensuring continuous and sustainable growth. Our ambitious Local Plan (to be presented to the Inspector in January 2018) is one of our most significant tools to generate long term income.

Revenue generation and staff retention within the portfolio is being looked at very closely.

Q2 £160,000 worth of business rates were committed from Elliott's Field to support the Town Centre. When and how has this been spent?

A range of matters related to Town Centre improvements were considered by the newly formed Visitor Economy Working Party at its first meeting in September 2017. A report will be brought to Cabinet before the end of the 2017/18 financial year providing an update on progress against the Town Centre Vision and Action Plan, use of the Town Centre improvements budget and proposals for further expenditure.

Of the £150,000 allocated for 2017/18 we have spent or committed:

- £20,000 – Town Centre road signage
- £50,000 – market improvements (subject to separate Cabinet approval)
- £35,000 – Hall of Fame marketing and promotion

Q3 Has a sponsor been secured for the World Rugby Hall of Fame?

Discussions are ongoing and as soon as there is something to bring forward to councillors, we will do so.

Q4 With the growth of Rugby through new housing, what provisions are in place for parks and open spaces for young people?

The Council's adopted and emerging local plans set standards for open space provision to be met within all new developments. These standards cover a wide range of open space typologies including parks and various provision for young people. The details of provision are agreed by planning officers in conjunction with the Parks and Grounds Team and are considered on a site by site basis in order to provide for the new communities whilst also having regard for the wider networks of green space in the Borough. Current ongoing and planned developments such as Radio Station Rugby or the South West Urban Extension have been master

planned around their open space assets and will provide significant amenity to the whole population.

Q5 How were young people consulted on the new town centre vision?

The Town Centre Vision is no longer new. It was agreed by Cabinet in late 2015. Consultation on the Vision and the associated action plan included:

- On street surveys
- Workshops in the Benn Hall for the public and local businesses
- Extensive coverage in local press
- Social media campaigns to promote the consultation
- RBC and Town Centre websites

Each of these consultation channels was open to all communities.

Q6 How involved are you in the upkeep of the town centre, in particular 'Rugby Central'?

The Council is directly responsible for the upkeep of our own operational sites of the Town Hall, Albert Street and Rugby Art Gallery and Museum and the formal areas of public open space. The upkeep of all highway land (including footpaths and pedestrianised highways) are the responsibility of WCC. The vast majority of the town centre is in private ownership where the upkeep is the responsibility of the owner.

Notwithstanding the above, RBC has chosen to take a positive role and work in partnership with other stakeholders to ensure the ongoing improvement to the Town Centre as set out in the Town Centre Vision and Action Plan. The Council works closely with key partners such as Rugby First (the BID company) and the owners of Rugby Central and the Swan Centre.

The newly branded Rugby Central was bought by the current owners in 2015 and the Council has worked closely with the owners to enable the recent investments and improvements in the centre.

The following ***additional questions*** were raised:

Cemex has announced that they will be moving their headquarters from Surrey to Rugby. The original idea for the Crown House was to knock it down. How does that influence their decision in terms of remaining in the Town Centre?

Cemex's announcement is good news. One of the key focuses of the local plan was to ensure that the footfall in the Town Centre is increased through either developing residential areas or the night-time economy.

What are we doing to promote the market? Has a different location been considered?

A plan has been submitted to Visitor Economy Working Party. We are looking at an investment of £50,000 subject to Cabinet's approval later this year. One of the reasons why we are investing into our market is to ensure that it is looking a lot

more presentable. The investment will hopefully attract new people into the stalls and ensure that we are a thriving market town.

What is your vision for the Rugby Art Gallery and Museum (RAGM) going forward?

They are very much part of the visitor economy and have a particular ability, together with the Sports and Recreation Team, to be able to attract grants. They work extremely hard and get results. We will continue to encourage them going forward.

The Town Centre Heritage Task Group has been set up to look at Rugby's heritage. Is there anyone in the Planning Team who is skilled enough to manage conservation?

Part of the Corporate Strategy talks about conserving and embracing the natural environment including heritage. If there is a need for a conservation expertise, the Council officers can buy that expertise from outside. Officers are encouraged to recognise heritage in all its aspects.

There are some very old buildings that are not well looked after by their owners and we could lose that heritage asset due to neglect.

A meeting took place recently with the Warwickshire Fire and Rescue Service to look at these buildings and what can be done.

RESOLVED THAT –

- (a) the Communities and Homes Portfolio Holder be invited to an overview and scrutiny meeting to report on the outcomes of discussions with regards to Universal Credit; and
- (b) the Communities and Homes Portfolio Holder be invited to an overview and scrutiny meeting to report on the county wide recommendations following Warwickshire County Council's meeting in December 2017 where a report from the Warwickshire Fire and Rescue Service will be considered.

CHAIR

RBC Asset Management Plan - Delivery Programme

Description

Programme

	Sept	Oct	Nov	Dec	Jan	Feb	March	April
1 Review Stage								
RBC Strategies and Service Delivery Plans								
Property Plans and Programmes								
Property/RBC Delivery Models								
Current Improvement Plans								
	Sept	Oct	Nov	Dec	Jan	Feb	March	April
2 Proposals/Consultation Stage								
Scrutiny Proposals								
Drafting of New Asset Management Plan								
	Sept	Oct	Nov	Dec	Jan	Feb	March	April
3 Draft Asset Management Group - Review and Consultation								
Officers and Senior Management Team								
Cabinet Report								

ILC	Telephone	Cost C	Site	TT
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<p>Carol Murgatroyd Julie Cowper Muriel Humphries Tracey McNaughton</p>	Office 560703		<p>Lesley Souter House CV21 3AJ</p> <p>Hillmorton Astley Place; Bromwich Road; Coton Road; Duffy Place CV21 4EF/High Street; Featherbed Lane; Foresters Place; Fox Close; Jackson Road; Lever Road; Mercer Court CV22 5HG; Pettiver Crescent CV21 4JE; The Kent</p>	

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Control Centre and ILC Supervisors: Lee McCarthy and Dave Sinclair

Control Centre Operators (Daytime)

Alison Roberts
Dawn Watts
Dawn Davies-Lowde
Michael Fraser
Annie Neil
Jennifer McDonald

Mobile Control Centre Operators (Nighttime)

Deborah Antrobus-Williams
Tracey Collinson
Scott Kittendorf
Deborah Goodfellow
Jill Melia
Laura Wilson
Janice King (switching to w/e days from 1 Dec 2017)

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