

# Public Document Pack



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5 August 2013

## **CO-OPERATIVE SCRUTINY BOARD SUPPLEMENT PACK**

Wednesday 7 August 2013  
4.00 pm  
Council House, Plymouth (next to the Civic Centre)

Please find attached additional information for your consideration under agenda items 6, 8 and 15.

**Tracey Lee**  
Chief Executive

# **CO-OPERATIVE SCRUTINY BOARD**

## **AGENDA**

### **PART I – PUBLIC MEETING**

#### **6. WORK PROGRAMMES (Pages 1 - 2)**

To consider and approve work programmes for each of the panels, to include a progress update from each of the Chairs.

#### **8. FORWARD PLAN OF KEY DECISIONS AND PRIVATE BUSINESS (Pages 3 - 4)**

To receive new items from the Forward Plan of Key Decisions and Private Business with a view to identifying items for scrutiny.

#### **15. COOPERATIVE REVIEWS (Pages 5 - 8)**

The Board will be asked to consider the following cooperative reviews submitted by the Your Plymouth panel –

- Customer Services (website and interactive transactions)
- Neighbourhood working

# YOUR PLYMOUTH

Work Programme 2013 - 2014



**PLYMOUTH**  
CITY COUNCIL

**Please note that the work programme is a 'live' document and subject to change at short notice. The information in this work programme is intended to be of strategic relevance and is subject to approval at the Cooperative Scrutiny Board.**

For general enquiries relating to the Council's Scrutiny function, including this committee's work programme, please contact Katey Johns, Democratic Support Officer, on 01752 307815.

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
08.07.2013	Customer Services	To get an overview of where we are in terms of customer service provision to help identify the focus of the task and finish scrutiny review(s)	To help prioritise focus of task and finish reviews	Andrew Stephens
	Housing Plan : Homelessness	To get an overview of where we are in terms of delivering affordable housing	This is a key element within the Corporate plan	Matt Garrett
	Cabinet Member for Cooperatives and Community Development	To inform panel of portfolio responsibilities and to identify possible areas which could benefit from pre/post decision scrutiny	To help develop panel's work programme	Councillor Penberthy
30.09.2013	Emergency Welfare Support (Social Fund)	To look at budget delivery and customer satisfaction	Monitoring outcome of Social Fund Replacement task and finish review	Caroline Camm / Ann Thorpe
	Cabinet Member for Environment	To inform panel of portfolio responsibilities and to identify possible areas which could benefit from pre/post decision scrutiny	To help develop panel's work programme	Councillor Vincent
	Miscellaneous Licensing (Review of Hours)	To form part of the consultation process and help inform the policy review	Consultation	Andy Netherton
04.11.2013	Plymouth Community Safety Partnership (Crime Stats)	To receive an annual update on crime stats for the City	Statutory Function	Sarah Hopkins
10.03.2014				

<b>Task and Finish Proposals</b>	<b>Consideration Priority</b>	<b>Description</b>
Recycling Rates	3	Panel to hear from the Cabinet Member for Environment at its meeting on 30 September prior to any PID being drafted
Neighbourhood / Locality Working	1	The panel to review Neighbourhood / Locality Working
Customer Services (focus on website and interactive transactions)	2	The panel will hear from the Assistant Director for Customer Services on progress with the transformation programme at its meeting on 8 July, prior to preparing the PID and scoping documents for this review
Access to Buildings / Services (Annual Review)	4	Panel to look at barriers (including physical and language)
Advice / Revenues and Benefits Performance	5	Panel to look at performance and complaints

# COOPERATIVE SCRUTINY BOARD

Forward Plan of Key Decisions and Private Business



## LIST OF KEY DECISIONS AND PRIVATE BUSINESS

Reference	Title	Decision Maker and Date of Decision
I056559	REDEVELOPMENT OF THE CIVIC CENTRE AND FUTURE ACCOMMODATION REQUIREMENTS	Cabinet (on the recommendation of Councillor Lowry) 3 September 2013
I057277	HOME PARK FOOTBALL STADIUM AND HIGHER HOME PARK	Cabinet (on the recommendation of Councillor Lowry) 3 September 2013
I057184	ICT SHARED SERVICES	Cabinet (on the recommendation of Councillor Peter Smith) 3 September 2013
I056560	THE HISTORY CENTRE PROJECT	Cabinet (on the recommendation of Councillor Peter Smith) 3 September 2013
I056604	CONTRACT AWARD FOR DOMICILIARY CARE SERVICES	Cabinet (on the recommendation of Councillor McDonald) 3 September 2013
I057185	FUTURE PROCUREMENT OF LOW LEVEL SUPPORT FOR OLDER PEOPLE	Cabinet (on the recommendation of Councillor McDonald) 3 September 2013

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# REQUEST FOR A CO-OPERATIVE REVIEW



Please submit this document to Democratic Support once complete.

The request will be submitted to the Co-operative Scrutiny Board for consideration against the approval criteria and you will be notified of its success. If the Board approve the request for a Co-operative Review on the subject matter below then a project plan will be completed and you may be asked for further information.

What is the name of the review? Customer Services (Website and Interactive Transactions)

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Please provide a brief outline of the subject and scope of the review?

To assess how the corporate website is used with particular reference to interactive transitions and how this can be improved as required

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Please outline the reasons as to why you believe a review needs to take place?

The panel felt that as the councils interaction with the people of Plymouth becomes increasingly electronic, a scrutiny of what we currently provide and what we could potentially provide would prove invaluable.

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What will the review attempt to achieve?

To improve customer engagement and to increase communication options for people when they contact us. To improve satisfaction ratings for people using the corporate website.

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Who will benefit from the review?

Customers of the council

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When do you think the review should commence and why?

November 2013 - this is in line with what is happening under the transformational change agenda

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How long do you think the review might take?

2/3 meetings

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When do you think the review should be completed by and why?

December 2013 - this is in line with what is happening under the transformational change agenda

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Review requested by: Cllr Tuffin

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Date received in Democratic Support

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Scrutiny review  Approved or  Rejected

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Date reviewed by Co-operative Scrutiny Board

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If approved initial project plan meeting date

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The request will be submitted to the Co-operative Scrutiny Board for consideration against the approval criteria and you will be notified of its success. If the Board approve the request for a Co-operative Review on the subject matter below then a project plan will be completed and you may be asked for further information.

What is the name of the review? Neighbourhood Working

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Please provide a brief outline of the subject and scope of the review?

To establish whether the current neighbourhood working model is fit for purpose and to suggest alternatives should it be established that it is not.

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Please outline the reasons as to why you believe a review needs to take place?

The current model has been in place for over 2 years and there is evidence that many are poorly attended and often bring up the same issues time and time again. There has also been a historical difficulty in recruiting and retaining neighbourhood liaison officers.

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What will the review attempt to achieve?

To establish a neighbourhood working model that meets the needs of elected members, Plymouth City Council officers, our partners and the general public.

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Who will benefit from the review?

Elected members, Plymouth City Council officers, our partners and the general public.

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When do you think the review should commence and why?

September 2013. This is in line with the development of a corporate Civil Society Policy that is due to go to cabinet in early November 2013.

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How long do you think the review might take?

2 weeks

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When do you think the review should be completed by and why?

October 2013 to inform the corporate Civil Society policy.

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Review requested by: Cllr Penberthy

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Date received in Democratic Support

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Scrutiny review  Approved or  Rejected

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Date reviewed by Co-operative Scrutiny Board

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If approved initial project plan meeting date

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