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OVERVIEW AND SCRUTINY MANAGEMENT BOARD

AGENDA SUPPLEMENT PACK

DATE: WEDNESDAY 3 MARCH 2010
TIME: 2.00 PM
PLACE: COUNCIL HOUSE (NEXT TO THE CIVIC CENTRE)

Committee Members –

Councillor James, Chair
Councillor Mrs Watkins, Vice Chair
Councillors Coker, Fox, Purnell, Roberts, Thompson, Viney and Wildy

Co-opted Representative –

Mr D Fletcher (Chamber of Commerce)

Substitutes–:

Named substitutes from the Panels may act as a substitute member provided that they do not have a personal and prejudicial interest in the matter under review.

Members are invited to attend the above meeting to consider the items of business overleaf.

Members and Officers are requested to sign the attendance list at the meeting.

BARRY KEEL
CHIEF EXECUTIVE

OVERVIEW AND SCRUTINY MANAGEMENT BOARD

3. MINUTES

The Management Board will be asked to agree the minutes/report of the meetings held on -

3a 3 February 2010 (to confirm) **(Pages 1 - 6)**

3b 15 and 17 February 2010 (to confirm minutes, note report submitted to Council on 1 March 2010) **(Pages 7 - 26)**

6. TRACKING RESOLUTIONS **(Pages 27 - 34)**

The Management Board will monitor progress on previous resolutions, including relevant resolutions of the LSP executive.

9. RECOMMENDATIONS FROM PANELS:

9a To receive and consider recommendations from Panels for O & S Management Board, Cabinet or Council (Growth & Prosperity OSP) **(Pages 35 - 36)**

10. WORK PROGRAMMES:

10a To consider and approve work programmes for each of the Panels (Customers & Communities, Growth & Prosperity, Support Services OSPs) **(Pages 37 - 42)**

10e To receive updates on Task and Finish Groups (Growth & Prosperity OSP – Skateboarding) **(Pages 43 - 78)**

Overview and Scrutiny Management Board

Wednesday 3 February 2010

PRESENT:

Councillor James, in the Chair.
Councillor Mrs Watkins, Vice Chair.
Councillors Coker, Fox, Purnell, Roberts, Thompson, Viney and Wildy.

Apology for absence: Mr D Fletcher (co-opted representative).

Also in attendance: Councillors Bowyer and Ricketts.

The meeting started at 2.00 p.m. and finished at 4.35 p.m.

Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

72. DECLARATIONS OF INTEREST

The following declarations of interest were made by a Member in accordance with the Code of Conduct –

Name	Minute No. and Subject	Reason	Interest
Councillor Wildy	Minute no. 78(a) Bi-monthly Finance and Performance report	Partner is an independent contractor for Devonport Regeneration Community Partnership	Personal
		Member of the Children's Trust	Personal

73. MINUTES

Resolved that the minutes of the meeting held on 6 January 2010 be confirmed as a correct record.

74. CHAIR'S URGENT BUSINESS

There were no items of Chair's urgent business.

75. CALL-INS

(a) Members will be advised of any executive decisions that have been called in

The Chair advised that no executive decisions had been called in.

(b) To monitor actions from Call-ins

There were no actions to monitor from call-ins on this occasion.

(c) Members will receive a schedule of executive decisions that have been deemed urgent with the agreement of the Chair

The Assistant Chief Executive submitted a report on action taken by the Chair of the Overview and Scrutiny Management Board regarding the approval of urgent decisions (in accordance with Special Urgency rules as set out in Paragraph 16, Part 6 of the Constitution) taken by Cabinet Members and by the Cabinet collectively from 21 December 2009 to 22 January 2010.

Resolved that the report be noted.

76. **TRACKING RESOLUTIONS**

Members considered a schedule of tracking resolutions and those present commented as follows –

- regarding O & S Commission minute 37(5) (09/10), minutes of the scrutiny panels, Health & Wellbeing OSP minute 87 (1), it be agreed that the Democratic & Member Support Manager be requested to set up presentations for all Members and LSP theme groups. (A presentation on –
 - how the Care Quality Commission would operate;
 - what the change of inspectorate would mean for the service;
 - how the changes would feed into the CAA.)Members were advised that these presentations were in hand;
- regarding O & S Management Board minute 53(a)(1), new Forward Plan items, 'Contract award for supply of temporary staff', an update from the Urban Care Project Manager, Community Services, was submitted and accepted; this resolution could now be considered to be completed;
- regarding minute 53(b), to agree PIDs/task & finish groups, 'the Area Committee's minute in respect of driving speeds at the Hoe be forwarded to the Growth & Prosperity OSP for consideration and, if it was agreed to take the matter further, a PID should be drawn up by the Panel in conjunction with the Chair and Vice Chair of the Area Committee', this was considered to be a Councillor Call for Action issue.

Resolved that, regarding minute 53(b) above, 'driving speeds at the Hoe', this issue to wait until the Councillor Call for Action toolkit has been agreed.

77. **LOCAL STRATEGIC PARTNERSHIP / OVERVIEW AND SCRUTINY PANELS UPDATES**

(a) To receive updates from each Panel on ongoing / completed work with the related LSP Theme Groups

There were no updates on this occasion.

(b) To agree further meetings / discussions with the LSP Theme Groups

Resolved that a further date for a meeting between Local Strategic Partnership theme group chairs and O & S Board Members be arranged.

78. **PERFORMANCE MONITORING**

(a) To receive the bi-monthly Finance and Performance Report and to identify issues for further review / monitoring by Panels

The report submitted to Cabinet on 19 January 2010 was received by the O & S Management Board.

The Cabinet Member for Finance, Property, People & Governance, the Cabinet Member for Customer Services, Performance & Partnerships and the Director for Corporate Support advised that –

- the Audit Committee had a new role nationally to look at the Treasury Management Strategy and training had been provided for Audit Committee Members;
- a response to the Council's request for capitalisation directions had now been received from Department for Communities & Local Government and they had approved capitalisation of potential Icelandic bank losses and pensions deficit;
- the auditors considered that the Council had good partnership mechanisms;
- CIPs –
 - CIP3, helping people to live independently, was performing strongly;

- CIP5, providing better and more affordable housing, the target was on track;
- CIP9, developing high quality places to learn in, extra funding via Building Schools for the Future had been achieved, e.g. Stoke Damerel;
- waste collection had improved;
- there were fewer complaints.

In response to questions from the Board it was reported that –

- (i) regarding the pension shortfall –
 - a pension shortfall for Devon of £330m was predicted;
 - markets' performance had improved now;
 - there were further deficits to add due to Plymouth Community Homes and Citybus;
- (ii) regarding managing the overspend, the aim was to reduce expenditure but reserves would have to support in the last resort;
- (iii) Citybus money would be used to fund 'invest to save' projects;
- (iv) regarding the Southwark judgement in respect of 16-25 year olds and the impact on Adult Social Care the Local Government Association was calling on Government to be realistic about costs;
- (v) the slippage in the appointment of a project officer for the work around localities would not affect the ability for Localities working to commence in June 2010;
- (vi) there were concerns regarding Local Area Agreement health targets, e.g. obesity, teenage pregnancies, smoking;
- (vii) some stretch targets were realistic but some were not, e.g. unemployment figures;
- (viii) partners were challenging each other more and scrutiny needed to bring partners in to hold them to account; localities working would provide a new opportunity to challenge partners;
- (ix) Carefirst was a priority and was being addressed: Children Services first then Adult Social Care.

Resolved that Cabinet Members and officers be thanked for their attendance.

(Councillor Wildy declared personal interests in the above item.)

(b) To receive updates from Panels on actions / progress on performance issues previously identified

The Vice-Chair reported that she had met with the lead officer for the Health & Adult Social Care Overview & Scrutiny Panel.

(c) To monitor performance against Local Area Agreement targets and to identify issues for further review / monitoring by Panels

See minute 78(a) above.

(d) To monitor performance against the Scrutiny Improvement Plan / development of Protocols

Resolved to defer this item until the meeting to be held on 3 March 2010.

79. **QUARTERLY REPORTS**

The Chair provided feedback on the update he had reported to Cabinet and advised that the following Cabinet resolutions had been achieved –

- (1) Cabinet commends scrutiny for its contribution to the city's improvement agenda;

- (2) Cabinet acknowledges the board's role in the scrutiny of the Local Strategic Partnership;
- (3) scrutiny resources are kept under review to meet expanding role;
- (4) Cabinet will seek opportunities to allow further and earlier scrutiny of documents in the budget and policy framework prior to Cabinet approval.

In response to questions, the Board was advised that

- resources had been allocated to support budget scrutiny in February 2010;
- partners should be asked to contribute resources to scrutiny.

Resolved that Panel Chairs take back to their Panels the thanks of the O & S Management Board for the progress in scrutiny that had been achieved.

80. **RECOMMENDATIONS FROM PANELS**

(a) To receive and consider recommendations from Panels for O & S Management Board, Cabinet or Council

Resolved that –

- (1) the following recommendations be approved –
 - Health & Adult Social Care OSP recommendations from minutes 55, 56 and 59;
 - Customers & Communities OSP recommendations from minutes 57, 58, 60 and 61;
- (2) regarding Customers & Communities OSP minute 56 recommendation regarding Councillor Call for Action toolkit, the draft toolkit to be circulated to all Members for consideration and comments then to be collated and presented to O & S Management Board; if there was agreement to the toolkit then it will be confirmed, if dissent then it will go to a Customers & Communities OSP task and finish group;
- (3) regarding Growth & Prosperity OSP revised recommendation arising from minute 37, the following amendments be agreed –
 - all reasons to be included before recommendations;
 - recommendation (a) be confirmed;
 - recommendation (b), amend to say 'that Plymouth City Council take on a strategic leadership role;
 - recommendation (c) be confirmed;
 - additional new recommendation (d) as follows -
'that Plymouth City Council reviews its recruitment policies to become an exemplar employing body by providing greater employment/work opportunities for disengaged groups e.g. young people, care leavers, young offenders and the longer term unemployed.'

(b) To monitor actions against recommendations made to Cabinet / Council

There were no actions to monitor against recommendations to Cabinet or Council.

81. **WORK PROGRAMMES**

(a) To consider and approve work programmes for each of the Panels

The work programmes of the Overview & Scrutiny Management Board and the Overview & Scrutiny Panels were submitted and considered.

Resolved that 'welfare benefits and tax credits take up' be removed from the Health & Adult Social Care OSP's work programme as this was to be included in the Customers & Communities OSP's task and finish group's scrutiny of the Financial Inclusion Strategy. The task and finish group's scrutiny report will be forwarded to Health & Adult Social Care OSP for information.

(b) To consider and approve additions to work programmes

Resolved that 'music in schools' be added to the Children & Young People's OSP's work programme, but not as a priority.

(c) To receive new items from the Forward Plans for 1 January to 30 April 2010 and 1 February to 31 May 2010 with a view to identifying items for scrutiny

New items from the Forward Plan were submitted for Members' consideration with a view to identifying items for scrutiny.

Resolved that a presentation on the Plymouth Local Investment Plan (FP 42 09/10) be requested for the meeting on 31 March 2010, subject to the decision date.

(d) To agree Project Initiation Documents / Task and Finish Groups

The project initiation document (PID) on Financial Inclusion Strategy – Refresh Action Plan was submitted.

Resolved that the Financial Inclusion Strategy – Refresh Action Plan PID be agreed.

(e) To receive updates on Task and Finish Groups

There were no updates on Task and Finish Groups on this occasion.

82. **COMMUNICATIONS**

(a) To receive reports of any press coverage

Members reported that –

- recent press coverage for health scrutiny represented a success for that panel;
- there was press interest in the 'skateboarding' review.

Resolved that congratulations be extended to the Health & Adult Social Care OSP for the contribution they have made to scrutiny.

(b) To consider any communication plans

There were no communication plans to consider.

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Overview and Scrutiny Management Board

Monday 15 February 2010

PRESENT:

Councillor James, in the Chair.
Councillor Viney, Vice Chair.
Councillors Coker, Fox, Purnell, Roberts, Thompson, Mrs Watkins and Wildy.

Co-opted Representatives: Mr D Fletcher and Mr Kevin Willis

Also in attendance: Councillors Bowyer, Brookshaw, Jordan, Michael Leaves, Mrs Pengelly, Ricketts and Dr Salter.

The meeting started at 9.30am and adjourned at 4.30pm.

Wednesday 17 February 2010

PRESENT:

Councillor James, in the Chair.
Councillor Viney, Vice Chair.
Councillors Coker, Fox, Purnell, Roberts, Thompson, Mrs Watkins and Wildy.

Co-opted Representatives: Mr D Fletcher and Mr Kevin Willis

Also in attendance: Councillors Bowyer, Fry, Michael Leaves, Monahan, Mrs Pengelly and Wigns.

The meeting reconvened at 9.30am and finished at 5pm.

83. **APPOINTMENT OF VICE CHAIR**

Resolved that Councillor Viney be appointed as Vice-Chair for this meeting.

84. **DECLARATIONS OF INTEREST**

The following declarations of interest were made in accordance with the Code of Conduct –

Name	Minute no. and subject	Reason	Interest
Councillor Coker	Minute no. 86 Budget 2010/11	Member of Devonport Regeneration Community Partnership	Personal
Councillor Sam Leaves	Minute no. 86 Budget 2010/11	Member of Primary Care Trust	Personal
Councillor Viney	Minute no. 86 Budget 2010/11	Member of Devon & Somerset Fire & Rescue Authority	Personal
Councillor Wildy	Minute no. 86 Budget 2010/11	Partner an independent contractor for Devonport Regeneration Community Partnership	Personal
		Member of the Children's Trust Board	Personal

85. **CHAIR'S URGENT BUSINESS**

2010/11 Budget Update

The Chair reported that a 2010/11 budget update had been presented to Cabinet on 9 February 2010.

Resolved that the 2010/11 budget update be considered under the Budget 2010/11 item on the agenda.

(In accordance with Section 100(B)(4)(b) of the Local Government Act, 1972, the Chair brought forward the above item for urgent consideration because of the need to inform Members and seek a decision.)

86. **BUDGET 2010/11** (Pages 1 - 16)

- (a) Timetable for 15 and 17 February 2010
- (b) Overview of draft Corporate Plan and Budget Papers
- (c) Draft Corporate Plan 2010-2013
- (d) Overview and Update of People, ICT and Accommodation Strategies
- (e) Corporate Asset Management Plan
- (f) Treasury Management Strategy Statement and Investment Strategy
- (g) 2010/2011 Budget (Revenue and Capital)

Members considered the following -

- (i) the overview –
 - city vision;
 - Corporate Improvement Priorities;
 - revenue and capital spending plans to deliver priorities;
- (ii) Corporate Support and Chief Executive's Departments –
 - outline of priorities and challenges / links with the Corporate Plan (CIPs 1, 2 13 and 14);
 - benchmarking and key performance measures;
 - revenue budget and delivery plans;
 - capital programme – links to priorities;
 - capital programme – governance arrangements and overall affordability;
 - ICT, Accommodation and People Strategies update;
 - key partnerships;
- (iii) Community Services Department -
 - outline of priorities and challenges / links with the Corporate Plan (CIPs 3, 4, 6 and 10);
 - benchmarking and key performance measures;
 - revenue budget and delivery plans;
 - capital programme – links to priorities;
 - key partnerships;
- (iv) Children's Services Department –
 - outline of priorities and challenges / links with Corporate Plan (CIPs 7, 8 and 9);
 - benchmarking and key performance measures;

- revenue budget and delivery plans;
 - capital programme – links to priorities;
 - key partnerships;
- (v) Development and Regeneration Department –
- outline of priorities and challenges / links with Corporate Plan (CIPs 5, 10, 11 and 12);
 - benchmarking and key performance measures;
 - revenue budget and delivery plans;
 - capital programme – links to priorities;
 - key partnerships.

The full report and recommendations relating to the Panel's scrutiny of the Budget 2010/11 are attached as an appendix to these minutes.

Resolved that –

- (1) thanks be extended to all those who had contributed to the scrutiny process;
- (2) the report and recommendations attached to these minutes as an appendix be approved and forwarded to City Council for consideration.

(Councillors Coker, Sam Leaves, Viney and Wildy declared personal interests in the above item.)

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**Overview and Scrutiny
Management Board**

Scrutiny Review Report

February 2010



Budget and Corporate Plan Scrutiny 2010

Plymouth City Council

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Foreword

1. The Council's Overview and Scrutiny Management Board, formed in July 2009, has responsibility for holding the Cabinet to account for its decisions with respect to the corporate budget and policy framework, as set out in the Council's constitution. Its members, drawn from both parties and assisted by co-opted members with expertise from the business and education sectors, are charged with independent scrutiny of the Council's key decisions with respect to financial and performance management matters, as well as the Council's key strategies.

The Council is required to take account of the recommendations contained within this report in making its decisions with respect to the Corporate Plan and revenue and capital budgets for 2010 -11.

2. The Overview and Scrutiny Management Board has planned its programme carefully to challenge whether:
 - the Council's Corporate Improvement Priorities (CIPs) within the draft Corporate Plan are properly tested as being fit for purpose in delivering the city's strategic objectives and achieving the Council's vision
 - the proposed budget, both capital and revenue, is both deliverable and supports the priorities;
 - arrangements are in place to deliver the stated priorities within the financial framework set out in the budget.
3. The findings and recommendations of this report represent the shared views of the entire Board.
4. We would like to extend our thanks to members of the Board, both councillors and co-opted members, for their commitment in conducting this scrutiny review. We would also like to thank the officers who supported us, Cabinet Members, Directors and Assistant Directors who took part in the review. We would also like to thank David Burn from Lambeth Council for his valuable contribution during the planning workshops. Feedback already received indicates that ours was a robust and challenging process that will help to shape both the Corporate Plan and the Council's capital and revenue budget arrangements.



Councillor David James, Chair



Councillor David Viney, Vice-Chair

Scrutiny Approach

5. The Board undertook two planning workshops, supported and facilitated by an IDeA Peer Officer in advance of the two day scrutiny event. As a result of the planning sessions, members were well informed and prepared to embark on a thorough, challenging and robust scrutiny process.
6. The Board convened over two days and took an overview of the Corporate Plan 2010 – 2013 and the Revenue and Capital Budgets 2010/11. As part of that overview the Board received a number of documents which underpin the delivery of the Corporate Plan, including –
 - Overview and update of People, ICT and Accommodation Strategies;
 - Corporate Asset Management Plan
 - the Treasury Management Strategy Statement and Investment Strategy 2010/11;
7. During the planning sessions, information was also considered that summarised customer survey feedback and performance and financial information from the previous year to help inform decision making.
8. The sessions included an overview of the shared vision for Plymouth, the corporate improvement priorities and the corporate and financial planning process, which involved the Leader, Director for Corporate Support and the Assistant Chief Executive, with separate sessions for each corporate service area. The programme of scrutiny culminated in a concluding session with the executive team of the Leader, Cabinet Member for Finance, Property, People and Governance, the Chief Executive, the Assistant Chief Executive and the Director for Corporate Support.
9. The meetings were public and recommendations were agreed, drafted and generated in a dynamic manner throughout each session.
10. At the beginning of each departmental session individual Cabinet Members provided an overview of their portfolio and were then interviewed alongside the accompanying Directors and Assistant Directors, where priorities were explored as well as some more detailed issues.
11. The city's Chamber of Commerce had received a briefing on the Council's corporate plan and budget arrangements, and was represented at the Overview and Scrutiny Management Board by its Chair, Douglas Fletcher who is a co-opted representative on the Board and also Chair of the Wealthy Theme Group. A survey on the existing corporate improvement priorities was conducted at the city's Area Committees and in Drake Circus shopping centre. As a result of feedback from these surveys, it has been possible to gauge the public's view on whether the Council should do more, should maintain current progress, or should do less in respect of each of the corporate improvement priorities. In addition, a joint consultative meeting took place at the LSP Executive, where priorities and budget decisions of the

Council's partners were considered as part of the budget consultation process.

12. The Board considered the recommendations that came out of the Budget and Corporate Plan scrutiny undertaken by the Resources and Performance Overview and Scrutiny Panel in 2009 and felt that in order to better monitor their effectiveness it would have been helpful to have considered them more consistently throughout the year.
13. The Chair of the Overview and Scrutiny Management Board had invited the Chair of the Audit Committee to observe the process and the Board felt that a more formalised arrangement for joined up working would be beneficial next year.

Recommendations

<i>To the Overview and Scrutiny Management Board –</i>	
<i>R 1.1</i>	Following the adoption of the Council's budget on 1 March, the first meeting of the Overview and Scrutiny Management board should receive the recommendations from this scrutiny of the Budget and Corporate Plan to enable preparation of scrutiny work programmes.
<i>To the City Council -</i>	
<i>R 1.2</i>	That the Overview and Scrutiny Management Board and Audit Committee terms of reference should be amended to ensure alignment of activities relating to finance and governance arrangements.

Findings

Challenge of the Overview

14. The Audit Commission had stated in Plymouth's Comprehensive Area Assessment that there were strong relationships with partners in the city. Partnership working was featuring more strongly than ever.
15. Public services were facing financial challenges. Modernising to improve customer service against a backdrop of reducing resources would need staff to be prepared to work differently and would require improved, reliable infrastructure. The Board commented on the importance of providing sufficient resources to support staff through difficult periods of change.
16. The Council has an ambitious programme to deliver in order to achieve excellence by 2012 and further improvements in value for money had to be achieved.
17. The corporate improvement priorities significantly link with the Local Area Agreement (LAA) targets and effective partnership working is key to successful delivery. Locality working was being relied on to deliver improved engagement with residents and partners but there was no specific budget to support this new concept and no evidence yet that partners would contribute to the costs.
18. The Board was concerned about the performance of the Local Strategic Partnership and partners' contributions to CIPs. The failure to meet some of the LAA stretch targets would lead to loss of grants.
19. The Board heard that Plymouth's settlement was significantly lower than neighbouring authorities, that there were increased pressures for Looked After Children and Adult Social Services and that there was a rise in applications for benefits because of the recession. The population data on which the settlement was based continued to be difficult to challenge. The Board was concerned at this continuing problem.
20. Safeguarding vulnerable people was stated to be a priority within the 14 priorities. The Board was not convinced that this priority was sufficiently embedded within all departments.
21. A portion of the capital receipt from the sale of Plymouth CityBus would be used for 'invest to save' schemes. These schemes would need to demonstrate revenue savings in future years. The Board found that at present there were no governance arrangements for the allocation of these resources and felt strongly that scrutiny should play a role in both the allocation of funding and the monitoring of the effectiveness of the invest to save schemes, where appropriate.

Recommendations

To Cabinet -	
<i>R 2.1</i>	That the review of arrangements for performance management of the Local Strategic Partnership and other key partnerships be considered by the Overview and Scrutiny Management Board, with special emphasis given to Local Area Agreement targets.
<i>R 2.2</i>	The People Strategy is amended to reflect more specifically the support that will be given to the Council's workforce in addressing the significant changes envisaged during the lifetime of the strategy.
<i>R 2.3</i>	Progress at developing and implementing value for money plans and targets for Departments should form part of the Council's reporting cycle including the Overview and Scrutiny Management Board, and any possible impact on service recipients should be made clear.
<i>R 2.4</i>	That a review of the arrangements surrounding the negotiation of the stretch targets for the Local Area Agreement 2007-10 be carried out, to highlight any lessons to be learned for future negotiations of this kind.
<i>R 2.5</i>	That appropriate interim targets are put in place so that progress towards addressing major inequalities across the city can be measured effectively through the performance management cycle.
<i>R 2.6</i>	An action plan is prepared setting out the measures that the Council and partners will take to ensure that population data influencing revenue support and strategic planning is accurate and consistent.
<i>R 2.7</i>	That a review of the corporate improvement priorities should be conducted, so that overriding priorities within them are highlighted, and ensuring that targets and milestones are SMART.
<i>R 2.8</i>	That further clarity is needed into how all corporate improvement priorities (CIPs) are being resourced, with specific attention to cross cutting CIPs.
<i>R 2.9</i>	That, in the interests of openness and transparency, governance arrangements for the allocation of 'spend to save' resources, including the role of scrutiny panels are prepared and published.

Corporate Support/Chief Executive's Challenge

22. The Board noted the intention to reduce back office staff, reconfigure the way in which the contact centre and cashiers section operated as well as improve communications and, the website. The Board had concerns about the effect on frontline service staffs ability to deliver should there be a reduction in back office staff.
23. Some Place Survey results were disappointing. The Board was not convinced from the response to questioning in this area that the implications of the results had been understood by the Cabinet Member.
24. The Board commented that although the results might not reflect the actual performance of the Council, they did reflect the opinion of the customer which was an issue in itself. Customer perception must be monitored and measured on an ongoing basis.
25. Performance reward grant was being lost because stretch targets were not being met and concerns were raised as to whether negotiated targets had been realistic. Holding partners to account was essential and monitoring and management of cross agency performance would have to be improved.
26. The Board noted the view that raising the target for council tax collection at this time of emerging from a deep recession was a sensitive issue. Maximisation of income through in-year collection rate could be improved by better processes, but that an overall strategy for income collection from all major sources would be beneficial. The Board found that there might be grants which were available to the Council but that the Council had not applied for and requested further information on these grants.
27. It was acknowledged that ICT was fundamental to improving the delivery of services and underpinned the Council's vision to become excellent. Other than the Care First project, initially focusing on Children's Services, the priorities for ICT had not been made clear and there was insufficient clarity about how ICT provision was being managed or on what basis it was prioritised.
28. Further consideration was given to work with partners and the Board found that the Council's strategies, namely the People Strategy, ICT Strategy, Accommodation Strategy and Asset Management Strategy could be better integrated with each other as well as with those of its partners. There was little evidence of firm plans for co-operation with partners in respect of these areas. The Board acknowledged that scrutiny had a not insignificant role to play in ensuring that the success of the integration of these strategies was monitored.
29. The Board also found that staff were not aware of imminent proposed accommodation changes and showed concern that this could cause unnecessary turbulence in what was already a time of change. The Board felt strongly that more effective communication was necessary in relation to issues which affected staff.

30. There was some disagreement about value for money data relative to council services and the Board felt that there should be more clarity and consistency in how such benchmarks were applied and reported

Recommendations

To Cabinet -	
R 3.1	Overall impact on customers is used as a measure of the benefit of efficiency savings rather on whether savings come from the 'back office' or 'front line' service delivery.
R 3.2	Confirmation required that the Place Survey is accepted as part of the city's performance management framework, and that targets set against Place Survey responses will be used to measure progress against objectives.
R 3.3	A thorough review is conducted of how customer satisfaction will be measured, monitored and assessed, and in particular of how and what targets will be set.
R 3.4	Clarification is sought of the overall approach to all key income collection streams during the recession, including a review as to whether targets are sufficiently challenging.
R 3.5	A comprehensive and prioritised list of ICT support for corporate improvement priorities including 'business as usual' is published and maintained throughout the year.
R 3.6	Measures of success for the combined ICT, Accommodation and People Strategies are developed and monitored through scrutiny. Firm plans for cooperation with partners addressing a range of measures to share resources including buildings, people and ICT are included in the relevant strategies.
R 3.7	Data sources for value for money judgements of all relevant services should be agreed and published as part of overall financial and performance monitoring arrangements.
R 3.8	Proposals for major changes in office accommodation are set out in the Asset Management Strategy or associated plans, and are communicated more effectively across the organisation

Department for Community Services Challenge

31. The Board had concerns about the risks caused by the delay of one year in the implementation of Care First system improvements for the Adult Social Care service. There were pressures within Adult Social Care due to the demographic profile of the city and increasing numbers of elderly people with complex care requirements.
32. The Board found that the revenue delivery plan for Community Services did not include details of all implementation costs and revenue savings; many of the figures were identified as 'To Be Confirmed'. The Board were uncomfortable with this as it presented a significant risk and did not provide clear information on expectations for costs or savings, although reassurances were received from the Director for Corporate Support that further work would be done prior to budget setting.
33. Keeping all delivery plans on track within the budget would be a significant challenge as there was a lack of clarity in respect of delivery plan details.
34. The Board considered that some of the efficiency savings identified were not robust. Some performance targets had not been identified, although the Board were informed that this was due to their being no baseline figures as yet.
35. The Board found that the schools' library service was reliant on a minimum level of buy-in to remain viable and predictions for future years were yet to be confirmed. The Board was concerned that there was no back up plan if schools opted out of the scheme.
36. The Board heard that the Localities working project was being relied on to deliver a great number of aims but had no specific budgetary provision. The Board was concerned that this had not been given proper consideration and as a result was not being supported adequately.
37. It was not clear to the Board what changes would be made in service provision as a result of the Place Survey.
38. The Board were aware that there appeared to have been little progress in the delivery of the Cultural strategy since the creation of the Culture Board.
39. Failure to meet recycling targets was a big concern for the Board. They were informed that in order to address the problem there would be a number of 'invest to save' schemes however details of these schemes had not been identified in the budget.
40. The Board saw a link between CIP 3 – Helping people to live independently and the work that had been undertaken in relation to abandoned houses. The Board felt that the Dementia Strategy was 'aspirational' and that all three of these areas would benefit from consideration by scrutiny.

Recommendations

<i>To Cabinet -</i>	
<i>R 4.1</i>	A risk assessment of the impact of the delay in addressing issues in the Care First management system on adult social care is prepared and published.
<i>R 4.2</i>	The revenue delivery plan for Community Services is fully completed and includes a risk assessment for delivery with mitigation measures.
<i>R 4.3</i>	Monitoring and evaluation of the Localities project, including contributions from partners be prepared, together with an assessment of resource requirements.
<i>R 4.4</i>	Targets should be set for all relevant National Indicators and Place Survey results for Community Services, with reasons given when no targets are set.
<i>To the Culture Board -</i>	
<i>R 4.5</i>	A progress report be provided by the Culture Board detailing objectives, achievements and plans for the coming year.
<i>To Cabinet -</i>	
<i>R 4.6</i>	What specific actions are being taken to address our failure to achieve recycling targets, and how are they to be funded?
<i>To the Overview and Scrutiny Management Board -</i>	
<i>R 4.7</i>	The Dementia Strategy is subject to scrutiny, and includes realistic delivery arrangements.

Children's Services Challenge

41. The Board felt strongly that schools should be affordable community facilities. Board members were keen to see formal engagement between school governors and third sector organisations to ensure that school facilities remained available in schools which take on a trust status.
42. The Board were concerned that a departmental rather than a corporate view had been taken to the provision of support functions in Children's Services and that efficiencies could be found from a more coordinated cross departmental approach. The Director confirmed that this was a priority for the coming year.
43. The Board identified a risk in relation to performance management arrangements for the department. It was unclear as to what the Children's Trust Board were monitoring and what the Children and Young People's Overview and Scrutiny Panel were monitoring. A risk of things 'falling through the gap' existed.
44. The Board noted that there had been a rise of over 100 in the number of children needing care. The Board had concerns, particularly having regard to the poor results of the recent unannounced inspection that, if not resourced properly, this increase could put undue pressure on social work provision.
45. The Board felt that they had received conflicting information which had led to a lack of clarity on the level of investment and people dedicated to the improvement of the Care First management system.
46. The Board felt that the detail around Lifelong Learning in the 2010/11 revenue budget delivery plan was unclear.
47. The Board found that funding for free school meals was currently a matter under consideration. The Board were aware that free school meals were an opportunity to narrow the health gap between communities, this was particularly valid considering that the Council had only narrowly missed a red flag for health in the recent CAA inspection.
48. The Board noted with concern that the joint task and finish group currently scrutinising 'reducing teenage conception rates' had not been informed of the raising of awareness project currently being undertaken by the museum.

Recommendations

<i>To the Building Schools for the Future Sub-Committee -</i>	
<i>R 5.1</i>	Formal engagement between school governors and Third Sector organisations takes place over the memoranda of understanding with new schools to maximise the extent to which their facilities are available and accessible to local communities.
<i>To Cabinet -</i>	
<i>R 5.2</i>	Plans are published for better coordination of 'back office' functions between Children and Young People's services and the rest of the organisation to avoid duplication and to gain efficiencies.
<i>R 5.3</i>	Performance management arrangements between the Children's Trust and the Council's executive and scrutiny arrangements are harmonised and clarified.
<i>R 5.4</i>	That, in light of the poor results of the recent unannounced inspection in Children's Services, the department responds to concerns raised over caseloads of Children's Social Workers, resources for Foster Care and the lack of evidence of new and innovative ways of making efficiency savings in co-operation with other departments and partners.
<i>R 5.5</i>	The Board responsible for the improvement of the CareFirst management system clarify the key elements of the project plan with respect to children's social care, including investment, people resources and key milestones and timelines.
<i>R 5.6</i>	Further details are provided of efficiency savings contained within the budget reduction in Lifelong Learning.
<i>R 5.7</i>	Scrutiny input is requested into the decision as to whether to apply for grant support for free school meals and how match funding is identified.
<i>R 5.8</i>	Initiatives contributing to the reduction of teenage pregnancy should be part of an overall plan, and properly highlighted to relevant stakeholders.

Development and Regeneration Challenge

49. The Board heard that a peer review of private sector housing would be undertaken in March 2010 and felt that scrutiny involvement in this review was imperative. The Board was keen to see the review include benchmarking to test the level of resource currently committed by Plymouth City Council.
50. The Board found that whilst work was in progress to make use of abandoned property, bringing it back into use was a lengthy process and could take up to two years. The Board believed that other options could be considered such as making use of the 'invest to save' funding by making properties suitable for vulnerable people or by exploring the possibility of utilising partner organisations to bring the properties back up to standard.
51. The Board became aware of a number of project boards and management boards which were in existence. It was felt that with no overarching coordination there was potential for duplication as well as a risk associated with those boards which had no overarching governance arrangements.
52. The Board queried whether the Council was ready to make proactive use of its city centre and other assets to counter the possible effect on development as a result of the recession.
53. The Board noted the increase in subsidy to the Plymouth City Development Company and that its business plan was not yet completed, mitigating against its ability to show value for money.
54. The Board heard that an Asset Management Plan was being prepared for the city's transport infrastructure to enable better prioritisation of investment.
55. The Assistant Director for Transport indicated that a number of learning points had come to light during the initial operation of the partnership contract with Amey.
56. The Board queried whether the Council was making sufficient progress with respect to compliance with the Disability Discrimination Act in its principle public buildings.
57. The Board queried the costs of inadequate temporary fixes for pot holes and gritting costs. The Cabinet Member informed the Board that there had been no specific assessment on the budgetary impact following the recent period of severe weather.

Recommendations

<i>To Cabinet -</i>	
<i>R 6.1</i>	The results of the Peer Review of private sector housing in March are submitted to Scrutiny, and should include benchmarking to test the level of both people and financial resources currently committed by the Council in this area.
<i>R 6.2</i>	Use of 'invest to save' resources is considered to prioritise bringing abandoned property back into use, including consideration of greater use of private or not for profit sector partners.
<i>R 6.3</i>	A map of key executive boards is produced showing terms of reference and governance arrangements.
<i>R 6.4</i>	Asset management strategy should better reflect innovative use of the Council's estate and partner contributions during the recession, including asset transfer to the Third Sector.
<i>To the Plymouth City Development Company -</i>	
<i>R 6.5</i>	The objectives and targets of the Plymouth City Development Company, including the added value anticipated in return for its increased subsidy should be published.
<i>To the Overview and Scrutiny Management Board -</i>	
<i>R 6.6</i>	The Transport Asset Management Plan be included in scrutiny work programme.
<i>To Cabinet -</i>	
<i>R 6.7</i>	A review of the Amey contract should be undertaken, including the key learning points for future similar partnering arrangements.
<i>R 6.8</i>	A position statement be provided setting out the Council's current status with respect to DDA compliance of its key public buildings.
<i>R 6.9</i>	An analysis be prepared on the budgetary impact of the recent cold weather emergency on Transport.

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OVERVIEW AND SCRUTINY MANAGEMENT BOARD

TRACKING RESOLUTIONS

Bold target date = outstanding by more than 2 months

Grey = Completed

OVERVIEW AND SCRUTINY COMMISSION RESOLUTIONS

2009/2010

Minute number	Resolution	Date agreed	Action by	Progress	Target date	Comments
33 (1) Governance and Accountability of Local Strategic Partnership	The above comments be referred to Cabinet for consideration (see minute 33(i)-(xiv), attached to this schedule).	2.7.09	Head of Corporate Planning	Management Board received update on 5.8.09 that LSP Executive had considered the draft governance arrangements, and scrutiny arrangements were to be added to that, Cabinet had not yet considered this, report possibly next Management Board meeting. Management Board received update on 7.10.09 that LSP Board wished to consult those affected and had deferred the item, to be considered before December. Scrutiny and LSP theme group interworking protocols considered at Management Board on 6.1.10 and 3.3.10.	14.7.09 2.12.09 31.3.10	Not yet ready (2.9.09)
37 (5) Minutes of OSPs	With regard to Health & Wellbeing OSP minute 87 resolutions (1) and (2), it be agreed that the Democratic and Member Support Manager be requested to set up presentations for all Members and LSP theme groups in order to help promote and disseminate awareness of the information contained within the report of Health Visitor Surveys 2002-2008; (A presentation on – <ul style="list-style-type: none"> • how the Care Quality Commission would operate • what the change of inspectorate would mean for the service • how the changes would feed into the Comprehensive Area Agreement) 	2.7.09	Acting DMS Manager	Management Board received update on 7.10.09 that the presentation for all Members and LSP theme groups on the Care Quality Commission would be delayed until the outcome of the recent Adult Social Care inspection was known.	5.8.09 2.12.09	

OVERVIEW AND SCRUTINY MANAGEMENT BOARD 2009/10 RESOLUTIONS

Minute number	Resolution	Date agreed	Action by	Progress	Target date	Comments
29a (3)	Discussions regarding the report format/content be held by Members at a future time	7.10.09	Board Members	Consider at planning meeting for 3.2.10 meeting.	27.1.10	
31 (2)	Regarding R & P OSP minute 112 (4) (08/09), the Head of Policy, Performance & Partnerships be requested to discuss the proposed restructure of policy and performance personnel within the Services for Children and Young People's department with the Chair of the Children & Young People's OSP.	7.10.09	Head of Policy, Performance & Partnerships/ Ass. Director Services for CY&P (Performance & Policy)	By next meeting of the Children & Young People OSP. To be discussed at next CYP OSP's agenda setting meeting.	19.11.09 3.3.10	
32c new items from the Forward Plan 1.10.09-31.1.10 with a view to identifying items for scrutiny	The Children & Young People's OSP be requested to consider the Forward Plan item no. FP 31 09/10, 'Building Schools for the Future – Governance'.	7.10.09	Democratic Support Staff	To be considered at Children & Young People OSP March meeting.	19.11.09 25.3.10	
34 (2) to receive and consider recs from Panels for Management Board, Cabinet or Council	With regard to (xi), first bullet point (see minute 34), the Head of Policy, Performance & Partnerships be requested to provide a report on 'Councillor Call for Action' and report to the next meeting of the Customers & Communities OSP the date by which this will be available	7.10.09	Head of Policy, Performance & Partnerships	Next Customers & Communities OSP business meeting to be held on 23 November. Due to be considered at Customers & Communities on 25.1.09. See minute 80(a) (2). Completed.	23.11.09	
43 (c) New items from the Forward Plan for 1.11.09-28.2.10 with a view to identifying items for scrutiny	The Chair of Growth & Prosperity OSP discuss with the Deputy Leader and Cabinet Member for Planning Strategic Housing & Economic Development the reason why the G & P OSP had not been included in the list of persons to be consulted with in respect of LDF: Annual Review of Planning Obligations and Affordable Housing Supplementary Planning Document.	4.11.09	Cllr Viney		2.12.09	

Minute number	Resolution	Date agreed	Action by	Progress	Target date	Comments
46 (a) (2)	With regard to Customers & Communities OSP minute 19 'update on tackling anti-social behaviour strategy including the Councillor Call for Action' the Ass. Director for Safer Communities, who was also the lead officer for the Panel, be requested to liaise with the Acting Chief Supt, Devon & Cornwall Constabulary, with a view to achieving the resources needed for – (a) research on national indicators 17 and 21; (b) mapping of intergenerational work within the city and further resources to enhance its delivery.	4.11.09	Peter Aley	See attached response from Ass. Director for Safer Communities. Completed.	23.11.09 3.3.10	
46 (a) (4)	With regard to Safer & Stronger OSP minute 5, 'terms of reference', resolution (1), the Head of Policy, Performance & Partnerships be requested to meet with the Panel Chairs and Lead Officers to identify (i) specific CIPs relevant to individual Panels and (ii) which cross-cutting CIPs were relevant to Panel(s), in time to meet deadlines for the November City Council agenda dispatch.	4.11.09	Head of Policy, Performance & Partnerships/ Democratic Support Staff	All Panel Chairs and Lead Officers consulted. Further consideration by Management Board required before amended terms of reference submitted to City Council.	6.1.10	
50 CUB Budget scrutiny arrangements	The Head of Policy, Performance & Partnerships be requested to investigate the possibility of reciprocal budget scrutiny arrangements with a similar Local Authority.	2.12.09	Head of Policy, Performance & Partnerships	IDeA officer peer to attend 3 February a.m. workshop for budget, and possibly another planning meeting which is intended to be arranged for 9 February. Mr D Burns attended planning sessions. Completed.	6.1.10	
53 (b) To agree PIDs/ Task & Finish Groups	The Area Committee's minute in respect of driving speeds at the Hoe be forwarded to the Growth & Prosperity OSP for consideration and, if it was agreed to take the matter further, a PID should be drawn up by the Panel in conjunction with the Chair and Vice Chair of the Area Committee.	2.12.09	Democratic Support staff	To be considered at Growth & Prosperity OSP at March/April meeting. See minute no. 76(1). Completed.	March/ April 10	
55 (b) (1) To receive information regarding LAA Performance	The Customers & Communities OSP invite the Chair of the Safe & Strong Theme Group to its next meeting with a view to setting up a joint task and finish group in respect of NI 192 'recycling levels'.	2.12.09	Democratic Support staff	Acting Ch. Supt of Police unable to attend OSP meeting on 25.1.10, but on agenda for consideration. See minute no. 80(a) (1). Completed.	25.1.10 29.3.10	
58 (a) (2)	Regarding Customers & Communities OSP minute 39, 'CIPs', the Head of Policy, Performance & Partnerships be requested to take forward the issue of finance and performance reporting to Panels with the Panel Lead Officers.	2.12.09	Head of Policy, Performance & Partnerships		6.1.10	

Minute number	Resolution	Date agreed	Action by	Progress	Target date	Comments
67 (b) (2)	O & S Panel Chairs and Theme Group Chairs will continue to work closely together and take an overview role in the development of theme group delivery plans.	6.1.10	Peter Honeywell / Democratic Support Staff			
69 (a) (1) Recs from Panels: recs from Panels for O & S Management Board, Cabinet or Council	To approve the recommendation from the Children and Young People's OSP for a joint task and finish group with Customers & Communities OSP to consider facilities for disabled people in the city, with input from the Adult Health & Social Care OSP.	6.1.10	Democratic Support Staff	PID to be prepared. On Children & Young People's OSP work programme. Completed.		

Minute number	Resolution	Date agreed	Action by	Progress	Target date	Comments
69 (a) (2)	<p>The Growth & Prosperity OSP reconsider their recommendation to better reflect all information received at both panel meetings in which worklessness was considered, and to highlight the Council's role as a city-wide leader on the worklessness agenda.</p> <p>Recommendation submitted was –</p> <p>a) Tackling Worklessness is essential to the City meeting the objectives set out in the Local Economic Strategy, Sustainable Community Strategy, Children & Young People's Plan as well as a range of other targets. Whilst it is recognised that Worklessness impacts in many aspects of the Council and partnership's work e.g. health, learning etc ultimately it demands a lead service area and can best be addressed from a Strategic Economic Development perspective</p> <p>Recommendation: That the Department for Development & Regeneration take on the ownership and leadership of the Worklessness agenda on behalf of the Council and that links across Plymouth City Council are accordingly established to a) ensure the councils role is clearly understood and b) that from an Economic Development perspective that skills development aligns with the economic drivers of the city and key sectors</p>	6.1.10	Democratic Support Staff	<p>Additional recommendations by Growth & Prosperity OSP –</p> <p>b) The present framework with central and local government and the third sector is too complicated. The emerging consensus in national policy, endorsed by Overview & Scrutiny is that operationally Worklessness is best led by the Local Authority, under the strategic direction of the LSP;</p> <p>Recommendation: that Plymouth City Council take on a leadership role</p> <p>c) The Children & Young People OSP will be aware of the Skills and NEETs agenda. The Growth & Prosperity OSP recommends that PCC reviews its Recruitment policies to become an exemplar employing body, by providing greater employment/work opportunities for disengaged groups eg young people, care leavers, young offenders and the longer term unemployed</p> <p>Recommendation: That HR work with Assistant Director Economic Dev and his team to develop a strategy for Plymouth City Council recruitment under the Worklessness agenda and that CMT endorse this. See minute 80(a) (3). Completed.</p>		
76 (1) Tracking Resolutions	Regarding minute 53(b) above, 'driving speeds at the Hoe', this issue to wait until the Councillor Call for Action toolkit had been agreed;				31.3.10	
76 (2)	The draft Councillor Call for Action toolkit be circulated to all Members for their consideration.			See minute 80(a) (2). Completed.		

Minute number	Resolution	Date agreed	Action by	Progress	Target date	Comments
80(a) (1) Recs from Panels	The following recommendations be approved – <ul style="list-style-type: none"> Health & Adult Social Care OSP recs from minutes 55, 56 and 59; Customers & Communities OSP recommendations from minutes 57, 58, 60 & 61. 	3.2.10		Completed.		
80(a) 2)	Regarding Customers & Communities OSP minute 56 rec regarding Councillor Call for Action toolkit, the draft toolkit to be circulated to all Members for consideration and comments then to be collated and presented to O & S Management Board; if there was agreement to the toolkit then it will be confirmed, if dissent then it will go to a Customers & Communities OSP task and finish group.	3.2.10	Acting DMS Manager	Circulated to all Members	31.3.10	
80(a) (3)	Regarding Growth & Prosperity OSP revised minute 37, the following amendments be agreed – <ul style="list-style-type: none"> All reasons to be included before recs; Recommendation (a) be confirmed; Recommendation (b), amend to say ‘that PCC take on a strategic leadership role’; Recommendation (c) be confirmed; Additional new recommendation (d) as follows – ‘that PCC reviews its Recruitment policies to become an exemplar employing body by providing greater employment/work opportunities for disengaged groups e.g. young people, care leavers, young offenders and the longer term unemployed’. 	3.2.10	Democratic Support Staff	Completed.		
81 (a) Work programmes for each of the Panels	That ‘welfare benefits and tax credits take up’ be removed from the Health & Adult Social Care OSP’s work programme as this was to be included in the Customers & Communities OSP’s task and finish group’s scrutiny of the Financial Inclusion Strategy, with the scrutiny report to be forwarded to Health & Adult Social Care OSP for information when completed.	3.2.10	Democratic Support Staff	Health & Adult Social Care work programme adjusted. Completed.		
81 (b) additions to work programmes	That ‘music in schools’ be added to the Children & Young People’s OSP ‘s work programme, but not as a priority.	3.2.10	Democratic Support Staff	On Children & Young People’s work programme. Completed.		
81 (c) new Forward Plan items	That a presentation on the Plymouth Local Investment Plan (FP 42 09/10) be requested for the meeting on 31 March 2010, subject to the decision date.	3.2.10	Democratic Support Staff		31.3.10	
81(d) PIDs	That the Financial Inclusion Strategy – Refresh Action Plan PID be agreed.	3.2.10	Democratic Support Staff	On Customers & Communities OSP’s work programme. Completed.		

Overview and Scrutiny Commission 2 July 2009 (2009/10)

33. GOVERNANCE AND ACCOUNTABILITY OF LOCAL STRATEGIC PARTNERSHIP

The Head of Corporate Planning submitted a report outlining the Council's governance arrangements for the Local Strategic Partnership (LSP), together with the draft Plymouth 2020 LSP 'How we will operate' document.

The Cabinet Member for Customer Services, Performance and Partnerships and the Head of Corporate Planning advised Members that –

- the Council would be judged with partners and it was important to have an effective LSP;
- the Council must hold the LSP to account and the new scrutiny structure was aligned and supporting that aim;
- the project was starting from a reasonable position, with decision making clear, risk management in place and partners keen to continue to improve and to implement the proposals of the LSP Review.

Members raised the following points –

- (i) there were concerns that not all partners were fully committed to the partnership ethos, e.g. the Hospital Trust, and more work was needed to ensure partners were working together;
- (ii) so far, only one meeting between Overview and Scrutiny Panel (OSP) and Theme Group chairs had taken place and more consultation between OSP and LSP was required to agree protocols;
- (iii) partners needed to recognise the democratic legitimacy of the Council's role;
- (iv) OSPs had the powers to scrutinize partners performance and a greater understanding of the potential role of scrutiny and commitment to working constructively was required;
- (v) scrutiny powers in relation to Local Area Agreement (LAA) should be recognised as a tool for performance management;
- (vi) more clarity regarding reviewing what is achieved by the LAA was required, ensuring that there was no duplication between LSP and scrutiny;
- (vii) clear national guidance was required regarding links between overview and scrutiny and partners which added value to the delivery of the LAA;
- (viii) finding new ways to tackling complex problems reflected in the LAA, e.g. teenage pregnancies, was essential;
- (ix) more meetings and sharing of information, e.g. exchanging minutes between OSP and theme groups, was required, but co-options of theme group chairs to OSPs could cause a conflict of interest.

In response, Members were advised that –

- (x) information on the performance of the LAA was included in the bi-monthly finance and performance report;
- (xi) the LSP recognised that commitment to partnership became weaker further down the organisation and was aiming to address this with a recommendation to strengthen communication, by signing up to protocols and by putting in place a performance management framework;
- (xii) the Audit Commission had issued guidance in a national report providing good comparative context and an indication of what they would assess, e.g. governance, sharing resources, shared consultation;
- (xiii) co-options to scrutiny were for the Management Board to approve and relationship issues would be addressed through the Scrutiny Handbook;
- (xiv) a 'breakfast' meeting had been arranged for 16 July 2009 and an agenda would be issued shortly.

O & S Management Board minute number 46(a)(2), Recommendations from Panels –

With regard to Customers & Communities OSP minute 19 'update on tackling anti-social behaviour strategy including the 'Councillor Call for Action', the Ass. Director for Safer Communities, also lead officer for the Panel, be requested to liaise with the Acting Chief Supt. Devon & Cornwall Constabulary, with a view to achieving the resources needed for –

- (a) Research on national indicators 17 and 21;
- (b) Mapping of intergenerational work within the city and further resources to enhance its delivery.

Response from Assistant Director for Safer Communities –

Plymouth City Council and the Police are pooling resources to work on confidence and awareness raising which underpin the NIs associated with ASB and crime. A member of staff from the Community Safety Unit has been allocated to this work and considerable police resources are also being input. We are still recording a fall in ASB - 7.7% lower in 2009/10 (April - Dec compared to whole of 2008). Public confidence work includes initiatives with the Youth service and the Herald (and links with the intergenerational work - see below) developing an initiative called 'The kids are alright'. This looks at celebrating the good things that young people do and to avoid demonising them; it delivers the message that 7% of young people commit 83% of the crime .

Alongside this we are running community focus weeks and, eg council staff have joined forces with the Police in a Plympton Staysafe evening to increase public confidence and a similar event in Stonehouse.

Plymouth City Council successfully bid for national demonstrator status in intergenerational volunteering in July 2009. For younger participants, the work includes promoting: greater resilience and motivation to avoid 'risky behaviour'; greater participation in positive activities; improved perceptions of young people by older people.

For older participants, it includes work on improved perceptions of older people by young people and reduction in fear of crime.

The first quarter's targets are to have delivered:-

- 148 Young people achieving one or more outcomes
- 115 Older people achieving one or more outcomes
- 24 Educational establishments engaged (Schools, Libraries etc)
- 12 participants reporting greater understanding of the other group (Older/Younger) and increased confidence in interacting with the wider community.

February 2010

Growth & Prosperity Overview and Scrutiny Panel draft minute**51. PLYMOUTH CITY COUNCIL HOUSING SERVICES**

The Assistant Director for Strategic Housing and the Cabinet Member for Planning, Strategic Housing and Economic Development provided the Panel with an update on Plymouth City Council's Housing Service (as set out in the agenda, pages 123-134).

In response to questions raised it was reported that –

- (i) the Council was due to carry out a strategic Review of Homelessness and Housing Advice Services; it would be beneficial for the Growth and Prosperity Panel to scrutinise this process in order to ensure that both services are fit for purpose, geared to existing demands and address prevention;
- (ii) work undertaken including the delivery of Neighbourhood Management Programmes in North Prospect and Stonehouse and the delivery of the Efford Building Communities Initiative was a success; from feedback received there was an increase in local residents who felt they were able to get involved in local activity and those that were satisfied with their area as a place to live;
- (iii) Devon Home Choice went live last month and was proving very successful as every property advertised had received hundreds of hits on the website; the website also clarified which housing band individuals were on;
- (iv) local housing needs were an important factor to the council and were hoped to be addressed by a development in local housing due to a £21m grant from the Government;
- (v) the Devonport library was to be a priority with kick start funding;

Resolved that –

- (1) the Panel explore and review key areas of strategic housing, specifically Choice Based Letting and the private renting sector in order to identify how both areas are working;
- (2) the Panel host two presentations by Plymouth Community Homes on the delivery of the transfer promises;
- (3) the Panel host a review of Plymouth Community Homes twice yearly;
- (4) a monitoring report on Devon Choice Lettings be incorporated into the Panel's future work programme;
- (5) the Panel receive a report from the Peer Challenge on private rental;
- (6) the Panel lead the scrutiny engagement with all services that fall under strategic housing;
- (7) Strategic Review of Homelessness and Housing Advice services be incorporated into the Panel's future work programme;

(Councillor Thompson declared a personal interest in this item as he was a board member of Plymouth Community Homes)

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Customers and Communities Overview and Scrutiny Panel

Work Programme 2009/10

Topics	J	J	A	S	O	N	D	J	F	M	A
Licensing Authority Policy Statement Under the Gambling Act 2005 (<i>Written Report</i>)				28							
Life Centre and Related Projects						23		13			
Plymouth's Sports Facility Strategy					26			25			
Events Strategy - Coherent Marketing Strategy (<i>Joint Task and Finish Group</i>)											
Review of the Library Service (<i>Task and Finish Group</i>)											
Plympton Library Replacement – Update (<i>Written Report</i>)								25			
Cumulative Impact Policy (<i>Written Report</i>)				28							
Equalities Framework (Equality Standards for Local Government Peer Review)											
Financial Inclusion Strategy – Refresh Action Plan (<i>Task and Finish Group</i>)								25			
Localities Work (<i>Task and Finish Group</i>)						2 / 5					
Crime and Disorder Reduction Partnerships											
Allotment Strategy											
Tree Strategy											
Waste Collection										29	
Election Annual Review – Update (<i>Written Report</i>)						23					
Access to Services Inspection – Update (<i>Written Report</i>)						23					

Topics	J	J	A	S	O	N	D	J	F	M	A
Councillor Call for Action Took Kit								25			
Safe and Strong Theme Group – Update <i>(Written Report)</i>								25			
Joint Finance and Performance Monitoring including LAA Performance Monitoring (subject to the Overview and Scrutiny Management Board referring issues to the Panel)				28		23		25		29	
Monitor CIPs that the Panel is responsible for – CIP 1 (improve customer satisfaction by providing services designed around customer needs) CIP 6 – (to enhance the quality of life of Plymouth residents by widened and improved opportunities to participate in cultural and leisure activities) <i>(referred to the Panel from the Overview and Scrutiny Management Board 7 October 2009 Meeting)</i>						23					
National Indicator 192 ‘Recycling Levels’ <i>(Joint Task and Finish Group with Safe and Strong Theme)</i> <i>(referred to the Panel from Overview and Scrutiny Management Board 2 December 2009)</i>								25			
Quarterly Reports										29	
Tackling Anti Social Behaviour Strategy				28						29	



Growth and Prosperity Overview and Scrutiny

Work Programme 2009/10

Issues Panel May Wish to Scrutinise	J	J	A	S	O	N	D	J	F	M	A
Worklessness				28		23	7				
BID Veto					26						
Carbon Reduction Commitment					26					22	
Strategic Housing Functions									19		
Local Development Framework Annual Monitoring Report									19		
City and Sub Regional Governance								25			
Eastern Corridor Briefings									19		
Destination South West: Aims and Objectives and consideration of future Plymouth City Council membership.							7				
Joint Finance and Performance Monitoring including LAA Performance Monitoring (subject to the Overview and Scrutiny Management Board referring issues to the Panel)											
Monitor CIPs that the Panel is responsible for – CIP 5 (Providing better and more affordable housing) CIP 10 (Disposing of waste and increasing recycling) CIP 11 (Improving access across the city) CIP 12 (Delivering sustainable growth) <i>(referred to the Panel from the Overview and Scrutiny Management Board 7 October 2009 Meeting)</i>							7				

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Growth and Prosperity Overview and Scrutiny Panel (Reviews)

Thursday 4 February 2010

PRESENT:

Councillor Coker, in the Chair.
Councillors Ball and Martin Leaves.

Apologies for absence: Councillor Reynolds

The meeting started at 10.00 am and finished at 12.30 pm.

Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

1. DECLARATIONS OF INTEREST

There were no declarations of interest in accordance with the code of conduct.

2. CHAIR'S URGENT BUSINESS

There were no items of Chair's Urgent Business.

3. MINUTES

Resolved that the minutes of the meeting held on 3 December 2009 be approved as an accurate record.

4. REVIEW OF PLYMOUTH SKATEBOARDING BY-LAW

Inspector Russell Sharpe from Devon and Cornwall Police, Councillor Wiggins Portfolio Holder for Transport and the Head of Network Management attended the final Skateboarding By Law Task and Finish Group meeting in order to provide the Panel with their opinions upon the skateboarding by law, possible solutions to the problem caused by skateboarding and the cost of possible deterrent measures.

Inspector Russell Sharpe informed Members that –

- (i) the current skateboarding by law was very difficult to enforce as it referred to 'nuisance' which was hard to establish, if the by law was changed to a complete ban skateboarders would be criminalised;
- (ii) having spoken to young people who skated in the area, officers were informed that the skaters wanted a skate park nearby;
- (iii) in his opinion, skateboarders liked to be seen performing their tricks and stunts;
- (iv) the police would enforce a skateboarding by law however Members were of the opinion that it would be beneficial for an alternative skating venue to be sought;
- (v) the Crown Prosecution Service felt it was the responsibility of the Council to prosecute skateboarders breaking the skateboarding by law ; Plymouth City Council representatives considered it would cost between £70 and £100 for each prosecution;
- (vi) a mobile skate park may be more appropriate as city centre land was of high value;

- (vii) it was difficult for the police to enforce the skateboarding by law 24/7 as police resources would be focused towards higher priority crime;

Councillor Wiggins, Cabinet Member for Transport informed Members that –

- (viii) he was interested to hear evidence collected by the Task and Finish Group;
- (ix) he was unaware of anywhere in the city centre where a skate park could be incorporated;
- (x) he did not want to curtail a reasonable activity that was spoilt for the majority by a few individuals;
- (xi) he agreed that signage needed to be adapted to remind skateboarders of their actions

The Head of Network Management informed Members that –

- (xii) the estimated cost of deterrent measures to city centre furniture and paving were expensive as health and safety measures had to be carried out;
- (xiii) AMEY would be tasked to do the work if this was agreed.
- (xiv) it was important for shared space to be incorporated for any future designs to the city;

Having heard from the Police and the Portfolio Holder for Transport, and also having taken into account evidence from the first two panel meetings, Members agreed that it was very clear from all the evidence that skateboarding was not conducive to this area, because of the numbers of the public crossing the area to reach different destinations.

The Panel noted the fact that there had been a minimum number of formal complaints to the authority and the Police, but that there was a significant undercurrent of informal complaints about the activity not being suitable and causing anxiety to members of the public; this was confirmed by the results of the survey commissioned by the Panel.

The majority of the feedback from members of the public and witnesses supported the implementation of a total ban, but they went on to say that they would not support a total ban without a suitable alternative location being made available.

Feedback from the Police Service confirmed that a new by law, to totally ban the activity, would potentially involve a significant resource from both the Police and the Authority and it was unlikely therefore that it could be appropriately enforced and subsequently unlikely to have the desired effect. The legal framework for by laws was currently under review nationally, and may impact on local enforcement arrangements later this year.

The Panel noted further feedback from the Police and unanimously agreed that they would not like the young people to be criminalised due to their participation in a sport of their choice.

Resolved that Overview and Scrutiny Management Board be requested to approve the following recommendations–

- (1) The Panel recommends the retention of the current by law;

In the short term;

- (2) The Panel recommends that the legal department review the words on the external signage in the area to ensure that it appropriately informs people of the dangers of prosecution should they cause a nuisance, harm or damage in accordance with the current by law;

- (3) The Panel recommends that a suitable alternative site be sought for urban skateboarding;

In the longer term;

- (4) The Panel recommends that future design proposals for areas of the city centre consider communal use of space and to ensure that final designs take into account either the encouragement or deterrent of skateboarding activity.
- (5) The Panel recommends that a further review takes place once the new Central Park Skateboarding park and the indoor facility at Cattedown have had time to mature and when the future enforcement legislation is known; this review to be undertaken by the Lead Member for this neighbourhood under the Councils Localities Working arrangements.

5. **EXEMPT BUSINESS**

There were no items of exempt business.

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**Overview and Scrutiny Management Board
Task and Finish Group
Scrutiny Review – Report
February 2010**



Skateboarding By-Law

Plymouth City Council

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1 Introduction

- 1.1 The Overview and Scrutiny Commission (replaced by the Overview and Scrutiny Management Board) approved in principle, on 2 July 2009, the establishment of a Task and Finish group to review the Skateboarding By-Law with membership to be drawn from the Growth and Prosperity Overview and Scrutiny Panel. The Task and Finish Group will submit its findings for approval to the Overview and Scrutiny Management Board on 3 March 2010.

2 Executive Summary

- 2.1 The Growth and Prosperity Panel established a Task and Finish Group to review the Skateboarding By-Law in the city centre.
- 2.2 The Group received representations from a variety of witnesses.
- 2.3 Key issues and findings included that –
- there was not a complete ban on skateboarding under the existing skateboarding by-law;
 - the wording of the current by-law was open to interpretation as it stated that ‘no person shall in any of the designated areas skate, slide or ride on rollers, skateboards, wheels, mechanical contrivances or other equipment in such a manner as to cause danger or nuisance...’; it was highlighted that the word nuisance was very ambiguous;
 - the skateboarding by-law was produced by Plymouth City Council, however it was currently the responsibility of Devon and Cornwall Police to enforce;
 - the existing skate park at Central Park was to close due to the commencement of the Life Centre Project however there were plans for a replacement skate park to be built; consultation on a proposed site which would be situated in the vicinity of the current skate park was due to start on 11 November 2009;
 - the skateboarders should not be criminalised as they were partaking in a sport and had not caused nuisance elsewhere;
 - an area should be allocated in the city centre where the youths could skateboard;
 - skateboarders liked to have an audience;
 - problems may arise if the potential skateboarding ban imposed in the city centre coincided with the closure of Central Park skate park;
 - it was felt that some members of the public particularly the elderly feared for their safety and were intimidated by skateboarders that sped towards them at fast speeds;
 - deterrent measures to street furniture and paving would be very expensive;

- the issue of the skateboarding by-law was raised by the chair of the Devonport, Stoke, St Peter and the Waterfront Area Committee;
- it was important for the city centre to incorporate shared space working;
- unregulated skateboarding in the retail and business areas of the city centre does not give a good impression of the city:
- it was difficult for the police to enforce the skateboarding by law 24/7 as police resources were focused towards higher priority crime;
- the Crown Prosecution Service would not take action against the skateboarders;

3 The Panel

3.1 The Task and Finish group had a cross party membership comprising the following Councillors -

- Councillor Coker (Chair)
- Councillor Ball
- Councillor Martin Leaves

For the purposes of the review, the Task and Finish Group was supported by –

- Gill Peele, Business Manager for Development and Regeneration
- Anthony Davis, Service Support & QA Team Manager
- Kim Hayden, Project Assistant
- Mark Lawrence, Lawyer
- Helen Rickman, Democratic Support Officer

4 Scrutiny Approach

4.1 The Task and Finish Group convened on three separate occasions to consider evidence and hear from witnesses -

- 28 October 2009
- 3 December 2009
- 4 February 2010

4.2 Members of the Task and Finish Group aimed to examine and make recommendations on –

- the current skateboarding byelaw that was enacted in 2001, in order to ensure that it is operating in the most effective way.

The Work Programme Request (PID) is attached as Appendix 1.

4.3 At its meetings on 28 October 2009, 3 December 2009 and 4 February 2010, the Task and Finish Group considered evidence from witnesses, raised questions and considered answers and recommendations relating to the Skateboarding By-Law.

5 Witnesses

5.1 The Task and Finish Group heard representations from –

- John Williams – Cafe Roma Manager
- Sarah Harris – Youth Parliament Coordinator
- Kathy Davey – City Centre Street Operations Manager
- Mike Kendall – Amey Highways Management Coordinator
- John Drury – Anti Social Behaviour Manager
- Tom White – Head of Network Management
- Catherine Dilloway – Project Manager
- Karen Brimicombe – Portfolio Manager
- Councillor Stevens – Ward Councillor for Devonport
- Councillor Mrs Stephens – Ward Councillor for St Peter and the Waterfront
- Anthony Patten – University of Plymouth – Security
- Inspector Russell Sharpe – Devon and Cornwall Police
- Councillor Wigen – Cabinet Member for Transport

Members considered written representations from –

- Barbara Duffy - Plymouth Age Concern
- Chris Patey – Playgrounds Officer
- Cathy Tasker – Services
- Nick Marker – Prime Delux Ltd
- Councillor Nicky Wildy – Labour – Devonport
- Councillor Sue McDonald – Labour – St Peter and the Waterfront
- Hannah Metson – Customer Services Programme Manager
- Inspector P Willingham – South Sector Neighbourhood Team – Devon and Cornwall Police
- Local skateboarders
- Civil Enforcement Officers

The Task and Finish Group also commissioned the following consultation –

- City Centre public consultation on skateboarding
- Civic Centre frontline workers

Responses from witnesses and evidence received from the survey commissioned by the Panel are detailed in Appendix 2 of this report.

6 Key Issues Arising from the Evidence

6.1 From the results of survey commissioned by the Panel the following key themes emerged.

- 6.1.1 Out of 104 members of the public surveyed regarding skateboarding in the city centre, 61 were against skateboarding, 24 were for it and 19 had no opinion upon the matter;
- 6.1.2 A clear majority, 72% of those who expressed an opinion were in favour of banning skateboarding from public areas in the City Centre. There was an equally clear majority of 74% of those who wanted a ban, were also in favour of providing an alternative site for the skateboarders, before introducing a ban. The customers surveyed were divided into groupings based on age, gender and whether they required assistance walking (walking sticks, wheelchairs etc.). An even split between age and gender was achieved in the survey and there was a significant number who required assisted walking. There was no statistically significant difference in the results from these groupings.
- 6.2. From the legal advice given to the 'Task and Finish Group', Members of the Panel were informed that -
- 6.2.1 Any attempt to enforce the existing bylaw would be difficult because of the requirement to prove that skateboarders were causing a nuisance.
- 6.2.2 The introduction of an outright ban would result in the criminalisation of the skateboarders.
- 6.2.3 The Crown Prosecution Service would not take action against the skateboarders and it was therefore the responsibility of the Council;

7 Findings

- 7.1 Based on the evidence the Panel had collected, it was believed the problems arising from skateboarding in the city centre would be addressed if –
- the wording of the current Skateboarding By-Law was amended
 - the skateboarders were provided with an alternative site

8 Recommendations

- 8.1 In order to achieve the required outcomes, listed as 'benefits' in the Project Initiation Document, i.e. –

"The proposed 'Task and Finish Group' would enable a full debate between all interested parties before any conclusions are drawn",

the following recommendations are proposed –

It is very clear from all the evidence, that skateboarding is not conducive to this area, because of the numbers of the public crossing the area to reach different destinations.

The panel notes the fact that there have been a minimum number of formal complaints to the authority and the police, but that there is a significant undercurrent of informal complaints about the activity not being suitable and causing anxiety to members of the public. This was confirmed by the results of the survey commissioned by the panel

The majority of the feedback from members of the public and witnesses supported the implementation of a total ban, but they went on to say that they would not support a total ban without a suitable alternative location being made available.

Feedback from the Police Service confirmed that a new by law, to totally ban the activity, would potentially involve a significant resource from both the Police and the Authority and it is unlikely therefore that it could be appropriately enforced and subsequently unlikely to have the desired effect. The legal framework for by laws is currently under review nationally, and may impact on local enforcement arrangements later this year.

The panel noted further feedback from the Police and unanimously agreed that they would not like the young people to be criminalised due to their participation in a sport of their choice.

1. The panel recommends the retention of the current by law

In the short term;

2. The panel recommends that the legal department review the words on the external signage in the area, to ensure that it appropriately informs people of the dangers of prosecution should they cause a nuisance, harm or damage in accordance with the current by law.
3. The panel recommends that a suitable alternative site be sought for urban skateboarding.

In the longer term;

4. The panel recommends that future design proposals for areas of the city centre consider communal use of space and to ensure that final designs take into account either the encouragement or deterrent of skateboarding activity.
5. The panel recommends that a further review takes place once the new Central Park Skateboarding Park and the indoor facility at Cattedown have had time to mature ,and when the future enforcement legislation is known; this review to be undertaken by the Lead Member for this neighbourhood under the Councils Localities Working arrangements.

Appendix 1

Request for Scrutiny Work Programme Item

1	Title of Work Programme Item	Review of Plymouth Skateboarding Byelaw		
2	Responsible Director (s)	Nigel Pitt, Director of Development and Regeneration		
3	Responsible Officer Tel No.	Tom White, Head of Network Management Ext 4256		
4	Aim	To carry out a review of the current skateboarding bylaw that was enacted in 2001, to ensure that it is operating in the most effective way.		
5	Objectives	To consult with colleagues in the Police, ward members, Area Committees, other Council departments and other stakeholders and to investigate alternative options.		
	Benefits	The proposed 'Task and Finish Group' would enable a full debate between all interested parties before any conclusions are drawn.		
	Beneficiaries	Members of the public - Improved safety and potential new facilities Police - Ability to enforce byelaw		
6	Criteria for Choosing Topics	A number of complaints have been received from members of the public, has also been an issue raised at Area Committee meetings Potential risk to health and safety in 'shared space' Damage to street furniture Facilities for young people		
7	Scope	Three areas covered by the existing byelaw; City Centre, Broadway and Ridgeway		
	Exclusions	None		
8	Programme Dates	TBC		
	Timescales and Interdependences	Milestones	Target Date for Achievement	Responsible Officer
		TBC	TBC	TBC
9	Links to other projects or initiatives / plans	City Centre Area Action Plan, West End Regeneration/Shared Space, Corporate Plan (CIPs 1, 2, 6)		
10	Relevant Overview and Scrutiny Panel	Sustainable Communities/Growth & Prosperity OSP		
11	Lead Officer for Panel	Daniel Sharpe, Partnership Compliance Officer		
12	Reporting arrangements	TBC, once timescales have been agreed		
13	Resources	Staff time only (quantify by dept)		
14	Budget implications	Resources within existing budgets		
15	Risk analysis	Public perception, CCAAP/Shared Space, Coordinated Solution, Health and Safety		

16	Project Plan / Actions	Project Plan to be prepared by relevant officers and lead members of Task and Finish Group
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Appendix 2

Witnesses - Growth and Prosperity Overview and Scrutiny Panel (City Centre Skateboarding Review)

Given below is a summary of the witness statements.

Sarah Harris – Professional Youth Worker & UK Youth Parliament Coordinator Participation and Staff Development Team – PCC

Comments from Members of Youth Parliament and the Plymouth Youth Cabinet.

The views stated below are our own and those of the young people that we are elected to represent. As individuals, we all have different opinions and the statements reflect this, so they may be contradictory.

- I find the skateboarders outside the Civic Centre to be intimidating and rude and I hate walking through them.
- The other day one of them almost knocked over my 5 year old niece and wasn't bothered that he had scared her.
- It's irritating that they think civic is theirs and they are a danger risk to us and themselves.
- It's prohibited outside the civic anyway and they cause a general nuisance.
- Saturday's are 'skater days' and it shouldn't be that way.
- We feel that the prohibition signs are there for a reason. Although there isn't really a serious risk to safety, there needs to be another well-lit area for them to skate so they can move on.
- They need somewhere with good lighting and a flat open space.
- Although some may be a nuisance, most don't want to cause a problem.
- You don't see people playing football and rugby in the city centre so why should they take part in their 'sport'!
- There is nowhere else for skaters to go.
- The signs aren't effective and something needs to be done.
- Our concern is that there is nowhere else to skate. They do need somewhere like a temporary skate park during production of the life centre. There should be easy access as well, near town.
- They will be annoyed if things are changed so there should be communication to see them through the changes. Don't just change the law and start arresting them. This will cause damage instead of building relationships with them.

- They need more space and it should be somewhere better lit
- They are skating right by a road and also on an area well used by the public. They're an obstruction and they are intimidating.
- There should be punishment for people that do cause harm
- When they are not harming anyone, then it's okay.
- The main implication is that there is not anywhere else to go. Some just genuinely want somewhere to skate and are quite nice.
- Where would the hypothetical 'new skate park' be and how much would it cost?
- It's a useless space outside the civic anyway.
- People that BMX / roller blade and take part in ball games would have to be banned too.

Mike Kendall – Amey Highways Management – PCC

- To date this year (from, 1st December, 2008), there has been no repair to any highway furniture, as a direct result of skateboarding activities.
- There has been some damage to a black granite seat, o/s the Edinburgh Woollen Mill, but this is as a result of vehicular impact, and not skateboarders.
- However we do suffer damage to the black granite seats from time to time, as these are used as riding rails by the skateboarders. This usually results in the black granite panels having to be re fixed to their supports. Damage to the edges of the granite has not merited replacement, to date.
- Since installation, we have replaced three black granite seat sections at a cost of £300 each. (This was a couple of years ago so costs will have increased)
- Average repair costs to fixings to granite is in the region of £350 per incident.
- I have installed stainless steel "Nibs" to one seat, as an experimental deterrent to skateboard damage, which has been successful. This work at the time amounted to £50 per nib, or £300 per seat (2 in each granite section).

Tom White – Head of Network Management – PCC

- The estimated cost of deterrent measures to city centre furniture and paving were expensive as health and safety measures had to be carried out. AMEY would be tasked to do the work if this was agreed.
- It was important for shared space to be incorporated for any future designs to the city.

Inspector Russell Sharpe – Devon and Cornwall Police

- The current skateboarding by law was very difficult to enforce as it referred to

'nuisance' which was hard to establish, if the by law was changed to a complete ban skateboarders would be criminalised.

- The police would enforce a skateboarding by law however Members were of the opinion that it would be beneficial for an alternative skating venue to be sought. It was difficult for the police to enforce the skateboarding by law 24/7 as police resources would be focused towards higher priority crime.
- Having spoken to young people who skated in the area, officers were informed that the skaters wanted a skate park nearby. In his opinion, skateboarders liked to be seen performing their tricks and stunts.
- The Crown Prosecution Service felt it was the responsibility of the Council to prosecute skateboarders breaking the skateboarding by law; Plymouth City Council representatives considered it would cost between £70 and £100 for each prosecution.

Karen Brimicombe – Project Services Team, Corporate Support - PCC
Catherine Dilloway – Capital Programme Team, Finance Team PCC

- The skate park needs to be relocated as it sits within the development area for the Life Centre i.e. where car parking and the new entrance road will be located. It was part funded by Sport England funds and if not re-provided the grant would have to be repaid.
- The planning application for the Life Centre incorporated a new location for the skate park, on a corner of land to the north of the clock tower on the edge of the existing Mayflower Centre site. Feedback from young people, neighbourhood police and the Parks department identified that this was not the preferred location. This was due to the feeling that it would bring skate park users into conflict with other park users as a result of its proximity to one of the main pedestrian routes within the park and its position relatively close to the main entrance of the Life Centre. However users, both skateboarders and BMXers are keen to be involved in the design and delivery of the new facility, which will take place in the New Year.
- The existing skate park sits in the middle of the area required by the Life Centre Contractor for their site compound and storage. Once the Contractor has been appointed discussions will take place about the point in their programme that the existing skate park will need to be taken out of action and this will be communicated to users.
- Work is progressing on the delivery of the replacement skate park project and the programme is under constant review to see if the end date, November 2010 can be brought forward. An exhibition has been staged in the Central Park Pool recently with two consultation sessions being held where people could view a plan outlining the site currently being considered. The results of this consultation indicate that the relocation site is supported. Once the site has been agreed the council will employ a specialist team of designers who will work with park users to develop detailed plans for the new facility. The proposed site is larger than the existing site. This is because the skate park users aspire to a larger facility than the present one.
- The Council is aware of skaters concerns about not having a facility for some time once the existing skate park is closed. The Youth Service has a mobile ramp which it is looking to make available to skaters during this time. The Council has been working with Prime Deluxe Skateboarding Shop on plans it has to open up a not for profit indoor skate boarding facility in Cattedown which would help cover the gap in provision.

- The Youth Service has worked with Young People to submit a bid to the Youth Capital Fund for materials to build the ramp and health and safety training. This grant was recently approved and the indoor skate park will be operational from the middle of December.

Currently the Council is communicating in a number of ways to ensure that not only skate park users are informed but also that the wider public, many of whom use the park are kept up to date on developments. These routes include:

- Formal press releases from our communications unit via the local press
- Via a distribution list set up from the details of those young people that have attended the various consultation sessions and are known to the Youth Service,
- Notices put up at the skate park,
- Through the Prime Skate Park web site and their links to Facebook, Twitter and other social networking sites
- Skateparkpages.co.uk has been incorporating information on the central park site

Mr John Drury - Anti Social Behavior Manager – PCC

- He felt the issue around skateboarding in the city centre was a land use issue; the skateboarders should be accommodated as they were taking part in a legitimate activity; the skateboarders liked to use furniture, steps and hand rails;
- The skateboarders used the city centre to skate as it was a safe environment in which they could be seen. The topography was also right as the city centre was flat; skateboarders are more likely to move away from the city centre if they were provided with a suitable site nearby;

Kathy Davey, City Centre Street Operations Manager – PCC

- She had been employed by the council for 14 years, 10 of those worked outside in the city centre on a daily basis; in the last 5 years she had been seconded to the City Centre Company;
- The City Centre Company employed wardens and on a daily basis they received complaints in respect of skateboarding and cycling in city centre but there were very few reported injuries from skateboarders in the city centre that she was aware of.
- From a personal viewpoint, she considered that perceptions were an important factor with regards to skateboarding in the city centre; she felt that the public feared for their safety and were intimidated by skateboarders that sped towards them at fast speeds.
- She had received phone calls from the 'First Stop Shop' from Councillors asking her to speak to the skateboarders. She considered the skateboarders to be very nice people who were enjoying their sport. On numerous occasions she had approached the skateboarders and highlighted to them the damage they had caused to street furniture and reminded them of the terror they inflicted upon elderly people.
- She believed that skateboarding should be banned to protect the public, however she felt that other facilities should be provided to the skateboarders such as a fenced off area in which they could skateboard safely and the public could enjoy watching them.

In response to questions raised, Kathy informed the Panel that –

- The current skateboarding by-law was difficult to enforce as the wording wasn't clear.
- She would support the idea of moving the skateboarders to a designated site in the city centre.
- People who walked on the pavement did not expect to see a skateboarding coming towards them.
- Skateboarders enjoyed skating on walls and seats; she felt it would be beneficial to simulate an area that included these objects.
- The Copthorne Hotel had experienced lots of problems with skateboarding so she felt it would not be beneficial to move skateboarders to that area of the city centre.
- The skateboarders who skated in the city centre were street skaters who would not like to skate inside; she believed they enjoyed the thrill of skating on the street where they were in view; skaters who skated in the city centre felt safer there than in the Central Park skate park;

John Williams – Owner of Café Roma

- He did not consider the skateboarders to be a problem as they were good children;
- There were other more important problems involving youths in the city centre that should be addressed first;
- The skateboarders should not be criminalised as they were partaking in a sport and had not caused nuisance elsewhere;
- He accepted the potential fear skateboarders caused to the elderly and the damage they caused to street furniture however he felt that the issue could be addressed by communicating with the skateboarders in order to make them aware of the potential problems they were causing;
- At weekends there were many more undesirable people in the city centre, such as gangs of youths who ran riot.
- It was important that the Council should work with the skateboarders rather than against them.
- In area should be allocated in the city centre where the youths could skateboard.

In response to questions raised, John Williams informed the Panel that;

- He considered that the issue with skateboarding was likely to be a problem throughout the country.
- If skateboarders were given a designated area to skate and didn't use it there would be a problem.
- He had been informed that Central Park skate park was too dangerous to use and skateboarders liked to have an audience.
- The skateboarders did not need more laws which would criminalise them; he felt that essentially they were good children who needed guidance.

Anthony Patten – University of Plymouth

- The university was private property however they encouraged public access by setting up walkways which also attracted some skateboarders.
- Any report of skateboarders on the University of Plymouth site was recorded and from November 2008 to November 2009 there were 40 incidents involving skateboarders recorded
- Skateboarders tended to hang around in groups of approximately 6-8 people.
- He did not perceive skateboarding to be a spectator sport.
- To prevent further damage to property pegs had been added to seats to stop skateboarders grinding along them.
- The University of Plymouth were keen to work alongside Plymouth City Council in enforcing skateboarding;
- There had been no injuries caused by skateboarding as of yet.

In response to questions raised, Anthony Patten informed the Panel that;

- The security staff at the university could only stop someone skateboards if they thought they were a student.
- The university lacked the manpower or the time to properly deal with the issue of skateboarding.
- He had also witnessed problems with cyclists.

Councillor – Kevin Wiggins – Conservative Plympton Dunstone

- He was not aware of any alternative venue in the city centre where a skate park could be incorporated.
- He did not want to curtail a reasonable activity that was spoilt for the majority by a few individuals.
- He agreed that signage needed to be revised to remind skateboarders of the possible consequences of their actions.

Councillor – Bill Stevens – Labour Devonport

- My view is that the current by-law is unworkable and should therefore be replaced as soon as possible.
- Most weekends see the huge majority of the area between the Guildhall and the Council House used by youngsters for skateboarding, often with little or no thought for pedestrians, many of whom are elderly or families. This is totally unacceptable behaviour.
- The damage caused to the street furniture is also terrible. That, and the huge amount of litter they drop, makes a high profile part of Plymouth look shameful.

Appendix 3

Written Statements - Growth and Prosperity Overview and Scrutiny Panel (City Centre Skateboarding Review)

The Task and Finish Group received the following inputs:

Councillor – Nicky Wildy – Labour ,Devonport

- I do not wish to change anything. Generally I do not have a problem with skateboarders in City Centre. I Think members of public often demonise young people. Any further by-laws make more work for Police who have better things to do and also it is probably unenforceable. I do not want to criminalise young people who are engaged in a relatively innocuous sport.

Councillor – Sue McDonald – Labour Party St Peter and the Waterfront

- Skateboarders are becoming increasingly prevalent in the area between the Guildhall, Law Courts and the Civic Centre because of the scope of their activities, and at times, what appears to be an increase in numbers.
- It is my understanding that there is an element of display in skateboarding not only amongst themselves but to passers by and the public. For this reason, the provision of any facility, unless it is within the public gaze will not be used to it's widest extent and is therefore unlikely to displace the current skateboarding venue within the city.
- Visitors to the city have expressed surprise as they head toward the Hoe that skateboarding appears to be tolerated when sometimes people feel that they have been subjected to some rudeness and also feel that walking is less than safe.
- I'm told that there is damage to pavements and kerbs and also planters and low walls.

Cathy Tasker – Services for Children and Young People – PCC

- Many Young People don't want to be Skateboarding in the City Centre where local people are nervous of their causing an accident/injury. They have no choice currently because they cannot afford to get to Central Park skatepark. For those who can afford to get to Milehouse, the Central Park skate park will be demolished (to make way for the life Centre) and the replacement will not be built until November 2010.
- There is an indoor skatepark being developed through YCF monies bid for/by young people in Cattedown which is closer, however the young people will be charged at £4 per session.
- In addition, there is a mobile skate provision run by the Stonehouse Play Association which is currently rented out, with staff, to locality teams in the Youth Service and other organisations. This provision is well used by young people and would be an alternative to prohibiting the activity in the City Centre altogether. The young people currently using the City Centre could put in a bid (supported by youth workers) to secure its use in a designated area agreed by the scrutiny panel in or around the City Centre.

This will offset the need to criminalise the activity or young people who are-

- * Currently not breaking the law.
- * Achieving the Every Child Matters outcomes - Staying Safe and Being Healthy.
- * Fascinating many people using the City Centre, including young people who aspire to be fit, healthy and adept at sport.

In addition this meets several of our Children and Young People's Priorities including-

No. 5 Enabling young people to have fun.

No. 9 Improve opportunities for young people to make a positive contribution

No. 10 Raise young people's aspirations.

Chris Patey – Playgrounds Officer – PCC

- We have currently got Skateboard ramps in the following locations, Chaddlewood Open Space, Peacock Meadow and Central Park;
- Central park is the largest of the three and is due to be closed soon. There are plans to reinstate the skate park after the building of the Life Centre however its location has still to be decided. Catherine Dilloway from Development is leading on the Skateboard project along with Nick Jones (Principal Parks Services Manager).
- We have no objections to new sites for skateboarding being created as long as there is sufficient funding in place for its maintenance and aftercare. We would always request to be involved in any new play /skate park development at the very beginning to ensure our service is not compromised.

Barbara Duffy – Age Concern Director

- I know this will be received after your first meeting of the Task and Finish Group but thought it may be useful in some way.
- I circulated an e-mail asking for comments from staff and older people who use our services. The main issues that came to me were that some older people had experienced skateboarders coming towards them at speed and this was very worrying/frightening to them. This was especially true in respect of people with some degree of sensory loss. There was a general feeling that skateboarders did need somewhere 'fit for purpose' to undertake this activity (rather than in a busy city centre area) such as a purpose built skate park.

Nick Marker – Prime Delux Ltd

- Regarding the potential bylaw targeting skaters outside the civic centre. We are aware that the civic centre has been a social meeting spot for younger generations who enjoy skateboarding for over 20 years. It is now a popular meeting spot for skateboarders and the friends of skateboarders.
- We feel it would be a shame to see these younger people be classed a criminals when they are merely enjoying a healthy activity. We strongly feel it would benefit Plymouth directly to promote and support such activities to younger people.
- The area next to the pond seems to be a very large area with little purpose. We feel it would be a great idea to section a square area with a curb height barrier to stop skateboards rolling in to pedestrians. It would be beneficial to offer street furniture in

this area for recreational use and to reduce the need for skateboarders to use/ damage other areas of town.

- Once the council is seen to support healthy activities, it may be worth discussing methods to reduce minor upset due to the lack of such provisions. We strongly feel that by supporting the activity with suitable provisions would award far more daily benefits than issues for younger people and the general public in Plymouth. We would be very happy to provide an area design.

Hannah Metson – Customer Services Programme Manager PCC

Here are our findings, from talking to staff. Over the previous 12 months we have received between 1 - 5 customers verbally complaining each month about the skateboarders outside the Civic, and they have made the following comments:

- Skateboarders crossing their pathways (in front of pedestrians)
- Skidding along and along benches, concern over damage to benches, pathways, paving slabs and wooden and granite seats.
- Large groups gathering around the doors and cashiers side doorway.
- Skateboarders flying off their boards and falling to the ground.
- Knocking over the elderly
- Noise
- ALTERNATIVE suggestions from the public are to have skateboard parks in the CITY,

Inspector P Willingham - South Sector Neighbourhood Team, Devon & Cornwall Police

I am the Inspector who has responsibility for Policing Plymouth City Centre. I have for some time been engaged with the Council over the review of a Bye-Law, specifically Councillor Bill Stevens. I would wish to make the following observations:-

- * The Police do not receive many complaints from the public in relation to skateboarding in front of the Civic Centre. In fact we have received only one complaint in the past 12 months.
- * Skateboarding has not been identified as a 'Partners and Communities Together' priority through community engagement.
- * I have witnessed members of the public raising concerns reference skateboarding at Area Committee meetings. However, this is usually in response to the issue being on the agenda, rather than them bringing it as an issue which concerns them.
- * I acknowledge the fact that many young people do use the area outside of the Civic Centre to Skateboard and Cycle. This activity can lead to damaged street furniture and may be construed as dangerous to pedestrians.
- * The Police would support the renewal of a workable Bye-Law, but only as part of an inclusive problem solving process. Any response should not be purely enforcement

based, but should include alternative venues and engineering/ designing out the problem.

- * I would wish to seek clarity as to the aims of prosecution and which authority would be responsible for enforcement.

Appendix 4



Skateboarding Review Public Consultation Consultation Survey Results

Client: Assistant Director for Development & Regeneration (Transport & Highways)
Release: Final
Version: 0.6
Date: 02/03/2010
Author: Jamie Yabsley / Tony Davis / Kim Hayden

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Document Control

Revision History

Release	Version	Date	Reason for Change
DRAFT# A	0.1	24/11/09	Initial draft
DRAFT# A	0.2	25/11/09	Additional work to document
DRAFT# A	0.3, 0.4,0.5	26/11/09	Additional work to document by Tony Davis / Kim Hayden
DRAFT # A	0.6	28/01/10	Supplementary Information further survey / responses received.

Distribution

This document has been approved by the following.

Release	Name	Post
Version 0.5	Gill Peele	Business Manager
	Tony Davis	QA & Support Manager
	Jamie Yabsley	Senior Project Officer
Version 0.6	Gill Peele	Business Manager
	Tony Davis	QA & Support Manager
	Jamie Yabsley	Senior Project Officer

1. Background

1.1 Introduction

The Growth and Prosperity Overview and Scrutiny Panel met on Wednesday 28 October 2009 to review Plymouth's Skateboarding By-Law. One of the actions to come from this meeting was to carry out a small informal Public Consultation to gauge public opinion with regard to Skateboarders using public spaces in the City Centre for recreational skateboarding. The results of the consultation are to be available for the next meeting of the Growth and Prosperity Overview and Scrutiny Panel on Thursday 3 December 2009.

The consultation is to be carried out by questionnaire in the city centre; with a target of one hundred samples across as diverse a cross section of the public as can be achieved. The questionnaire is not designed for the skateboarders; they will be the subject of a separate consultation carried out by the Youth Parliament.

The Public Consultation was carried out successfully during weeks 33 and 34 by Officers from the Plymouth City Council Development and Regeneration Department Business Support Team. The results are shown in section 2 of t and s.

Subsequent to the public consultation referred to above, the opinion of some Council Officers who are front line workers based in the Civic Centre was obtained. These officers were chosen because they and their customers have to pass through the area used by the skateboarders. These results are shown in section 5.

A summary of the consultation of both the Public and Council Officers is given in section 6.

2. Results – Public Consultation

2.1 Overview

This consultation exercise was carried out across two days at the beginning of November. The exercise was aimed at capturing the thoughts of the residents of Plymouth on skateboarding within the City Centre.

The survey was designed to only keep the customer for 30 seconds with the option for the customer to spend more time talking candidly if they wished to do so.

For this survey, the personal details were split as such.

Gender: Male or Female

Age: Over or under 30 – This was estimated by the surveyor.

Assisted Walking: Walking or not walking with aid

The questions for this survey were as follows.

We asked the customer if they had an opinion on skateboarding in the City Centre.

This question gave us a yes or no answer, a no meant the end of the survey and a yes was followed with the remainder of the survey as follows.

- Are you for or against skateboarding in the City Centre?
- Do you think there should be an outright ban on skateboarding in the City Centre?
- Do you think Plymouth City Council should provide an alternative site for skateboarders?
- If necessary do you think Plymouth City Council should build an alternative site for skateboarders?

At the end of the Yes or No responses the customer was asked if they had any specific suggestions or comments to make regarding skateboarding in the City Centre. These responses are shown later in this document.

Given the increasing number of charities and other companies trying to stop passers by it was a difficult task to get people to stop and speak for the fear of us trying to get money from them or to sell them something. This said, the majority of customers over 30 were willing to stop to give their thoughts and the under 30s were not so willing.

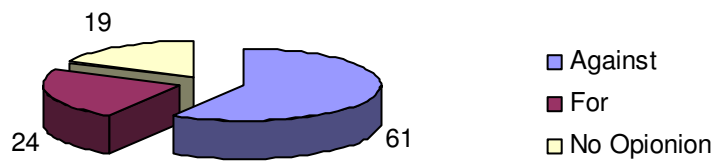
This simply meant asking and stopping more under 30s until we were happy we had a balance view.

2.2 The Results

The number of customers surveyed for this consultation exercise was 104.

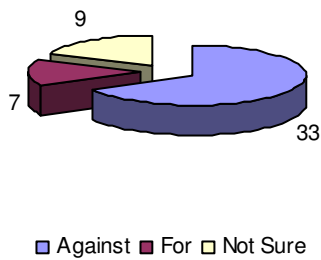
- 104 customers surveyed 49 were over 30, 55 were under 30, 51 were male and 53 were female and 11 relied on assisted walking.
- 61 were against skateboarding in the City Centre, with 24 for it, and 19 with no opinion.

Are you For or Against Skateboarding In the City Centre?

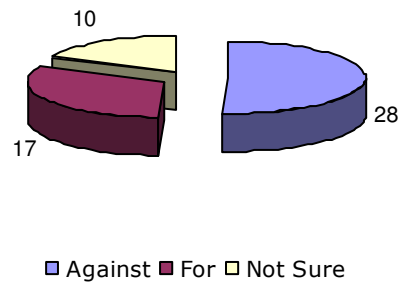


- There was no significant gender related difference.
- There was a small age related difference with more under 30's being for skateboarding than over 30's. However in both cases the majority were still against.

Over 30s For or Against Skateboarding in the City Centre

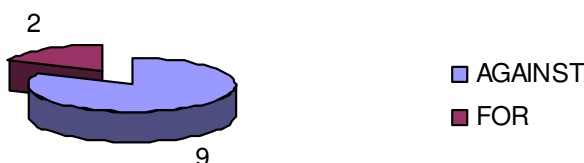


Under 30s For or Against Skateboarding in the City Centre



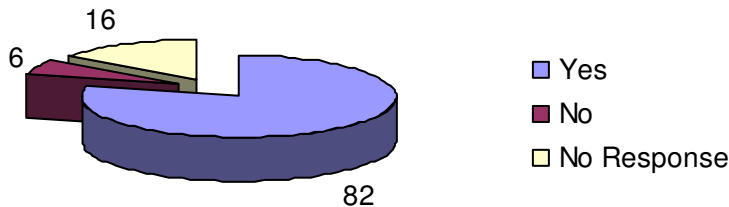
Are you For or against Skateboarding In the City Centre?

Response from the Assisted Walking Group Surveyed



Out of the 93 people who had a view about skateboarding in the city centre, 51 would be seeking an outright ban but an overwhelming 82 out of the 93 wanted an alternative site provided by Plymouth City Council. The chart below represents the number of responses.

Do you think the Council should provide an alternative site?



There is a very even split in the demographics of those that would like an outright ban of skating within the City Centre.

2.3 Open Feedback

Some of the open suggestions by customers, for alternative sites and suggestions in general were as follows

- Already have skate parks provided – not used
- Anywhere away from City Centre
- As long as not on or near war memorials
- As long as they don't bother individual
- Ban specific areas of City Centre only
- Central Location / On Bus Route
- Central Park
- West Hoe or The Hoe
- City Centre built for Skateboarders with so much concrete
- Must be close to City Centre
- Concerned about walking around town / with young children
- Concrete parks needed, metal parks are rubbish in the wet
- Don't want somewhere built that will cost too much
- Damage already done / alternative sight would not be used
- Damage to decorations, intimidation due to large groups
- George Park & Ride
- Use old Woolworths building
- Make it accessible and appealing for kids
- Must have somewhere to go
- Needs to be proper skate park
- No ban required as skateboarders have nowhere else to go
- No real skateboarding done, just messing about
- Not personally concerned / concerned for elderly
- Outside Civic Centre - nice open space
- Provide more parks in city
- Signs already ignored
- The flyover by Sainsbury's

These suggestions should be taken into account if Plymouth City Council decides to act on the issue of skateboarding.

2.4 Summary

The results of this survey show a clear majority, 72% of those who expressed an opinion, in favour of banning skateboarding from public areas in the City Centre. There was an equally clear majority 74% of those who wanted a ban, were also in favour of providing an alternative site for the skateboarders, before introducing a ban.

The customers surveyed were divided into groupings based on age, gender and whether they required assistance walking (walking sticks, wheelchairs etc.). We achieved a very even split between age and gender and surveyed a significant number who required assisted walking. There was no statistically significant difference in the results from these groupings.

Appendix A
3.1 Copy of Questionnaire

Skateboarding Review



Excuse Me:- The Council is conducting a review of skateboarding in the City Centre.
Do you have a view about skateboarding in the City Centre

OK – What are your thoughts.

Yes	No
-----	----

Thank you for your time.

Prompt:- Are you for or against.	For
	Against

Do you think there should be an outright ban in the City Centre.

Yes	No
-----	----

Do you think the Council should provide an alternative sight.

Yes	No
-----	----

Do you have any alternative suggestions.

If necessary do you think the Council should build an alternative site.

Yes	No
-----	----

Thank you for your time..

Age

<30	>30
-----	-----

Gender

M	F
---	---

Assisted Walking

Yes	No
-----	----

Appendix A
3.2 –Table of Survey Results

Responses >	Yes / Against						Total	No / For						Total	Not Sure						Totals	
	Gender		Age		Mobility			Gender		Age		Mobility			Gender		Age		Mobility			
	Male	Female	Over 30	Under 30	Assisted Walking	Non Assisted Walking		Male	Female	Over 30	Under 30	Assisted Walking	Non Assisted Walking		Male	Female	Over 30	Under 30	Assisted Walking	Non Assisted Walking		
Survey Answers																						
Do you have a view about skateboarding in the City Centre?	44	49	46	47	11	82	93	7	4	3	8	0	11	11	0	0	0	0	0	0	0	104
Are you For or against Skateboarding In the City Centre?	29	32	33	28	9	52	61	10	14	7	17	2	22	24	12	7	9	10	0	19	19	104
Do you think there should be an outright ban in the City Centre?	22	29	30	21	7	44	51	22	20	16	26	4	38	42	7	4	3	8	0	11	11	104
Do you think the Council should provide an alternative sight?	41	41	42	40	10	72	82	2	4	3	3	0	6	6	8	8	4	12	1	15	16	104
If necessary do you think the Council should build an alternative site?	35	39	36	38	8	66	74	4	9	9	4	1	12	13	8	9	4	13	2	15	17	104
Do you have any alternative suggestions?																						

Survey Statistics

Number of Persons Surveyed	104
Male	51
Female	53
Under 30	55
Over 30	49
Assisted Walking	11
Non Assisted Walking	93

4. Further Feedback from Staff Members of Plymouth City Council and Customers to the Civic Centre.

4.1 Introduction

The Growth and Prosperity Overview and Scrutiny Panel met again on Thursday 3rd December 2009 to review Plymouth's Skateboarding By-Law. One of the actions to come from this meeting was to carry out another small informal Staff and Public Consultation to gauge opinions with regard to Skateboarders using public spaces in the City Centre for recreational skateboarding. The results of the consultation are to be available for the next meeting of the Growth and Prosperity Overview and Scrutiny Panel on Thursday 4th February 2010.

The consultation is to be carried out by questionnaire/feedback. The questionnaire is not designed for the skateboarders; they will be the subject of a separate consultation carried out by the Youth Parliament.

The Consultation was carried out successfully by Officers from the Plymouth City Council Development and Regeneration Department Business Support Team. This document shows results that were obtained.

5. Results

5.1 Overview

This consultation exercise was carried out with the Civil Enforcement Officers across two days at the beginning of January, and the feedback from Customer Services was from the previous 12 month period. The exercise was aimed at capturing the thoughts of Visitors and Members of staff to the Civic Centre on skateboarding within the City Centre.

The survey was designed to only occupy the member of staff for 30 seconds with the option for the staff member to spend more time writing candidly if they wished to do so.

For this survey, the personal details were split as such.

Gender: Male or Female

Age: Over or under 30 – This was completed by the staff member.

Assisted Walking: Walking or not walking with aid

The questions for this survey were as follows.

We asked the customer if they had an opinion on skateboarding in the City Centre.

This question gave us a yes or no answer, a no meant the end of the survey and a yes was followed with the remainder of the survey as follows.

- Are you for or against skateboarding in the City Centre?
- Do you think there should be an outright ban on skateboarding in the City Centre?
- Do you think Plymouth City Council should provide an alternative site for skateboarders?
- If necessary do you think Plymouth City Council should build an alternative site for skateboarders?

At the end of the Yes or No responses the customer was asked if they had any specific suggestions or comments to make regarding skateboarding in the City Centre. These responses are shown later in this document.

5.2 The Results

For the purpose of this paper we have not documented the responses by gender, age or walking ability.

The number of customers surveyed for this consultation exercise was 15 Civil Enforcement Officers and staff located at the First Stop Desk within the Civic Centre.

- 15 responses were handed back from the Civil Enforcement Team of those surveyed 2 held no opinion and no further comments were noted.
- 13 responded in that they had an opinion on skateboarding.
- Only 1 person felt that there should not be an outright ban, 12 were for an outright ban on skateboarding in the City Centre.
- 8 of those who wanted to see an outright ban however, thought the Council should provide an alternative site and the other 4 felt that this should not be the case.
- Of those 8 who wanted to see the Council provide an alternative site also felt the Council if necessary should build one.

There is a very even split in the demographics of those that would like an outright ban of skating within the City Centre.

The responses/comments that we received back from Customer Services within the Civic Centre are that over the last 12 months they have received 1-5 Customers verbally complaining per month. However, these have not been formal complaints. The general comments have been added into the Open Feedback section.

5.3 Open Feedback

Suggestions by CEOs, for alternative sites and suggestions in general were as follows

- Marsh Mills Playing Field
- Millbay Docks
- Victoria Park
- Stonehouse Creek
-

General Comments from CEO's

- I feel they should have somewhere safe to skate, instead of in the City, damaging benches, bars etc causing concern to young children the elderly and disabled.
- Skateboarders should have a safe place provided by Plymouth City Council. Skateboards put their own lives at risk in car parks and on main roads.
- Against the damage they create

Comments from visitors to the Civic Centre

- Skateboarders crossing their pathways
- Skidding along benches , concern over damage issues
- Large groups gathering around doors / cashiers side doorway
- Skateboarders flying off their boards and falling to the ground (boards then flying in opposite direction)
- Knocking over the elderly – Although no further details given
- Noise Created

These suggestions should be taken into account if Plymouth City Council decides to act on the issue of skateboarding.

6. Summary

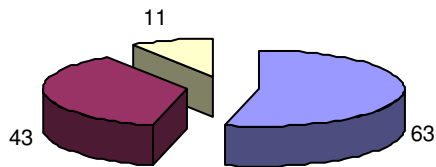
The results are conclusive in that of those asked whether they would want an outright ban on skateboarding

Within the City Centre the majority vote was yes but only in if another location was provided. This is the case for both the Public Consultation and the Council Officers who were consulted. This is shown in the pie charts below.

There is as always the usual health warning with public consultations. A random sample of 119 members of the public and Council cannot be considered definitive. However in this case we have such a clear outcome that we can use it as a good indicator.

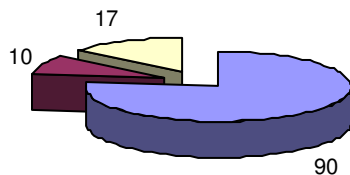
This also agrees with the Police perspective in that in order for them to enforce a ban in the City Centre, Plymouth City Council would need to provide an alternative location.

Do you think there should be an outright ban in the City Centre?



■ Yes ■ No ■ Unsure

Do you think the Council should provide an alternative sight?



■ Yes ■ No ■ Unsure