



Barry Keel
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Date: 22 July 2011

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OVERVIEW AND SCRUTINY MANAGEMENT BOARD

AGENDA SUPPLEMENT

Date: Wednesday 27 July 2011
Time: 2 pm
Venue: Warspite Room, Council House

Members:

Councillor James, Chair

Councillor Nicholson, Vice Chair

Councillors Mrs Aspinall, Mrs Bowyer, Browne, Coker, Lock, Lowry, McDonald, Stark, Thompson and Wildy.

PLEASE FIND ATTACHED REPORTS FOR CONSIDERATION UNDER AGENDA ITEM NOS. 5, 8, 11 AND 12.

Barry Keel
Chief Executive

OVERVIEW AND SCRUTINY MANAGEMENT BOARD

5. TRACKING DECISIONS (Pages 1 - 8)

The Overview and Scrutiny Management Board will monitor progress on previous decisions.

8. TASK AND FINISH GROUP UPDATES/REPORTS (Pages 9 - 24)

To consider the Management Board Task and Finish Group report on Localities and Neighbourhood Working.

11. WORK PROGRAMMES (Pages 25 - 34)

To consider and approve work programmes for the Overview and Scrutiny Management Board and each of the Panels, to include a progress update from each of the Chairs.

12. RECOMMENDATIONS (Pages 35 - 36)

To receive and consider recommendations from panels, Cabinet or Council.

**OVERVIEW AND SCRUTINY MANAGEMENT BOARD
27 JULY 2011**

TRACKING DECISIONS

Grey = Completed

OVERVIEW AND SCRUTINY MANAGEMENT BOARD 2010/11 DECISIONS

Minute number	Decision	Date agreed	Action by	Progress	Target date
95	Budget and Corporate Plan Scrutiny 2011 <u>Agreed</u> the Budget and Corporate Plan Scrutiny Report 2011.	26/01/11		Response to recommendations received at OSMB on 23 March 2011. Next progress update due September 2011. Recommendation Agreed.	
R1.1	that the Director for Public Health, as a joint appointment, should contribute to the budget and corporate plan scrutiny process in future years		OSMB		
R2.1	where shared service arrangements with other local authorities are being developed, the Overview and Scrutiny Management Board be given an oversight role. Partners should be involved at the earliest opportunity to ensure a more joined up approach in delivery of shared services.		Cabinet	Agree with OSBM having a role in scrutinising relevant decisions and proposals for shared service arrangements and provisions.	
R2.2	Where delivery plans will result in a reduction of service to citizens , modelling should be undertaken to assess the impact on individuals, households and communities. This should include both the differential impact on those groups within each neighbourhood and the cumulative impact on those who are affected by more than one change. Account should be taken in undertaking the modelling of income levels.		Cabinet	Detailed Equality Impact Assessments (EIAs) have been undertaken on the budget and a commitment given to undertake further assessments, as required, on the implementation stages of different elements of the plans. Our EIAs already encompass aspects beyond the statutory requirements (eg health inequalities) and extending the process yet further is not considered appropriate or proportionate.	

Minute number	Decision	Date agreed	Action by	Progress	Target date
R2.3	<p>Value for Money and performance benchmarking information against the Council's 'family group' should form part of the performance management reporting that is submitted to the Overview and Scrutiny Management Board.</p>	26/01/11	Cabinet	Agreed.	
R2.4	<p>The Corporate Income Recovery Plan relating to how the Council collects the money owed to it from a variety of sources should be the subject of pre-adoption scrutiny by the Support Services scrutiny panel. Options relating to cash collection as set out in the Corporate Support Services budget delivery plan should be included.</p>			<p>The Council's performance in collecting income will continue to be reported through the quarterly performance and finance monitoring report. Similarly the Council's delivery of all budget delivery plans will be 'traffic-lighted' via the quarterly performance and finance monitoring report. These quarterly reports will enable the Board to scrutinise progress on income collection.</p>	
R2.5	<p>That the Overview and Scrutiny Management Board receive a progress report on the Council's new procurement initiatives, namely Procure to Pay, buyer rollout, and 'sell to Plymouth'. The Board will monitor, through the quarterly performance and finance monitoring reports, ongoing work around these projects which equate to £4m savings over the next 3 years.</p>			Agreed.	
R2.6	<p>That governance and scrutiny arrangements are agreed between the Scrutiny Management Board and the Cabinet and the Corporate Management Team with regard to the prioritisation of the capital programme and the 'invest to save' programme.</p>			<p>A review of capital programme arrangements is to be carried out, focussing firstly on governance arrangements, and secondly on prioritisation of schemes based on reduction of available resources. Involvement of scrutiny will be included within this review.</p>	

Minute number	Decision	Date agreed	Action by	Progress	Target date
R2.7	That draft proposals for years 3, 4 & 5 of the capital programme be prepared for this budget and as part of the ongoing budget setting process.			This is not considered appropriate, given the current uncertainty about capital funding arrangements, and the importance of maintaining a realistic, and funded capital programme	
R2.8	That a proposal for a small grants scheme for community and voluntary groups is developed and implemented jointly with Plymouth 2020			Agreed that work will be taken forward on this recommendation. This would need to form part of the discussions with LSP partners with all partners funding contributions being considered.	
R2.9	That urgent consideration is given to addressing the funding shortfall for the Volunteer Centre and infrastructure support for community and voluntary groups created by the ending of Local Area Agreement Performance Reward Grant.			Subject of LSP Executive discussions 26 January 2011 and the Board on the 10 th February 2011. An update can be provided to Overview and Scrutiny Management Board.	
R2.10	In making savings to the cost of senior management , a risk analysis of potential loss of capacity within the Council to deliver its change agenda should be undertaken.			Agreed	
R2.11	That Directors and Assistant Directors should ensure that reporting of service provision which affects people (for example adults' and children's social care) should include statistics as both a percentage and in terms of actual numbers of people. Where possible, measures of dispersion – geographic / neighbourhood information should be included.		CMT	The requested statistical information will be included in relevant responses where appropriate and proportional. The other issues raised will be addressed through EIA's.	
R2.12	Cabinet and delegated decision reports include provision to indicate where an Equality Impact Assessment is required, and, if so, this is listed as one of the background papers.		CMT	Agreed	
R2.13	That consideration should be given to ensuring that there is better public understanding of the role of the Plymouth 2020 Partnership and how community views are represented on it.	26/01/11	LSP	Agreed	

Minute number	Decision	Date agreed	Action by	Progress	Target date
R3.1	<p>That impact assessments with regard to delivery plan proposals be prepared, as (2.2) above, in respect of:</p> <ul style="list-style-type: none"> • Schools transport • Locality restructure • Disability Service restructure • Changes to Special Educational needs policies • Reduction in contribution to Youth Offending Service • Financial support and non-statutory payments to Care Leavers 		Cabinet	Response as (2.2) above	
R3.2	That a prioritised list of capital projects in Children's Services be prepared and published pending clarity from Government about the availability of resources			As 2.7 above	
R3.3	That a review of all grants relating to the provision of children's services that are not continuing, with succession arrangements, is published			Implications of grant changes will continue to be reported via the quarterly budget and performance report.	
R4.1	That the recycling target be reviewed in the light of Plymouth's aspirations for excellence and the benchmarks for similar authorities within the Council's 'family group'.			The recycling target is currently being reviewed.	
R4.2	That a policy with respect to community transfer of assets in line with the provisions within the Localities and Decentralisation Bill be developed and submitted to the Scrutiny Management Board. Specifically the feasibility of asset transfers referenced within Community Services budget delivery plans should be quantified.			A policy is included in the Councils Asset Management Plan. Business cases will be developed on individual asset transfer for decision and scrutiny as appropriate	
R4.3	That a review of all grants relating to the Community services that are not continuing, with succession arrangements, is published.			As 3.3 above	

Minute number	Decision	Date agreed	Action by	Progress	Target date
R4.4	That impact assessments with regard to delivery plan proposals be prepared, as (2.2) above, in respect of: <ul style="list-style-type: none"> • Cemeteries and Crematoria fees • Rationalisation of Environmental Services structure • Changes to library opening hours 			As 2.2 above	
R4.5	That a Volunteering Plan for the city is produced, including provision for the increased use of Community Payback resources to undertake work on behalf of the Council and partners to increase efficiency savings.	26/01/11	Cabinet	Agreed	
R4.6	Plymouth takes a lead role in establishing a Crime Panel in line with legislative proposals.			Agreed	
R4.7	That targets for the Personalisation agenda be set in line with 'family group' authorities rather than regional comparators.			Agreed	
R4.8	Proposals for use of the £3.5m health fund , and any other related unallocated resources be brought to the Health and Adult Social Care scrutiny panel.			Agreed	
R4.9	Details are provided of the specific proposals about savings related to events, grants and other initiatives as set out in the Culture, Sports and Leisure budget delivery plan.			Agreed	
R5.0	Details are provided of the transport options for savings currently being considered in the budget delivery plan.			Agreed as individual options are developed	
R5.1	Following ministerial feedback, the revised Local Economic Partnership for Plymouth be reviewed by the Growth and Prosperity overview and scrutiny panel			Agreed.	
R5.2	That impact assessments with regard to delivery plan proposals be prepared, as (2.2) above, in respect of: <ul style="list-style-type: none"> • Family Intervention Project • Anti-social behaviour • Transport options 			As (2.2) above.	

Minute number	Decision	Date agreed	Action by	Progress	Target date
R5.3	That interim targets for job creation between now and 2026, including monitoring and evaluation criteria with regard to sustainability should be put in place to enable more effective monitoring.			Agreed.	
4	Appointment of Co-opted Representatives <u>Agreed</u> that – (1) Doug Fletcher be re-confirmed as a co-opted representative for the Municipal Year 2011/12; (2) an invitation be extended to Viv Gillespie at City College to become a co-opted representative.	29/06/11		Viv Gillespie was pleased to accept the invitation. However, she will be unable to attend the next meeting.	
7	Terms of Reference <u>Agreed</u> that the Board's terms of reference, particularly its aims and objectives, would be revisited as part of the Constitutional review that was currently under way.	29/06/11		The inaccuracies highlighted at the last meeting have been noted. Members have also had the opportunity to attend four consultation workshops on the new Constitution.	
8	Leader and Chief Executive <u>Agreed</u> that the Assistant Chief Executive would arrange production of a brief plain English guide to help Members keep up to date with Government Policy changes and current consultations.	29/06/11		Verbal update to be provided	
9	Joint Finance and Performance Report – Position as at 31 March 2011 <u>Agreed</u> that - (1) when the budget is amended to read “Latest Approved Budget”, the date at which approval was obtained is added, additionally a further column is added stating the original approved budget; (2) details of the high risk areas for each directorate are included in future reports; (3) Panels should continue to receive their respective performance score cards; (4) information relating to the allocation of the schools' budget is circulated to Board Members via e-mail;	29/06/11		R (1) and (2) - These recommendations were accepted at the meeting and future reports will be amended to reflect the requests R(3) – Democratic Support Officers advised to ensure performance score cards are included on future agendas. R(4) and (5) - Information yet to be received and circulated.	

Minute number	Decision	Date agreed	Action by	Progress	Target date
(5)	information relating to the Council's performance in respect of Council Tax collection is circulated to Board Members via e-mail.				
10	Medium Term Financial Strategy 2011-2015 <u>Agreed</u> that areas of risk identified in the Risk Register and related to the Medium Term Financial Strategy are appended to future reports.	29/06/11		This recommendation has been taken on board and future reports will contain areas of risk which have been identified in the Risk Register.	
11	Annual Scrutiny Report <u>Agreed</u> that the draft report is circulated to all of the scrutiny panels for comment with a view to submission to City Council in September.	29/06/11		Democratic Support Officers have been advised that this item needs to be included on scrutiny panel agendas for the next cycle of meetings.	
12	Urgent Executive Decisions <u>Agreed</u> that clarification would be sought on the costs to the Council in staging the America's Cup World Series event and the response circulated to Board Members via e-mail.	29/06/11		Information yet to be received and circulated.	
15	Work Programmes <u>Agreed</u> the work programmes as submitted, subject to -	29/06/11		R(1)-(3) - Work programmes amended as necessary. R(4) – This recommendation was not supported by Cabinet when it considered the Young Carers Task and Finish Group report. Cabinet is of the view that the DVD on Young Carers and Hidden Harm "... should be shown to a wider audience e.g. at a special event with young carers and representatives, Children and Young People OSP and Health and Adult Social Care OSP ..."	
(1)	Plymouth's Enterprise Zone Bid being added to the Growth and Prosperity work programme, depending on the outcome;				
(2)	the Supporting People item being removed from the Overview and Scrutiny Management Board work programme and added to that of Customers and Communities;				
(3)	the Procure to Pay item being removed from the Support Services work programme;				
(4)	further endorsement by the Management Board is given to the showing of the DVD during the City Council tea break.				

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**Overview and Scrutiny
Management Board**

**Task and Finish Group
Localities and Neighbourhood
Working**

July 2011



**Localities and Neighbourhood Working Review
July 2011**

Plymouth City Council

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I. Foreword

- I.1 Every Council faces challenges in finding ways to enable residents to influence and challenge the way that all services are delivered, and to enable Councillors to make the most of their role in understanding and championing the issues that matter most to their communities. Plymouth is no exception. Despite the progress that we have made over the years and the clear commitment of both political parties to getting it right, our citizens are telling us that there is still more to do.
- I.2 Back in 2009, the Overview and Scrutiny Management Board took part in a significant review of what we then called Locality Working. It is worth restating what our original objectives were, as they remain as important now as they were then. They were to:
- Enable residents to influence and challenge service delivery
 - Make services provided by different agencies and Council departments more 'joined up'
 - Improve Councillor involvement
 - Reduce inequalities between communities
 - Focus money and staff more effectively
 - Improve the sharing and use of information
 - Monitor service provision more effectively
 - Meet agreed local and national targets
- I.3 As a result of our recommendations, the Council decided to replace its eight Area Committees in February 2010, introducing new arrangements based on engagement with communities in 43 Neighbourhoods, with multi-agency teams operating in six Localities. At the time, we promised to review the new arrangements after a year to check whether our original objectives were being met.
- I.4 During the last year, the Council and its partners have renewed the city's vision, to be one of Europe's finest, most vibrant waterfront cities, where an outstanding quality of life is enjoyed by everyone. It has focused its over-riding priorities to four – promoting growth, raising aspiration, tackling inequality and providing value for communities. To deliver against these priorities it is now even more important that our objectives for neighbourhood working are fulfilled. In addition, following the change of government, the Localities Bill, which is likely to become law at the end of 2011, will give more power and influence to communities at neighbourhood level; we will therefore have to be sure that our neighbourhood arrangements are robust enough to deliver these new responsibilities when they are given to us.
- I.5 This report sets out our findings following the review, and makes recommendations that we hope will further improve the Council and its partners' approach to understanding and responding to the needs of our communities across the city.
- I.6 The findings and recommendations of this report represent the shared views of the Task and Finish group.

- I.7 I would like to extend my thanks to members of the Task and Finish group for their commitment in conducting this scrutiny review, and to the officers who supported us. I would also like to thank Pete Aley, the Council's Assistant Director for Safer Communities and Nick McMahon, our Localities Officer, for their continued commitment and support to us in this work.
- I.8 Finally, my thanks go to the witnesses who took time to attend and contribute to the review, representing the views of Council officers, Members, partner agencies and, most importantly, our communities.



**Councillor James,
Chair**



**Councillor
McDonald**



Councillor Stark



**Councillor
Thompson**



Councillor Wildy

2. Scrutiny Approach

2.1 Given the wide scope of this review, the Scrutiny Management Board decided in March 2011 that the membership of the Task and Finish Group should be drawn from its own members rather than that of an individual scrutiny panel. The Task and Finish Group comprised the following members:

Cllr David James (Chair)

Cllr Sue McDonald

Cllr David Stark

Cllr Jack Thompson

Cllr Nicky Wildy

2.2 The Project Initiation Document for the review specified evaluation criteria agreed by the Customers and Communities Overview and Scrutiny Panel against which the original objectives set out in the Forward above could be considered, and set out suggested issues where recommendations could be made, all of which have been included in the recommendations contained within this report.

2.3 A full list of the written evidence considered by the Panel is appended to this report, and included:

- The original Localities Working scrutiny review report from November 2009
- A detailed report to the Task and Finish Group in the name of the Cllr Glen Jordan, Cabinet Member with responsibility for Localities. The report gave an overview of progress against original objectives, a summary of performance against the specified evaluation criteria, and the results of surveys into the views of Councillors and Staff.
- The report drew a number of conclusions for consideration by the Task and Finish Group, all of which have been addressed in the recommendations of this report.
- A number of other documents were available to the Task and Finish Group, and were used during the sessions to aid questioning of the witnesses and in debate. These included summaries of all neighbourhood meetings that had taken place, directories of locality and neighbourhood personnel, maps with existing and proposed boundaries and survey base data.

2.4 The Task and Finish Group met over two days, on 11 and 12 July 2011. During these sessions, 17 witnesses attended, from most stakeholder groups from the statutory and community sectors and members of the public, presenting their perspective on the impact of the revised locality arrangements, and responding to questions asked by Members.

2.5 Finally, the Task and Finish Group considered and debated the issues raised by the evidence submitted and the contributions of the witnesses. The findings and recommendations of this report represent the outcome of that debate.

3. Summary of findings

3.1 Neighbourhood Working

- 3.1.1 There was a consensus among members of the Task and Finish Group that development of the arrangements that have been in place since 2010, with a focus on neighbourhood working, would better serve the Council and its partners' vision for the city than a return to previous, Area Committee arrangements.
- 3.1.2 Survey results submitted as evidence showed that an overwhelming majority of the public and of Council staff surveyed, and a significant majority of Councillors and Police staff were satisfied or very satisfied with neighbourhood meetings, albeit from a relatively small sample of opinion.
- 3.1.3 All witnesses suggested areas where work at neighbourhood level could be improved, and the outcome of these suggestions has informed the recommendations of this report. However no witnesses, even those who had major concerns about the way that their neighbourhood and locality arrangements were being delivered requested a return to Area Committee arrangements.

RI	Locality and Neighbourhood Working should be renamed Neighbourhood Working
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3.2 Locality Teams

- 3.2.1 Members felt that the role originally envisaged for 'virtual' multi-agency Locality teams in dealing with issues that could not be resolved at neighbourhood level could be achieved more effectively in different ways. Locality based arrangements for service delivery however, such as those for children and young people's services and health should continue to develop.
- 3.2.2 Evidence submitted suggested that there is a lack of clarity and transparency about the membership, accountability and activities of Locality Teams. Neighbourhood Liaison Officers described difficulties in communicating with them, and in getting issues resolved when they were raised. It also seemed clear that far fewer issues had been raised by neighbourhoods for resolution at Locality level than had been envisaged.

- 3.2.3 Locality Managers themselves did not feel that Locality Teams had made a significant contribution to identifying and resolving complex, multi-agency issues. Members heard that issues that had been dealt with through Locality Teams, such as the Public Place Order in Mutley and Greenbank, and promotion of the 'Peer Assist' stop smoking campaign in schools could probably have been implemented through other means. The benefits described of senior manager support for the delivery of solutions to problems raised at neighbourhood level, and the informal learning opportunities for managers could be delivered through the proposal to allocate an officer from the Council's senior management team to each Ward to support Councillors in their neighbourhoods.
- 3.2.4 The Task and Finish Group felt that it is important to differentiate, however between 'virtual' Locality Teams put in place as part of the Localities and Neighbourhood working arrangements, and the place-based multi-agency service delivery teams based on localities being implemented by Children and Young People's Services and health agencies, Adult Social Care and others, which are aiming to deliver more localised and better aligned services.

R2	Locality Teams as set up as part of Locality and Neighbourhood Working arrangements in February 2010 should be discontinued. A member of the Council's Senior Management Team (SMT) should be nominated for each Ward within the city, with designated duties with respect to support for Ward Councillors and Neighbourhood Working. The Lead Ward Councillor decision role should be rescinded
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3.3 Neighbourhood Meetings

- 3.3.1 The Task and Finish group concluded that if the characteristics of the most successful neighbourhood meeting arrangements were replicated more consistently across the city, the neighbourhood working model could deliver better against the original objectives set.
- 3.3.2 A large number of examples of good practice were given by witnesses of effective ways of advertising, promoting and chairing neighbourhood meetings which maximised attendance and effectively identified local priorities, and promoted community confidence in statutory agencies' effectiveness in responding to them. Unfortunately, other examples were given of neighbourhood meetings where this was not the case. The Task and Finish Group felt that more should be done in promoting good practise, and ensuring that it was applied consistently across all neighbourhoods.

R3	Best practice protocols regarding neighbourhood meeting arrangements should be produced and shared amongst Neighbourhood Liaison Officers and newly designated SMT members with a view to promoting, implementing and monitoring consistent high quality arrangements
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3.4 Support for Councillors

- 3.4.1 Members felt that greater recognition is needed of the pivotal role that Councillors play in supporting and championing the neighbourhood agenda. This should be reflected in the support arrangements available to them in undertaking their community advocate role in neighbourhoods.
- 3.4.2 The suggestion that members of the Council's senior management team should be formally allocated the responsibility for support of Councillors in each Ward in the city in their Neighbourhood work was supported. It was also suggested that Councillor should feature on publicity associated with Neighbourhood meetings.

R4	The role and identity of members should be included in publicity regarding neighbourhood meetings
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3.5 Neighbourhood Liaison Officers

- 3.5.1 Members felt that significant attention needs to be given to ensuring that all Neighbourhood Liaison Officers are able to perform as well as the best do currently
- 3.5.2 The Task and Finish Group heard evidence of some extremely effective Neighbourhood Liaison Officers (NLO), who had supported Councillors, ensured meetings met with objectives and had played an active role in problem solving. There were, however, other examples given where this was not the case, and the resulting negative impact on the neighbourhood meeting was significant. Features of effective NLOs appeared to include the right professional background, access to appropriate support arrangements within their teams, and the appropriate priority being given to the role within their overall work responsibilities. Members did not feel that the 'voluntary' description given to the role does justice to its significant contribution to effective neighbourhood working.

R5	Neighbourhood Liaison Officer (NLO) roles should be reviewed to ensure that skill sets of individuals match the demands of the job. Specific training needs analysis should be carried out to ensure training and development is available where needed. Line managers of NLOs should include the role within the NLO's personal objectives, and seek feedback from Members at appraisal. NLOs and their line managers should ensure that the role is integral to, rather than in addition to their work programme, and that adequate support is available to assist them in the role.
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3.6 Stakeholder understanding of Neighbourhood Working arrangements

- 3.6.1 Members observed that more work needs to be done to ensure that there is a broad understanding by all stakeholders of the structure, support and leadership arrangements for neighbourhood working.

- 3.6.2 It was notable that few of the witnesses, and not all of the members of the Task and Finish Group had a clear understanding of the structure, leadership and accountabilities within the Locality and Neighbourhood working arrangements. A clear need was identified to address this issue following the review.

R6	Revised arrangements should be commended to Plymouth 2020 partnership and, subject to agreement be publicised and briefed to relevant stakeholders from all agencies and to residents.
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3.7 Police support for Neighbourhood Working

- 3.7.1 The continuing commitment of the Police to neighbourhood working was commended by members, but it was agreed that both the Council and Police have more to do in fully aligning the two agencies' approach to neighbourhood working.

- 3.7.2 The police received a high degree of positive feedback on their contribution to effective neighbourhood working, and Members felt that it was useful that Police principles for effective neighbourhood working were reiterated:

- Promoting community access to services
- Promoting community influence over services
- Supporting joint interventions
- Ensuring accountability

- 3.7.3 The issue of improving learning from repeat problems experienced in neighbourhoods was raised, as was the importance of joint working not just at neighbourhood meetings, but outside them.

- 3.7.4 During police evidence, an example was given of Neighbourhoods containing large institutions, such as Derriford Hospital, which were not represented at the meetings.

R7	Analysis of 'repeat issues' in Neighbourhoods, and of complaints should be undertaken to ensure that the necessary learning is taking place. This practice should be included in best practice protocols for Neighbourhood Working
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3.8 Community and Voluntary Sector support for Neighbourhood Working

- 3.8.1 The community and voluntary sector was recognised as having a major role to play in supporting neighbourhood working, but Members felt there is more to do in clarifying how 'community anchor' organisations work alongside elected Members in supporting neighbourhood working

- 3.8.2 There was some evidence submitted that the sharing of issues, priorities and intelligence between community organisations and neighbourhood staff could be improved.

R8	A review is undertaken by the Customers and Communities Overview and Scrutiny Panel and a report submitted to the Overview and Scrutiny Management Board with respect to the role of community infrastructure and community anchor organisations in supporting neighbourhood working
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3.9 Health agencies and Neighbourhood Working

- 3.9.1 Members recognised that, with major legislative changes affecting health agencies, further work is needed to identify how health agencies, including providers, commissioners and public health professionals operate at neighbourhood level
- 3.9.2 As Health legislation is implemented, the links between new and existing health agencies and neighbourhoods need to be identified and included in engagement structures where appropriate.

R9	The Shadow Health and Wellbeing Board takes responsibility for ensuring that neighbourhood level interaction takes place with key health agencies
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3.10 Proposed Neighbourhood boundary Changes

- 3.10.1 The Task and Finish Group heard that concerns had been raised that Locality and Neighbourhood boundaries are not co-terminous with Ward boundaries, making Councillor involvement difficult. Some minor anomalies had been addressed to better fit in with Ward boundaries, but a broader proposal was set out in the Overview Report, reducing the number of Neighbourhoods from 43 to 39. The proposed arrangements would make all neighbourhoods co-terminous with Wards. Members were told that informal discussions suggested that such changes would be supported by Ward Councillors and the Police, Health agencies and data analysts have indicated that they are willing to work with or adjust to these boundaries.
- 3.10.2 It is acknowledged that there is a resource implication in updating profiles to reflect revised boundaries.

R10	Plans are put in place to adopt the proposed boundary changes set out in the overview report.
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3.11 Neighbourhood Profiles

- 3.11.1 Members felt that neighbourhood profiles have proved beneficial in providing relevant data to inform priority setting and decision making, but need to be kept up to date, and to include qualitative information about people's views as well as quantitative data about performance and conditions. They should also be adjusted to reflect proposed boundary changes, and the format should be consistent.

R11	Neighbourhood Profiles are reviewed, updated and made consistent in line with the findings and recommendations of this review
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3.12 Communication Methods

- 3.12.1 A review of methods of communicating with the public about meetings, and of seeking and responding to the views of people who don't normally attend meetings is needed.
- 3.12.2 Several examples of good practise were given during evidence, but a lack of consistency in good practise was evidence. Several witnesses also raised the potential of use of electronic social media to communicate more widely.

R12	A review is undertaken of communication methods around neighbourhood working, with recommendations back to the Customers and Communities Overview and Scrutiny Panel
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3.13 Constitutional Arrangements

- 3.13.1 The Council's constitution should reflect the formal role of neighbourhood working in our democratic arrangements
- 3.13.2 Given the importance of neighbourhoods in demonstrating the Council's accountability to neighbourhoods, the member and officer accountability arrangements should be formalised in the Constitution.

R13	The Constitution be updated to reflect revised member and officer accountability arrangements for Neighbourhoods and Wards
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3.14 Review

- 3.14.1 The revised arrangements that we have proposed should be the subject of continuing review.
- 3.14.2 Given the proposed revisions in approach, and the fact that new localism legislation is likely to be law within the next year, another formal review should take place in July 2012.

R14	A review of these arrangements is carried out as a Task and Finish Group in July 2012
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4. Recommendations

- R1** Locality and Neighbourhood Working should be renamed Neighbourhood Working
- R2** Locality Teams as set up as part of Locality and Neighbourhood Working arrangements in February 2010 should be discontinued. A member of the Council's Senior Management Team (SMT) should be nominated for each Ward within the city, with designated duties with respect to support for Ward Councillors and Neighbourhood Working. The Lead Ward Councillor decision should be rescinded
- R3** Best practice protocols regarding neighbourhood meeting arrangements should be produced and shared amongst Neighbourhood Liaison Officers and newly designated SMT members with a view to promoting, implementing and monitoring consistent high quality arrangements
- R4** The role and identity of members should be included in publicity regarding neighbourhood meetings
- R5** Neighbourhood Liaison Officer (NLO) roles should be reviewed to ensure that skill sets of individuals match the demands of the job. Specific training needs analysis should be carried out to ensure training and development is available where needed. Line managers of NLOs should include the role within the NLO's personal objectives, and seek feedback from Members at appraisal. NLO's and their line managers should ensure that the role is integral to, rather than in addition to their work programme, and that adequate support is available to assist them in the role.
- R6** Revised arrangements should be commended to Plymouth 2020 partnership and, subject to agreement be publicised and briefed to relevant stakeholders from all agencies and to residents.
- R7** Analysis of repeat issues in Neighbourhoods, and of complaints should be undertaken to ensure that the necessary learning is taking place. This practice should be included in best practice protocols for Neighbourhood Working
- R8** A review is undertaken by the Customers and Communities Overview and Scrutiny Panel and a report submitted to the Overview and Scrutiny Management Board with respect to the role of community infrastructure and community anchor organisations in supporting neighbourhood working
- R9** The Shadow Health and Wellbeing Board takes responsibility for ensuring that neighbourhood level interaction takes place with key health agencies
- R10** Plans are put in place to adopt the proposed boundary changes set out in the overview report.
- R11** Neighbourhood Profiles are reviewed and updated in line with the findings and recommendations of this review
- R12** A review is undertaken of communication methods around neighbourhood working, with recommendations back to the Customers and Communities Overview and Scrutiny Panel
- R13** The Constitution be updated to reflect revised member and officer accountability arrangements for Neighbourhoods and Wards
- R14** A review of these arrangements is carried out as a Task and Finish Group in July 2012

AI Schedule of Witnesses**Localities and Neighbourhood Working****Task and Finish Group – Witness Schedule****11 and 12 July 2011****Monday 11 July 2011**

<u>Time</u>	<u>Witness</u>
2.30 pm	Cllr Jordan, Cabinet Member
2.50 pm	Mark Rich, Neighbourhood Liaison Officer (Mutley/Greenbank)
3.10 pm	Jo Atkey, Neighbourhood Liaison Officer (Southway)
3.40 pm	Ruth Walls, Third Sector Consortium
4.00 pm	Dave Brown, Devonport Neighbourhood Board Chair
4.20 pm	Nigel Pluckrose, NHS Plymouth

Tuesday 12 July 2011

<u>Time</u>	<u>Witness</u>
9.30 am	Gill Peel, Neighbourhood Liaison Officer (Morice Town)
9.50 am	John Emery, Plymstock Resident
10.10 am	Phil Mitchell, Locality Manager (North West)
10.30 am	Pat Patel, Tamarview Community Centre
1.30 pm	Chief Superintendent Andy Bickley
1.50 pm	PCSO Sarah Wilkins (Derriford Neighbourhood Team)

<u>Time</u>	<u>Witness</u>
2.10 pm	JP Sanders, Locality Manager (South East)
2.30 pm	Russ Moody, Stop Smoking Service Manager, and Dan Preece, Public Protection
3.15 pm	Claire Oatway, Children's Services / Local Strategic Partnership and Maggie Carter, Children's Services
3.40 pm	Peter Flukes, Wolseley Trust
4.00 pm	Sarah Hopkins, Neighbourhood Liaison Officer (Ford), and Paul Squire, Ford Resident

A2 Background Papers and Written evidence

[Project Initiation Document](#)

[2009 Locality Working Task & Finish Report](#)

[Localities and Neighbourhood Working Overview Report](#)

[List of Witnesses](#)

[Morice Town Newsletter](#)

[Morice Town Progress Report - 20.06.2011](#)

[Witness Submission - Debbie Burton](#)

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Work Programme 2011/12

Work programme	J	J	A	S	O	N	D	J	F	M	A
Policies											
Sex Establishment Licensing Policy		18									
Culture, Sport and Leisure											
Plymouth Life Centre and Leisure Related Project Programme including Leisure Management Contract (Staff Transfer), Equality of Accessibility, Pricing Structure		18		12		21		23		12	
Library Modernisation								23			
Customer Services											
Universal Credits										12	
Revenue and Benefits Service (Update)											
Social Media Strategy (Update)											
Supporting People <i>(referred to the Panel from the Overview and Scrutiny Management Board 29 June 2011)</i>											
Safer Communities											
Locality Working (Update)											
Police and Crime Commissioner/Panels (Update)											
Financial Inclusion Service											
Reporting of Police Authority Meetings (Chief Constable's Report)				12							

Work programme	J	J	A	S	O	N	D	J	F	M	A
Task and Finish Group											
Councillor Call for Action – Anti Social Behaviour in Compton Vale											
Other											
Quarterly Scrutiny Reports											
*Appeal Against Council’s Response to a Petition				12							
Joint Finance and Performance Monitoring (subject to the Overview and Scrutiny Management Board referring issues to the Panel)											
City and Council Priorities											
Reduce Inequalities											
Value for Communities											

* This/These items appear on the Work Programme for the first time.

Topics	J	J	A	S	O	N	D	J	F	M	A	M
Task and Finish Groups												
Young Carers Task and Finish Group – review of recommendations (Sept 2011)				8								
Apprenticeships (October)												
Children’s Mental Health to inc Emotional Wellbeing and Mental Health Strategy and Emotional Health of Children (July 2011)												
Updates												
Policy Updates/Legislative Changes		14		8				5		1		
Quarterly Scrutiny Reports												
Update from Children’s Trust		14		8				5		1		
Update from Corporate Parenting Group				8				5		1		
Update from Local Safeguarding Children’s Board		14		8				5		1		
Update from relevant LSP Theme Groups		14		8				5		1		
Strategies and Plans												
Children and Young People’s Plan (Action Plan) (July 2011)					13							
Youth Justice Action Plan (Review July 2011)												
Training and Development												
Development Session for panel members					13							

Key:

New Item = *

Work Programme 2010/11

Topics	J	J	A	S	O	N	D	J	F	M	
Health and Social Care Bill											
Healthwatch (pathfinder) (To include link update)				14							
Health and Wellbeing Boards (early implementer)				14							
Public Health											
Alcohol Harm Reduction & Tobacco Control Strategy (Date TBC)											
NHS Plymouth Primary Care Trust Services											
Gynaecological Cancer Surgery Service Change Update											
NHS Plymouth - Quality Improvement Productivity and Prevention (QIPP) Update		20									
Review of Urgent Care Services						9					
Plymouth NHS Hospitals Trust											
Plymouth Hospitals NHS Trust – Infection Control Update										7	
Never events post inspection update*		20									
Plymouth City Council – Adult Social Care											
Winter pressure and reablement fund Update				14							
Safeguarding Adults*						9					
Dementia Strategy (Update)						9					
Consultations											
Task and Finish Groups											

Topics	J	J	A	S	O	N	D	J	F	M	
Performance Monitoring											
Quality Accounts										7	
NHS Plymouth, Plymouth Hospitals Trust and PCC Joint Finance and Performance Monitoring, including LAA Performance Monitoring.					14						

Key:

* = New addition to Work Programme

Proposed work programme	J	J	A	S	O	N	D	J	F	M	A
Monitor and review the Revenues and Benefits Service											
Other Issues											
Budget and Performance Report	23										
Review Data Sharing between agencies (referred by O&S Management Board 2010/11 – OSMB 97a (2) refers)											
City and Council Priorities											
Value for Communities											
Task and Finish Groups											
Revenues and Benefits, Cashiers, Incomes and Creditors and Customer Services				TBC							

Key:

New Item

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OVERVIEW AND SCRUTINY MANAGEMENT BOARD – 27 JULY 2011

RECOMMENDATIONS CONTINUED

Date/min number	Resolution / Recommendation	Response
Support Services OSP		
21/07/11 Minute 21	<p>School Academy Transfers <u>Agreed</u> to recommend that Cabinet undertake urgent discussions with Cornwall County Council, Devon County Council and Torbay Council to minimise the difficulties that the exodus of local authority maintained schools to become Academies is causing Plymouth and its neighbouring authorities</p> <p>Note: This recommendation was voted on and carried by 6 votes to 3 with 1 abstention, however, due to the current Constitution the Support Services Overview and Scrutiny Panel are not permitted to recommend direct to Cabinet and therefore, the recommendation will be heard by the Overview and Scrutiny Management Board at their meeting on 27 July 2011.</p>	
Customers and Communities OSP		
18/07/11 Minute 17	<p>Sex Establishment Licensing Policy The panel <u>agreed</u> to <u>recommend</u> to the Overview and Scrutiny Management Board that the following matters are recommended to Cabinet</p> <p>(1) the adoption of Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982;</p> <p>(2) the content of the draft Sex Establishment Licensing Policy with the inclusion of the following –</p> <ul style="list-style-type: none"> • (hours of opening) to include ‘Good Friday’ on a similar basis to Sundays; • (notification) that residents, chairs of school governors, religious establishments within a specific distance from the proposed sex establishment, as well as the relevant Ward Councillors, are notified of any application by individual letters. 	
Children and Young People OSP		
14/07/11 Minute 17	<p>Update from Partner Organisations <u>Agreed</u> that –</p> <p>(1) plans for each of the five themes listed in the LSP Wise Theme Group report to come back to the panel on a regular basis;</p> <p>(2) the panel to receive an overview on the different theme groups and how they fit together and contribute to the delivery of the Children and Young People’s Plan 2011 – 14;</p>	

Date/min number	Resolution / Recommendation	Response
14/07/11 Minute 18	<p>Priorities and Challenges</p> <p><u>Agreed</u> that -</p> <ol style="list-style-type: none"> (1) Adult Learning to be added to the CYP OSP Work Programme; (2) information to be provided on the work undertaken by the Employment and Skills Group; (3) the panel to receive information on the children's workforce induction programme undertaken by all staff working with children and young people; (4) the panel receive a report on the uptake of free school meals; (5) the panel to receive information on whether the build and recreation of full production kitchens in remaining primary schools and PRU to end transported meals was on track for completion by August 2011; (6) further information be provided on SEN funding for 2012/13 to the panel in January 2012. 	
14/07/11 Minute 19	<p>Budget and Performance Report</p> <p><u>Agreed</u> that –</p> <ol style="list-style-type: none"> (1) the Overview and Scrutiny Management Board be made aware that for scrutiny panels to be able to monitor Budget and Performance effectively, corporate reporting cycles need to facilitate panels receiving timely reports containing up to date information; (2) the Corporate Parenting Group to provide the panel with an update on children in care to include- <ul style="list-style-type: none"> - age profile of children in care; - time spent in care; - number of children returning back into care. (3) further information be provided to the panel on the 2011/12 budget for SEN transport. 	
14/07/11 Minute 20	<p>In-Year Admissions</p> <p><u>Agreed</u> that the issues with in-year admissions to be highlighted to the School Admissions Forum. A further report on findings to come back to the panel and Councillor Mrs Aspinall at a later date.</p>	
14/07/11 Minute 21	<p>Work Programme</p> <p>Agreed that the Chair, Vice Chair, Lead Officer and Democratic Support Officer to meet and populate the work programme. The completed work programme to be circulated to panel members.</p>	