

Public Document Pack



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CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

DATE: MONDAY 29 MARCH 2010
TIME: 10.00 AM
PLACE: COUNCIL HOUSE, NEXT TO THE CIVIC CENTRE

Committee Members–

Councillor Fox, Chair.
Councillor Wildy, Vice Chair.
Councillors Berrow, Delbridge, Mrs Foster, McDonald, Mrs Nicholson, Smith and Mrs Stephens.

Substitutes–:

Any Member other than a Member of the Cabinet may act as a substitute member.

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

CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

PART I (PUBLIC COMMITTEE)

AGENDA

1. APOLOGIES

To receive apologies for non-attendance submitted by Panel Members.

2. DECLARATIONS OF INTEREST

Members will be asked to make any declarations of interest in respect of items on this agenda.

3. MINUTES

(Pages 1 - 12)

The Panel will be asked to confirm the minutes of the meetings held on 13 January 2010 and 25 January 2010.

4. CHAIR'S URGENT BUSINESS

To receive reports on business which, in the opinion of the Chair, should be brought forward for urgent consideration.

**5. FEEDBACK FROM OVERVIEW AND SCRUTINY
MANAGEMENT BOARD**

The Panel will receive any relevant feedback from the Overview and Scrutiny Management Board.

6. NATIONAL INDICATOR 192 RECYCLING LEVELS

(Pages 13 - 18)

The Panel will consider the National Indicator 192 Recycling Levels.

**7. REPORTING OF DOMESTIC VIOLENCE INCIDENTS
INDICATOR**

The Panel will consider the reporting of the domestic violence incidents indicator.

8. THE COUNCILLOR CALL FOR ACTION: UPDATE

The Panel will receive an update on the Councillor Call for Action submitted by Councillor Ball.

9. QUARTERLY SCRUTINY REPORT

(Pages 19 - 24)

The Panel will consider its draft quarterly report.

10. TRACKING RESOLUTIONS

(Pages 25 - 28)

To monitor the progress on previous resolutions.

11. WORK PROGRAMME

(Pages 29 - 32)

The Panel will consider its –

(a) work programme for 2009/10

(b) draft work programme for 2010/11

12. EXEMPT BUSINESS

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in paragraph(s) of Part 1 of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II (PRIVATE PANEL)

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the Committee is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

Nil.

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Customers and Communities Overview and Scrutiny Panel

Wednesday 13 January 2010

PRESENT:

Councillor Fox, in the Chair.
Councillor Wildy, Vice Chair.
Councillors Aspinall (substitute for Councillor Smith), Berrow, Browne (substitute for Councillor Roberts), Mrs Foster, Lowry (substitute for Councillor McDonald), Mrs Nicholson and Mrs Stephens

Apologies for absence: Councillors McDonald, Roberts and Smith.

The meeting started at 10.00 am and finished at 3.00 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.

44. 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 Bowyer	Minutes 46, 47, 49 and 50	Member of Mayflower Trust Board	Personal
Councillor Browne	Minutes 46, 47, 49 and 50	Member of Devonport Leisure Management	Personal
Councillor Fox	Minutes 46, 47, 49 and 50	Member of the Mayflower Trust Board	Personal
Councillor Jordan	Minutes 49 and 50	Board Member of the Theatre Royal (Plymouth) Ltd	Prejudice
Councillor Mrs Nicholson	Minutes 46, 47, 49 and 50	Chair of Mayflower Trust Board	Personal
Councillor Wildy	Minutes 46, 47, 49 and 50	Member of Devonport Leisure Management	Personal

45. CHAIR'S URGENT BUSINESS

There were no items of Chair's urgent business.

46. LIFE CENTRE AND RELATED PROJECTS PROGRAMME

The Director for Community Services submitted an update report on the Life Centre and the leisure related projects programme. The update highlighted the following main areas –

- (i) programme governance;
- (ii) programme workstream overview –

- Life Centre – progress/cost
 - Leisure Management contract
 - Pavilions
 - Leisure Ice
 - Skate park re-provision
- (iii) Life Centre management structure;
- (iv) Project Managers report.

The following responses were provided to questions raised by Members –

- (i) the Theatre Royal Plymouth Ltd (TRP) were currently producing proposals for the future shape of the Pavilions facility; once these proposals had been received, the Programme Board would work with TRP to develop the proposals into a deliverable solution;
- (ii) the specification would permit the authority to dictate the pricing structure, which would be in line with the existing one; a mechanism would be in place to target specific groups (ie to improve the uptake in activity levels by priority customers, children and young people, older people and those that live in the most deprived areas);
- (iii) the authority would be able to set the swimming pools programme for the contractor to manage; due to the flexibility of the design of the pools it was not anticipated that the facility would be closed to residents on many occasions during the year;
- (iv) work was currently being undertaken to review the management arrangements for the car park;
- (v) the facility would provide some retail opportunities including a restaurant; these would be operated by the main provider or franchised; it was envisaged that a small retail operation would sell sport related items;
- (vi) it was not envisaged that the catering on the site would be provided 'in house' by the authority;
- (vii) currently no sites had been identified for the re-provision of the ice within the city; £2m had been earmarked for the provision of this facility which was contained within the overall budget of £46.5m;
- (viii) soft market testing had been undertaken for the ice re-provision; a good response had been received with interest from five companies;
- (ix) an initial review of the responses indicated –
- there was interest in the development opportunity
 - the preference for a city centre site
 - that competitive dialogue was the favoured procurement route
- (x) the provision of the existing skate park was funded by Sport England, if this facility was not replaced the authority would be liable to pay back the monies;

- (xi) the existing site for the skate park would be needed for the contractor's compound; the park would therefore be relocated to an identified site adjacent to Central Park swimming pool by winter 2010/11; the facility would be redesigned with the involvement of the users when further resources became available.

(Councillors Browne, Bowyer, Fox, Mrs Nicholson and Wildy declared a personal interest in the above matter).

47. **LIFE CENTRE - CONSTRUCTION CONTRACT AWARD AND FINANCE**

The Director for Community Services submitted a report on the Life Centre construction contract award.

The report outlined the following main areas –

- (i) a Restricted Official Journal of the European Union (OJEU) procurement exercise had been undertaken for the selection of the main contract for the Life Centre; the works being procured included the –
 - (a) construction of the new facility
 - (b) associated externals/highways
 - (c) demolition of the existing Mayflower Centre and Central Park pools;
- (ii) the demolition of the skate park was included in the programme, although the relocation of the facility to a new location would not be within the contract works; this would be undertaken by others under the direction of the Life Centre Programme Board;
- (iii) tenders were issued on 21 July 2009 and all five bidders had returned their bids on 2 October 2009;
- (iv) the Quality and Cost evaluation process adopted by the authority was undertaken and identified Balfour Beatty as the successful bidder;
- (v) the detailed construction programme submitted by Balfour Beatty identified that the completion of the Life Centre facility would be delivered within the timescale;
- (vi) the contract costs would be contained within the approved budget of £46.5m within the overall approved capital programme; the breakdown costs were as follows -
 - capital receipts £13,769,021
 - supported borrowing £ 4,650,000
 - unsupported borrowing £19,525,319
 - grants £ 6,328,000
 - other contributions £ 2,227,660
- (vii) the funding streams would be kept under constant review as part of the ongoing review of the capital programme to ensure that any funding changes as they became known would be contained within the overall programme;

- (viii) the timing of capital receipts and any temporary borrowing which may need to be taken as part of the existing capital strategy would be kept under review and further options would continue to be looked at to help minimise the borrowing requirements.

The following responses were provided to questions raised by the Panel –

- (i) unsupported borrowing was borrowing in addition to supported borrowing and was only permitted if the authority could afford it;
- (ii) supported borrowing was a grant provided by Central Government to finance borrowing up to a specified amount;
- (iii) a letter had been sent to the Pavilions giving formal notification of the authority's intention to withdraw its subsidy which would coincide with the opening of the Life Centre; discussions were ongoing for the retention of the arena facility;
- (iv) with the withdrawal of the subsidy to the Pavilions would cover the cost of the unsupported borrowing;
- (v) the authority only borrowed monies from institutions with the highest credit rating; the Treasury Management Board met on a weekly basis to review the Council's borrowings;
- (vi) capital receipts in the sum of £2m had already been realised against the project's capital funding programme of £13,769,021;
- (vii) the overall budget of £46.5m allocated to the project incorporated the spend to date.

Recommended to the Head of Policy, Performance and Partnerships in consultation with the Chair of the Overview and Scrutiny Management Board under delegated authority that the following recommendations are forwarded to Cabinet for approval –

- (1) the recommendation to award the construction contract to Balfour Beatty is approved and congratulates relevant Members and officers on the thoroughness of the tender evaluation process which has been sound and robust;
- (2) the impact of change orders and financial risks are outlined in more detail in the regular Project Manager's report;
- (3) ways of improving access to the Life Centre for people with disabilities and taking account all six strands of equality, is explored;
- (4) the Customers and Communities Overview and Scrutiny Panel is invited to further scrutinize the Leisure Management contract, Leisure Ice provision and the Pavilions including the financing at appropriate stages of the process to allow influence prior to the decisions being made;
- (5) consideration is given to 'incentivising' the contract with regard to aspects such as timescale, costs and health and safety;
- (6) discussions are held with the view to maximizing advantages for the local economy, within relevant legislation, eg the use of local labour and apprenticeships, local materials and businesses;

- (7) LSP partners are encouraged to contribute to the scheme in a similar fashion to the University's commitment;
- (8) consideration is given to using an appropriate proportion of developer tariffs beyond those specifically allocated to leisure (eg transport) to support the scheme during its operating life time;
- (9) the Customers and Communities Overview and Scrutiny normally receives a bi-monthly update on various aspects of this project.

(Councillors Bowyer, Browne, Fox, Mrs Nicholson and Wildy declared a personal interest in the above matter).

48. **EXEMPT BUSINESS**

Resolved that, under Section 100(A) (2) and (4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of confidential/exempt information as defined in paragraph 3 of Part 1 Schedule 12A of the (Local Government Access to Information) Act 1985, as amended by the Freedom of Information Act 2000.

49. **LIFE CENTRE - CONSTRUCTION CONTRACT AWARD AND FINANCE**

The Director for Community Services provided a report on the award of the construction contract and finance for the Life Centre.

Officers responded to questions raised by panel members.

(Councillor Bowyer, Browne, Fox, Mrs Nicolson and Wildy declared a personal interest in the above).

(Councillor Jordan declared a prejudicial interest in the above matter and left the room).

50. **LIFE CENTRE AND RELATED PROJECTS PROGRAMME**

The Director for Community Services provided a report on the Life Centre and the related works programme.

Officers responded to questions raised from the panel members.

(Councillors Bowyer, Browne, Fox, Mrs Nicholson and Wildy declared a personal interest in this matter).

(Councillor Jordan declared a prejudicial interest in this matter and left the room).

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Customers and Communities Overview and Scrutiny Panel

Monday 25 January 2010

PRESENT:

Councillor Fox, in the Chair.
Councillor Wildy, Vice Chair.
Councillors Berrow, Mrs Foster, Gordon, McDonald and Mrs Nicolson.

Apologies for absence: Councillors Roberts and Mrs Stephens.

The meeting started at 10.00 am and finished at 11.45 am.

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.

51. DECLARATIONS OF INTEREST

Name	Minute No. and Subject	Reason	Interest
Councillor Mrs Foster	Minute 55 Plymouth Sports Facility Strategy	Mount Batten Sailing and Water Sports Centre – Board of Directors	Personal
		Over 60s free bus pass holder	Personal
Councillor Mrs Nicholson	Minute 55 Plymouth Sports Facility Strategy	Over 60s free bus pass holder	Personal
		Chair of the Mayflower Trust	Personal
Councillor Wildy	Minute 55 Plymouth Sports Facility Strategy	Devonport Community Leisure Limited	Personal
		Over 60s free bus pass holder	Personal

52. MINUTES

Resolved that the minutes of the meetings held on 26 October 2009 and 23 November 2009 are confirmed as a correct record.

53. CHAIR'S URGENT BUSINESS

There were no items of Chair's Urgent Business.

54. FEEDBACK FROM OVERVIEW AND SCRUTINY MANAGEMENT BOARD

The Vice Chair provided an update on the main issues raised at the Overview and Scrutiny Management Board meeting held on 2 December 2009.

The recommendations outlined in the report from the joint task and finish group on Localities Working which, had been led by this panel, had been agreed by the Management Board. The value of panels producing quarterly reports had been questioned.

55. PLYMOUTH SPORTS FACILITY STRATEGY UPDATE

The Assistant Director for Culture, Sport and Leisure provided an update on the Plymouth Sports Facility Strategy following the conclusion of the 12 week consultation period, as follows

–

- (i) an insert had now been placed in copies of the consultation leaflet relating to the availability of the leaflet in other languages and formats; the strategy would include this information;
- (ii) a total of 112 responses with a resultant 217 different comments, had been received during the public consultation period. The responses had been gathered in various ways including email, online (limehouse) and outreach events such as road shows at Drake Circus and the Respect Festival;
- (iii) the market segmentation tool had been provided by Sport England. It is a standard tool used for analysis and Plymouth's use had been commended by Sport England as an example of good practice;
- (iv) the segmentation information provided by Sport England was the standard analysis used.

Members of the panel put forward questions, to which the following responses were provided

–

- (a) due to the public consultation exercise concluding on Friday 22 January 2010, there had been no opportunity to analyse the responses received and provide a written report to the panel;
- (b) the terminology (descriptions of the segments) used in the final version of the strategy could be different to that adopted by Sport England;
- (c) Sport England had contributed towards the cost of this exercise by funding the consultant's fee;
- (d) a total of 1200 consultation leaflets had been produced;
- (e) it was anticipated that the strategy would be submitted to Cabinet in March 2010;
- (f) the data provided by Sport England was the most up to date and had been gathered via its annual survey; additional data from the Council such as the Local Development Framework and the Area Action Plans together with the six strands of diversity and localities working could be used to shape the recommendations within the strategy.

The panel reiterated its concerns regarding the terminology used by Sport England in their research documentation.

The panel requested that further work was undertaken to 'match' the data provided by Sport England to that of the Council's such as the Local Development Framework, Action Plans, localities working and the six strands of diversity.

The Chair thanked the officers for attending.

Resolved that a written response relating to the request for further work to be undertaken on the strategy is circulated to all panel members with any comments being submitted to Chair and Vice Chair.

(Councillors Mrs Foster, Mrs Nicholson and Councillor Wildy declared a personal interest in the above item).

56. **COUNCILLOR CALL FOR ACTION TOOL KIT**

The Head of Performance, Policy and Partnerships submitted a discussion paper on the Councillor Call for Action tool kit. The discussion paper outlined the following main points –

The following main points were highlighted –

- (a) definition of Councillor Call for Action;
- (b) principles on which the successful operation of Councillor Call for Action should be based;
- (c) establishing a 'Gateway';
- (d) scrutiny and localities.

The panel considered that a task and finish group would be the most appropriate way to deliver the tool kit.

The Chair thanked the officer for his attendance.

Recommended to the Overview and Scrutiny Management Board that –

- (1) the PID for the Councillor Call for Action tool kit is approved;
- (2) membership of the task and finish group is approved as follows -
 - Councillor Berrow
 - Councillor Mrs Foster
 - Councillor Fox
 - Councillor McDonald
 - Councillor Mrs Nicholson
 - Councillor Smith
 - Councillor Mrs Stephens
 - Councillor Wildy

57. **SAFE AND STRONG THEME GROUP UPDATE**

The Chair of the Safe and Strong Theme Group had submitted an update report on the work of the Group, which outlined the following main issues –

- (i) current status/developments – successes;
- (ii) targets unlikely to be met in the next quarter;
- (iii) planned interventions for any failing targets;
- (iv) issue that would impact on other Theme Groups.

The panel raised concerns relating to the issues that were currently off target, as follows -

- (a) the reporting of the domestic violence incidents indicator;
- (b) the stretch target for the long term stability of looked after children;

- (c) the national indicator 60 - core assessments for children's social care carried out within 35 days of commencement;
- (d) the national indicator 64 - child protection plans lasting two years or more.

Resolved that –

- (1) the lead officer for Children and Young People Overview and Scrutiny Panel is requested to provide a written update on the actions being taken to address the following issues that are currently off target -
 - the stretch target for the long term stability of looked after children;
 - the national indicator 60 core assessments for children's social care carried out within 35 days of commencement;
 - the national indicator 64 child protection plans lasting two years or more;
- (2) the Chair of the Safe and Strong Theme Group is invited to attend the next panel meeting on 29 March 2010.

Recommended to the Overview and Scrutiny Management Board that the reporting of the domestic violence incidents indicator, which is off target, is included on the panel's working programme and is scrutinised at its meeting on 29 March 2010.

58. NATIONAL INDICATOR 192 RECYCLING LEVELS

The Overview and Scrutiny Management Board had referred to the panel, for its consideration, the setting up of a joint task and finish group with the Safe and Strong Theme Group regarding the national indicator 192 - recycling levels.

The panel felt that the most appropriate way to scrutinise the recycling levels would be to consider this item together with waste collection which was included on its work programme for 29 March 2010.

Recommended to the Overview and Scrutiny Management Board that the national Indicator 192 - recycling levels is included on the panel's work programme to be considered in conjunction with waste collection at its meeting on 29 March 2010.

59. PLYMPTON LIBRARY REPLACEMENT UPDATE

The Head of Capital and Assets submitted a brief update on the Plympton Library replacement.

The following main points were noted by the panel –

- (i) the two proposed schemes had been subject to a public consultation exercise and a review by the design panel in April/May 2009;
- (ii) as a result of the response from the design panel and the overwhelming verdict from the public consultation, the project was proceeding with the health and library option which had gained planning approval in September 2009;
- (iii) the scheme was currently being prepared for tender following which the exact costs would be known and the final commitment would be gained from all parties to commence work on site;

- (iv) depending on the results of the tender exercise, works were expected to commence on site in spring 2010 and open to the public in February 2011.

The panel raised concerns relating to whether the money acquired from the insurance claim would be sufficient to cover the construction costs of this project, and if not, whether this impact upon the Council's capital programme.

Resolved that the Head of Capital and Assets provide a written response to the panel at its next meeting on 29 March 2010 on the following –

- (a) whether the monies acquired from the insurance claim are sufficient to cover the construction cost of the replacement library, and if not;
- (b) whether the facility would impact upon the Council's capital programme.

60. **FINANCIAL INCLUSION STRATEGY (TASK AND FINISH GROUP)**

The Assistant Director for Safer Communities advised the panel that –

- (i) the Financial Inclusion Strategy 2009-2012 had been approved by Cabinet in March 2009;
- (ii) the Strategy's key aims were to -
 - maximise take up of welfare benefits and tax credits with an emphasis on in-work benefits
 - reduce problem debt
 - provide accessible and high quality financial inclusion services
 - reduce fuel poverty
 - maximise opportunities for delivering financial inclusion through partnership working
- (iii) the action plan was due to be refreshed in March/April 2010;
- (iv) the contract for the provision of the service had been awarded via a partnership bid to Plymouth Citizens Advice Bureau and Routeways Ltd;
- (v) the task and finish group could form the focus of the consultation process for the refresh of the action plan.

Recommended to the Overview and Scrutiny Management Board that –

- (1) the PID for the refresh of the action plan for the Financial Inclusion Strategy is approved;
- (2) membership of the task and finish group is approved as follows -
 - Councillor Berrow
 - Councillor Fox
 - Councillor Mrs Nicholson
 - Councillor Wildy

61. **TRACKING RESOLUTIONS**

The panel received for its information a copy of the Tracking Resolutions schedule.

With regard to minute 7, the panel considered that the Events Strategy – Coherent Marketing Strategy (joint task and finish group) should be reallocated to the Growth and Prosperity Overview and Scrutiny Panel to lead on this item, although the panel would wish to have in input into this matter.

Recommended to the Overview and Scrutiny Management Board that –

- (1) the lead for the Events Strategy – Coherent Marketing Strategy (joint task and finish group) is reallocated to the Growth and Prosperity Overview and Scrutiny Panel;
- (2) Councillor McDonald represents the Customers and Communities Overview and Scrutiny Panel on the joint task group.

62. **WORK PROGRAMME**

The panel considered its work programme for 2009/10.

The panel sought the approval of the Overview and Scrutiny Management Board (minute 58 refers) to include the national indicator 192 – recycling levels on its work programme.

Resolved that the work programme is noted.

63. **EXEMPT BUSINESS**

There were no items of Exempt Business.

Customers and Communities Overview and Scrutiny Panel
Recycling Briefing Note

Introduction

Plymouth City Council (PCC) needs to increase its household recycling and composting performance to help meet statutory performance targets and to divert biodegradable waste from landfill. In order to meet these targets; many councils have introduced household kerbside recycling to collect specific materials and maximise the amount diverted from landfill.

In 2007 a local composition analysis was carried out, to see what was being thrown away by householders. This study concluded that a maximum of 42% of waste put out could be recycled (Excluding food waste and garden waste) in the current kerbside recycling scheme. However current figures indicate that households are only recycling 20.5%.

Currently householders are provided with a weekly rubbish collection and fortnightly recycling collection. The recycling service accepts all paper and card, clean foil, tins, aerosols, and rigid plastic containers. The recycling is collected in one container mixed together to make it easy for residents.

In addition garden waste is collected from April to October which is sent for composting and projects the year end composting rate to be around 9.1%

Plymouth has done well to increase its recycling rate from 26.7% (May 2007) to 30.5% for 2008/09 and the total tonnage sent to landfill decreased by 9% (7,700 tonnes). Residual waste per household has fallen from 1000 kg in 2002/03 to 718 kg in 2008/09.

This has been achieved by rolling out a kerbside recycling scheme to all households in the city and providing over 163 bring recycling banks as well as providing two Recycling Centres (Chelson Meadow and Weston Mill).

However the LAA recycling stretch target is **33%** recycling rate by **2009/10**. It is unlikely that we will meet this target. This is partly due to the effects of the economic recession on the volatile recycling markets. The projected overall **recycling and composting rate for 2009/10 is 29.6%**.

Current Initiatives

Initiatives carried out this year (2009) to further increase the City's recycling rate and to help meet the 09/10 recycling/composting target of 33% is as follows:

- Extending the Garden Waste Collection Scheme to 3,000 more households.
- £2 million refurbishment of Chelson Meadow Household Recycling Centre making it more user friendly and easier for people to recycle large unwanted goods.

- Recycling a wide range of goods from plastics to Christmas Trees.
- An education and awareness raising programme on what can and can't be recycled in Schools and at Community Events.

However to achieve the 33% recycling rate is extremely challenging as we need to influence people's behaviour to recycle more of their household waste (Even though currently 70% of Plymouth residents recycle 70% of everything they can, we could improve on this). Residents need to see recycling as a key element in being able to 'do their bit' to reduce climate change and dependency on scarce natural resources.

In addition Recycling Markets remain volatile and finding outlets to take all grades of material is challenging with reprocessors able to be choosy in this economic downturn.

Future plans to Increase Recycling Rates

To improve the Cities recycling rate further, Plymouth is currently investing in:

- Extending the garden waste scheme to a further 30,000 households during 2010
- Carrying out targeted campaigns that tie in with national ones, such as Real Nappy week, Compost week etc.
- Door-stepping which involves sending out a small team of staff to talk to residents on the doorstep about a particular issue (Dependant on available resources).
- Ensuring enforcement policies are monitored (Dependant on available resources).

Financial Drivers

National Policy and legislation is driving up the cost of landfill whilst promoting minimisation and recycling. Currently the cost of recycling and the cost of landfill are similar. However Landfill Tax is set to increase to £72 per tonne by 2013 (currently £48.00 per tonne) with fines of up to £150 per tonne if Plymouth landfills more biodegradable waste than the allowance.

Every tonne landfilled costs the Council £86 (including tax) and in 2009/10 we are predicting on sending approximately 87,000 tonnes of municipal waste to landfill costing the authority approximately £7.5 million. In 2008/09 each person in Plymouth paid £46.00 to have waste collected and sent to landfill but only £11.00 to have waste collected and diverted from landfill. Each of us is responsible for producing 550 kg (average weight of 7 adults) of waste per year of which 64% (360 kg) is currently landfilled.

If the recycling rate can be increased by 2% this would **save over £78,000** in disposal costs.

Meeting the challenge – How to increase recycling further

In the Waste industry it is generally accepted that promotion of recycling services, with ongoing drip feed of information, is necessary to increase the amount collected. However there are also other methods that can be used to increase awareness, participation and tonnages. Some current and planned interventions using various methods have been included in appendix I.

Monitoring and Targeting

Monitoring is carried out across the city on the recycling tonnages collected and levels of contamination etc. Officers can then target resources and devise methods to resolve or improve the issue wherever possible. This could involve providing new literature or changing an aspect of collection.

Correlations can also be found between deprivation and high levels of recycling contamination with 24% of loads from the worst performing neighbourhoods rejected contrasting with no rejected loads from the best performing areas.

Best and Worst areas for Recycling Plotted against Deprivation score

Highest			Lowest		
Neighbourhood	Kg /Household/ Year	Deprivation Score ^a	Neighbourhood	Kg /Household/ Year	Deprivation Score ^a
Elburton and Dunstone	277.81	26.38	Devonport	88.27	72.47
Goosewell	239.78	32.79	Stonehouse	84.98	64.63
Leigham & Mainstone	229.97	28.63	Ford	82.08	50.37
Plympton St Maurice	226.47	40.91	Morice Town	80.63	47.96
Hartley & Mannamead	220.70	30.23	Mutley & Greenbank	80.61	48.47
Elburton and Dunstone	218.75	26.38	Devonport/Stoke	78.93	61.10
Plymstock	217.20	37.56	Stoke	77.26	52.09
Widewell	214.75	37.25	East End	77.25	46.93
Crownhill & Eggbuckland	211.56	26.58	City Centre	76.09	68.69
Colebrook & Newnham	207.10	31.38	Mutley & Greenbank	54.59	47.96

Collection rounds with the ten highest and ten lowest average weights of kerbside recycling per household collected during 2007. Please note that some areas have more than one figure, this is due to more than one round in that area.

The most deprived areas also statistically produce up to 80% less recycling per household than more affluent ones (A single household in Elburton and Dunstone produce the same weight of recycling annually as five households in Mutley and Greenbank - see table above). Cross referencing information has also highlighted that 16 – 24 year olds do not tend to participate in these schemes. Therefore areas with high student densities do tend to perform poorly.

Targeted action has been carried out in these areas, including talks, attending community meetings, school visits, workshops, distributing leaflets and letters and working with the Neighbourhood wardens. However this approach is resource intensive and progress in changing behavior can be slow.

Partnership Working

Partnership working is a key principle used widely in the waste industry, as it is a good method to get the message out to large groups of people with limited resources. This approach is encouraged in Plymouth, and there are many examples of long term partnerships. The department is always keen to gain new partners to work with, as this assists with getting out a clear consistent message. It is important that householders get reinforced messages in several places, and it is this continuous drip feed of information that hopefully will make a big difference.

A list of some current interventions is included in Appendix 1.

Suggested Key Areas to Target with Partnership Working

Using the table of best and worst areas for recycling, it is proposed to target three different groups/ areas. The East End has not been selected as work has already been carried out in this area.

- Mutley and Greenbank
- Stoke
- 16 – 24 year olds

Key Recycling Messages We want to Reinforce

1. Use the recycling schemes available

For further information on the kerbside recycling scheme, recycling banks, and Household Waste and Recycling Centre contact www.plymouth.gov.uk
Or call 01752 668 000.

2. Unsure of what goes in the recycling container?

- All paper and card
- All cans and clean foil
- All plastic bottles
- All hard plastic food containers (No flexible packaging like bags)

3. Purchasing Power

- The cost of over-packaging is part of the price you pay, choose items with less packaging.
- Wherever possible choose packaging that can be recycled.
- Minimise waste – don't buy what you don't need.

Appendix I

Current and Proposed Partnership Working

Organisation	Event	Intervention	Current or proposed initiative
PCC Council Tax	Move of house	Document included with bill	Proposed
PCC schools	Online pack for schools to utilise as part of national curriculum	Improved awareness at home via children's education. Currently school class talks and activities are carried out by our team and their partner organisation.	Proposed/ Current
University	Freshers week	Attend each year, with information handed out to students.	Current
		Working with university to set up successful recycling, and work with them regarding student accommodation	Current
Customer Services	Move of House	Considering creating a welcome pack for new residents, if this goes ahead then we will feed into that – but this will be similar to Council tax information.	Customer services may be investigating this avenue.
		Alternatively message on answer phone prompting residents to ask if they are unsure about any waste issues. Will need to liaise to see if this is appropriate.	Proposed
Health	Birth of a child	We have a very successful 'Real Nappy Campaign'. It is estimated that up to 4% of household waste could be nappies - therefore this is a good scheme to continue.	Current
Residential Social Landlords/ Housing Associations'		Information put in bin stores or lifts. Talks to local groups etc.	Current
	Move of House	Liaise with PCH, to see if they would be prepared to send out information when issuing new tenancies on recycling and waste information.	Proposed
Neighbourhood Wardens	Site visits	Discussing ways to provide information to residents whilst they are doing their site visits.	Current

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**DRAFT
CITY OF PLYMOUTH**

Subject: Customers and Communities Overview and Scrutiny Panel Quarterly Scrutiny Report

Committee: Customers and Communities Overview and Scrutiny Panel

Date: 29 March 2010

CMT Member: Director for Community Services

Author: Pete Aley (Customers and Communities Overview and Scrutiny Panel Lead Officer)

Contact: Tel no: 01752 304321
Email: pete.aley@plymouth.gov.uk

Ref:

Part: I

Executive Summary:

This report sets out a review of the Customers and Communities Overview and Scrutiny Panel for the third quarter of 2009/10.

Corporate Plan 2010-2013:

The Customer and Communities Overview and Scrutiny Panel provides strategic scrutiny of the following Corporate Improvement Priorities and key areas:

- CIP1 - improving customer service
 - CIP6 - providing more and better culture and leisure activities
-

**Implications for Medium Term Financial Plan and Resource Implications:
Including finance, human, IT and land**

None.

Other Implications: e.g. Section 17 Community Safety, Health and Safety, Risk Management, Equalities Impact Assessment, etc.

None.

Recommendations and Reasons for recommended action:

That the report is noted

Alternative options considered and reasons for recommended action:

N/A.

Background papers:

Customers and Communities Overview and Scrutiny Panel minutes.

Sign off: N/A

CITY OF PLYMOUTH

Customers and Communities Overview and Scrutiny Panel Quarterly Report

1. Introduction

- 1.1 This report sets out a review of the Customers and Communities Overview and Scrutiny Panel for the third quarter of 2009/10, incorporating meetings held on 13 January 2010 and 25 January 2010.

2. Scope of the Overview and Scrutiny Panel

- 2.1 The Customers and Communities Overview and Scrutiny Panel is primarily concerned with the strategic scrutiny of the following Corporate Improvement Priorities and key areas –

- CIP1 - Improving customer service
- CIP6 - Providing more and better culture and leisure activities

- 2.2 The detailed terms of reference for the panel are contained in Appendix 1.

- 2.3 The panel consists of the following Members and officers

Title	Name	Attendances (2 meeting)
Councillor (Chair)	Fox	2
Councillor (Vice Chair)	Wildy	2
Councillor	Berrow	2
Councillor	Mrs Foster	2
Councillor	McDonald	1
Councillor	Mrs Nicolson	2
Councillor	Roberts	0
Councillor	Smith	0
Councillor	Mrs Stephens	2
Lead Officer	Pete Aley	2
Democratic Support Officer	Helen Wright	2

- 2.4 The panel, through strategic and operational scrutiny, supports the following Cabinet Members and Council Management Team members -

Title	Name
Cabinet Member for Safer and Stronger Communities	Councillor Brookshaw
Cabinet Member for Leisure, Sport and Culture	Councillor Jordan
Cabinet Member for Street Scene, Waste and Sustainability	Councillor Leaves
Cabinet Member for Customer Services, Performance and Partnerships	Councillor Ricketts
Director for Community Services	Carole Burgoyne

- 2.5 The panel submitted a recommendation to the Overview and Scrutiny Management Board that the relevant CIPs and cross cutting CIPs were included on its Terms of Reference. It was essential for the panel to look at cross cutting CIPs to avoid silo working.
- 2.6 The panel had a budget of £2,000 of which it has spent £311.05 in supporting the Localities Working task and finish group.

3. Key Achievements to Date

- 3.1 The panel has now met on two occasions. Meetings have been well attended by panel members. A positive contribution has been made to support the strategic and operational overview in particular the following achievements have already been made –
- The recommendations from the joint task and finish group on Localities Working were submitted to Cabinet on 19 January 2010 and virtually all approved, and full Council on 1 February 2010 subsequently approved the Locality Working model.
 - Following a recommendation from the panel, a draft tool kit for the Councillor Call for Action had been circulated by the Overview and Scrutiny Management Board to all Members for comments, to be considered at its meeting on 31 March 2010.
 - As part of the consultation process for the development of the Plymouth Sports Facility, the panel requested at its meeting held on 25 January 2010 that further work was undertaken to ‘match’ the data provided by Sport England to that of the Council’s such as the Local Development Framework, Action Plans, localities working and also the six strands of diversity.
 - A successful meeting of the panel was held on 13 January 2010 to scrutinise the following -
 - ▶ the Life Centre and related projects programme
 - ▶ the award of the construction contract
 - ▶ the funding/finance of the project

The panel submitted nine recommendations to the Cabinet of which six were accepted, and comments were made on recommendations two, three and six.

The Cabinet extended thanks to the panel for the quality of scrutiny review work undertaken.

4. On the Horizon

- 4.1 The panel would be scrutinising the refresh of the action plan for the Financial Inclusion Strategy. Membership of the task and finish group had been approved as follows –

Councillor Berrow
Councillor Fox
Councillor Mrs Nicholson
Councillor Wildy

- 4.2 The panel agreed to scrutinise the national indicator 192 for recycling levels in conjunction with waste collection policy at its meeting on 29 March 2010.
- 4.3 The panel further agreed to invite the Chair of the Safe and Strong Theme Group to attend the March meeting to scrutinise the reporting of domestic violence incidents indicator which was currently off target. The panel requested the lead officer for Children and Young People Overview and Scrutiny Panel to provide a written update on the actions being taken to address the following issues that were currently off target –
- the stretch target for the long terms stability of looked after children;
 - the national indicator 60 core assessments for children’s social care carried out within 35 days of commencement;
 - the national indicator 64 child protection plans lasting two years or more.
- 5. Recommendation**
- 5.1 That the progress of the Customers and Communities Overview and Scrutiny panel is noted by the Overview and Scrutiny Management Board.

Customers and Communities Overview and Scrutiny Panel

Terms of Reference

- To review new and existing policies and consider how they may be improved and developed;
- To monitor the budget and performance of the Cabinet Member, Department and partners to ensure that the priorities for the area are being delivered upon;
- To monitor performance against the relevant Corporate Improvement Priorities;
- To review Policies within the Budget and Policy Framework;
- To consider Equality Impact Assessments against new and existing policies;
- To investigate local issues to find out how the council and its partners can improve to meet the needs of local people;
- To make recommendations about service delivery to the Cabinet (via the Board)
- To review and scrutinise the performance of partner organisations
- To set up Ad-Hoc Working Groups as and when required;
- To produce quarterly progress reports to go to the management board

Policy areas

- Customer Services
- Environmental Services
- Safer Communities
- Leisure, Culture and Sport
- Environmental regulation
- Crime and Disorder (This Panel will take on the role of the Crime and Disorder Overview and Scrutiny Panel)

Cabinet Members

- Street Scene, Waste and Sustainability
- Customer Services, Performance and Partnerships
- Safer and Stronger Communities
- Leisure, Culture and Sport

Directorates

- Community Services
- Corporate Support

Corporate Improvement Priorities (CIPs)

- Customers Service (CIP 1)
- Culture and Leisure (CIP 6)

LSP Link

- Safe and Strong

Membership

The Chair of the Panel shall serve on the Overview and Scrutiny Management Board. The Customers and Communities Overview and Scrutiny Panel will be chaired by a Member of the majority political group with the vice-chair from the opposition political group. All Members of the panel will adhere to the general rules of Overview and Scrutiny.

CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL TRACKING RESOLUTIONS

Panel Date	Minute number	Resolution	Action by	Progress	Target date	Comments
27/07/09	6	the Waste Collection Policy scrutiny is deferred to March 2010 meeting in order to enable the appropriate officers to attend.	DSO		March 2010	Confirmation was gained from the Assistant Director for Community Services (Environmental Services) that currently no work was being carried out on the development of the waste collection policy. Once this item is on the Forward Plan the appropriate scrutiny can be undertaken.
27/07/09	7	Membership for the Task and Finish group for the events strategy comprised of – Councillors Berrow, Fox, McDonald, Smith, Mrs Stephens and Wildy	DSO	Project Initiation Document (PID) to be considered in November 2009. Task and Finish to be completed by March 2010. Completed	February 2010	The Overview and Scrutiny Management Board agreed to reallocate this item for the Growth and Prosperity OSP to take the lead on a joint task and finish group (Councillor McDonald to represent to the Panel).
28/09/09	19(a)	the panel recommended that the Overview and Scrutiny Management Board urgently considered the provision of a tool kit outlining the process and procedures for a Councillor Call for Action request and that it is made available to all Members, departments and interested parties within the next committee cycle.	DSO	Forwarded to the Overview and Scrutiny Management Board for consideration at its next meeting 7 October 2009. Completed	March 2010	The Overview and Scrutiny Management Board agreed that the draft tool kit would be circulated to all Members asking for comments to be provided to the Board and scrutinised at its meeting on 31 March 2010.

Panel Date	Minute number	Resolution	Action by	Progress	Target date	Comments
23/11/09	38/39	the panel recommended to the Overview and Scrutiny Management Board that the current anomaly is further investigated to enable the bi-monthly joint finance and performance report is submitted to the panel to enable it to effectively monitor the budget and performance issues.	DSO	Recommended was submitted to the Overview and Scrutiny Management Board on 2 December 2009.	Dec 2009	The Overview and Management Board resolved that regarding the Customers and Communities OSP minute 39 CIPs, the Head of Performance, Policy and Partnerships be requested to take forward the issue of finance and performance reporting to panels wit the panel lead officers.
23/11/09	41	the lead officer was tasked with investigating whether the update on the action plan for the access to services inspection should be submitted to this panel or the Overview and Scrutiny Management Board as part of its role.	Lead Officer		Jan 2010	
25/01/10	56	the panel recommended to the Overview and Scrutiny Management Board that the PID for the Councillor Call for Action tool kit was approved and that membership of the task and finish group was approved as Councillors Berrow, Mrs Foster, Fox, McDonald, Mrs Nicholson, Smith, Mrs Stephens and Wildy.	DSO	Recommendation submitted to the Overview and Scrutiny Management Board on 3 February 2010.	March 2010	The Overview and Scrutiny Management Board agreed that the draft tool kit would be circulated to all Members asking for comments to be provided to the Board and scrutinised at its meeting on 31 March 2010.
25/01/10	57	the panel recommended to the Overview and Scrutiny Management Board that the reporting of domestic violence incidents indicator, which was off target, was included on the panel's work programme and was scrutinised at its meeting on 29 March 2010.	DSO	Recommendation submitted to the Overview and Management Scrutiny Board on 3 February 2010.	March 2010	The Overview and Scrutiny Management Board agreed that the reporting of the domestic violence incidents indicator is included on the panel's work programme and is scrutinised at the panel's meeting on 29 March 2010.

Panel Date	Minute number	Resolution	Action by	Progress	Target date	Comments
25/01/10	58	the panel recommended to the Overview and Scrutiny Management Board that the national indicator 192 recycling levels was included on the panel's work programme to be considered in conjunction with the waste collection at its meeting on 29 March 2010.	DSO	Recommendation submitted to the Overview and Management Scrutiny Board on 3 February 2010.	March 2010	The Overview and Scrutiny Management Board agreed that the national indicator 192 recycling levels is included on the panel's work programme and is considered in conjunction with waste collection at its meeting on 29 March 2010.
25/01/10	60	the panel recommended to the Overview and Scrutiny Management Board that the PID for the refresh of the action plan for the financial inclusion strategy was approved and that membership of the task and finish group was approved as follows Councillors Berrow, Fox, Mrs Nicholson and Wildy.	DSO	Recommendation submitted to the Overview and Management Scrutiny Board on 3 February 2010. Completed	March 2010	A Task and Finish Group was held on 16 March 2010. Recommendations would be submitted to the Overview and Scrutiny Management Board on 31 March 2010.

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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			
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		26	
Localities Work (<i>Task and Finish Group</i>)						2 / 5					
Crime and Disorder Reduction Partnerships											
Allotment Strategy											
Tree Strategy											
Waste Collection Policy/National Indicator 192 Recycling Levels										29	
Election Annual Review – Update (<i>Written Report</i>)						23					
Access to Services Inspection – Update (<i>Written Report</i>)						23					
Councillor Call for Action (Took Kit)								25			

Topics	J	J	A	S	O	N	D	J	F	M	A
Access to Services Inspection – Update (Written Report) (not scrutinised in 2009/10)											
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 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)											