

# Public Document Pack



**BARRY KEEL**  
Chief Executive  
Floor 1 - Civic Centre  
Plymouth  
PL1 2AA

[www.plymouth.gov.uk/democracy](http://www.plymouth.gov.uk/democracy)

Date 22/10/09 Telephone Enquiries 01752 304022 Fax 01752 304819  
Please ask for Helen Wright, Democratic Support Officer e-mail [helen.wright@plymouth.gov.uk](mailto:helen.wright@plymouth.gov.uk)

## **CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL**

### **LOCALITIES WORKING TASK & FINISH GROUP**

**DATE: MONDAY 2 NOVEMBER 2009**  
**TIME: 10.00 AM**  
**PLACE: HAMOAZE HOUSE, MOUNT WISE, DEVONPORT, PLYMOUTH, DEVON, PL1 4JQ**

#### **Committee Members–**

Councillor Fox, Chair  
Councillor Wildy, Vice Chair  
Councillors Mrs Nicholson, Roberts, Mrs Stephens and Mrs Watkins

#### **Substitutes–:**

Any Member other than a Member of the Cabinet may act as a substitute member provided that they do not have a personal and prejudicial interest in the matter under review. Please note that this meeting is the first of two and any member who substitutes must be available to substitute at the second meeting.

***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 LOCALITIES WORKING TASK & FINISH GROUP**

### **1. APOLOGIES**

To receive apologies for non-attendance.

### **2. DECLARATIONS OF INTEREST**

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

### **3. INTRODUCTION (Pages 1 - 8)**

The Assistant Director for Safer Communities will provide an introduction to the Task & Finish Group.

### **4. CONSULTATION RESPONSES (Pages 9 - 16)**

To receive a copy of the consultation documents and a summary of the responses.

### **5. WITNESSES (Pages 17 - 18)**

Members will question representatives of council services areas, community group representatives, partner representatives and members of the public in relation to their views on localities working.

### **6. SUMMARY AND REVIEW**

Members will have an opportunity to review the day's findings.

## Request for Scrutiny Work Programme Item

1	<b>Title of Work Programme Item</b>	<b>Localities Working</b>
2	<b>Responsible Director (s)</b>	Carole Burgoyne
3	<b>Responsible Officer</b>  <b>Tel No.</b>	Peter Aley, Head of Safer Communities  (30)4388
4	<b>Aim</b>	Contribute to, and encourage participation in, consultation to develop a model for Locality Working in Plymouth's 6 Localities identified by the LSP.
5	<b>Objectives</b>	<p><b>Objectives of Locality working are to:-</b></p> <ul style="list-style-type: none"> <li>• Enable residents to influence and challenge service delivery</li> <li>• Make services more 'joined up'</li> <li>• Improve councillor involvement</li> <li>• Reducing inequalities between communities</li> <li>• Focus money and staff more effectively</li> <li>• Improve the sharing and use of information</li> <li>• Monitor service provision more effectively</li> <li>• Meet local and national targets.</li> </ul>
	<b>Benefits</b>	The scrutiny is an opportunity to examine ideas, good practice and a range of views before development of proposals on Localities working. This will enhance the consultation process underway and will afford a particular opportunity for members and others to contribute prior to recommendations being made to cabinet / council.
	<b>Beneficiaries</b>	The LSP Service providers The Third sector Communities Cabinet Full council
6	<b>Criteria for Choosing Topics</b>	<ul style="list-style-type: none"> <li>• Corporate priority area</li> <li>• Public interest issue covered in local media</li> </ul>

7	<b>Scope</b>	<p>To examine and make recommendations on:-</p> <ul style="list-style-type: none"> <li>• The best way of joining up services in Localities and the proposal to have Locality Service Co-ordination Teams in each locality</li> <li>• Ways we can improve links between organisations providing services and the community in each Locality and whether Area Committees should be replaced with Partnerships (one for each locality) with a new focus on joint problem solving between services and communities.</li> <li>• What sorts of information Locality Teams will need to help with their work.</li> </ul>		
	<b>Exclusions</b>	<ul style="list-style-type: none"> <li>• The boundaries for our 6 Localities (which the Local Strategic Partnership has already agreed).</li> <li>• Any new arrangements for service delivery or new approaches to neighbourhood working, i.e. at the level of our 43 neighbourhoods. (However this would not preclude looking at how neighbourhood issues and concerns can best be considered at Locality level).</li> </ul>		
8	<b>Programme Dates</b>	<b><i>Needs to be complete by mid Sept</i></b>		
	<b>Timescales and Interdependices</b>	<b>Milestones</b>	<b>Target Date for Achievement</b>	<b>Responsible Officer</b>
		<p style="color: red; text-align: center;"><b>Known milestones for achieving the final report</b></p> <ul style="list-style-type: none"> <li>• 27.7.09 Customers &amp; Communities OSP – this PID needs to be approved by them, will have to be tabled;</li> <li>• 5.8.09 O &amp; S Management Board – this PID should be published on 27.7.09 with the agenda, Management Board will need to appoint Members;</li> <li>• Task &amp; Finish Group needs to meet in August if going to 2.9.09 O &amp; S Management Board.</li> </ul>	<p style="color: red; text-align: center;"><b>Dates of known milestones</b></p> <ul style="list-style-type: none"> <li>• 15.9.09 – Cabinet</li> <li>• 12.10.09 – Council</li> </ul>	Peter Aley
9	<b>Links to other projects or initiatives / plans</b>	Part of CIP4		

10	Relevant Overview and Scrutiny Panel	Customers & Communities OSP
11	Lead Officer for Panel	????
12	Reporting arrangements	<p><b>Dates of Panels, Commission and Cabinet /Council</b></p> <ul style="list-style-type: none"> <li>• 28.9.09 – Customers &amp; Communities OSP – too late, won't be able to approve task &amp; finish group report, need mechanism to approve task &amp; finish group report before O &amp; S Management Board</li> <li>• 2.9.09 – O &amp; S Management Board to approve scrutiny report,</li> <li>• 15.9.09 – Cabinet</li> <li>• 12.10.09 – Council</li> </ul>
13	Resources	<p><b>Staff and other resources</b></p> <p>Strategic Housing and LSP staff</p>
14	Budget implications	<p><b>Resources within existing budgets and any additional resources required</b></p> <p>Staff time</p>
15	Risk analysis e.g. if no scrutiny	A potential major change in the way the council and partners co-ordinate services and engage the public would be developed without the opportunity for proactive scrutiny to influence it.
16	Project Plan / Actions	<b>Project Plan to be prepared by Select Committee appointed by Panel</b>

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## **LOCALITY WORKING**

*Essentially, Locality Working is about improving service delivery across the public sector - local government, police, health, voluntary and community sectors, by more joined-up decision-making and working within six agreed Locality boundaries.*

*Initially, Locality Working will concentrate on the following themes: street scene and environment, community safety, health and children and young people.*

### **Plymouth Localities**

Customers have told us that they want services that are easy to access and respond to their needs. To help deliver better services in this way we've created Plymouth "Localities".

In consultation with partners, the boundaries for the six localities have already been agreed by Plymouth 2020, our Local Strategic Partnership (LSP).

This is now the official map for the city and different organisations in the LSP have committed to better joining up of existing services within these boundaries.

### **Our vision for Locality Working**

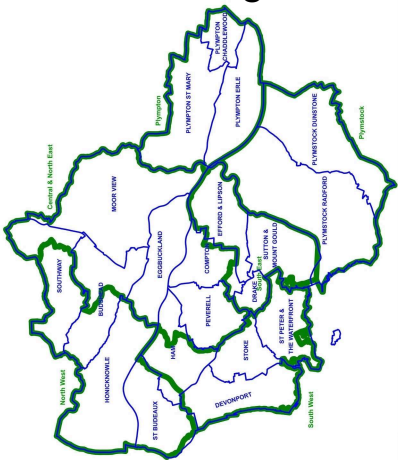
We want Locality Working to help us create a city with successful, strong, cohesive and sustainable communities. Residents in these communities should be actively involved in shaping the places in which they live and improving services, leading to increased satisfaction and better quality of life.

### **Objectives of Locality Working are to:**

- Enable residents to influence and challenge service delivery
- Make services 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 local and national targets

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**This questionnaire appears on the Plymouth 2020 website**

**What do you think?**

\* delete as appropriate

1. We think that each Locality should have a Locality Service Co-ordination Team covering four key services –

- Street scene and environment
- Community safety
- Health
- Children & young people.

Do you broadly agree with this suggestion? Yes/No

How could it be improved / developed? You may like to consider if these are the most important service areas in the locality where you live?

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2. We propose that the team is pulled together by a senior Champion, undertaking this in addition to other duties. Ideally, we would also like to see a co-ordinator to support the Champion but recognise that paying for this would be an issue.

Do you broadly agree with this suggestion? Yes/No

How could it be improved / developed? You may like to consider who the Champions should be?

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3. We want communities to be better able to have a say in the way services are delivered as part of the Locality model we are proposing. We think the current Area Committees should be replaced with 6 partnerships (one for each locality). These partnerships would have a new focus on joint problem-solving and partnership working between services and communities, as well as opportunities for questions and answers. We also feel there are opportunities for better links to PACTs (Partners and Communities Together) which the police run as an opportunity for the community to have a say in what matters to them.

Do you broadly agree with this suggestion? Yes/No

How could it be improved / developed? You may like to consider who should be part of these partnerships, what the responsibilities of the partnership should be, and how links could be made to PACTs?

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4. How can we make sure people from local communities can influence Locality Service Co-ordination Teams so that they deliver the right improvements for the right priorities?

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5. What sort of information do you think Locality Service Co-ordination Teams would need to help with their work?

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6. What sort of things do you think each Locality Service Co-ordination Team should, and should not have the power to do and decide (i.e. the “governance arrangements”)?

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Please let us have any other comments:

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Thank you for your time

*(Please note that any views you submit will be sent to the members of the Task and Finish Group and published on the Council’s website as part of the agenda for the meeting, though we will remove any personal information so that you cannot be identified.)*

## Locality Working: Feedback from Public Consultation: Summary

(29 RESPONSES RECEIVED ON CONSULTATION PORTAL; ADDITIONAL 4 LETTERS)

### Q1 – Set up 6 Locality Teams/4 key services?

**68% of Portal responses recorded yes.** Whilst 3 feel this is a waste of time and money, and another states existing services are effective, many emphasised the need to involve local residents, local community groups, employers and schools in locality working. Another stressed the need for equal involvement across services and a further clear involvement of Third Sector on equal partnership. Other services that need to be considered include housing, transport, open spaces, culture, sport, education.

### Q2 – Led by Champion, assisted by coordinator?

**48% of Portal responses recorded yes.** Whilst 3-4 think this is a waste of time, others suggested the use of re-trained Council staff. One felt the team needs to be well resourced and have clear accountability. One felt the Champion should have sufficient clout to see things delivered and to be accountable to the Locality Partnership. There was a view that the Champion should not have political allegiance, but could possibly be a local resident or community activist. Another suggestion to wait until the initiative is established before appointing. Some unease about the term 'champion', and the need to involve young people was stressed.

### Q3 – Replace 8 Area Committees with 6 Locality Partnerships?

**62% of Portal responses recorded yes.** There is concern about accountability and the constitutional basis, also the need for more openness, consultation and accessibility. A concern that councillors roles diminished. The question of devolved budgets was raised, as was the need for a local base regularly staffed. Third sector organisations to be elected as per Third Sector Strategy. The differing needs of localities was mentioned. What would happen to the AC's current important agenda (traffic orders etc)? Two opposing views on whether PACTs should be independent or alongside. Another that fewer partnerships should be the aim.

### Q4 – Involving local people.

A big emphasis on speaking to local residents, advertising meetings and keeping people informed through news sheets, media, web, etc. Councillors to consult more, not just before elections. Involve people of all age groups. People will want to see early results. Set up a residents' forum within each locality.

### Q5 – What information is needed?

The main source should be residents, schools, community groups. Especially residents. Local needs, range of people, problems all need defining. Need to work with partners, eg police, highways, health.

Q6 – Governance arrangements?

A few suggested the locality team should have decision power over only low priority issues, another that there should be agreed powers of delegation. A view that the team should act as an interface, making representations, rather than decisions. A suggestion that a Locality Service Plan be prepared, also the need for a devolved budget. Concern about accountability, and once again the need to have resident input.

Q7 – Any other comments?

The following are emphasised: communication with residents more widely, accessibility, avoid duplication with what's done already, recognise views of Area Committees, Partnerships to have the ability to scrutinise how budgets applied and Third sector involved, and need for careful monitoring. A view that the proposal needs to incorporate the principle of priority neighbourhoods.

NJM/20/10/09

## Locality Working: Feedback from Area Committees: Summary

6 Committees have considered the matter to date.

### Budshead, Honicknowle & Southway 30/09/09

- Overall positive about concept of joined-up approach
- Concern about split of some areas
- 18 councillors in one locality
- Lack of consultation – LSP not elected
- Need to engage residents better

### Compton & Peverell 28/09/09

- LSP not elected, should have consulted on boundaries
- Central/NE too big, no common agenda
- Police having trouble with these work areas.

### Drake, Efford, Lipson, Sutton & Mount Gould 10/09/09

- How to involve residents more
- Need Action Plan to see where this is going
- Need better publicity
- Extend consultation period.

### Ham & St Budeaux 16/09/09

- Concern about boundaries – Ham split 3 ways
- How was this agreed
- Concern Area Committees will be less focussed
- Concern meetings need to be held in areas where people can access them
- Need for creativity in involving residents
- Concern about lack of youth provision

### Plympton 14/09/09

- Support
- An opportunity to improve communication
- Consider a Town council
- Concern about length of meetings
- What are other local authorities doing?
- Please feedback to the Committee

### Plymstock 21/09/09

- Concern about access to services
- Concern LSP not democratically elected
- Will it happen?

Devonport, Stoke, St Peter & Waterfront 24/11/09

Eggbuckland & Moorview 17/11/09

NJM/21/10/09

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## Locality Working: Feedback from Plymouth Third Sector Consortium Workshop: Summary

### PLYMOUTH THIRD SECTOR CONSORTIUM 16/09/2009 WORKSHOP ON LOCALITIES FEEDBACK FROM DISCUSSION GROUPS; SUMMARY

About 20 people attended this workshop. There were four discussion groups.

#### Q1 – Set up 6 Locality Teams/4 key services?

50% of groups recorded yes. Other services that need to be considered include housing, transport & highways, regeneration and economy, disability & the elderly, inclusion issues.

The team needs to include a link person from the main services.

#### Q2 – Led by Champion, assisted by coordinator?

50% recorded yes. Champion must have local knowledge, spend time locally, hear community views, have authority, be politically neutral. They must be multi-sector, could be a volunteer. Concentrate on where things not working.

#### Q3 – Replace 8 area committees with 6 locality partnerships?

75% recorded yes. On the one hand, involve local people – particularly young people, be accountable & transparent, on the other avoid tribalism. PACTS to feed in. A 'round table' rather than a 'top table' approach suggested.

Consider splitting Central/NE – too big.

#### Q4 – Involving local people.

Liked the idea of a Partnership team consulting while the coordination team got on with 'doing'. Devolved decision making needed. Good communication needed, using local resources. Consider translation needs.

#### Q5 – What information needed?

A robust needs analysis was suggested together with local knowledge and networking.

#### Q6 – Governance arrangements?

Localities need on the one hand to have teeth, have devolved decision making, be different from what's gone before, on the other there should be no conflict of interest. There should be realistic control of budget but with financial accountability.

NJM/20/10/09

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**Timetable for Locality Working Task & Finish Group – witnesses  
Monday 2 November 2009**

Time	Witness	
10.00 – 10.30	Pete Aley Assistant Director for Safer Communities	
10.30 – 10.45	Superintendent Andy Bickley Devon & Cornwall Police	
10.45 – 10.50	Agree key points from witness	
10.50 – 11.05	Peter Flukes Wolseley Trust	
11.05 – 11.10	Agree key points from witness	
11.10 – 11.25	Break	
11.25 – 11.40	Jane Donovan Asst Dir. Environmental Services	
11.40 – 11.45	Agree key points from witness	
11.45 – 12.00	Pam Marsden Asst. Dir. Community Care	
12.00 – 12.05	Agree key points from witness	
12.05 – 12.20	Pat Patel Tamarview Community Complex	
12.20 – 12.25	Agree key points from witness	
12.25 – 12.40	Carole Burgoyne Dir. Community Services	
12.40 – 12.45	Agree key points from witness	
12.45 – 1.30	Lunch	
1.30 – 1.45	Phil Mitchell Housing & Regeneration Manger	
1.45 – 1.50	Agree key points from witness	
1.50 – 2.05	Mr Emery Private	
2.05 – 2.10	Agree key points from witness	
2.10 – 2.25	Sam Swaby Granby Island Community Centre	

2.25 – 2.30	Agree key points from witness	
2.30 – 2.45	Peter McNamara Devonport Regeneration Community Partnership	
2.45 – 2.50	Agree key points from witness	
2.50 – 3.05	Break	
3.05 – 3.20	Maggie Carter Asst Dir Learner and Family Support	
3.20 – 3.25	Agree key points from witness	
3.25 – 3.40	Slot not taken	
3.40 – 3.45	Agree key points from witness	
3.45 – 4.00	Martin Clay, North Prospect Partnership (and 2 Directors)	
4.00 – 4.05	Agree key points from witness	
4.05 – 4.20	Councillor Dr Mahony, Chair of Compton and Peverell Area Committee	
4..20 – 4.25	Agree key points from witness	