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CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

DATE: MONDAY 7 JUNE 2010
TIME: 10AM
PLACE: COUNCIL HOUSE, NEXT TO THE CIVIC CENTRE

Committee Members–

Councillors Ball, Mrs Beer, Mrs Bragg, Martin Leaves, McDonald, Mrs Nicholson, Roberts, Smith and Vincent.

Co-opted Representatives

Mr C Singh.

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. APPOINTMENT OF CHAIR AND VICE CHAIR

The panel will appoint the Chair and Vice Chair for the municipal year 2010/11.

2. APOLOGIES

To receive apologies for non-attendance submitted by panel members.

3. DECLARATIONS OF INTEREST

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

4. MINUTES

(Pages 1 - 4)

The panel will be asked to confirm the minutes of the meeting held on 29 March 2010.

5. CHAIR'S URGENT BUSINESS

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

6. TERMS OF REFERENCE

(Pages 5 - 6)

The panel will note the Terms of Reference for the Customers and Communities Overview and Scrutiny Panel.

7. TRACKING RESOLUTIONS AND FEEDBACK FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD

(Pages 7 - 8)

The panel will monitor the progress of previous resolutions and receive any relevant feedback from the Overview and Scrutiny Management Board.

8. APPOINTMENT OF CO-OPTED REPRESENTATIVES

The panel will consider the appointment of co-opted representatives and/or confirm existing co-opted representatives.

9. OVERVIEW OF PRIORITIES FOR COMMUNITY SERVICES AND CORPORATE SUPPORT (CUSTOMER SERVICES)

The panel will receive an overview of the priorities for Community Services and Corporate Support (Customer Services).

10. DRAFT WORK PROGRAMME 2010/11 (Pages 9 - 10)

The panel will consider its draft work programme for 2010/11.

11. FUTURE DATES AND TIMES OF MEETINGS

The panel is asked to note the dates of future meetings for the municipal year 2010/11. All meetings will commence at 10am –

Monday 7 June 2010	
Monday 19 July 2010	
Monday 6 September 2010	
Monday 18 October 2010	Provisional
Monday 15 November 2010	
Monday 17 January 2011	
Monday 14 March 2011	
Monday 18 April 2011	Provisional

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

Monday 29 March 2010

PRESENT:

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

Co-opted Representatives: Mr Singh

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.

64. DECLARATIONS OF INTEREST

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

65. MINUTES

Resolved that –

- (1) the minutes of the meeting held on 13 January 2010 are confirmed as a correct record subject to the following amendment (minute 44 refers) 'Member of Devonport Leisure Trust';
- (2) the minutes of the meeting held on 25 January 2010 are confirmed as a correct record subject to the following amendments (minute 44 refers) 'Trustee of Mount Batten Sailing and Water Sports Centre' and Member of Devonport Leisure Trust'.

66. CHAIR'S URGENT BUSINESS

There were no items of Chair's urgent business.

67. 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 meetings held on 3, 15 and 17 February and 3 March 2010.

68. NATIONAL INDICATOR 192 RECYCLING LEVELS

The Cabinet Member for Street Scene, Waste and Sustainability, the Service Improvement Manager and the Chair of the Safe and Strong Theme Group submitted a briefing note on recycling.

Members were informed that –

- (i) the authority currently operated a kerbside recycling scheme to all households in the city; 163 bring recycling banks were provided together with two centres at Chelson Meadow and Weston Mill; in addition garden waste was collected from April – October;

- (ii) the Local Area Agreement recycling stretch target for recycling was 33 percent by 2009/10, which was unlikely to be met by the authority, due partly to the effects of the economic downturn;
- (iii) the recycling rate in Plymouth had increased from 26.7 percent in 2007 to 30.5 percent in 2008/09; the projected overall recycling and composting rate for 2009/10 was 29.6 percent;
- (iv) current initiatives included –
 - extending the garden waste collection scheme;
 - refurbishment of Chelson Meadow Household Recycling Centre;
- (v) future initiatives to increase recycling rates included –
 - extending the garden waste scheme to a further 30,000 households during 2010;
 - targeted campaigns to tie in with national ones, ie real nappy week;
- (vi) if the recycling rate could be increased by two percent this would save the authority over £78,000 in disposal costs;
- (vii) the most deprived areas within the city statistically produced 80 percent less recycling per household than the more affluent areas; it was proposed to target key areas in conjunction with partnership working, which included –
 - Mutley and Greenbank
 - Stoke
 - 16 – 24 year olds
- (viii) work was being carried out to investigate the opportunities for partnership working, such as community focus weeks.

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

–

- (a) garden waste sacks delivered to properties that did not require them, would be collected and redistributed to other areas;
- (b) currently it was not feasible to provide a glass kerbside collection services due to budget restraints;
- (c) the recycling of glass from the banks was included in the overall figures;
- (d) two recycling systems were in operation in Stoke; properties were either provided with a bin if there was sufficient space, or a bag;

Recommended to the Overview and Scrutiny Management Board that following the completion of the work regarding recycling rates by the LSP Safe and Strong Theme Group, a revised report regarding partnership working is submitted to the panel, with SMART targets and demonstrating a more proactive approach to the issue.

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

The Chair of the Safe and Strong Theme Group and Domestic Violence Manager briefed councillors on the reporting of domestic violence incidents indicator.

Members were informed that –

- (i) two stretch targets had been set in 2006/07, one to increase the reporting of domestic violence incidents and the other to increase those brought to justice for domestic abuse;
- (ii) a detailed action plan had been drafted which focused on improving the ability for people to report incidents and to raise awareness; on average it took 35 violent assaults before the victim reported it;
- (iii) the stretch target for the reporting of the violence incidents recorded by the police was currently off track; the target had been set at 7241 but the current performance level was 6424;
- (iv) the brought to justice stretch target was currently on track; significant progress had been made by the police in investing and supporting the victims and increasing the detection rate.

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

- (a) incidents of domestic abuse could occur in a public place and not just within the home; domestic abuse was defined as physical, sexual, psychological, emotional or financial abuse that took place within an intimate or family type relationship;
- (ii) the brought to justice performance level was 34 percent, although the detection rate was slightly higher at 47 percent; there were a number of reasons that cases did not make the court;
- (iii) there were a total of 13 safe houses in Plymouth; work was undertaken with the victims in order that they could remain in their own homes, such as securing injunctions or civil orders;
- (iv) a survivors' forum had set up in order to reduce the number of occasions that it took to report violent assaults.

The Chair thanked the officers for attending.

70. **THE COUNCILLOR CALL FOR ACTION: UPDATE**

The Anti Social Behaviour Manager submitted an update report on Councillor Ball's Councillor Call for Action, relating to the prevention of objects being thrown from parts of Channel Park Avenue onto the properties in Charlton Closes, which outlined the following main points –

- (i) this was a particularly complicated issue involving different land owners, geographical difficulties and fly tipping on public land and the rear gardens of residents in Carlton Close;
- (ii) the work undertaken to date included –
 - removal of fly tipped rubbish from the disused garage site;

- planting which had increased the natural screening and minimised the likelihood of further stone throwing;
 - clearance of dead and diseased trees on the pathway between Channel Park Avenue and Budshead Road;
- (iii) proposed works to be undertaken in the area included –
- erection of fencing to protect new planting;
 - clearance of fly tipped rubbish from residents' gardens
 - CCTV and chicanes to reduce fly tipping.

The panel was disappointed at the lack of progress in resolving this matter.

Recommended to the Overview and Scrutiny Management Board that -

- (1) the views of the Councillors from both Efford and Compton Wards are sought relating to the progress of Councillor Ball's Councillor Call for Action;
- (2) one of the first priorities for the South East and North East and Central Localities is to review the issues raised in the Councillor Call for Action.

71. **QUARTERLY SCRUTINY REPORT**

The panel considered its draft quarterly report.

Resolved that –

- (1) the report is amended as indicated;
- (2) the report is submitted to the Overview and Scrutiny Management Board.

72. **TRACKING RESOLUTIONS**

The panel received for its information a copy of its tracking resolutions schedule.

Resolved that a standing item is placed on the panel's agenda for performance and budget issues.

73. **WORK PROGRAMME 2009/10**

The panel considered its work programme for 2009/10.

Recommended to the Overview and Scrutiny Management Board that the tree strategy is allocated to the Growth and Prosperity Overview and Scrutiny Panel is removed from the panel's work programme 2009/10.

74. **WORK PROGRAMME 2010/11**

The panel considered the work programme for 2010/11.

Resolved that the panel consider its work programme for 2010/11 at its next meeting in June 2010.

75. **EXEMPT BUSINESS**

There were no items of exempt business.

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

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

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.

TRACKING RESOLUTIONS
Customers and Communities Overview and Scrutiny Panel

Date/Minute Number	Resolution	Explanation/Minute	Officer	Progress	Target Date
23 November 2009 41	The lead officer investigate this matter.	<p>The panel was informed that it was the role of the Overview and Scrutiny Management Board to monitor performance against inspection action plans including access to services.</p> <p>The panel sought clarification as to whether the update on the action plan for the access to services inspection should be submitted to this panel or the Board as part of its role.</p>	Lead Officer Pete Aley	Liaison has taken place with the service concerned and the consideration of the action plan is a potential area of work for the panel.	June 2010

Overview and Scrutiny Management Board

Date/min number	Resolution / Recommendation	Explanation / Minute	Response	Explanation

Grey = Completed (once completed resolutions have been noted by the panel they will be removed from this document)

Red = Urgent – item not considered at last meeting or requires an urgent response

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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)											