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CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

DATE: MONDAY 19 JULY 2010
TIME: 4.00 PM
PLACE: COUNCIL HOUSE, NEXT TO THE CIVIC CENTRE

Committee Members–

Councillor Ball , Chair.
Councillor McDonald, Vice Chair.
Councillors Mrs Beer, Mrs Bragg, Delbridge, Martin Leaves, Mrs Nicholson, Smith and Vincent.

Co-opted Representative

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. 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 - 6)

The Panel will be asked to confirm the minutes of the meeting held on 7 June 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. TRACKING RESOLUTIONS AND FEEDBACK FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD

(Pages 7 - 10)

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

6. APPOINTMENT OF CO-OPTED REPRESENTATIVES

The Panel will consider nominations for co-opted representatives.

7. LIFE CENTRE AND RELATED PROJECTS UPDATE (TO FOLLOW)

The Panel will receive an update on the Life Centre and related projects.

8. PLYMPTON LIBRARY REPLACEMENT - UPDATE

(Pages 11 - 12)

The Panel will receive an update on the Plympton Library Replacement.

9. LOCALITY WORKING: EVALUATION CRITERIA

(Pages 13 - 16)

The Panel will receive a report on the Locality Working evaluation criteria.

10. WORK PROGRAMME 2010/11

(Pages 17 - 18)

The Panel will consider its work programme 2010/11.

11. 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) 3 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.

12. LIFE CENTRE AND RELATED PROJECTS UPDATE (TO FOLLOW) (E3)

The Panel will receive an update on the Life Centre and related projects.

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Customers and Communities Overview and Scrutiny Panel

Monday 7 June 2010

PRESENT:

Councillor Ball, in the Chair.

Councillor McDonald, Vice Chair.

Councillors Mrs Beer, Fox, Mrs Nicholson, Smith and Vincent.

Apologies for absence: Councillors Mrs Bragg and Martin Leaves.

Also in attendance: Councillors Michael Leaves, Councillor Brookshaw, Carole Burgoyne, James Coulton, Jayne Donovan and John-Paul Sanders.

The meeting started at 10.00 am and finished at 12.15 pm.

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

1. APPOINTMENT OF CHAIR AND VICE CHAIR

Agreed that Councillor Ball is appointed as Chair and Councillor McDonald is appointed Vice Chair of the panel for the forthcoming municipal year 2010/11.

2. DECLARATIONS OF INTEREST

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

3. MINUTES

Agreed that the minutes of the meeting held on 29 March 2010 are confirmed as a correct record subject, to the following amendment (minute 70(ii) refers) 'Blandford Road'.

4. CHAIR'S URGENT BUSINESS

There were no items of chair's urgent business.

5. TERMS OF REFERENCE

The panel received, for its information, a copy of its terms of reference.

Agreed that the panel's terms of reference are noted.

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

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

Agreed that the report is noted.

7. **APPOINTMENT OF CO-OPTED REPRESENTATIVES**

The panel considered the appointment of co-opted representatives.

Agreed that –

- (1) confirmation is sought from the panel's existing co-opted representative, Mr C Singh, that he is willing to continue in this role;
- (2) nominations for co-opted representatives are brought to the next committee meeting.

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

The Director for Community Services gave a presentation together with the Cabinet Members for Community Services (Street Scene, Waste and Sustainability), and Community Services (Safer and Stronger Communities and Leisure, Culture and Sport) and the Assistant Directors for Leisure, Culture and Sport and Community Services (Environmental Services), on the key areas of work of the department and how it linked with the panel as follows –

(a) the service areas within the department -

- Environmental Services
- Adult, Health and Social
- Leisure, Culture and Sport
- Safer Communities
- Business Support

(b) Cabinet Members informed the panel of the key areas within their portfolios and provided an update on proposals for the forthcoming year, as follows –

Community Services (Street Scene, Waste and Sustainability)

(c) ► key areas –

- waste management
- cleansing, waste disposal and recycling

- fleet management
- parks including playgrounds
- public open space
- climate change and sustainability
- public protection

(d) proposals for the forthcoming year –

- additional resources to tackle fly tipping;
- investigate proposals for a waste to energy plant to reduce the landfill;
- increase the provision of allotments within the city;
- review the Licensing Act including the cumulative impact policy and sex establishments;

Community Services (Safer and Stronger Communities and Leisure, Culture and Sport)

(e) key areas –

- anti social behaviour
- community safety
- communities cohesion and equalities
- leisure/sports facilities
- events
- cultural activities
- heritage, museums and libraries
- Mount Edgcumbe country house and park
- licensing hackney carriages
- localities

(f) proposals for the forthcoming year –

- implementation of localities working;
- crime reduction including anti social behaviour, offender management and violent/sexual abuse;
- increase the number of transit and permanent sites for gypsies and travellers within the city.

The Assistant Director for Customer Services and Business Transformation gave a presentation on the key areas of work of the department and how it linked with panel as follows –

(g) key areas –

- customers services

- business continuity
 - ICT
 - media, public relations and communications
- (h) proposals for the forthcoming year –
- web services to allow access to all Council services 24/7, with easy links to appropriate information and related services;
 - branded self-help points within key Council facilities, such as libraries;
 - consistency of service for the customer;
 - clear, published standards of service for Council staff;
 - customers to be offered the opportunity to leave feedback after every interaction;
 - regular consultation on all aspects of the Council's services;
 - increasing the number of issues resolved at the first point of contact;
 - customer satisfaction regularly monitored and a Plymouth City Council satisfaction index published monthly on the website.

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

- (i) the provision of a further 100 allotments would be achieved this financial year;
- (j) the Council had been successful in securing three convictions for fly tipping; the use of covert cameras for what were considered low level crimes was considered controversial;
- (k) the expansion of the allotments at Plympton St Maurice was problematic, however the Council had entered into negotiations to secure a piece of land at Plymstock;
- (l) it continued to be the desire of the Council to provide a glass collection service if resources permitted;
- (m) following the withdrawal of the strategic partner from the scheme, work was being undertaken to find a way to secure additional resources; the cost of the lease for the temporary

library was covered by the insurance money, although this would cease early next year; the cost of the lease was £60,000 per annum; work was being undertaken to ascertain the feasibility of extending the lease to develop the scheme;

- (n) the new system that was due to replace Flare would provide access to councillors.

The Chair thanked the Cabinet Members and officers for attending.

9. **DRAFT WORK PROGRAMME 2010/11**

The panel considered its draft work programme for 2010/11.

Recommended to the Overview and Scrutiny Management Board that the following items are included on the panel's work programme for 2010/11 –

- (1) Life Centre and Related Projects (including Management Contract) – Updates/Scrutiny;
- (2) Plymouth's Sports Facility Strategy – Update;
- (3) Licensing Act (including Cumulative Impact Policy – Review 2011 (task and finish group);
- (4) Localities Working 12 Month Review – (Position Statement 3 Months);
- (5) Sex Establishments;
- (6) Public Confidence in Tackling Crime and Disorder;
- (7) Assisted Waste Collection;
- (8) Allotments;
- (9) Quarterly Scrutiny Reports;
- (10) Safe and Strong Theme Group – Update;
- (11) Joint Finance and Performance Monitoring including LAA Performance Monitoring (subject to the Overview and Scrutiny Management Board referring issues to the panel);
- (12) 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):

(13) the panel would receive written update reports for –

- Plympton Library Replacement
- Councillor Call for Action Tool Kit
- Election Annual Review

10. **FUTURE DATES AND TIMES OF MEETINGS**

Agreed that the dates and times of the panel's future meetings are noted, as follows –

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)

11. **EXEMPT BUSINESS**

There were no items of exempt business.

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.	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. 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.	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. Completed	June 2010

Overview and Scrutiny Management Board

Date/min number	Resolution / Recommendation	Explanation / Minute	Response	Explanation
7 June 2010 9	<p>recommended to the Overview and Scrutiny Management Board that the following items are included on the panel's work programme for 2010/11.</p> <ol style="list-style-type: none"> 1. Life Centre and related projects (including Management Contract) Update/Scrutiny 2. Plymouth's Sports Facility Strategy – Update 3. Licensing Act (including Cumulative Impact Policy – Review 2011 (task and finish group) 4. localities working 12 month review (position statement 3 months) 5. sex establishments; 6. public confidence in tackling crime and disorder; 7. assisted waste collection; 	The panel requested the Management Board to approve its work programme for 2010/11.	The panel's work programme was noted.	

Date/min number	Resolution / Recommendation	Explanation / Minute	Response	Explanation
	8. allotments; 9. quarterly scrutiny reports; 10. Safe and Strong Theme Group – update 11. joint finance and performance monitoring including LAA performance monitoring (subject to the Overview and Scrutiny Management Board referring issues to the panel); 12. monitor CIPs that the panel is responsible for – CIP1 and CIP6.			

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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CUSTOMERS & COMMUNITIES OVERVIEW AND SCRUTINY PANEL - JULY 2010**PLYMPTON LIBRARY REPLACEMENT****BRIEFING NOTE****Background**

The temporary library in the Ridgeway opened on 2 February 2009 and has been very successful with increased visitor numbers.

Plans were developed for a replacement library on the former site and following public consultation the preferred option was for a joint library and health facility, including health clinic and GP's surgery. This would be delivered jointly with the PCT through the strategic partnering agreement. The library would be approximately 600m².

However, in February this year, the PCT, as a result of funding pressures, unfortunately had to withdraw from the scheme. The PCT did look into alternative ways of meeting their funding shortfall via the Plympton Hospital site, but this would require approval from the Strategic Health Authority (SHA) which would take several months to obtain.

Alternative options for delivery

The withdrawal of the PCT left the council with a number of less attractive options.

- Delay the scheme until SHA approval is received. However there is no certainty to SHA approval and the delay to the scheme would be 12 months. This would mean PCC extending the lease of the temporary library for a further 12 months at a revenue cost to the Library service of £63,000. There is provision in the existing lease of the temporary library to extend for a further 12 months and both the head lessee and landlord have confirmed approval to this.
- Build a stand alone library with the monies received from the loss adjuster. The size would similar to the original, 300m². A new planning application would need to be developed and the completion on site would not be until spring 2011. This would require a three month extension to the temporary library at a revenue cost in the region of £15,000 to the library service.
- Negotiations had been held with the landlord of the temporary library on the Ridgeway to buy out the freehold. The landlord currently has the security of the head lessee for further period of six years with a guaranteed income equivalent to that currently being paid by PCC for the temporary facility. With this in mind the landlord is in no rush to sell though would consider an offer that reflects the current lease position. This however is well in excess of the capital available from the loss adjuster.
- Look to other potential sources of funding for a replacement joint facility that would deliver a larger library than currently possible with the insurance monies.

Current situation

A combination of the second and fourth options are being pursued at present.

A planning application for a 300m² library has been developed and discussions with planning officers held. Given the earlier planning approval this revised scheme would not require committee approval so could be delivered relatively quickly.

Alternative funding sources are being investigated though this is not straightforward given continuing uncertainty over central government funding.

A further 12 month extension to the temporary library lease is being negotiated with three monthly break options to allow greater flexibility once a final decision is made on the options available.

Chris Trevitt
Head of Capital and Assets

CITY OF PLYMOUTH

Subject: Locality Working: Evaluation Criteria
Committee: Customers and Communities Overview and Scrutiny Panel
Date: 19 July 2010
Cabinet Member: Councillor Peter Brookshaw
CMT Member: Director for Community Services
Author: Nick McMahon, Localities Project Coordinator
Contact: Tel: 01752 304335
e-mail: nick.mcmahon@plymouth.gov.uk
Ref: NJM
Part: I

Executive Summary:

The Panel has agreed a Work Programme for 2010/11, including the review of Locality Working.

A table is attached containing proposed evaluation criteria that will be used over the coming year. Members are invited to consider these as a basis for performance monitoring.

Corporate Plan 2010 - 2013:

The report delivers Corporate Improvement Priority ('CIP') 4 'deliver improved quality of life for residents by better engagement and improved coordination of services across Localities' – Key Milestones: 'Agree model for Locality working in partnership with LSP and start implementation' – Key Performance Measures: 'Establish Locality Teams and Neighbourhood Liaison Officers; Start implementation; Review model.'

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

The model for locality working is based on better co-ordination of existing Council and partner resources, rather than additional resourcing: staff resources will be drawn from Health and Police, not just the City Council and there is no proposal to recruit additional staff. The monitoring of Locality working will be met from within existing budgets.

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

An Equalities Impact Assessment has been undertaken. This concludes that Locality working should have a positive impact for all Equalities groups, by encouraging greater community involvement, involving a range of communication techniques. Nevertheless challenges exist and actions have been identified to encourage maximum participation across all six equality strands.

Recommendations and Reasons for recommended action:

It is recommended that the Panel agrees the evaluation criteria proposed.

Alternative options considered and reasons for recommended action:

Additional or alternative criteria exist but it is considered that the criteria proposed will provide the best overview for the review period.

Background papers:

Table attached: Locality Working Evaluation Criteria

Sign off: comment must be sought from those whose area of responsibility may be affected by the decision, as follows (insert initials of Finance and Legal reps, and of HR, Corporate Property, IT and Strat. Proc. as appropriate):

Fin		Leg		HR		Corp Prop		IT		Strat Proc	
Originating SMT Member: Peter Aley, Assistant Director, Safer Communities											

LOCALITY WORKING: EVALUATION CRITERIA

Measure	Data source	Target	Data provider(s)
1. Neighbourhood Liaison Officers (NLO) and Locality Managers (LM) appointed	List	At least 90% of NLOs and 100% of LMs by Aug 2010	Locality Coordinator
2. Locality Teams established	List of team members	6 by July 2010	Locality Coordinator
3. Community priorities identified via Neighbourhood Meetings process	List priorities/frequency	At least 6 priorities identified by every Neighbourhood by March 2011	Neighbourhood Liaison Officers
4. Priorities followed up & feedback given	Written evidence against priorities list	At least 75% of priorities followed up and feedback given by March 2011	Neighbourhood Liaison Officers and Locality Managers
5. Training and awareness raising	List of training / events Copy of councillor guidance	At least 8 staff training sessions held by July 2010 Awareness raising sessions held across at least 3 organisations by Aug 2010 Councillor guidance issued by Aug 2010	Locality Coordinator and Assistant Director for Safer Communities
6. Satisfaction of members with Localities working as way of getting issues raised and responded to.	Satisfaction survey amongst members of public engaged with Localities process	At least 60% satisfied in early 2011	Locality Coordinator and Policy & Performance Officer responsible for consultation
7. Satisfaction of PCC staff that Localities working is making a positive difference	Satisfaction survey amongst NLOs, Locality Managers and other Locality Team members of PCC staff engaged with Localities process	At least 60% satisfied in early 2011	Locality Coordinator and Policy & Performance Officer responsible for consultation. Survey recipients
8. Satisfaction of Police with Localities working is making a positive difference	Satisfaction survey amongst Neighbourhood Police engaged with Localities process	At least 60% satisfied in early 2011	Locality Coordinator and Policy & Performance Officer responsible for consultation. Survey recipients
9. Publicity methods used for advertising Neighbourhood	List of meetings & methods	At least 75% of Neighbourhoods have at	Neighbourhood Liaison Officers & Police

meetings		least 3 methods by December 2010	
10. Involvement of third sector organisations	Report	Community Anchors identified and notified to Locality Managers, in at least 4 Localities, by Dec 2010	Plymouth Third Sector Consortium
11. LSP overview of progress	Reports to LSP executive on progress including community priorities identified and being dealt with	At least 2 reports by March 2011	Locality Coordinator and Assistant Director Safer Communities
12. Data available to Neighbourhoods	Neighbourhood profiles produced and published	100% of Neighbourhoods have profile	Plymouth Analysts Network
13. Public attendance at Neighbourhood meetings	Record of numbers attending each meeting	For information only - no target	Neighbourhood Liaison Officers and Police

Topics	J	J	A	S	O	N	D	J	F	M	A
<p>Monitor CIPs that the Panel is responsible for –</p> <p>CIP 1 (improve customer satisfaction by providing services designed around customer needs)</p> <p>CIP 6 – (to enhance the quality of life of Plymouth residents by widened and improved opportunities to participate in cultural and leisure activities)</p>											