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CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

DATE: MONDAY 6 SEPTEMBER 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 Representatives

Dr A Jellings.
Mr C Singh.

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.

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 - 8)

The Panel will be asked to confirm the minutes of the meeting held on 19 July 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 9 - 12)

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

6. LIFE CENTRE AND RELATED PROJECTS UPDATE 'TO FOLLOW'

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

7. QUARTERLY SCRUTINY REPORT

(Pages 13 - 18)

The Panel will consider its draft report.

8. TASK AND FINISH GROUP - ANTI SOCIAL BEHAVIOUR IN COMPTON VALE

(Pages 19 - 22)

The Panel will be asked to consider a PID and approve the membership of the Task and Finish Group.

(The Overview and Scrutiny Management Board approved a Project Initiation Document (PID) to be prepared by the Customers and Communities Overview and Scrutiny Panel and that authority to approve the PID was delegated to the lead officer in consultation with the Chair).

9. REPORTING OF POLICE AUTHORITY MEETINGS

The Panel will be asked to consider receiving the Chief Constable's Report as reported to the Police Authority Meetings.

10. WORK PROGRAMME (Pages 23 - 26)

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 (E3)
'TO FOLLOW'**

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 19 July 2010

PRESENT:

Councillor Ball, in the Chair.

Councillor McDonald, Vice Chair.

Councillors Mrs Beer, Delbridge, Martin Leaves, Murphy, Mrs Nicholson and Smith.

Co-opted Representative: Mr C Singh.

Apologies for absence: Councillors Mrs Bragg and Vincent.

Also in attendance: James Coulton (Assistant Director for Culture, Sport and Leisure), Tony Hopwood (Programmes Director), Phil Lewis (EC Harris) and Chris Randall (Client Finance Manager – Capital and Major Projects).

The meeting started at 4.00 pm and finished at 6.00 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.

12. **DECLARATIONS OF INTEREST**

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

13. **MINUTES**

Agreed that the minutes of the meeting held on 7 June 2010 are confirmed as a correct record.

14. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

15. **TRACKING RESOLUTIONS AND FEEDBACK FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD**

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

Agreed that the report is noted.

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

The panel considered the appointment of co-opted representatives.

Agreed that Mr C Singh is confirmed as a co-opted representative.

Recommended to the Overview and Scrutiny Management Board that Dr Anita Jellings is co-opted to the Customers and Communities Overview and Scrutiny Panel.

17. **PLYMOUTH LIFE CENTRE AND RELATED PROJECTS UPDATE**

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

- (a) programme governance;
- (b) programme work stream overview –
 - Plymouth Life Centre – progress
 - leisure management contract
 - ice and associated facilities
- (c) Project Manager's report.

The following responses were provided to questions raised by Members –

- (d) it was too early to assess the impact of the withdrawal of the free swimming funding; work was being undertaken to examine –
 - alternative funding streams
 - additional borrowing
 - additional capital receipts
 - savings from the scheme
- (e) it was hoped that the withdrawal of the free swimming initiative would not discourage visitors;
- (f) the council would be able to reclaim the VAT on the build of the scheme through HM Custom and Excise;
- (g) agreement had been reached for the management of Brickfields to be included within the leisure management contract;
- (h) the university would not have exclusive use of the pool;
- (i) the authority would be able to set the swimming pools

programme for the contractor to manage;

- (j) as part of the leisure management contract process, contractors had been asked to submit proposals on how to manage the car park, including charging rates and the use of the car park on Argyle match days.

Agreed that an update report is provided to the panel on 6 September 2010, together with proposals on the timetable for the scrutiny of the leisure management contract.

18. **PLYMPTON LIBRARY REPLACEMENT - UPDATE**

Chris Trevitt, Head of Capital and Assets submitted a briefing note on the replacement for Plympton Library, which outlined the following main points –

- (a) the temporary library on the Ridgeway opened on 2 February 2009 and had proved to be successful with an increase in visitor numbers;
- (b) plans had been developed on the former site which included a joint library and health facility, which would be jointly delivered with the PCT through the strategic partnering agreement;
- (c) in February this year, the PCT, due to funding pressures, withdrew from the scheme; the PCT looked at alternatives to meet its funding shortfall via the Plympton Hospital site but this would require approval from the Strategic Health Authority (SHA) and would take several months to obtain;
- (d) following the withdrawal of the PCT, alternative options for delivery had been investigated, which included –
- delaying the scheme until SHA approval was received but there was no certainty that approval would be obtained and the scheme would be delayed for 12 months; this would mean that the lease on the temporary library would need to be extended at a cost of £63,000; there was provision in the existing lease to extend for a further 12 months;
 - building a stand alone library with the monies received from the loss adjuster; the size would be similar to the former library; a new planning application would need to be developed and the completion on site would not be until Spring 2011; this would require the lease to be extended for an additional three months at a cost of £15,000;

- investigating other potential sources of funding for a replacement joint facility that would be able to deliver a larger library than was currently feasible with the insurance monies;
- (e) the current situation was –
- a combination of the second and fourth options were being pursued at present;
 - ▶ a planning application for a 300m² library had been developed;
 - ▶ alternative funding sources had been investigated;
 - ▶ a further 12 month extension to the temporary library lease was being negotiated with three monthly break options which would allow greater flexibility options.

Whilst it was acknowledged that the withdrawal of funding for this project by the PCT was disappointing, it had been difficult to predict such a situation arising.

19. **LOCALITY WORKING: EVALUATION CRITERIA** (Pages 1 - 2)

Nick McMahon (Localities Project Co-ordinator) submitted a report on the evaluation criteria for locality working. A review of locality working formed part of the panel's work programme for 2010/11 and the panel were requested to consider the proposed evaluation criteria.

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

- (a) all neighbourhood managers had been appointed and were in post;
- (b) there would be no dedicated resource to take minutes at the meetings; a protocol and a standard format for the minutes would be circulated to the neighbourhoods; the minutes of the meetings would be published on the website;
- (c) the concept of 'lead' councillors for each locality would not be implemented; all councillors would be able to attend the meetings;
- (d) further work would be undertaken to enhance the criterion for the Health Authority thus ensuring its involvement could be measured.

Agreed that the criteria are amended as per the attached table at appendix 1 to these minutes.

20. **WORK PROGRAMME 2010/11**

The panel considered its work programme for 2010/11.

A query was raised relating to the inclusion of the Carbon Reduction Commitment on the panel's work programme.

Agreed that the Overview and Scrutiny Panels with responsibility for Carbon Reduction Commitment are confirmed.

21. **EXEMPT BUSINESS**

Agreed 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 item of business on the grounds that it 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.

22. **PLYMOUTH LIFE CENTRE AND RELATED PROJECTS UPDATE**

The Director for Community Services provided an update report on the Plymouth Life Centre and related projects.

Officers responded to questions raised by panel members.

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LOCALITY WORKING: EVALUATION CRITERIA
 Agreed by Plymouth City Council Customers and Communities Overview and Scrutiny Panel, 19 July 2010

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 of the public 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

Measure	Data source	Target	Data provider(s)
9. Publicity methods used for advertising Neighbourhood meetings	List of meetings & methods	At least 75% of Neighbourhoods have at least 3 methods by December 2010	Neighbourhood Liaison Officers & Police
10. 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
11. Data available to Neighbourhoods	Neighbourhood profiles produced and published	100% of Neighbourhoods have profile	Plymouth Analysts Network
12. Public attendance at Neighbourhood meetings	Record of numbers attending each meeting	For information only - no target	Neighbourhood Liaison Officers and Police

20/07/10

TRACKING RESOLUTIONS

Customers and Communities Overview and Scrutiny Panel

Date/Minute Number	Resolution	Explanation/Minute	Officer	Progress	Target Date
20. 19 July 2010	Agreed that the Overview and Scrutiny Panels with responsibility for the Carbon Reduction Commitment are confirmed.	Clarification was sought by Councillor Martin Leaves as to whether the panel was responsible for this item.	DSO	This item is the responsibility of Growth and Prosperity with Support Services scrutinising the financial commitment of such an initiative.	6 September 2010 Completed

Overview and Scrutiny Management Board

Date/min number	Resolution / Recommendation	Explanation / Minute	Response	Explanation
Min 7. June 2010	<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.	Completed

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.			
Min 16. 19 July 2010	recommend to the Overview and Scrutiny Management Board that Dr Anita Jellings is co-opted to the panel.	The panel requested the Board to approve its request.	The Board agreed the nomination of co-opted representative to the panel.	Completed

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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CITY OF PLYMOUTH

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

Committee: Customers and Communities Overview and Scrutiny Panel

Date: 6 September 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 first quarter of 2010/11.

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 first quarter of 2010/11, incorporating meetings held on 29 March 2010, 7 June 2010 and 19 July 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;

29 March 2010 meeting –

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

7 June 2010 and 19 July 2010 meetings –

Title	Name	Attendance (2 meeting)
Councillor (Chair)	Ball	2
Councillor (Vice Chair)	McDonald	2
Councillor	Mrs Beer	2
Councillor	Mrs Bragg	0
Councillor	Delbridge	1
Councillor	Martin Leaves	1
Councillor	Mrs Nicholson	2
Councillor	Smith	2
Councillor	Vincent	1
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 member -

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

2.5 The panel had a budget of £2,000 to support the scrutiny work. The panel had spent a total of £311.05 in supporting the Locality Working task and finish group in 2009/10.

3. Key Achievements to Date

3.1 The panel has now met on three 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 panel approved its work programme for 2010/11 which focused on CIPs 1 and 4.
- The panel continued to monitor the progress on the Plympton Library replacement. The panel expressed its disappointment that the funding from the PCT had been withdrawn and noted that alternative options were currently being investigated.
- The panel continued to monitor the Life Centre and related projects. A further update would be provided at its 6 September meeting which would include proposals for the timetable to scrutinise the leisure management contract.

- Following the decision of the Cabinet to undertake a 12 month review of Locality Working, the panel agreed the evaluation criteria for this process.

4. On the Horizon

- 4.1 The Overview and Scrutiny Management Board approved the preparation by the Chair and lead officer of the Project Initiation Document (PID) on a Councillor Call for Action and authority to approve it was delegated to the lead officer and Chair.

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.

Request for Scrutiny Work Programme Item

1	Title of Work Programme Item	Anti – Social Behaviour (ASB) in Compton Vale
2	Responsible Director (s)	Carole Burgoyne, Director for Community Services
3	Responsible Officer	Pete Aley, Assistant Director for Safer Communities
	Tel No.	304321
4	Relevant Cabinet Member(s)	Cllr Peter Brookshaw, Cabinet member for Community Services (Safer Stronger Community & Leisure, Culture & Sport)
5	Aim	To make recommendations to minimise ASB (including object–throwing, fly–tipping and vandalism) in Compton Vale
6	Objectives	<ul style="list-style-type: none"> • Identify outstanding issues with regard to ASB in Compton Vale • Explore potential solutions and their viability • Examine progress and any barriers previously encountered • Make recommendations for solutions and any lessons learned.
7	Benefits	<p>Scrutiny will allow examination of the problems together with barriers encountered and help identify the viability of potential solutions.</p> <p>Lessons learned may also be of use in other areas of Plymouth.</p>

8	Beneficiaries	<ul style="list-style-type: none"> • Residents of, and visitors to, Compton Vale • Ward Councillors • Cabinet • Council officers responsible for ASB • Relevant Neighbourhood Liaison Officers and Locality Managers • Police • PCH 		
9	Criteria for Choosing Topics	The Overview and Scrutiny Management Board has identified this issue as outstanding and suitable for a Task and Finish Group.		
10	Scope	The scope is confined to ASB in Compton Vale and any associated lessons which may offer a model to, or have wider benefits for, other areas.		
11	Exclusions	<ul style="list-style-type: none"> • ASB in general and at other sites in Plymouth • Potential solutions which are likely to be unviable e.g. due to cost. 		
12	Timescales and Interdependences	Milestones	Target Date for Achievement	Responsible Officer
		<p>6 September 2010 Customers and Communities OSP (Confirm Membership)</p> <p>4 – 15 October 2010 Task and Finish Group</p> <p>9 November 2010 CMT</p> <p>30 November 2010 Cabinet Planning</p> <p>14 December 2010 - Cabinet</p>	December 2010	Sue Warren
	Programme Dates	December 2010		
13	Links to other projects or initiatives / plans	N/A		

14	Relevant Overview and Scrutiny Panel	Customer and Communities OSP Membership TBC
15	Lead Officer for Panel	Sue Warren, Partnership Crime Reduction Officer
16	Reporting arrangements	Customer & Communities OSP 15/11/2010 O&S Management Board 24/11/2010 Cabinet 14/12/2010
13	Resources	ASB, Safer Communities, & Democratic Support staff
14	Budget implications	Staff time
15	Risk analysis	The issue has been outstanding for some time and not raising its profile could mean further delays in resolutions.
16	Project Plan / Actions	Recommendations for action to be prepared by the Task and Finish Group.

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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>											

Overview and Scrutiny Management Board – 30 June 2010

Medium Term Financial Strategy

Agreed that –

- (1) full details of the Lime House Scheme be referred to the Customers and Communities OSP for consideration.

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