

Customers and Communities Overview and Scrutiny Panel

Monday 15 November 2010

PRESENT:

Councillor Ball, in the Chair.

Councillor Coker, Vice Chair.

Councillors Mrs Beer, Delbridge, Mrs Nicholson, Smith, Vincent and Viney (substitute for Councillor Martin Leaves).

Co-opted Representatives: Dr A Jellings.

Apologies for absence: Councillors Mrs Bragg and Martin Leaves.

Also in attendance: Councillor Bowyer (Cabinet Member for Finance, Property, People and Governance), Councillor Brookshaw (Cabinet Member for Community Services (Safer and Stronger Communities and Leisure, Culture and Sport) James Coulton (Assistant Director for Culture, Sport and Leisure), Jonathan Fry (Policy and Performance Officer), Tony Hopwood (Programme Director) Nick McMahon (Localities Project Co-ordinator) and Giles Perritt (Head of Performance, Policy and Partnerships).

The meeting started at 4pm and finished at 6.15 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.

39. **DECLARATIONS OF INTEREST**

Name	Subject	Reason	Interest
Councillor Mrs Beer	Minute 48	Employed by Devon and Cornwall Police	Personal

40. **MINUTES**

Agreed that the minutes of the meeting held on 6 September 2010 are confirmed as a correct record.

41. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

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

The Chair updated the panel on its tracking resolutions and provided feedback from the Overview and Scrutiny Management Board.

With regard to feedback from the Overview and Scrutiny Management Board meetings held on 6 and 27 October 2010, the panel was informed that –

- (a) a number of recommendations had arisen from the Councillor Call for Action, Budshead Trust, which included –
 - work being undertaken by the Localities Manager to identify core funding to deliver the Trust's current projects and then to examine the Trust's governance arrangements and potential future funding opportunities;
 - the Trust was taking up the Council's offer of assistance in preparing future funding bids and seeking similar support from the University;
 - subject to the Community Grant Scheme criteria being met, the Honicknowle ward councillors would be encouraged to donate their allocation to the Trust as a short term funding solution;
- (b) it had been agreed that the recommendations arising from the panel's consideration of the Three Year Review of Licensing Act 2003 Statement of Licensing Policy including the Cumulative Impact Policy were referred to Cabinet.

43. **THE PLYMOUTH REPORT**

Jonathan Fry, Policy and Performance Officer, provided the panel with an update on the Plymouth Report.

The panel was informed that –

- (a) the Plymouth report identified challenges facing different partners across the city and examined the customer experience;
- (b) the report identified that Plymouth had made progress in a lot of areas across the city, however the current profile of Plymouth did not meet the expectation of being a vibrant waterfront city;
- (c) the Plymouth report became the basis for setting the four new priorities for the city which would supersede the 14 Corporate Improvement Priorities;
- (d) since the publication of the report the Council had worked with key partners to identify a range of measures the partnership needed to focus on, in order to aid delivery;
- (e) Plymouth was a comparatively safe city when compared to other urban cities, with falling overall crime, particularly acquisitive crime

such as theft of and from vehicles and domestic burglary;

- (f) offending linked to the night time economy and alcohol remained problematic for the city; (drunkenness, alcohol related violence and offences such as sexual assaults and domestic abuse were the main issues);
- (g) one of the key challenges for the city was the establishment of a customer contact point across the city for all agencies.

In response to questions raised by the panel it was reported that –

- (h) the Council and its partners needed to work together more effectively to ensure work was not duplicated;
- (i) work was being undertaken to improve the branding of the city in order to sell it in a consistent way.

44. **PLYMOUTH LIFE CENTRE AND LEISURE RELATED PROJECTS PROGRAMME UPDATE**

The Director for Community Services submitted an update report on the Plymouth Life Centre and 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 including the procurement timetable;
 - ice and associated facilities;
- (c) Project Manager's report.

Councillor Bowyer (Cabinet Member for Finance, Property, People and Governance) and Councillor Brookshaw, Cabinet Member Community Services (Safer and Stronger Communities and Leisure, Culture and Sport) advised the panel that –

- (d) the project was currently on schedule and on budget;
- (e) the Project Manager's report highlighted a potential four week delay of the project due to South West Water diversion works;
- (f) currently work was being undertaken to make the structure weather proof prior to January/February 2011 to enable the internal works to be carried out;

- (g) work was being undertaken on the issue of the closure of the Pavilions; the anxiety of the gap in service provision of the ice was understandable but it had been made clear that there would be a delay in providing this service;
- (h) the planning application for the skateboard park would be submitted within the next few weeks and work on the site would commence in the new year;
- (i) the timeline of the leisure management contract had been changed to reflect the need to train staff prior to the opening of the new facility;
- (j) Balfour Beatty the main contractor working on Plymouth's Life Centre had been described as 'exceptional' in a report published as part of the 'Considerate Constructors Scheme' and received top marks in the categories of considerate, environment and respectful;
- (k) the work that Balfour Beatty had been undertaking with businesses, local schools, colleges and users of Central Park had been highlighted by the assessors and the way in which it organised regular seminars, newsletters and updates.

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

- (l) the date of the building completion and fit out was 10 October 2011 (commissioning works and testing would need to be undertaken);
- (m) work to identify a site for the provision of the ice facility had proved to be difficult; it had been stated from the outset of the project that there would be a gap in service provision of approximately 12 months;
- (n) the extension to the contract for the ice provision within the Pavilions was on option, amongst others, that were being considered;
- (o) the improvement on the uptake in the activity levels by priority customers, children and young people, older people and those living in the most deprived would be achieved as part of the leisure management contract;
- (p) the transfer of Brickfields formed part of the discussions relating to Devonport Regeneration Community Partnership; these discussions had now concluded;
- (q) the pricing structure would be set, by the contractor, at a level which was affordable.

45. **ALLOTMENTS SERVICE OVERVIEW**

Following consideration of the report on the overview of the allotments service, the panel requested officer attendance together with the Cabinet Member for Community Services (Street Scene, Waste and Sustainability) at its next meeting, in order to respond to questions it wished to raise.

Councillors were reminded that they could submit questions in advance of the meeting to enable officers to provide detailed responses.

46. **LOCALITY WORKING: EVALUATION CRITERIA UPDATE**

Nick McMahon, the Localities Project Co-ordinator submitted an evaluation criteria update report on locality working. The update highlighted the following –

- (a) experienced staff had been appointed to the six multi agency locality teams; 43 city council neighbourhood liaison officers had also been appointed to support ward councillors and police staff at the neighbourhood meetings;
- (b) a range of training sessions had been held for staff; councillors had also been issued with guidance in August 2010;
- (c) neighbourhood meetings were held on a three monthly basis and were advertised as widely as possible;
- (d) in June and July 2010, 19 meetings had been held with 237 members of the public attending which averaged 12 per meeting; in September 2010, 11 meetings had been held with 158 members of the public attending which averaged 11 per meeting;
- (e) parking issues, anti social behaviour, speeding/road safety and litter/bins had been identified as the main priorities arising from the neighbourhood meetings from June to September 2010.

The following responses were provided to questions raised by councillors –

- (f) the advertisement of the neighbourhood meetings needed to be improved but overall attendance by members of the public was higher than at Area Committee meetings;
- (g) methods used to advertise Area Committee meetings had been deployed, ie local shops, notice boards, website and the notes from the previous meeting which provided details of the date, time and location of the next meeting;
- (h) the Council's budget for locality working was comparatively small; there was no additional cost to the police for organising

the neighbourhood meetings as they had previously arranged the PACT meetings.

Councillors raised concerns regarding the following issues –

- (i) members of the public were unaware of the neighbourhood meetings;
- (j) there was no consistency of how the neighbourhood meetings were working city wide;
- (k) the wards and the neighbourhoods were not aligned;
- (l) no feedback was provided to councillors from the neighbourhood meetings.

47. **PARLIAMENTARY AND PLYMOUTH CITY COUNCIL ELECTIONS 2010 REVIEW AND EVALUATION**

The panel noted the report regarding the review and evaluation of the Parliamentary and Plymouth City Council Elections held in 2010.

48. **POLICE AUTHORITY MEETINGS**

The panel noted the September 2010 Chief Constable's report to the Police Authority and wished to add its good wishes to Chief Superintendent Elaine Marshall on her retirement from the force after thirty years of service.

The panel raised concerns regarding the match at Home Park between Plymouth Argyle and Exeter City on 9 November 2010.

The panel agreed to request police attendance at the next panel meeting to discuss policing arrangements for this match.

49. **WORK PROGRAMME**

The panel noted its work programme for 2010/11.

50. **EXEMPT BUSINESS**

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

51. **PLYMOUTH LIFE CENTRE AND LEISURE RELATED PROJECTS
PROGRAMME UPDATE**

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

Officers, the Cabinet Member for Finance, Property, People and Governance and the Cabinet Member for Community Services (Safer and Stronger Communities and Leisure, Culture and Sport) responded to questions raised by panel members.

Following a further discussion on the re-provision of the ice facility, Councillor Smith moved that the Pavilions ice rink remained open until a permanent facility was provided. Following a vote the motion was lost.