

# Public Document Pack



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

**DATE: MONDAY 15 NOVEMBER 2010**  
**TIME: 4PM**  
**PLACE: COUNCIL HOUSE, NEXT TO THE CIVIC CENTRE**

### **Committee Members–**

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

### **Co-opted Representatives-**

Dr A Jellings.  
Mr C Sing.

### **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.***

***Please note that, unless the Chair agrees, mobile phones should be switched off and speech, video and photographic equipment should not be used during meetings.***

**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 meetings held on 6 September 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 - 12)**

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

**6. THE PLYMOUTH REPORT (Pages 13 - 14)**

The Panel will receive the Plymouth Report and identify any issues for possible inclusion in its work programme. (Link to the report)  
<http://www.plymouth.gov.uk/homepage/communityandliving/plymouth2020/lspplymouthreport.htm>)

**7. PLYMOUTH LIFE CENTRE AND LEISURE RELATED PROJECTS PROGRAMME UPDATE (Pages 15 - 28)**

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

**8. ALLOTMENTS SERVICE OVERVIEW (Pages 29 - 40)**

The Panel will receive an overview of the allotments service.

**9. LOCALITY WORKING: EVALUATION CRITERIA UPDATE (Pages 41 - 46)**

The Panel will receive an update on the evaluation criteria for Locality Working.

**10. PARLIAMENTARY AND PLYMOUTH CITY COUNCIL ELECTIONS 2010 REVIEW AND EVALUATION (Pages 47 - 78)**

The Panel will receive a review and evaluation report on the Parliamentary and Plymouth City Council elections 2010.

**11. POLICE AUTHORITY MEETINGS (Pages 79 - 82)**

The Panel will consider the Chief Constable's Report from the Police Authority meeting.

**12. WORK PROGRAMME (Pages 83 - 84)**

The Panel will consider its work programme 2010/11.

**13. 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.

**14. PLYMOUTH LIFE CENTRE AND LEISURE RELATED PROJECTS PROGRAMME UPDATE (E3) (Pages 85 - 104)**

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

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## Customers and Communities Overview and Scrutiny Panel

**Monday 6 September 2010**

### **PRESENT:**

Councillor Ball, in the Chair.

Councillor McDonald, Vice Chair.

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

Co-opted Representative: Dr A Jellings.

Apology for absence: Councillor Martin Leaves.

Also in attendance: Pete Aley (Assistant Director for Safer Communities), Councillor Ian Bowyer (Cabinet Member for Finance, Property, People and Governance), James Coulton (Assistant Director for Culture, Sport and Leisure) and Tony Hopwood (Programme Director).

The meeting started at 4.00 pm and finished at 5.00 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.*

### **Welcome**

The Chair welcomed Dr Anita Jellings to her first meeting of the panel as a co-opted representative.

### 23. **DECLARATIONS OF INTEREST**

The following declarations of interest were made in accordance with the Code of Conduct in relation to items under discussion at this meeting –

<b>Name</b>	<b>Subject</b>	<b>Reason</b>	<b>Interest</b>
Councillor Mrs Beer	Minute 30 – Reporting of Police Authority Meetings	Employed by Devon and Cornwall Police	Personal
Dr Anita Jellings	Minute 27 – Life Centre and Related Projects Update	Employed by Plymouth University	Personal

### 24. **MINUTES**

Agreed that the minutes of the meeting held 19 July 2010 are confirmed as a correct record.

## **CHAIR'S URGENT BUSINESS**

### **25. Use of Mobile Phones**

The Chair reminded members of the Panel to switch off their mobile phones during the meeting.

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

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

The report was noted.

### **27. 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 including the procurement timetable
  - ice and associated facilities
- (c) Project Manager's report.

The following responses were provided to questions raised by Members –

- (d) the inclement weather had not set back the construction stage of the project;
- (e) work was currently being undertaken to review the design of the transport hub, ascertain any cost savings associated with the redesign and engage with the planners; any delay with the transport hub would not adversely affect the delivery of the Life Centre;
- (f) discussions were not being held between the Plymouth Life Centre project team and Plymouth Argyle Football Club regarding the sale of the land;
- (g) an updated copy of the risk register would be provided at the next meeting in November 2010;

- (h) to achieve the 'BREEAM' target of excellent would be cost prohibitive;
- (i) it had been made clear from the outset of the project that there would be at least a 12 month gap in the service provision of the ice facility; a suitable location (preferably on Council owned land) was being sought;
- (j) the management of the ice facility had not been included within the leisure management contract due to the specialist nature of the service;
- (k) the tendering process for the re-provision and management of the ice facility would commence once a suitable site had been identified;
- (l) currently there was no proposal for the Council to own the ice facility, although this would be the subject of negotiations with the ice operator.

Agreed that –

- (1) a more detailed update would be provided to the panel at its meeting on 15 November 2010;
- (b) the leisure management contract would be scrutinised in January 2011 prior to the award of the contract.

(Dr A Jellings declared a personal interest in the above item).

28. **QUARTERLY SCRUTINY REPORT**

The panel considered its draft quarterly report.

Agreed that the report is submitted to the Overview and Scrutiny Management Board.

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

The Chair advised that the Task and Finish Group related to the Councillor Call for Action that he had submitted to the panel in 2009. For a number of years there had been problems with anti social behaviour and fly tipping in Compton Vale. The Overview and Scrutiny Management Board had asked for a PID to be prepared and a Task and Finish Group held..

Agreed that –

- (1) the membership of the Task and Finish Group is –
  - Councillor Delbridge, Chair
  - Councillor Mrs Nicholson
- (2) nominations from the Labour Group are to be sought outside of the meeting.

30. **REPORTING OF POLICE AUTHORITY MEETINGS**

A proposal had been put forward for the panel to receive formal feedback from the Police Authority meetings. It was suggested that the new format of the Chief Constable's report which focused on the major relevant strategic issues was submitted to the panel.

Recommended that the Overview and Scrutiny Management Board that the Chief Constable's report of the Police Authority meetings in included on the panel's future agendas.

(Councillor Mrs Beer declared a personal interest in the above item).

31. **WORK PROGRAMME**

The panel considered its work programme for 2010/11.

Agreed that –

- (1) the Licensing Act (including the Cumulative Impact Policy Review 2011 is scrutinised at the panel's provisional meeting scheduled for 18 October 2010.
- (2) a written report on allotments is brought to the panel at its meeting in November;
- (3) the minutes of the Safe and Strong Theme Group are included on the work programme to be considered at the appropriate panel meetings.

32. **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 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.



33. **LIFE CENTRE AND RELATED PROJECTS UPDATE**

There were no items on the Life Centre and related projects.

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## TRACKING RESOLUTIONS

### Customers and Communities Overview and Scrutiny Panel

Date/Minute Number	Resolution	Explanation/Minute	Officer	Progress	Target Date
Min. 27 Life Centre and Related Projects Update	The panel <u>agreed</u> for a more comprehensive update to be provided at its meeting on 15 November 2010.	Regular updates are provided to the panel regarding the Life Centre. The panel felt that a more comprehensive update was required at its next meeting.	DSO	Included on the agenda for 15 November 2010.  <b>Completed</b>	15 November 2010
Min. 27 Life Centre and Related Projects Update	The panel <u>agreed</u> that the leisure management contract would be scrutinised in January 2011 prior to the award of the contract.		DSO		January 2011
Min. 28 Quarterly Scrutiny Report	The panel <u>agreed</u> to submit its quarterly report to the Overview and Scrutiny Management Board.	Quarterly report is produced for the Overview and Scrutiny Management Board to highlight the areas of work undertaken and sets out the achievements of the panel.	DSO	The panel's report was submitted to the Overview and Scrutiny Management Board on 22 September 2010.  <b>Completed</b>	September 2010
Min. 29 Task and Finish Group Anti Social Behaviour in Compton Vale	The panel <u>agreed</u> the membership of the Task and Finish Group –  Councillor Delbridge, Chair and Councillor Mrs Nicholson.  Nominations from the Labour Group would be sought outside of this meeting.		Lead Officer (Sue Warren)/F DSO	The membership of the Task and Finish Group has been confirmed as –  Councillor Delbridge, Chair Councillor Mrs Bragg Councillor Coker Councillor Mrs Nicholson	January/ February 2011

Min. 30 Reporting of Police Authority Meetings	The panel <u>recommended</u> to the Overview and Scrutiny Management Board that the Chief Constable's report of the Police Authority meeting is included on the panel's future agendas.		DSO	The Overview and Scrutiny Management Board agreed for the Chief Constable's report to be submitted to the panel for consideration.  <b>Completed</b>	September 2010
Min. 31 Work Programme	The panel <u>agreed</u> that the Licensing Act (including the Cumulative Impact Policy) Review 2011 is scrutinised at the panel's provisional meeting scheduled for 18 October 2010.		DSO	The panel considered the Licensing Act (including the Cumulative Impact Policy) Review 2011 was scrutinised at its meeting on 18 October 2010.  <b>Completed</b>	18 October 2010
Min.31 Work Programme	The panel <u>agreed</u> that a written report on allotments is brought to the panel at its meeting in November.		DSO	Included on the agenda for 15 November 2010.  <b>Completed</b>	15 November 2010
Min. 31 Work Programme	The panel <u>agreed</u> that the minutes of the Safe and Strong Theme Group are included on the work programme to be considered at the appropriate panel meetings.		DSO	Following a meeting with the Chief Superintendent it was agreed that the Safe and Strong Theme Group would submit a quarterly report to the panel.	January 2011

Min. 38 18 October 2010	<p>Recommended to the Overview and Scrutiny Management Board that –</p> <ol style="list-style-type: none"> <li>1. the panel notes the results of the public consultation and officers' conclusions;</li> <li>2. the panel requests Cabinet to recommend to the City Council – <ol style="list-style-type: none"> <li>a. the adoption of the draft Licensing Statement of Policy 2011 – 2014 and in particular supports the proposals relating to the classification of films with tobacco imagery and the ratio of door supervisors required;</li> <li>b. that the special policy on Cumulative Impact that applies to Union Street (including Derry's Cross), the Barbican, North Hill, Mutley Plain and Stoke village remains in place;</li> </ol> </li> <li>3. the panel recommends to Cabinet that the Police are encouraged to provide evidence relating to off licenses with a view to assisting consideration of whether they should be included within the Cumulative Impact policy.</li> </ol>	<p>The panel request the Overview and Scrutiny Management Board agree its recommendations for the three year review of the Licensing Act 2003 Statement of Licensing Policy including the Cumulative Impact Policy.</p>	DSO	Submit recommendations to the Overview and Scrutiny Management Board.	<b>October 2010</b>
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## Overview and Scrutiny Management Board

Date/min number	Resolution / Recommendation	Explanation / Minute	Response	Explanation
Min. 28 Quarterly Scrutiny Report	The panel <u>agreed</u> to submit its quarterly report to the Overview and Scrutiny Management Board.		<p>The Overview and Scrutiny Management Board <u>agreed</u> that –</p> <p>there should be consistency in the way Members were addressed across all reports;</p> <p>the format and content of the quarterly reports be reviewed. Panel Chairs, in liaison with Lead Officers, to work toward developing a new and interesting format and style for future reports, examples of which to be trialed when the next quarterly updates were due.</p> <p><b>Completed</b></p>	
Min. 30 Reporting of Police Authority Meetings	<u>Recommended</u> to the Overview and Scrutiny Management Board that the Chief Constables' report of the Police Authority meetings is included on the panel's future agendas.		<p>The Overview and Scrutiny Management Board <u>agreed</u> that the Customers and Communities Overview and Scrutiny Panel Minute 30 – Reporting of Police Authority Meetings – the Chief Constable's report be submitted to future meetings of the panel.</p> <p><b>Completed</b></p>	September 2010

Date/min number	Resolution / Recommendation	Explanation / Minute	Response	Explanation
Min. 38 18 October 2010	<p>Recommended to the Overview and Scrutiny Management Board that –</p> <p>1. the panel notes the results of the public consultation and officers' conclusions;</p> <p>2. the panel requests Cabinet to recommend to the City Council –</p> <p>a. the adoption of the draft Licensing Statement of Policy 2011 – 2014 and in particular supports the proposals relating to the classification of films with tobacco imagery and the ratio of door supervisors required;</p> <p>b. that the special policy on Cumulative Impact that applies to Union Street (including Derry's Cross), the Barbican, North Hill, Mutley Plain and Stoke village remains in place;</p> <p>3. the panel recommends to Cabinet that the Police are encouraged to provide evidence relating to off licenses with a view to assisting consideration of whether they should be included within the Cumulative Impact policy.</p>	<p>The panel request the Overview and Scrutiny Management Board agree its recommendations for the three year review of the Licensing Act 2003 Statement of Licensing Policy including the Cumulative Impact Policy.</p>		

**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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# Plymouth Report Summary



## General observation

**9** The growth agenda makes Plymouth distinct and touches all aspects of partnership activity, which is not surprising given its scale. For example, it interweaves with health as both a vehicle for planning healthy communities, with better quality housing, services and improved access to specialist facilities, which can help reduce inequalities and prevent poor health; and, is a means of attracting more high value jobs and companies to the city, with the development of the medical sciences, hospital and university. It can, therefore, be the thread that binds a range of activities together in a highly focused way.

## The city and its customer

**10** Although residents feel positive about Plymouth as a place, the city is near the average across a number of service satisfaction areas. There is no shared single contact point or customer management strategy across agencies evident. Some services, like health care, are provided to a single customer in many different settings by many organisations. The city is perceived as being comparatively isolated and lacking in a dynamic image, despite its discovery heritage, though these are issues that are being addressed. Visitors within its catchment area have a reasonably good view of the city and there is scope to build on the existing visitor base.

## Wealth

**11** The city is successfully implementing a spatial framework and developing the infrastructure to meet its very ambitious vision of becoming one of Europe's major waterfront cities. Many major schemes and investments are already delivered or in progress and the changes to the city are visible. There are clear strategies in place around the economy, health, housing, transport and culture. Annual monitoring of the Local Development Framework shows that it is progressing strongly and it is seen as a national exemplar. However, the city's current profile does not meet that level of ambition, as the population is in the main not yet sufficiently entrepreneurial or skilled in the right areas. For instance, self-employment is significantly lower than the regional and national average; occupationally the city is under represented in managerial, senior official, professional and associate occupations, as well as in the finance, IT and other business industrial classification; there is an over-representation in public sector employment, while

## Key challenges

- The growth agenda is what makes Plymouth distinct and it can be the thread that binds a range of activities together.
- The city is successfully implementing a spatial framework and developing the infrastructure to meet its very ambitious vision, but its current profile does not match that ambition as in the main it is not sufficiently entrepreneurial or skilled in the right areas.
- Health is improving but health inequalities are wide and are linked to a range of other inequalities that tend to converge around the western edge of the city.
- Educational attainment is improving well, but entry to higher education is relatively low when compared to other cities and performance around vocational qualifications could be better.
- The voluntary and community sector in Plymouth is not as large as in comparable cities at a time when there is likely to be increasing demands made on it.
- The same customers are often dealt with by many agencies in many places, but there is no shared contact point and customer management strategy across agencies.
- There is currently no resource plan for the LSP covering people, finance and assets, while there is growing pressure on how more limited resources can be used across the partnership and risks and impacts assessed

recent employment growth has been in part-time work; whilst not lacking skills, relatively low numbers of people are skilled to Level 4 and above; it does comparatively poorly for young people going onto higher education and has a comparatively low gross value added score - which is a means of measuring the output of the local economy and productivity. It is not certain that the city will achieve its desired population increase to time, though estimates that have just come out show a rise, and a lot will depend on the composition of that increase if it is to be the dynamic, vibrant waterfront city with cutting edge industries and a strong cultural offer.

## Health

**12** Health has improved across the population with life expectancy increasing and now standing at 81.9 years for women and 76.8 years for men, which is a slight widening of the gender gap and just above the national average for women (81.8yrs) and a below that for men (77.7yrs). Health inequalities feature strongly in Plymouth and together with crime, educational attainment, housing quality and deprivation levels generally converge around the western boundary of the city, with multiple demands on multiple services. At the extreme there is a 12 year gap between neighbourhoods at the top and bottom end of the spectrum. When comparing the bottom and top 20% of areas the gap is 7 years for men and nearly 3 years for women. Health in the city is significantly worse than the national average in

17 of the 32 comparative health categories. For example, estimated rates for smoking, healthy eating and obesity in adults are worse than average; physical activity is similar, as is childhood obesity. Teenage pregnancy and hospital stays for alcohol related harm are both higher than average. Early deaths from cancer, heart disease and stroke are falling, though new cases of malignant melanoma are amongst the highest in England. The proportion of the population that is elderly is below average, but is growing numerically and there are consequently rising demands for care packages.

### **Safe/strong**

**13** Plymouth is a comparatively safe city when compared to other urban conurbations, with falling overall crime, particularly acquisitive crime, such as theft of and from vehicles, domestic burglary and robbery. Offending linked to the night time economy and alcohol remains problematic for the city with drunkenness, alcohol related violence and offences such as sexual assaults and domestic abuse main issues. Violence against the person has reduced over the past few years, though the city still performs poorly against its national comparative group for assault related crimes. Whilst violence and drunkenness impact on the economy and health, there is currently no shared city-wide approach to addressing it or joint commissioning in place. There is a strong focus on safeguarding children and adults and supporting the most vulnerable in communities. There are excellent examples of partnership working in relation to emergencies and critically sensitive events, where the city received a green flag under the former CAA inspection. Safeguarding will always be a concern, particularly at a time of public sector cutbacks, and there are large numbers of children and young people in care or with child protection plans. The environment is relatively clean and the city has undergone a major change in the collection of waste. Satisfaction results for waste compare well with other public services in Plymouth, though not so well with some national figures. Success has been achieved around social cohesion and the city has been officially classed as 'low' for tension for some years, though it is recognised that the city's expansion will need to be managed in a cohesive way. The voluntary and community sector, though making good progress from the mid-nineties, is not as developed as in comparable cities according to the local Whitfield study and National Study of the Third Sector. This needs to be seen in the context of the national drive for a bigger role for the sector.

### **Wise**

**14** The city has a cultural strategy and is trying to improve its cultural and sporting offer through the development of initiatives like the Life Centre, Plymouth Report August 2010 - Executive Summary

World Cup bid and major events like the Pilgrim 400 anniversary and British Art Show. The creative industries sector is one of the six priority growth sectors. Both the University of Plymouth and City College are focused outwards on business and skills. There is a strong focus on educational attainment and improving learning environments, though progress with the schools building programme is affected by current national cutbacks. Attainment, together with safeguarding, is going to be a priority for the new coalition government. Progress with educational attainment has been good and needs to be maintained. The Early Years Foundation Stage, Key Stage 1 and 4 have all continued to improve; the city does better than nationally for getting 5 GCSEs A\*-C, but is below the national average when English and Maths are included. Although the geographic attainment gap has been narrowed, it is still significant; while girls consistently out perform boys. Comparatively low number of young people are going into higher education when contrasted with other cities and keeping or attracting those who already have such qualifications is recognised as necessary. The city could also think how it compares internationally on attainment and other matters, given its ambitions and desire to raise aspirations.

### **Capacity**

**15** Although performance is generally good and finances managed well it should be noted that the resource management element of the 2009 Use of Resources assessment only met minimum requirements across each of the partners inspected – i.e. Primary Care Trust (PCT), Council, Police and Fire and Rescue Service. In the current climate there is likely to be a sharper focus on the need for further enhancing joint commissioning activity, shared service provision and support functions, as a means of more effective delivery, improved value for money and cost savings. The first draft of an investment plan for the city has been completed, though there is no LSP resource plan as such that would include the strategic use of resources like people, assets and finance across the partnership. There is a wealth of data, numerous needs analysis and multiple strategies and plans across the agencies. They are, however, not always aligned in their scheduling, can contain contradictory data and do not always demonstrate shared high level objectives. Staff survey data from some public agencies, though containing many positive findings, shows that staff do not feel they are being sufficiently involved in the improvement agenda. This should be seen in the context of partners needing to do more with less available resources, with innovation increasingly likely to be valued.■

**CITY OF PLYMOUTH**

**Subject:** Plymouth Life Centre and Leisure Related Projects Programme Update

**Committee:** Customers and Communities Overview and Scrutiny Panel

**Date:** 15 November 2010

**Cabinet Member:** Councillor Bowyer, Cabinet Member for Finance, Property, People and Governance and Councillor Brookshaw, Cabinet Member for Community Services (Safer and Stronger Communities and Leisure, Culture and Sport)

**CMT Member:** Director for Community Services

**Author:** Tony Hopwood, Programmes Director

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**Key Decision:** No.

**Ref:** 101115\_CC OSP Briefing PART I\_V 1 01.doc

**Part:** I

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## Executive Summary

This report is produced to give an update as to the current status of the Plymouth Life Centre & Leisure Related Projects Programme.

## Background

In December 2007 a paper was approved by Cabinet recommending funding for and the creation of a project board to deliver the Plymouth Life Centre. The recommended facility mix was to contain the following: -

8 lane Indoor bowls	Leisure water	Catering
Sports Hall	50M Pool	Multi- purpose space
Fitness Suite	Diving Pool	Dryside Diving provision
Ice Rink <sup>1</sup>	Facilities for Health Clinics	Climbing Facilities
Health Suite <sup>2</sup>	Crèche/ soft play	

This was developed as a result of the needs analysis and the extensive consultation that was undertaken. The final facility mix is included in the attached Cabinet papers.

The Plymouth Life Centre was planned to be an impressive regional facility, attracting not only elite performers of all disciplines but the public at large; a place that will inspire, excite and engage people of all ages and encourage them to lead healthy lifestyles.

More specifically it sought to:

- increase active participation across the city. The project will seek to build on the Local Area Agreement Stretch Target of a projected increase in activity (3 x 30 minutes a week) from the current 18.6% in April 2007 to 22.6% in April 2010; and to maintain a 1% year on year increase in activity levels thereafter
- attract over 1 million attendances a year
- improve the uptake in activity levels by priority customers; Children and Young People, Older People, and those living in the most deprived wards
- provide facilities which are designed to be fully inclusive and accessible ensuring that all the needs of our citizens are met
- create high levels of customer satisfaction, with the quality of facilities and services provided
- provide a regional centre which meets the sports needs of our elite performers, ensuring that Plymouth remains one of the top sports hub in the South West
- provide a destination which partnerships can utilise to increase the skills, coaching and volunteer workforce across the city
- to build low carbon and energy efficient facilities, which coupled with its ability to attract more users and more income, will ensure than running costs are no higher than the current facilities located within the Park
- provide an attractive destination that will be an enjoyable place for people to visit

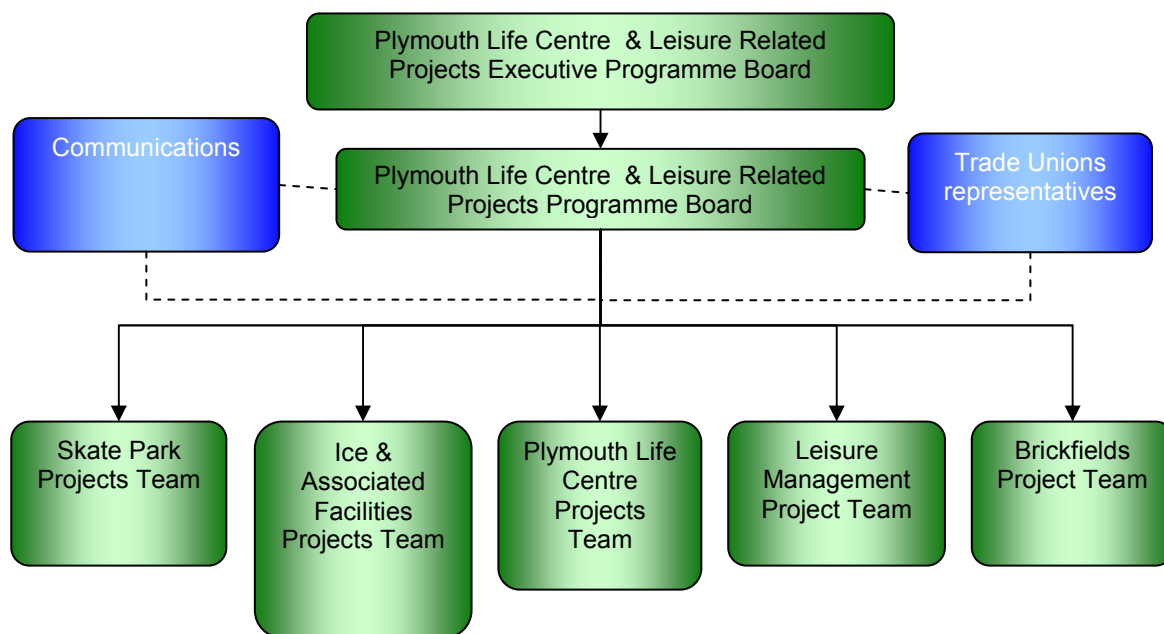
<sup>1</sup> The Ice element in the Cabinet approval was to be delivered separately to the Plymouth Life Centre, i.e. option B1

<sup>2</sup> This was removed from the scheme following withdrawal of the PCT

## Programme Governance

There have been no changes to the project governance in the period however a review is to be undertaken by the Programme Director to ensure that the structure remains appropriate as the programme continues to evolve.

The structure is as per the following diagram.



Constant, controlled, evolutions of the governance structure enable the programme of work to progress in a more coherent manner with shared learning, clear direction and in a coordinated environment.

## Programme Workstream Overview

### Life Centre Summary

- Contract awarded 1<sup>st</sup> February 2010
- Very good progress on site
- Detail included in Appendix A (Project Manager's Report number 33)
- Budget remains at £46.5m
- Funding received from Sport England for £1.99m
- Awaiting outcome of other Capital funding bids
  - England Netball (£200k)
- Legal agreement with University for £2.5m in place

### Progress Generally

The last few weeks have seen the construction of the structural steelwork for the entrance, foyer and associated areas. This is the part of the new building that directly faces the entrance of the existing Mayflower Centre. The floor slab for the dry dive area has also been cast last week, along with the internal staircase walls from ground to first floor in the same area. The casting of the main pool walls has continued with the end date now within sight – this will only leave the edge channels to be completed. Internal block work has again made good progress and the leisure pool area has been vacated in readiness for foundation works to begin.

This week will see the steelwork frame installed in the climbing and aerial experience area, the excavation of the leisure pool and further progress with the internal walls.

### Considerate Constructors

We are proud to confirm that, since the last Scrutiny session, Balfour Beatty, the main contractor working on Plymouth's Life Centre has been described as 'exceptional' in a report published as part of the 'Considerate Constructors Scheme'.

The company, which is building the project on behalf of Plymouth City Council, scored a total of 37.5 points out of 40 in a recent assessment of the construction site in Central Park, as part of the Scheme's Site Code of Considerate Practice.

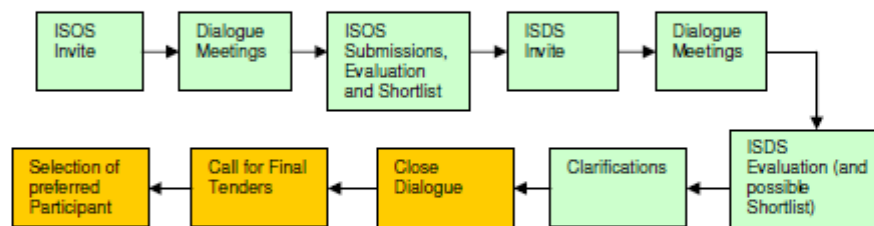
Balfour Beatty received top marks in the categories of 'considerate', 'environment' and 'respectful' where it scored a maximum 5 points (exceptional and unique measures) in each area. It scored 4.5 (very high standards) in the five other categories of 'cleanliness', 'being a good neighbour', 'safe', 'responsible' and 'accountable'.

Working with the local community, businesses, local schools, colleges and users of Central Park was highlighted by assessors and the way in which it organizes regular seminars, newsletters and updates community notice boards to keep people informed of progress on the Plymouth Life Centre. The work Balfour Beatty has done with Plymouth City Council's arts team on the 'Top Dogs' project was also picked out.

On the environment, the energy reduction scheme to encourage local workers to travel to and from the construction site was recognized, along with providing bikes and lock-ups, working closely with the Environment Agency on going above and beyond best practice, as well as monitoring and reducing energy use on-site.

### Leisure Management Contract

- The Leisure Management Contract is subject to the Competitive Dialogue procurement process, the basis of which is set out in the following diagram:



- 7 submissions were received to the Leisure Management Pre-Qualification Questionnaire, 6 of these bidders were invited Submit Outline Solutions (ISOS). ISOS submissions were received from 3 bidders on 30<sup>th</sup> July 2010, those bidders not submitting bids cited workload and focus on retention of existing contracts in favour of bidding new work as their reasons for withdrawing.
- We are presently in the Invitation to Submit Detailed Solutions (ISDS) stage of the project where bidders are producing method statements and other detailed documentation to demonstrate how they will deal with all aspects of the contract. These will be developed over the coming weeks and will be submitted, in their final form, when we Call for Final Tenders (CFT).
- Contract award expected early 2011 as per the following procurement timetable:



<b>Milestone</b>	<b>New Timeline (agreed 13.10.2010)</b>
Close Dialogue	06/12/2010
Issue Call for Final Tenders (CFT)	06/12/2010
Final Tenders Submission	21/01/2011
Evaluation of Final Tenders and selection of preferred bidder	24/01/2011- 04/03/2011
Announcement of preferred bidder	17/03/2011
Cabinet Approval	29/03/2011
Contract Commencement (including Alcatel)- TH reviewing this in line with Cabinet/Scrutiny approval	11/04/2011
Service Commencement	01/06/2011 (preferably 26 <sup>th</sup> or 27 <sup>th</sup> May)

- Given the above timescales we would envisage returning to Scrutiny with an update in November 2010 and prior to Contract award in February 2011.
- HR issues continue to be discussed and the Trade Unions being consulted throughout this process.

## Ice & Associated Facilities

### Pavilions

- Theatre Royal Plymouth Ltd. (TRP) has been issued with notice of the Council's intention to withdraw subsidy to coincide with the closure of the Leisure water and Ice in line with the original funding strategy.
- The operation of the Pavilions arena post closure of Ice and Leisure water will require to be tendered.
- A paper has been produced in this regard and an announcement will be made during November 2010.

### Leisure Ice

- There are funds set aside in the Programme budget allocated towards re-provision of Ice within the city.
- A number of sites for the re-provision of the facility have been identified in the city and discussions continue to define the most appropriate model for its delivery.
- A paper has been produced in this regard and an announcement will be made during November 2010.

### Skate Park re-provision

- The contract for the re-provision of the skatepark has been awarded and commencement on site is expected in January 2011 following a period of design development and planning approval.

## Brickfields

- Discussions with regards the transfer of ownership of Brickfields are ongoing.
- It is proposed that the management of the facility will be delivered by the successful Leisure Management Operator
- Work is underway to identify service connections and responsibilities within the site.



## Appendix A – Project Manager's Report number 33

## Project Managers Report

Project : Life Centre  
Reporting Period : 04/09/2010 to 06/10/2010  
Report Nr : Thirty - Three

**Progress** Status = **Green**

### Construction Milestone Schedule

Activity	Programme	Actual / Forecast
1. Officially Start on Site	08/03/2010	08/03/2010
2. Commence Piling	26/04/2010	26/04/2010
3. Commence reinforced concrete construction of 50m pool	07/06/2010	30/06/2010
4. Complete Retaining Walls to Bowls area	20/06/2010	16/07/2010
5. Commence assembly of structural steel box girder over the bowls area	21/06/2010	14/06/2010
6. Commence Pre-cast concrete planks over bowls	02/08/2010	19/07/2010
7. Commence reinforced concrete construction of diving pool	09/08/2010	03/07/2010
8. Complete Dive tower columns to 3m high	21/09/2010	15/11/2010
9. Complete Glulam beams to pool hall	02/11/2010	02/11/2010
10. Complete Steel Frame (Dry side south of box truss)	08/11/2010	08/11/2010
11. Complete Dive structure at 10m	11/11/2010	11/11/2010
12. Commence Fill and test pool	13/12/2010	15/11/2010
13. Complete Fill and test pool	13/02/2011	14/03/2011
14. Complete blockwork to external walls (sports hall)	21/02/2011	20/12/2010
15. Complete Roof membrane and top sheet	28/02/2011	28/02/2011
16. Complete External render	28/03/2011	28/03/2011
17. Commence Main Entrance Canopy	28/03/2011	28/03/2011
18. Complete Wall and Floor tiling to changing village	09/05/2011	09/05/2011
19. Complete tiling to pool surround	19/06/2011	18/07/2011
20. Power on	04/07/2011	04/04/2010
21. Complete post tiling pool testing	20/07/2011	16/08/2011
22. Submission of Operation & maintenance building manuals	01/08/2011	26/08/2011
23. Building Complete	12/09/2011	10/10/2011
24. Mayflower Centre & Swimming Pool demolition works complete	13/04/2012	13/04/2012

### Changes in the Period :

Item 8 - Revised site management programme start date to allow priority to dive tank works  
Item 12 - Re-assessed site management programme for the concrete works to the dive pool & adjacent interfaces

### Scheduled Works Overview :

Planned Work to Date (01/10/10) 22.42%  
Actual Work to Date (01/10/10) : 20.50%

### Reason for Variance :

The contractor has confirmed that the delay to the South West Water diversion works has caused the current delay to the project. A four week extension of time has previously been granted for the relevant event, resulting in the revised Completion Date of 10th October 2011.

**The Construction works for Section One are progressing on target for the revised Completion Date (10/10/11)**

Page 1

Risks						Status =	Amber	
A full risk assessment was undertaken on 27th February 2008, with a detailed Project Risk Register developed. Risk Refresh Workshops were undertaken on 5th November 2008, 17th March 2009, 24th June 2009, 29th September 2009 and 21st December 2009. Construction delivery specific Risk Workshops have been held by Balfour Beatty on 3rd March 2010 and 27th July 2010. PCC team Risk Refresh Workshops have been held on 14th April 2010 and 5th October 2010. The salient high level Risks facing the project at present include :								
Salient Risks								
Rating without Mitigation Measures in Place								
Risk						Probability	Impact	Rating
1. Balfour Beatty complete the Life Centre building (Section One) late of the programme date, claiming an Extension of Time and Loss & Expense						Red	Red	Red
2. Discharge of PCC Planning Conditions delays progress of activities on Site (& Completion)						Amber	Red	Red
3. Discharge of Main Contractor Planning Conditions delays progress of activities on Site (& Completion)						Amber	Red	Red
4. Client requested 'contract changes' compromise delivery of the Project to budget and programme						Red	Red	Red
5. Client does not respond within required time frame to contractor queries regarding final design issues						Red	Red	Red
6. The financial problems experienced by Archial (Architects) results in non performance by design sub-consultants fearful of payment issues / non payment. This could impact on the successful opening of the Life Centre on the anticipated date.						Amber	Red	Red
7. Potential changes to the colour of the dive tower rainscreen cladding result in delay and additional cost to the project.						Red	Red	Red
Rating with Mitigation Measures in Place								
Risk						Probability	Impact	Rating
1. Balfour Beatty complete the Life Centre building (Section One) late of the programme date, claiming an Extension of Time and Loss & Expense : MITIGATION - Proactive approach to addressing matters potentially impacting on the progress of the works. Detailed substantiation of any claims sought immediately and robustly tested by the team (in conjunction with BB)						Amber	Red	Red
2. Discharge of PCC Planning Conditions delays progress of activities on Site (& Completion) : MITIGATION - Monthly internal PCC Team meetings where PCC owned conditions are managed against a schedule, with owners and actions subject to ongoing review						Green	Red	Amber
3. Discharge of Main Contractor Planning Conditions delays progress of activities on Site (& Completion) : MITIGATION - BB have a detailed schedule of conditions and provide a status update at monthly progress meetings. Clear ownership of actions within the BB team, to be closely monitored.						Green	Red	Amber
4. Client requested 'contract changes' compromise delivery of the Project to budget and programme : MITIGATION - Change control procedure and process in place on the project, including Employers Request for Impact Advice (ERIA) process to enable PCC to make change decisions informed by impact advice provided by the Contractor						Amber	Red	Red
5. Client does not respond within required time frame to contractor queries regarding final design issues. MITIGATION - Introduction of Information Required Tracker identifying dates for action and responsibilities. Regular Internal PCC team meetings to monitor progress and resolve actions.						Green	Red	Amber
6. The financial problems experienced by Archial (Architects) results in non performance by design sub-consultants fearful of payment issues / non payment : MITIGATION - Balfour Beatty currently establishing extent of any payment issues, whilst also devising a draft contingency plan to ease any payment concerns of sub-consultants.						Green	Red	Amber
7. Potential changes to the colour of the dive tower rainscreen cladding result in delay and additional cost to the project : MITIGATION - Date for 'deadline' by which time a change will need to be instructed without impacting on project time or cost has been obtained from Balfour Beatty. Also, should an instruction to change the design not be issued by 15th October 2010, Balfour Beatty will continue as per the contractual requirements (ie the proposed colour).						Amber	Red	Amber
Risks are being closely managed on an ongoing basis, with detailed risk reviews being undertaken with the contractor and Plymouth City Council. An heuristic assessment of the costs associated with the items within the full risk register would suggest that the current contingency allowance is in line with the risk profile.								

Project Budget						Status =	Green
Agreed Project Budget		£ 44,000,000			Forecast Project Cost		£ 44,000,000
Agreed Increases in Budget					Variations		
- PCO No 1		£ 3,400,000			- PCO No 1		£ 3,400,000
- PCO No 2		(£ 900,000)			- PCO No 2		(£ 900,000)
<b>Total Budget Available</b>		<b>£ 46,500,000</b>			<b>Total Forecast Cost</b>		<b>£ 46,500,000</b>
<b>Changes in the Period :</b>							
- None							
The Project is on Budget, with the Quantity Surveyor proactively chasing detailed cost resolution on the Provisional Sum items. Changes are being closely managed, with confirmation of impacts sought prior to instructions being issued.							
Health & Safety						Status =	Green
The Contractors Construction Phase Health & Safety Plan has been issued by Balfour Beatty. Balfour Beatty continue works on site as the Principal Contractor							
<b>Accidents :</b>	To date :	In the period :					
Reportable :	Nil	Nil					
Non Reportable :	4	1 (back strain during tarmac activities)					
Balfour Beatty are operating a 'Red and Yellow Card' system on the site							
One number 'Red Card' has been issued to date relating to persistent breaking of the rules in connection with wearing goggles and gloves PPE - this individual has been excluded from site.							
A total of 465 site inductions have been undertaken to date.							
Sustainability						Status =	Green
<b>BREEAM Target</b> - In accordance with the clarification provided at Project Board Meeting No1, the project is targeting a BREEAM rating of <i>good</i> to <i>excellent</i> . The current forecast score is 60 - 62% which is within the 'Very Good' rating band (55% - 70%). The costs associated with this score are currently within the Construction Contract Sum. A meeting with the BREEAM Assessor was held during September 2010 which identified that the project is still on target to achieve the forecast scores.							
<b>Sustainability Target</b> - The building is to achieve all current Building Regulations & AAP requirements in terms of Sustainability & sustainable construction							
Decisions / Approvals currently awaited from the Programme Board							Green
- Decision as to whether or not the colour of the Dive Tower rainscreen cladding is to be changed. Balfour Beatty has confirmed that an instructed for any change would need to be issued by <b>15th October 2010</b> in order to avoid negative impacts on the project cost and/or programme. The risks associated with the potential change (eg Planning, etc) have been discussed under separate cover during the past two weeks.							
Work Planned in Next Reporting Period							
- Balfour Beatty continue roofing works							
- Balfour Beatty commence brickwork							
- Balfour Beatty continue casting 50m pool							
- Balfour Beatty continue installation of pool terrace seating units							
- PCC conclude Wayleave Agreement for Western Power							
Overall Project Health Check						Status =	Green

Appendix A - Client Changes								

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Client Changes						Status =	Green
<b>Change Orders (Issued by PCC to EC Harris)</b>							
Nr	Content	Status	Comments				
Project Change Order No 1	Increase width of 50m pool, increase size of Dance studio, provide 400m2 of PCT space	Issued	Issued by PCC on 13th October 2008				
Project Change Order No 2	Omit 400m2 PCT space instructed in PCO No 1	Issued	Issued by PCC on 6th February 2009				
Project Change Order No 3	Change to brief for water facilities and usage	Issued	Issued by PCC on 13th February 2009				
Project Change Order No 4	Change Dance studio brief previously instructed under PCO No 1	Issued	Issued by PCC on 29th April 2009				
Project Change Order No 5	Change to brief - events office and reception area	Issued	Issued by PCC on 16th July 2009				
Project Change Order No 6	Change to brief - separation of reception / climbing area and changes to Bowls Hall	Issued	Issued by PCC on 19th August 2009				
Project Change Order No 7	Additional of Provisional Sums for additional Highways and Asbestos removal works	Issued	Issued by PCC on 6th March 2010				
Project Change Order No 8	Realignment of site boundary to accommodate potential skatepark position	Issued	Issued by PCC on 9th March 2010				
<b>Employers Agent Instructions (Issued by EC Harris to Balfour Beatty)</b>							
EAI No 1	Realignment of site boundary to accommodate potential skatepark position	Issued	Project Change Order No 8, no cost or programme implication				
EAI No 2	Additional of Provisional Sums for additional Highways and Asbestos removal works	Issued	As per Tender Report. Project Change Order No 7.				
EAI No 3	Devin Consulting. Commencement of design.	Issued	Provisional Sum identified in Tender Report, instruction required to enable development of scope / interfaces				
EAI No 4	Omission of Transport Hub subject to BB providing requested 'alternative Hub' information by 30th June	Issued	Superseded by EAI No 8				
EAI No 5	Reconfiguration / handing of basement plant substation and surrounding areas.	Issued	No cost or programme impact. This was a Contractor Request for Change (CRC) requested by Balfour Beatty.				
EAI No 7	Devin Consulting development of detailed design.	Issued	Provisional Sum identified in Tender Report, instruction required to enable full integration of Devin Consulting				
EAI No 8	Transport Hub	Issued	Omission of existing hub and instruction of new Transport Hub proposal				
EAI No 9	Corridor Ceilings	Issued	Change from Plasterboard to Aluminium lay-in grid system. No cost or programme impact. This was a Contractor Request for Change (CRC) requested by Balfour Beatty.				
<b>Employers Request for Impact Advice (Issued by EC Harris to Balfour Beatty)</b>							
ERIA No 1	Realignment of site boundary to accommodate potential skatepark position	Advice Provided	BB have replied, advising of no impact on delivery. PCC have issued Project Change Order No 8. Employers Agent Instruction No 1 Issued				
ERIA No 2	Confirmation of latest date to instruct omission of Transport Hub and full contract saving for such.	Advice Provided	EAI No 4 refers				
ERIA No 3	Incorporation of Sport England Schedule 5 changes	Advice Provided	8 week delay to programme and £146,000 additional cost. PCC have confirmed that no further action is required.				
ERIA No 4	Potential Saving for reduced flume sizes	Awaiting BB Advice	Awaiting full response from BB.				
ERIA No 5	Revised Transport Hub proposals	Advice Provided	Incorporated into EAI No 8 above				
ERIA No 6	UXO Survey for Skateboard Park	Request Rescinded	PCC have determined alternative provision.				
ERIA No 7	Change colour of Dive Tower rainscreen cladding	Advice Provided	PCC to decide if change in colour is to be instructed. Instructed required by 15th October 2010 to avoid negative impact on project cost and/or programme.				
The number of changes instructed to date have been relatively minor in number. The change management & control process is promoting clarity on potential changes prior to any instruction for such.							

## Appendix B – Project Risk Register (Part II paper only)

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**CITY OF PLYMOUTH**

**Subject:** Allotments Service Overview

**Committee:** Customers and Communities Overview and Scrutiny Panel

**Date:** 15 November 2010

**Cabinet Member:** Councillor Michael Leaves

**CMT Member:** Director for Community Services

**Author:** Emma Elford – Resource Manager  
Gareth Harrison-Poole – Greenspace Manager

**Contact:** Tel: 01752 304672/304840  
Email: [parks.services@plymouth.gov.uk](mailto:parks.services@plymouth.gov.uk)

**Key Decision:** No.

**Ref:**

**Part:** I

**Executive Summary:**

The attached report is an overview of allotments within the City, current provision, future provision, projects and plans.

**Corporate Plan 2010 - 2013:**

Reducing Inequalities – reduce the inequality gap between communities, particularly in health.

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

N/A at this stage

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

N/A at this stage.

**Recommendations & Reasons for recommended action:**

That the report is noted by Customers and Communities OSP.

**Alternative options considered and reasons for recommended action:**

N/A

**Background papers:**

Report attached.

**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	TO	Leg	N/A	HR	N/A	Corp Prop	N/A	IT	N/A	Strat Proc	N/A
-----	----	-----	-----	----	-----	-----------	-----	----	-----	------------	-----

Originating SMT Member
------------------------

## 1. Introduction

Today people have an allotment mainly because they enjoy gardening and want to eat fresh, healthy food, often organically grown. In Plymouth at present there are just under 1400 allotment tenants on a total of 32 sites city wide.

Our allotments are tenanted by a wide cross section of our communities. Groups of friends and neighbours are also being encouraged to take up allotment plots. Teenagers are becoming interested and young children are often seen helping their parents and grandparents to cultivate, which all bodes well for the future.

Allotment gardening is a growing passion for many people in Plymouth. People from all walks of life, ages and ambitions take on an allotment every year. With increasing public interest in growing their own foodstuffs, whether it is using organic methods or using a more conventional approach allotments offer us a chance to grow our own food.

They also provide us with the opportunity to be out in the open, learning about cultivation, providing social opportunities, a sense of community through sharing growing experiences and ideas.

Allotments in Plymouth can also be a particularly good way to observe local wildlife e.g. birds, butterflies and insects. They also provide wonderful habitats for animals in areas where there is little green space.

There are 32 allotment sites in Plymouth, each with different facilities. Some sites have an allotment association, which is a committee made up of tenants who work together and with us to look after and improve their site and seek funding. Some sites have a trading hut, which is a building used by the site committee to store things like tools, seeds for allotment holders to purchase at discounted prices and often also serves as a meeting place. Some sites have plots for schools, community groups or those with special needs. Extra facilities include parking and toilets which are available on some sites.

## 2. Costs

### Allotments budget

The allotment budget is set centrally and combined with private and commercial rents is used to fund the daily maintenance of each site and officer salaries (approx 3 x FTE). There is a noticeable increase in the budget between 2008/2009 2009/2010 due to the development of Knowle Avenue Allotment Site.

Year	Full year budget
2007/2008	£44,738
2008/2009	£57,605
2009/2010	£84,799

### Charges to the tenants

A full plot costs £31.00 per annum and a half plot costs £15.50 per annum. All tenants must also pay an initial £5 for their key to the site (there is a £5 replacement fee for lost keys). Water charges are shared equally by all tenants on each site. These vary between sites and the charges range between £0.46 is the lowest charge for a half plot and £13.76 is the highest annual charge. We advocate a fair usage policy and all allotment plot holders sign up to this when taking on their tenancy.

The table below illustrates the income generated over the past 3 years through private and commercial rental and other income from key charges, plot clearances and rotovation.

Year	Private Rental income (inc element of water bills)	Commercial Rent	Other income (key charges, clearances & rotovation)
2007/2008	£29,724	£3,119	£1,175
2008/2009	£31,202	£3,427	£1,715
2009/2010	£27,125	£3,128	£1,310

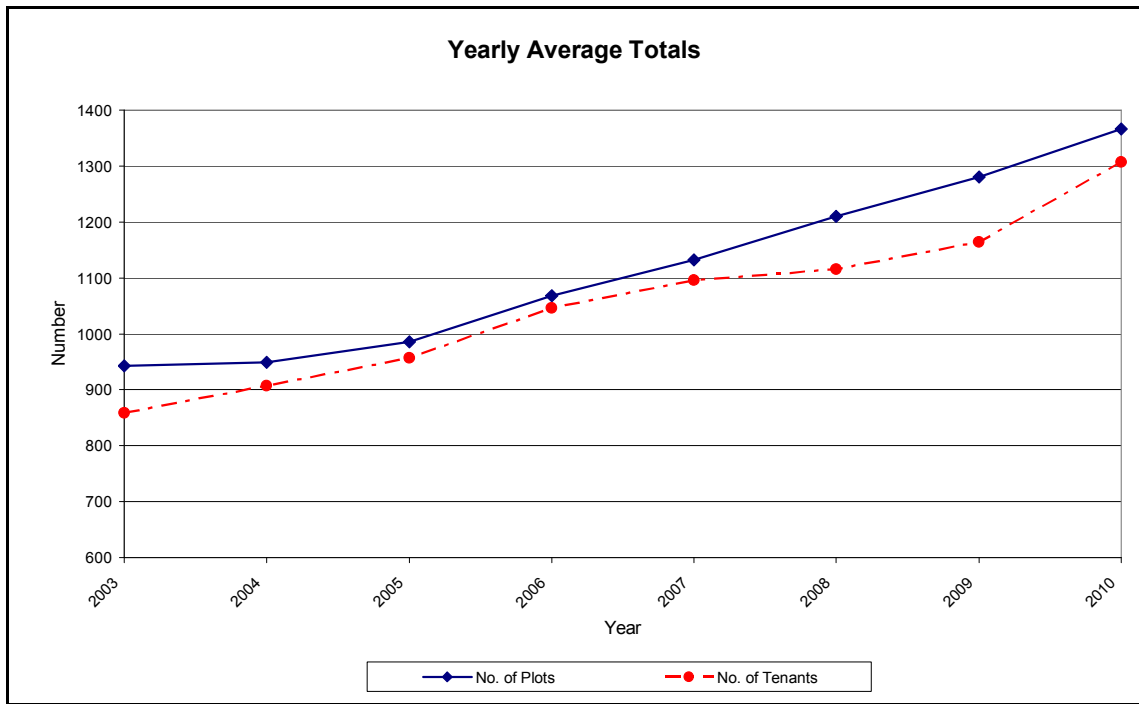
### Providing a higher quality service

To provide our allotment tenants with a higher quality of service and to provide a fast and efficient response to maintenance and repair issues, we recruited a dedicated Allotments Handyman in 2005. This has proved highly successful in that the process of plot reletting has now been streamlined and site security issues dealt with proactively. This has subsequently reduced tenant complaints and incidents of vandalism due to a high visibility presence on the allotment sites.

## **3. Allotment tenancy**

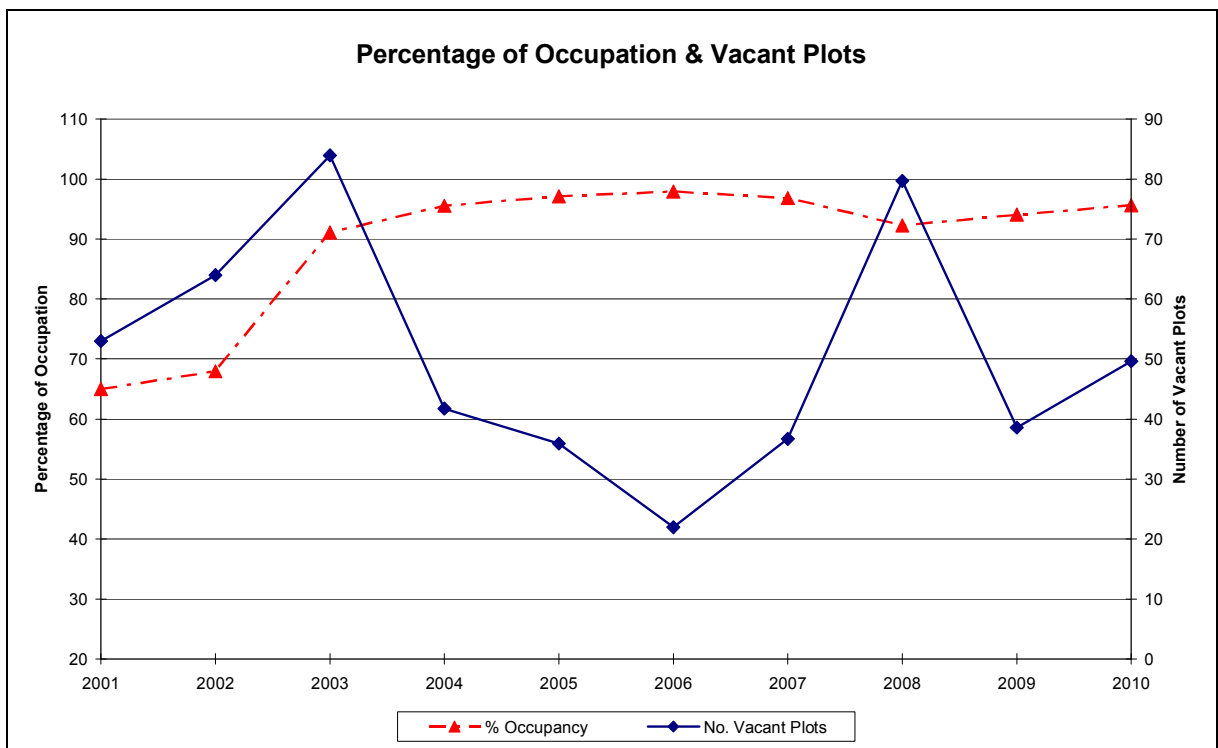
### Occupancy

For the past 8 years, we have been running at over 90% occupancy and currently have 96% occupancy on the sites. Occupancy is never at 100% because of the turn around time taken to end tenancies and prepare for new tenants.



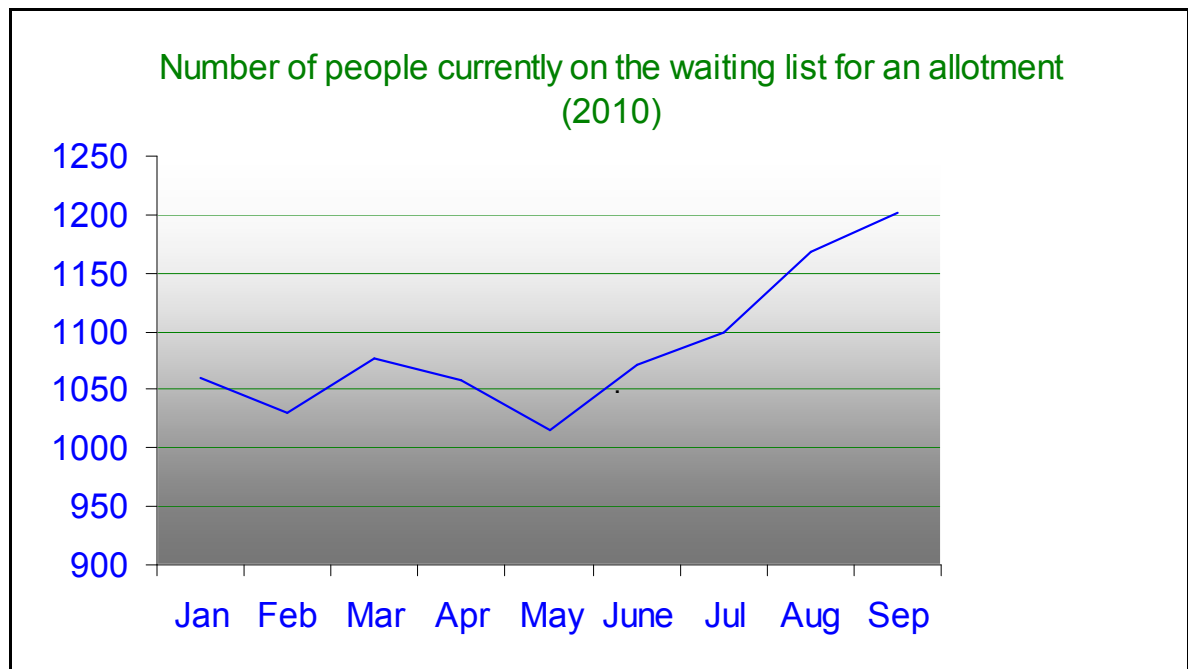
The number of available plots and number of tenants has increased proportionally over the past 8 years as illustrated above.

The graph below gives a good illustration of how the relationship between the percentage of occupancy and number of vacant plots is inversely proportional in that as the percentage of occupancy increases, so the number of vacant plots decreases.



### Allotment Waiting List

Plymouth has nearly 1400 current allotment tenants in Plymouth, this graph below shows that as of September 2010 we have 1201 people on the waiting list for an allotment.



### Allotment associations

There are 13 allotment associations running in Plymouth covering 14 allotment sites. These are run by volunteers and we arrange quarterly meeting with the association representatives to give an overview of the service and to update them on any issues and also to give the associations a platform to talk to each other and to air their views and issues. Each association promotes itself on their own sites and joining the association is not mandatory if a tenant takes an allotment on the site. Five Allotment Associations also run trading huts on their sites; they are all staffed by volunteers. This allows growers to purchase basic supplies or order seeds and to exchange knowledge. These trading huts are not exclusive to allotment association members.

Trading Huts are available on the following sites – Blunts Lane (Derriford), Brockley Road (Laira), Swarthmore (Central Park), Stoggy Lane (Plympton) and West Park Terrace (West Park).

## **4. Recent Projects**

### Regeneration of existing sites

Since taking on the allotments service, Parks Services have undertaken regeneration of the following sites:

Site	Resulting No. of tenants
Mays and Frys	41
Embankment Road resolving contamination situation.	40
Swarthmore	21
Penlee	16
Derwent Avenue	9
Knowle Avenue	40
<b>Total</b>	<b>167</b>

#### Increasing Accessibility

In order for the allotments service to increase it's accessibility to all areas of the community, in the past 5 years or so, we have undertaken a series of adaptations on suitable sites including; raised beds, car parking closer to the sites, gravel and tarmac pathways and handrails on steeper paths and steps.

#### Knowle Avenue Allotment Site

This is Plymouth's newest allotment site it has approximately 40 allotment plots and one school plot. These have been available from April 2010. One third of the site has been leased to Wolseley Trust for the use of a social enterprise partnership project. The partnership project key stakeholders are PLUS, Wolseley Trust and Plymouth City Council. PLUS is a social enterprise that offers a range of training and recruitment services, and also direct employment in their own manufacturing and mobility equipment businesses.

The aim of this new project is to create a local market garden, training centre for PLUS clients, a community growing scheme and an opportunity for local residents to learn about growing. The project will comprise of initiatives such as raised beds, composting toilets, a training centre, woodland walk and poly tunnels.

#### 'Diggin It'

'Diggin It' is lottery funding scheme based at Penlee Allotments in the Stoke Ward of Plymouth. It's main aim is to help get socially disadvantaged and vulnerable people back into society by providing horticultural training and qualifications in a safe, trusting, familiar environment where social and life skills can be built and developed to aid people to build personal confidence and move onwards and upwards with their lives.

The project also works with schools taking groups of children and providing horticultural and botanical education linked in with the current curriculum. Facilities and initiatives on the site include; raised beds, poly tunnels, fruit trees and cut flowers, a farm shop, outdoor classroom, composting toilet, wildlife pond and bee hives. The project has recently been awarded further funding to enhance its outreach programme. The aim is to promote the project to more schools and to enhance classroom learning with outdoor experience. They also offer teacher training and inset day packages.

#### Half sized plots instead of full size plots

We were finding the traditional large allotment was too much for people and they were unable to keep on top of cultivation and lots of people were handing back their plots. In 2003 the allotment service ran a pilot to introduce half plots with the aim of reducing the waiting list and enabling more people to grow their own food. This pilot has since been expanded due to customer feedback and demand to incorporate all sites and any newly vacated full size plots are now turned into two half plots. We have received very positive feedback from our new tenants over the plot size and the day to day management of this. Typically a half plot measures 128 square metres.

#### Website update

The website has recently been updated with a comprehensive map that highlights the location in the city of all of our sites. Information on all of the sites and a 'Frequently Asked Questions' page has been included to ensure that website users and local residents can access information readily.

### **5. Future Projects**

#### Central Park Action Plan

Amendments to some of the allotment sites within Central Park are currently being consulted on as part of the wider improvements to Central Park. The consultation is being led by Planning Services and the master plan has recently gone public with consultation dates for residents to feedback on the plans are scheduled during the end of October and November.

#### Allotment Strategy

Parks Services are programmed to produce an Allotments Strategy to build on the aims and objectives listed in the adopted Green Space Strategy. In this we will be looking at the key stakeholder views and align the service and strategy with best practice along with users needs. This is scheduled for 2012.

### **6. Funding**

#### Section 106

Allotments are listed as part of the green space tariff in the section 106 developer contributions within the Planning Obligations and Affordable Housing Supplementary Planning Document. These funds can be used for capital investments to help develop new site or improve the capacity and function of existing sites.

#### Capital receipts from sale of land

These are small in number. Recently a small amount of allotment land had been sold as part of Gdynia Way transport scheme expansion project and a capital receipt has been received to be used in the allotments service. These funds can be used for capital investments to help develop new sites or improve the capacity and function of existing sites.



## **7. Benchmarking**

Parks Services regularly benchmarks the allotment service against other authorities to ensure it is delivering an excellent service and to also adopt current best practices. Annex 1 is an example of our benchmarking against Cardiff City Council undertaken during August 2010.

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<b>ALLOTMENTS SERVICE BENCHMARKING QUESTIONNAIRE 2010</b>				
	<b>DESCRIPTION</b>	<b>Units</b>	<b>CARDIFF</b>	<b>PLYMOUTH CITY COUNCIL</b>
		Year:	2010	2010
1	Number of allotment sites	Number	28	32
2	What is the total number of allotment tenants cultivating allotment plots?	Number	2004	1350
3	Do the allotment sites have secure boundary fencing?	Yes/No	Yes	Yes, some are better than others
4	Do all the allotment sites have hard surfaced roadways?	Yes/No	No	No
5	If No, how many do have hard surface roadways?		25	4
6	What facilities area provided?			
a	Toilets	Yes/No	Yes	Yes
b	Details		On 3 sites mains 2 site compost toilet	These are provided by approx 6 Allotment Associations
c	Water	Yes/No	Yes	Yes
d	Details		1 site without supply currently	all sites have water connection
7	Storage	Yes/No	Yes	Yes
a	Details		Brick cubicles provided on 10 sites	5 sites have allotment association buildings
8	Do you charge separately for any of these facilities?	Yes/No	Yes	No
a	Details		Rent of £10.50 annually for rental of brick cubicle	
9	How do you manage allotment repairs and maintenance?	Details	Revenue budget, direct labour force and contractors for specialist works, probation service for clearance works	Same
10	Do you collect waste from allotment sites?			
a	Green Waste	Yes/No	No	No
11	If No, how do you manage green waste?	Details	Tenants encouraged to compost on their plots or communal green bays	Tenants encouraged to compost on their plots
12	Non green waste	Yes/No	Yes	No
a	If No, how do you manage non green waste?	Details	Moved off site to authority waste disposal area budget permitting except for concrete or asbestos where contractor is used	Tenants encouraged to use civic amenity sites. Will clear fly tipped rubbish. Asbestos removal by specialist team
13	Annual allotment revenue budget 2009/2010	Number	£60,000	£73,109
14	Allotment capital budget allocation for previous financial years			No Capital Budget, revenue only
a	2002/2003	Number	£60,000	£0
b	2003/2004	Number	£60,000	£0
c	2004/2005	Number	£60,000	£0
d	2005/2006	Number	£60,000	£0
e	2006/2007	Number	£60,000	£0
f	2007/2008	Number	£60,000	£0
g	2008/2009	Number	£60,000	£0
h	2009/2010	Number	£60,000	£0
15	What allotment rental charge does the authority make?	Number	£4.48	£15.50
a	Details		Per 25sqm incl water	per 128 sq m plot
16	Does the authority offer concessions?	Yes/No	Yes	No
a	If Yes, what are they?	Details	50% over 60s or MAX card holder	
17	How much rental income was generated in 2009/2010?	Number	£50,000	£27,125.00
18	Does the authority directly manage the allotment sites?	Yes/No	Yes	Yes
a	If No, what other arrangements are in place?	Details	Local management agreement taken up by 6 sites	2 sites part leased to projects
19	Does the authority employ dedicated allotment officers / staff?	Yes/No	Yes	Yes
20	What is the annual officer time (hours) spent on allotment management per annum?	Number	37hrs per week	37hrs per week
21	How often does the Council formally meet with allotment site associations or other recognised allotment bodies?	Frequency	bi monthly	Quarterly
22	Does your authority consult allotment tenants individually?	Yes/No	Yes	Yes
23	Does your authority carry out any routine grounds maintenance operations on allotment sites?	Yes/No	Yes	Yes
24	Grass mowing	Yes/No	Yes	Yes

25	Hedge cutting	Yes/No	Yes	Yes
26	Hard surface weed control	Yes/No	Yes	No
27	Other?	Details	Removal of non green waste on ad hoc basis budget permitting	Japanese Knotweed Treatment and fly tipping
28	Does your authority carry out non-routine grounds maintenance operations on allotment sites?	Yes/No	Yes	Yes
29	Overgrown plot clearance	Yes/No	Yes	Yes
30	Plot preparation (for new tenants)	Yes/No	No	Yes
31	Tree pruning	Yes/No	Yes	Yes
32	Other?	Details		

**CITY OF PLYMOUTH**

**Subject:** Locality Working: Evaluation Criteria Update

**Committee:** Customers and Communities Overview and Scrutiny Panel

**Date:** 15 November 2010

**Cabinet Member:** Councillor Brookshaw

**CMT Member:** Director for Community Services

**Author:** Nick McMahon, Localities Project Coordinator

**Contact:** Tel: 01752 304335  
Email: [nick.mcmahon@plymouth.gov.uk](mailto:nick.mcmahon@plymouth.gov.uk)

**Key Decision:** No.

**Ref:** NJM

**Part:** I

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**Executive Summary:**

Evaluation criteria for reviewing outcomes from Locality working over the year to June 2011 were agreed at the Customers and Communities Overview and Scrutiny Panel meeting on 19 July.

Table 1 enclosed provides an update on progress to date. The last column of this table reports progress against the criteria.

It is concluded that Locality working is up and running, with the nomination of experienced staff to form six multi-agency Locality Teams, and the nomination of 43 City Council Neighbourhood Liaison Officers to support Ward Councillors and Police staff at Neighbourhood Meetings. Staff involved have been trained, partner agencies such as Plymouth Community Homes have been advised and involved, and Guidance has been issued to Councillors. Neighbourhood meetings, open to all residents, (based on the former police-run 'PACT' meetings) are being held every 3 months, are being advertised as widely as possible. Attendance figures vary but average around 13 members of public attending each meeting. A wide range of priorities are being identified at the meetings, the majority are at the 'being followed up' stage as this very early in the process. The 'pie chart' also enclosed provides a snap shot of the priorities identified, with anti-social behaviour and parking issues being the most common.

Locality teams have been requested by the Local Strategic Partnership Executive to work on health inequalities as a strategic priority theme, specifically on action plans to deliver tobacco control measures.

Scrutiny by a Task and Finish Group is scheduled to take place in March 2011.

## Corporate Plan 2010-2013

Locality working helps to meet City and Council priorities, in particular:

*Raising Aspiration* – promoting Plymouth and encouraging people to aim higher and take pride; *Reducing inequalities* – taking targeted actions to reduce inequality gaps; *Value for Communities* – working together to maximise resources to benefit communities, achieving efficiency through transforming our service delivery and support arrangements, and our support to customers.

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

The monitoring of Locality working is being met from within existing budgets.

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

None arising from this report.

**Recommendations & Reasons for recommended action:**

This report is for information.

**Alternative options considered and reasons for recommended action:**

Information report only.

### Background papers:

Table 1 attached: Locality Working Performance Measures Update October 2010

Chart attached: Neighbourhood Priorities identified

**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											

**TABLE 1: LOCALITY WORKING: EVALUATION CRITERIA: UPDATE 04/10/10**

(Criteria agreed by Plymouth City Council Customers and Communities Overview and Scrutiny Panel, 19 July 2010)

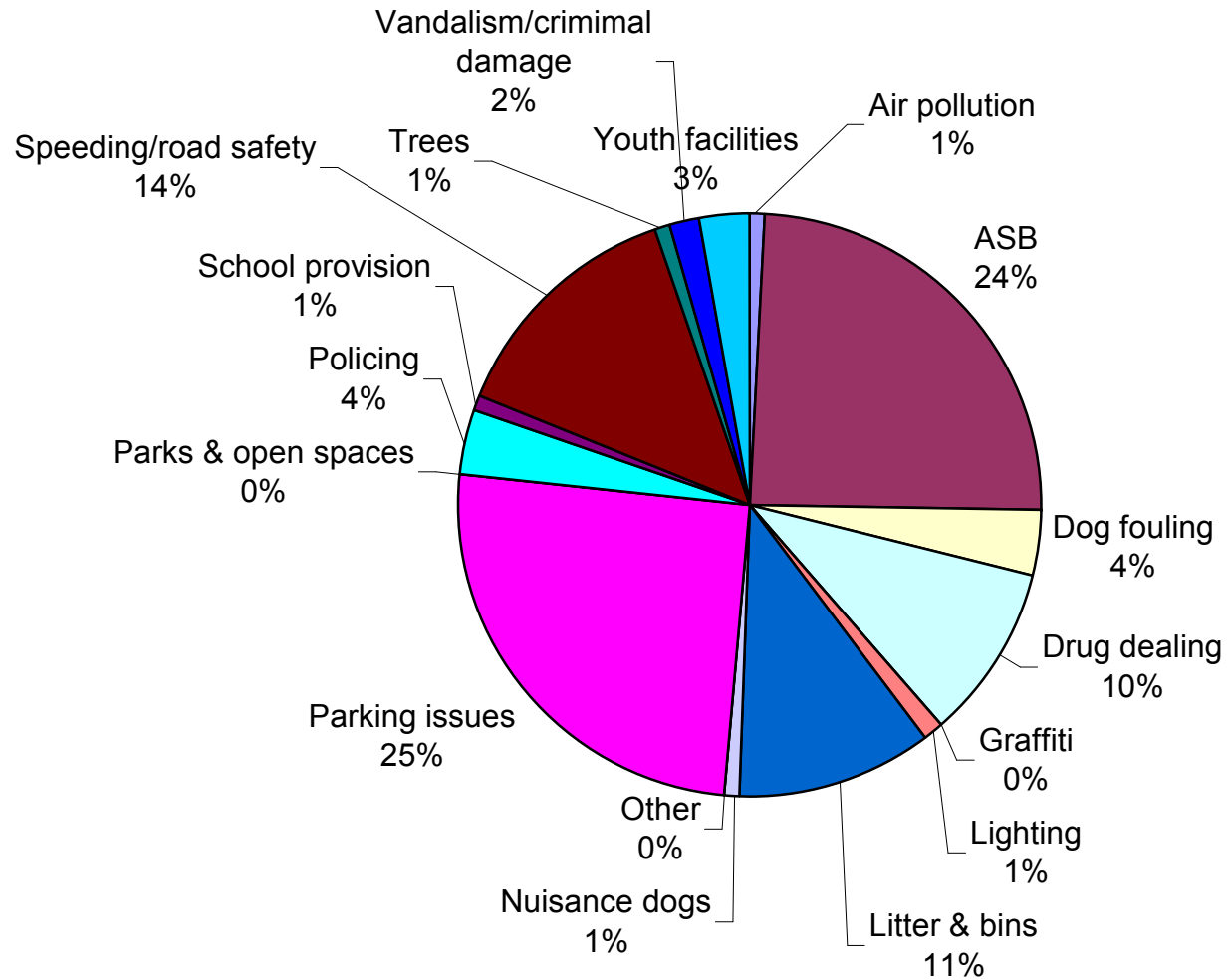
Measure	Data source	Target	Update to 04/10/10
1. Neighbourhood Liaison Officers (NLO) and Locality Managers (LM) appointed	List	At least 90% of NLOs and 100% of LMs by Aug 2010	a. 43 NLOs (existing experienced staff) nominated by Council Departments by August 2010 (100% coverage) b. 6 Locality Managers nominated by August 2010 (Existing senior staff: 2 from Police, 1 from Plymouth NHS, 3 from City Council)
2. Locality Teams established	List of team members	6 by July 2010	6 Locality teams established by July 2010.
3. Community priorities identified via Neighbourhood Meetings process	List priorities/frequency	At least 6 priorities identified by every Neighbourhood by March 2011	Of 31 meetings recorded since June each meeting has identified on average 3 priorities to take forward
4. Priorities followed up & feedback given	Written evidence against priorities list	At least 75% of priorities followed up and feedback given by March 2011	It is too early to provide satisfactory monitoring, as the majority of issues have only recently been identified. Of 103 priorities recorded in meeting notes 1 June – 30 Sept: 9 had been resolved or concluded by 30 Sept. The remainder are being followed up by Police or NLOs with a view to reporting back at subsequent meetings.
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	a. 6 staff training sessions held by July 2010, 4 further by Oct 2010. b. 5 awareness sessions held by Aug 2010: Probation, Neighbourhood Police, Plymouth Community Homes, Third Sector Consortium, Plymouth NHS Managers c. Councillor Guidance issued by Aug 2010.
6. Satisfaction of members of the public with	Satisfaction survey amongst members of	At least 60% satisfied in early 2011	Baseline satisfaction surveys commenced Oct 2010

<b>Measure</b>	<b>Data source</b>	<b>Target</b>	<b>Update to 04/10/10</b>
Localities working as way of getting issues raised and responded to.	public engaged with Localities process		
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	Baseline satisfaction surveys commenced Oct 2010
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	Baseline satisfaction surveys planned for Oct 2010
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	Meetings are advertised through one or more of the following: press notices, community messaging, community notice boards, shop windows, Police and Council websites, local events.
10.LSP overview of progress	Reports to Local Strategic Partnership (LSP) Executive on progress including community priorities identified and being dealt with	At least 2 reports by March 2011	Most recent update scheduled for 03/11/10 LSP Executive.
11.Data available to Neighbourhoods	Neighbourhood profiles produced and published	100% of Neighbourhoods have profile	100% of Neighbourhoods have completed profile
12.Public attendance at Neighbourhood meetings	Record of numbers attending each meeting	For information only - no target	At 19 Meetings recorded June/July, 237 members of public attended, average 12 per meeting At 11 Meetings in September, 158 members of public attended, average 14 per meeting



**PRIORITIES IDENTIFIED AT NEIGHBOURHOOD MEETINGS JUNE-SEPTEMBER 2010**  
(% Split of 103 Priorities identified)

**Total priorities city wide**



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**CITY OF PLYMOUTH**

**Subject:** Parliamentary and Plymouth City Council Elections 2010 Review and Evaluation

**Committee:** Customers and Communities Overview and Scrutiny Panel

**Date:** 15 November 2010

**Cabinet Member:** N/A

**CMT Member:** Adam Broome, Director for Corporate Support

**Author:** Nigel Spilsbury (Electoral Services Manager)

**Contact:** Tele: 01752 304861  
Email: [nigel.spilsbury@plymouth.gov.uk](mailto:nigel.spilsbury@plymouth.gov.uk)

**Key Decision:** No.

**Ref:** E3/Elections/2010

**Part:** 1

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**Executive Summary:**

This report sets out details of the Elections Review 2010 and any issues arising from it.

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**Corporate Plan 2010-2013:**

None directly from this report.

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

There are only minor costs arising from the review of the 2010 elections.

In financial year 2011-2012 legislation requires the Electoral Service to obtain fresh signatures from all postal voting applicants and it is estimated that £49,500 will be required to complete this task. Funding for this is included in the government Rate Support Grant.

Although the issues mentioned in paragraph 7 (Government Political Reform) will have cost implications, actual costs cannot be accurately defined until the relevant legislation has been finalised.

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

None directly from this report.

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**Recommendations & Reasons for recommended action:**

That the report is noted.

**Alternative options considered and reasons for recommended action:**

Not applicable.

### Background papers:

None

**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 Heads of HR, AM, IT and Strat. Proc.):

Fin		Head of Leg		Head of HR		Head of AM		Head of IT		Head of Strat Proc	
Cor5 1011 004		DVS									
Originating SMT Member: Tim Howes											

## **1.0 Introduction**

- 1.1 Following each election the Electoral Services Team undertakes a review of administrative and related matters. As part of the review process comment is invited from Elected Representatives, Political Parties, Candidates and Election Agents and staff at all levels of the process.
- 1.2 This report provides details of the Electoral Commission review of the 2010 elections, assessment of contractor performance, staff de-briefings, comments received and issues arising from the 2010 Parliamentary and Local Elections. The report also contains an evaluation of the promotion and participation activities undertaken, election statistics, details of the expected government political reforms and other related issues.

## **2.0 Electoral Commission Feedback and Review**

- 2.1 The Electoral Commission conducted a post-election seminar on Tuesday 25 May at Sandy Park Conference Centre, Exeter for Returning Officers and Electoral Administrators.
- 2.2 The main comments and feedback provided was as follows: -
  - ❖ Election timetable needs to be reviewed, as the statutory deadlines are failing administrators and customers alike. The general consensus was that the registration, postal voting and nomination deadline should be separated with a longer lead-in to polling day. The timetable should be at least as long as the local election timetable, perhaps longer to enable more realistic timescales to be worked out.
  - ❖ Electoral Commission forms should be reviewed to reflect Electoral Registration Officers operational needs (e.g. signature box currently on second page for the Overseas Electors and proxy form).
  - ❖ Information overkill
  - ❖ Royal Mail is not providing a consistent service to local authorities. Some are requesting and receiving a Saturday service, some are not. Mail sweeps appear to be inconsistent. Mail is simply not being delivered or delivered late.
  - ❖ Service voter registration needs to be reviewed in view of the 'five' year extension.
  - ❖ Overseas Electors – questioned if they should have a vote at all.
  - ❖ Call Centres (if operated properly) are good for off-loading enquiries.
  - ❖ Polling station problems in other parts of the UK. Careful that new legislation is not a 'sledge hammer to crack a nut'.
  - ❖ Candidates, Election Agents and political parties should have no involvement with the postal vote process
  - ❖ Deadlines should be 4pm or 5pm at latest (registration currently midnight)
  - ❖ Postal votes on demand should be reviewed.
  - ❖ Handing in postal votes at polling stations should be reviewed.
  - ❖ Elections should not be combined – confusing for voters and difficult to administer.

- ❖ EC campaign 'it takes only 3 minutes' campaign was apparently an issue for some – forgetting that the application has to be completed and returned to the Electoral Registration Officer, after downloading.
- ❖ Funding regarding the cross over of registration and postal vote issues with election issues
- ❖ Some Electoral Administrators felt that the Postal voting code of conduct should be legislated for, rather than voluntary.
- ❖ Tellers may be an issue in some areas – do tellers need ID badges?
- ❖ Local authorities subsidise national elections
- ❖ Cross boundary issues in relation to postal voting – should be a cross boundary protocol for 'swopping' data.
- ❖ Issues relating to the timing of the canvass in connection with an autumn election.
- ❖ Can we legislate with regard to second homes and student entitlement to registration
- ❖ Independent candidates are at a disadvantage with regard to obtaining register data.
- ❖ Electoral Management Boards may co-ordinate elections?

For a full list of comments and issues refer to the Electoral Commission summary issued on 16 June 2010 (available on the Electoral Commission website).

2.3 The Electoral Commission agreed to consider these issues in relation to their reporting process. Although the statutory report is a 'high level' report only, fact sheets and other themed reports may be prepared. An interim report was published in June: Review of problems at polling stations at close of poll on 6 May 2010. This provided a quick analysis of the problems that occurred at some polling stations with recommendations to address these problems.

2.3.1 The problems outlined in the Electoral Commission interim report related to: - not having the correct staffing levels at polling stations and having to turn voters away; polling stations running out of ballot papers; use of unsuitable buildings. The problems appear to have affected only 27 out of 40,000 polling stations.

Plymouth did not experience the first two problem areas, although it could be argued that some of the buildings that we use for polling stations have some disability issues (however in all cases the building used is the only building available for use in the polling area concerned).

2.3.2 The Electoral Commission published its full statutory report on the 27 July on the UK Parliamentary and English local elections held on the 6 May 2010. The Commission found that the elections were well run in the vast majority of constituencies, but recommends an outline agenda for the UK Government that they believe needs to be implemented over the next five years. It includes calling on the UK Government to: -

- Bring forward a comprehensive electoral modernisation strategy for future elections. This should include lengthening the timetable for general elections and improving voting opportunities for service personnel and overseas voters.

The modernisation strategy should also address what role, if any; advance voting might play and also if there is a case for requiring proof of ID at polling stations in Great Britain.

- Bring forward a comprehensive plan to ensure the effective management and delivery of future elections. This should include ensuring greater co-ordination for the delivery of elections and introducing mechanisms to hold Returning Officers to account for the delivery of their statutory functions.
- Implement individual electoral registration in Great Britain in a way that maximises the completeness and accuracy of the electoral register.

The report also reiterates the Commission's urgent call for the Government to change the law as soon as possible to make sure voters who are queuing at polling stations at 10pm are able to vote at all future elections.

2.4 Can we learn anything in Plymouth from the Electoral Commission post election seminar or review for future elections? Perhaps the following: -

- Royal Mail – need more direct liaison, rather than leaving to Print and Document Services (meeting to be set up for January 2011).
- Tellers – consider more simple guidance notes.
- Ensure that all current planning processes are strictly adhered to.

## The Plymouth Review

### 3.0 Contractors

3.1 **Delivery and setting up of election equipment: Plymouth Community Homes (PCH)** under a Service Level Agreement (formerly the Manufacturing Service part of Plymouth City Council) was responsible for the delivery and setting up of voting screens, tables, chairs and other necessary equipment at polling stations; delivery, setting up and removal of mobile polling units; signposting in relation to polling stations; setting up the count locations, including signposting; miscellaneous manual handling tasks.

3.1.2 This is a major and particularly important part of the elections process and overall Plymouth Community Homes provided an excellent service undertaking the tasks mentioned above.

3.1.3 A de-brief took place on Wednesday 19 May attended by the Electoral Services team and representatives from Plymouth Community Homes. A number of issues were highlighted and are summarised as follows: -

Area of election or issue	Comment	Action (if any)
The formatted delivery and contacts schedules could have been provided earlier.	Agreed – reason for being later than usual – person responsible sick.	Provide as early as possible (for local elections early – mid March as usual).
New mobile polling units.	Overall the new units are vastly superior to the old ones. Electrics partly failed causing some heating and lighting problems. Electrics in new units were set up slightly different from the 'proto-type' unit used in 2009.  Vents have a slightly smaller aperture – less airflow – needs minor modification.  Flooding occurred in one unit.	Minor modification required.  Signs to be placed above switches and the electrics investigated.  Very minor modification required.  Non-slip lino inside door to be provided. Two units to be raised very slightly off the ground (no need for mats).
Mobile unit at Royal Eye Infirmary.	The new units are too large for this site. Would obstruct the public highway.	Refer to 4.4.
Mobile sites generally.	Other sites may prove difficult to site the new style units. Existing sites – some ramps too steep.	Sites reviewed in 2008. All sites reviewed in 2010 for locating new style units (see below).
Old Style mobile units.	Gas lighting difficult to replace and needs to be reviewed.	Contractor will review the use of gas lighting and replace with battery operated lights (and for use as a contingency in all mobile units).
Count	Count trays are passed their 'sell by date'	To be replaced for next General election.

3.1.4 Mobile polling units – general comment: damp and cold (old units); too small; access inadequate (old units); slippery in wet weather (Dunnet Road – needs to be re-sited); lighting poor (particularly the old units); not enough space for forms/stationery (shelf would be useful); ramp too steep (Sedley Way/Ruskin Crescent); furniture in poor condition (Merafield); Is two litres of water enough for 2 people for 15 hours. All these comments have been noted for the 2011 elections.

3.1.5 Mobile polling units – further requirements – sign on door 'no smoking'; waste bin; brush or mop; mobile at Merafield did not have the 'mind the step' sign; several presiding officers mentioned that a mat is required for wet weather (see schedule above – non-slip surface to be provided).



3.1.6 Portable toilets – the unit located at Tamarside Community College had no key to lock it. Consequently school children were opening/closing the door!

3.1.7 New mobile polling units – The six new style mobile polling units mentioned above had several advantages such as lower level access, wider doors, more space inside, built in toilet facilities, running hot and cold water serving a wash hand basin, a sink unit in the kitchen area, integral generator compartment with acoustic lining and exhaust, built in polling booths and kitchen area. They were deployed as follows: -

- Tewkesbury Close, Lower Ham
- Polzeath Gardens, Pennycross
- Kneele Gardens, Hartley Vale
- Kensington Road/Salcombe Road, Lipson
- Holmwood Avenue, Plymstock
- Hessary, Belliver

Following the experience of using these units at the 2010 elections, a number of fairly modest modifications will be introduced for future elections (refer to 3.1.3). Any additional costs will be covered from within the regular budget for replacing mobile polling units.

3.1.8 One general question has been raised – “As the new units are larger can they be accommodated on existing sites?” As a result a review of the mobiles has been undertaken with the results set out below.

Location	Building To use in polling area	Merger with adjacent areas	Location Suitable for new style units	Notes
Tewkesbury Close, Lower Ham (838)	No	Part only	Yes	Best location in terms of flat area and security.
Former Trelawny Primary School site (1270)	N/A	N/A	N/A	To be discontinued.
Polzeath Gardens at Pennycross (1288)	Yes	No	Yes	St Pancras Church investigated, but NOT for hire and outside polling area. Best location given hilly nature of area.
Chaucer Way (1308)	Yes	No	Yes	Mobile used as temporary replacement in 2010. For investigation – refer to 4.4. To be retained, but kept under review.

<b>Location</b>	<b>Building To use in polling area</b>	<b>Merger with adjacent areas</b>	<b>Location Suitable for new style units</b>	<b>Notes</b>
Sedley Way/ Ruskin Crescent, Brake Farm (1337)	No	No	Yes	On balance the current area is by far the best location in terms of voter accessibility, but could be improved by moving to an adjacent space within the same car parking area.
Junction of Budshead Road & Canterbury Drive (1354)	No	Yes	Yes	Prior to 2003 voters were split between adjacent polling areas. Re-merger rejected in 2008. Best location.
Thirlmere Gardens (1004)	No	Possibly	Yes	Merger proposed but rejected in 2008. Location suitable.
Dunnet Road (1272)	No	No	Yes	Merger has been explored but not seen as practicable. Also refer to 4.4.
Hessary Drive at Belliver (854)	No	No	Yes	Could be a Community Centre built sometime in the future. For the present location suitable.
Kneele Gardens, Hartley Vale (835)	No	No	Yes	Golden Hind public house investigated, but no separate meeting rooms. Location best available.
Royal Eye Infirmary, Dale Road (1162)	Yes	Part only	No	Church available in Gordon Terrace, but would require a boundary change. Also refer to 4.4. No further action at this time.
Island at Junction of Kensington Road and Southern Tce (1240)	No	No	Yes	Planning application to install mast on this site. Also refer to 4.4. The current site is the only practicable location. Area extremely hilly.
Dove Stores car park, Deer Park (537)	No	No	Yes	To be re-located to car park area behind Humber Close. Also refer to 4.4.

Location	Building To use in polling area	Merger with adjacent areas	Location Suitable for new style units	Notes
Valley Road at Plympton (890)	Possibly	Yes if school site used	Yes	Training Centre investigated, but not suitable. School site considered by ward members to be too far away. May need to re-consider at some future point, due to emergency access to park area.
Merafield Road, Plympton (1061)	No	Possibly	Yes	This is the only practicable and suitable site.
Holmwood Avenue at Plymstock (1092)	No	No	Yes	New style unit trialled here in 2010 and no comments received.
Coombe Dean School (1654)	Yes	No	Yes	The use of the school is under review. Also refer to 4.4.

3.2 **Printing of Postal ballot packs: OPT2VOTE Limited** was recruited to undertake the printing of postal ballot packs and ballot papers. The fully enclosed postal ballot pack service was used which included packing the appropriate ballot papers and arranging for Royal Mail collection/delivery.

3.2.1 There is obviously the need for a high degree of accuracy when undertaking this task and OPT2VOTE provided the service expected.

3.2.2 This is only the second time that the City Council has used this company and the first where multiple elections have taken place.

3.2.3 The following comments should be noted for future reference and built into the contractors requirements schedule: -

Area of election or issue	Comment	Action (if any)
Postal ballot packs	Delivery to voter undertaken one day earlier than expected. Planning processes brought forward causing extra work at a peak period. Electors appreciated early receipt, but not well received by some Election Agents.	Posting date either needs to be tightened or poll card and timetables should give a date by which the postal ballots will be posted, rather than a specific posting date – This will be discussed with contractor at a meeting to be held in November 2010.

Area of election or issue	Comment	Action (if any)
Postal vote data	<p>The postal vote data storing process took longer than expected.</p> <p>Can we store in batches.</p> <p>Checking after 5pm and through the early hours needs to be reviewed.</p>	<p>The storage of data needs to be critically checked to ensure that this process has been completed, before attempting to run data for contractors.</p> <p>Yes data can be stored in batches, but this also has its own risks.</p> <p>Contractor will investigate and advise after the December User Group meeting.</p>
Postal votes - Cross border data for parliamentary election	<p>Neighbour could not provide one clean file of data immediately after the deadline for contractor use.</p> <p>Contractor could not undertake extractions for cancelled postal votes which were advised by neighbouring local authority after the deadline.</p>	<p>Smaller authorities do not have the resources to provide an immediate turn-around of data, but should be able to provide the following day.</p> <p>This needs to be discussed further with neighbour / contractor prior to the next General election.</p>
Combined packs	On rare occasions only one ballot paper was returned.	Contractor agreed to improve instruction insert.
Spare postal packs	More spares are required to cover the increased number of lost post votes.	Order to be very marginally increased for spares.
Postal packs – live sample check	Sample not extensive enough.	Contractor will review.
Postal vote completion	Birmingham place video on website on how to complete a postal vote.	Contractor to investigate and report at the next User Group.
Ballot papers proofs	Contractor deleted logos without reference to local authority (joint candidates).	Contractor apologised.
Ballot paper quantity	In view of the national problems consider ordering further spares.	Order to be very marginally increased for spares.
Ballot paper numbering	Incorrect numbering printed on two books	Checks in place work!
Test systems	The test computer system data does not match live system.	IT department will be attending to in December.

### 3.3 **Printing of Poll Cards: City Council's Print and Document Service department (PADS)** undertakes this requirement.

3.3.1 PADS provide a full service, this includes; taking the data, merging the data, printing the poll cards, guillotining and document handling – sorting and preparing for posting, dealing with Royal Mail contracts. If undertaken correctly this takes a good deal of pressure off the service.

3.3.2 However, on this occasion a number of issues have arisen, namely:

- ❖ Slight delay in posting the poll cards
- ❖ Minor data issue

### 3.4 **Delivery of Postal votes, poll cards and other mail: Royal Mail**, has the monopoly in regards to delivery and collection of mail in such tight time-scales.

3.4.1 Royal Mail has a very difficult task to perform at the best of times, but at a Parliamentary General election they must be incredibly stretched. However, this does not get away from the fact that postal votes and poll cards are vitally important to electors and the efficient administration of elections.

3.4.2 A number of issues have been reported to Royal Mail such as late or non-delivery of postal votes and poll cards. Further discussion will take place in January 2011.

### 3.5 **Software Services: Undertaken by Halarose Limited.**

3.5.1 On the whole Eros, Adest and Avantguard computer systems worked well. Support from Halarose was excellent. However, there were a number of issues, which can be summarised as follows: -

Area of election or issue	Comment	Action (if any)
Staff payments	Very time consuming to produce City Council payroll spreadsheet.	Confirmed that Halarose will improve this process.
Lack of understanding of new legislation	Patch to deal with Parliamentary nominations came too late to use.	Noted at User Group meeting.
Too many patches	Original release needs to be more thoroughly tested.	Noted at User Group meeting.
Emergency proxy process too complex	Very slow to process.	Noted at User Group meeting.
Some reports are not consistent	Varying electorates come out of the system/staff reports – no ability to run at constituency level.	Noted at User Group meeting.

#### 4 De-briefings – Electoral Services and Management Teams

4.1 De-briefing for Electoral Services took place on Tuesday 18 May.

4.2 Overall comments have been recorded as follows for this de-brief: -

Area of election or issue	Comment	Action (if any)
Accommodation – Count	Lower Hall/Astor Charter rooms are rather small for parliamentary counts. Although the extra table worked reasonably well for the parliamentary count, it did not for the city council count on the Friday.	Refer to comments/actions under Returning Officer and Management team de-brief.
Accommodation – Ballot box preparations and issue	Astor/Charter rooms used for the issue of ballot boxes. A number of presiding officers considered the previous location used to be better.	Discussed - on balance Astor/Charter provides for better use of facilities.
Security at Guildhall entrance	Cover needs to be more consistent.  Admission list – data from software not accurate.	Ensure that at least two security staff is available and at least one remains in attendance at the front entrance of the Guildhall at all times during the count. Improvements required for admission list.
Press Office and media	At parliamentary elections this is getting too much for Electoral Services to deal with.	All matters concerning media will be handled by the Communication unit in future. Communications Manager happy to undertake.
Collection of postal votes from polling stations	Some Polling Station Inspectors are not as active as others in collecting postal votes for return to office.	The importance of collection will be stressed at election briefings. It may be worth considering using the Emergency polling staff as ‘floating’ inspectors’.
Temporary staff	An additional person may have been useful within the office	The employment of an additional person will be considered at the next general election.

Area of election or issue	Comment	Action (if any)
Register and postal voting application forms	A large volume of application forms was received close to the deadline. One party representative passed in well over 500 applications on the day before the deadline, causing unnecessary overtime.	Consideration will be given on how we can prevent this happening in future.
Enquiries – telephone	Dedicated team trained and used, who were very successful. However, further improvements are still required for a general election.	Further resources to be arranged at the next general election such as additional telephone lines and PC, transfer of one existing Eros licence and re-location of scanning station.
Enquiries from staff	Using Managers personal mobile number was not a good idea.	Further dedicated telephone number will be installed for polling day?
Enquiry Hall	Further information required.	Investigate if notice boards with information/forms (and ballot box for returned applications) can be placed in the Enquiry Hall.
Poll cards	Poll cards do not provide office opening hours.	Include this information on poll cards and perhaps place more emphasis on the website application forms.
Staff appointments – combined election	Combined election over-stretched the Electoral Service.	Counting appointments for any subsidiary election must be undertaken by an officer from outside the Electoral Service.
Staff at polling stations	One or two not up to the usual standard.  Staff not turning up at polling station.	Consider feedback for those staff concerned.  Ensure Presiding Officer informs office immediately.
Postal voting	Hospital provided patients with wrong information regarding emergency proxies.	Note for future and provide information to hospitals at an early date.

Area of election or issue	Comment	Action (if any)
Postal vote verification	Due to increased numbers – further licences may be required?  Cross border checking was a failure – resulting in a manual check of neighbour's postal vote statements.	Survey other users and consider further licences for future general election.  Further testing required for future combined elections.
Poll cards	Friday postings not a good idea.  Royal Mail non-deliveries.  Proxy poll cards –notes regarding medical emergencies are not clear enough.  Amendments to detail required.	Noted for next time, although sometimes unavoidable.  Discussed with Royal Mail.  Amendments will be made to provide clarity.  Add Mon-Fri office hours etc. Emphasise downloading of application forms. Re-consider wording for postal vote delivery date.
Polling station issues		Refer to 4.4
Tellers	Problem at two polling stations.	Tellers guidance notes to be reviewed
Polling station communications	A number of Presiding Officers appeared to have mobile phones switched off. There is also a problem with reception in some rural areas.	Must ensure that Polling Station Inspectors check that all staff has phone switched on.
Polling station – Burgess Hall	Coins for gas meter!	Make sure money is drawn from petty cash and supplied to the Presiding Officer.

4.3 **De-briefings for the Acting Returning Officer and Management team** took place on - Monday 24 May and Friday 28 May.

4.3.1 Overall comments recorded as follows for the Acting Returning Officer and Management team de-briefs: -



Area of election or issue	Comment	Action (if any)
Count	<p><u>City Council count</u></p> <p>Car parking on Friday: - Civic Centre barrier taken down too early.</p> <p>Some supervisors completed tasks and could possibly have declared earlier.</p>	<p>Must be double-checked at next election.</p> <p>Give supervisors more freedom to act with further responsibilities for all stages of the process.</p>
Count	<p>Parliamentary count: - 'Eggbox' style ballot paper containers – no longer functional.</p> <p>Centre tables containing ballot papers not showing as clear a transparent process as could be achieved.</p> <p>Guildhall as a venue for three parliamentary counts is restrictive in terms of accommodation, how many staff can be used and eventual count completion times.</p>	<p>Replace with new design at the next General election.</p> <p>Reverse centre tables containing ballot papers so that Agents can see more clearly.</p> <p>At present there is no choice regarding the use of the Guildhall, as this is the only building capable of holding three parliamentary counts in one location.</p> <p>By 2011 the new LIFE Centre should be built and this building will hopefully prove to be more adequate.</p> <p>The Electoral Services Manager (ESM) has also looked at the new sports centre at the University of St Mark &amp; St John, but has been ruled out on grounds of costs.</p>
Royal Mail	<p>Concerns expressed about no Royal Mail second post on polling day and that arrangements for the 10pm sweep could be better.</p>	<p>On investigation a second post was received during the afternoon of polling day.</p> <p>Arrangements for the 10pm mail 'sweep' will be discussed with Royal Mail in January 2012.</p>
General Support from other council departments.	<p>Considered inadequate</p>	<p>Acting Returning Officer to deal with at future elections.</p>
Postal vote verification	<p>Can we further streamline our processes?</p>	<p>ESM to consider prior to the 2011 elections.</p>

<b>Area of election or issue</b>	<b>Comment</b>	<b>Action (if any)</b>
National problems – queues at polling stations	Could the national problems have occurred in Plymouth?	Unlikely as we plan staffing levels and for the printing of ballot papers to a very high level of efficiency. However, we may need to 'beef' up the briefings for polling staff and polling station inspectors (and instructions) to ensure that the Electoral Service is informed of potential problems at as early a stage as is possible.
Electoral Services Manager (ESM)	The ESM was not available during most of February and March – placing undue pressure on his return.  ARO considers that more delegation should be made by ESM.	If these circumstances were to be repeated, resources must be found to cover the post.  ESM to consider if further delegation is practicable.

**4.4 Comments or issues recorded concerning polling station buildings** (from Electoral Services, polling staff and political parties): -

<b>Polling Station or ward</b>	<b>Comment</b>	<b>Action (if any)</b>
Ham ward	Now that parliamentary boundaries are in place and with South Trelawny Primary School closed, Ham ward polling district boundaries and stations requires a review.	Agreed with elected representatives to reduce the number of polling districts in this ward by two (BB and BJ) and making other amendments to BA, BC, BD, BF, BG and BI. Morice Baptist Church will replace South Trelawny Primary School as polling station.
St Philips Church Hall (BE)	The Member of Parliament for the area observed that there are steps at entrance.  May be closing – investigate	The church authorities have undertaken a number of access improvements over the years, but it has proved impossible to make this hall completely accessible. Not closing for foreseeable future – one alternative location but situated on extremity of polling area.

<b>Polling Station or ward</b>	<b>Comment</b>	<b>Action (if any)</b>
The Barn, Kit Hill Crescent (CA)	Failed to open on time.	Mix up with collection of key. Contingency arrangements worked well – Issue from back of car and mobile polling unit delivered and used until building opened.
Tamar View Resource Centre, Miers Close (CAB)	Member request - Could we consider using the new Riverside Community Primary School instead of current location (situated at Poole Park Road, opposite Miers Close)?	At the present time there seems very little point in altering this location, the current polling station is just across the road from the new school and there were no reported problems in 2010. The school would also have to close, with the usual child care problems for parents.
West Park Library (DA)	The voters around the Ringmore Way area are discouraged from voting by having to travel a great distance.	The proposal to re-split DA to the 2005 boundary has been accepted by ward members
Mobile polling unit at Chaucer Way (DC)	<p>A mobile polling unit was sited at Chaucer Way as a temporary measure due to the closure of Chaucer Primary School.</p> <p>Shakespeare Community Primary School has now opened and could act as the replacement for Chaucer Primary School.</p>	<p>The new school is not ideally located, but nor was Chaucer Primary School – both schools located on the edge of the polling area. Only one other observation, the new school has a security fence which is only open for part of school day to allow parents to drop off the children.</p> <p>Ward members consider current position to be more beneficial to voters, but agreed that this area should be kept under review.</p>
Ernesettle Community Primary School (DE)	<p>Access to room poor (according to presiding officer). Suggestion to use Reception area or portacabin at front of school?</p> <p>Polling station inspector considers 'mat' required in wet weather.</p>	<p>Files checked, other locations previously considered.</p> <p>Noted for future elections.</p>

<b>Polling Station or ward</b>	<b>Comment</b>	<b>Action (if any)</b>
St Aidans Church Hall (DF)	Polling Station Inspector considers 'mat' required in wet weather.	Noted for future elections.
St Peters RC Primary School (EB)	Lighting leading to entrance considered poor.	Contractor to look at possibly locating temporary solar powered lights for 2011 elections.
Derriford United Church (EH)	In wet conditions the ramp is slippery.	Sign to be placed above ramp at future elections.
Mary Deans Primary School (FA)	<p>Entrance door draughty. Staff suggested that we use a portable draught lobby?</p> <p>Member comment: Difficult for some voters to get to. Three buildings available: Mary Deans Primary School (current); St Mary's Church (very isolated from majority of voters); Hilltop Community Centre (could cater for the old naval quarter area and maybe area around Ashleigh Close and Henley Drive – remainder of polling area is closer to current location).</p>	<p>Contractor to look at in 2011.</p> <p>Members accept proposal to split polling district, using Mary Deans Primary School and Hilltop Community Centre (<u>subject to availability</u>).</p>
Mobile polling unit at Dunnet Road (FB)	In wet conditions the ramp is slippery and also steep (mobile unit currently placed on a grassed area).	Contractor will re-locate to car park area, adjacent to current location.
Southway Training Centre (FD)	Access not good at all. Building on Council's buildings 'disposal' list. Check new primary school.	New school will not open until 2011. Use current location until disposal confirmed.
Elm Community Centre (GC)	Room used was small and became crowded at times.	The room is adequate for local and European elections. Review prior to next General election (larger room is available).
Manadon Vale Primary School (HA)	Presiding Officer considered Music Room too small.	Agreed that the room proved difficult to operate for a combined election, when furniture not moved out of room. At the next General election book the hall for use.

Polling Station or ward	Comment	Action (if any)
Manadon Vale Primary School (HA)	Member comment: Could we use the Church of the Ascension, Crownhill for former HMS Thunderer voters??	Due to traffic arrangements voters would literally pass the current location in order to access the Church of the Ascension. Therefore, no Change to polling station.
Austin Farm Primary School (HE)	Alternative access not used – side door into room with flat access from Egguckland Road. There are 7 steps inside building leading down to Hall.	Alternative access not now practicable. For 2011 elections check if an alternative room is available.
Ford Primary School (JE)	Could the new St Marks CE Church built in Cambridge Road replace Ford Primary School, which has one step at the entrance (with no possibility of being ramped)?	Preliminary view of the outside of the new St Marks Church was undertaken on 2 September. The front entrance has 2 steps, but the side entrance has good access. <u>Currently waiting to hear from church authorities on availability.</u>
Mobile polling unit at Royal Eye Infirmary (MA)	Site not big enough for new larger style units that will be in place by the 2014 council elections.  There is a church building located in Gordon Terrace, no more than 3-4 minutes from current site. If used the boundaries of polling district MA/MB will need amending. Name of Church – Tabernacle Christian Fellowship.	The whole polling area was viewed the 26 August.  There are no other realistic locations for the larger style mobile units. We have until December 2014 before all new units are deployed, after this time I doubt that there will be any choice but to look at the church in Gordon Terrace. Although this church has steps at the entrance, flat(ish) access can be achieved through the adjacent lane, although a cobbled lane it is better than accessing a mobile unit. One ward member does not support any move. For the present time an old style polling unit will be used on the current site.

Polling Station or ward	Comment	Action (if any)
St Mathias Church, North Hill (MC)	<p>The room used at recent elections is too small and cluttered.</p> <p>The outside disabled lift was not working at the 2010 elections.</p> <p>Can we review for an alternative location or insist on the use of the Parish Hall.</p>	<p>There is an alternative building at the junction of Hospital Road &amp; Greenbank Road. However, this building is situated at the edge of the polling area and not considered to be as central as the current location.</p> <p>For the 2011 elections the Parish Hall will be booked and a check made on the disabled lift.</p>
St Andrew's Primary School (NC)	<p>Request from a concerned parent to seek an alternative location.</p> <p>Is there a practical alternative?</p> <p>Three buildings are situated in this polling area: The Greek Orthodox Church in Central Road, Pavilion near Radford Road and the TA Centre.</p>	<p>Area viewed on 26 August. Looked at TA Centre – cannot use for security reasons. Pavilion at the Tennis Courts in Radford Park Road – is an unsuitable building with very limited accommodation. The Greek Orthodox Church of Saints Demetrios and Nikitas – has no hall available for use. Therefore, there is no choice but to use the current location.</p>
Salisbury Road Baptist Church (OB)	Sign posting by staff not adequate.	Contractor to arrange for signposting at the top of Rosebery Avenue at the next election.
Mobile at junction of Kensington Road and Southern Terrace (PA)	Site issues.	<p>Reviewed on 9 September 2010.</p> <p>Current site – only practicable location.</p>
Laira Library (PD)	<p>Laira Library is very small, not an ideal polling station, with a disability issue (although a ramp is provided).</p> <p>In addition – has the library a sustainable future?</p> <p>Is there an alternative?</p> <p>Yes two churches – previously discounted – as they both have disability issues.</p>	<p>Laira Church – is up for sale.</p> <p>St Mary's Church – has 13/16 steps leading to church from Old Laira Road, although the main access is in Federation Road – no steps but a long way around.</p> <p>Agreed with ward members that no action would be taken at this time, but polling station to be monitored at the next election.</p>

Polling Station or ward	Comment	Action (if any)
High View Primary School (former Plym View), Blandford Road (PE))	The site will be closing by February 2011, when pupils are expected to move to new school premises in Torridge Way A new location will be required for elections held after February 2011.	Option 1: Straightforward replacement using either the RC Church of Our Lady of Mount Carmel or Efford Youth & Community Centre. Option 2: Sub-divide polling area and use both of the above locations. A meeting was held with ward members on 31 August. Agreed: To the implementation of option 2 and transfer of 'Little America' voters to polling district PF. The building is available, <u>subject to agreement by the church committee.</u>
Mobile polling unit at Dove Gardens (PF)	Problems with resident parking car where mobile located.	The mobile unit will be moved to an area behind houses in Humber Close. Also agreed with ward members to transfer 'Little America' voters from PE.
Chaddlewood Primary School (QA)	Polling Station Inspector advised that there is a very low step at room entrance. Mat required in wet weather?	Visit made to school on 15 October. The step is actually a door threshold designed to prevent water running into the hall. Contractor to deliver ramp to provide polling staff with the ability to ramp if necessary.
Glen Park Primary School (QB)	Parent at Glen Park Primary School did not want school used.	There is no alternative location to consider and current polling districts are too large to merge with adjacent areas.
Boringdon Primary School (RC)	A step at the entrance appears to be a problem, despite the alternative ramped entrance (and warning signs/tape in place).	The step is highlighted, adequate signage is in place and the alternative entrance acknowledged. Arranged to visit school to judge what action to take (if any)

<b>Polling Station or ward</b>	<b>Comment</b>	<b>Action (if any)</b>
Goosewell Primary School (TC)	No reported problem. However, Goosewell Primary School is used for two wards. There may be an alternative location available at the Radford Family Community Centre, Stokingway Close	Ward members would prefer to retain the current polling arrangements.
Plymstock Sports Pavilion (TD)	The ramp used at this location may be inadequate, not reaching the top of the steps – only 2 steps initially – with third step a little further on? There is an alternate access that disabled voters could use at the rear, although the corridor is narrow.	Sports Association may be looking at undertaking permanent ramping. This will be checked out prior to the 2011 elections.
Mobile unit at Coombe Dean School (UD)	The mobile unit is too small to cater for a parliamentary or combined election – 2 staff not enough to cope with the volume of turnout. Electorate 1654.	In 2008 the school advised that they would need to cancel examinations if we insisted on using a room at the school. Obviously this would not be satisfactory. But equally using a mobile unit has proved to be unsatisfactory. Further discussions will be held with the school to see how we can resolve this problem before the next election.
Ermington Primary School	Highlight further that the lodge is used not the main school entrance.	Noted.

4.4.1 All polling districts and polling stations must be kept under constant review in accordance with the Representation of the People Act 1983 (as amended by the Electoral Administration Act 2006).

4.4.2 Objectives of any review are as follows: -

- Where practicable to have more accessible and convenient polling stations;
- Reduce the number of schools used to afford students with a further days education (in accordance with Overview and Scrutiny recommendations established in 2003);



- Use suitable buildings rather than mobile units (in accordance with Overview and Scrutiny recommendations established in 2003);
- Reduce the use of mobile polling units (or portacabins) to accord, as far as practicable, with the Disability Discrimination Acts and health and safety requirements.

The next 'full' statutory review takes place in 2011, and must be completed by 31 December 2011.

- 4.4.3 All polling stations mentioned above have been or will be reviewed in accordance with the comments received.

#### **Polling station types – Plymouth City**

<b>Polling Station Type</b>	<b>Number used</b>
Church Halls	34
Community & Youth Centres	15
Libraries	3
Mobile units	17
Schools	35
Club or other hall or centre	12
Training Centre	3
<b>Total</b>	<b>119</b>

#### **Polling Stations – Accessibility – Plymouth City**

<b>Comparison</b>	<b>Accessibility percentage</b>	<b>Target</b>
2003-2004	69%	-
2004-2005	73%	71%
2005-2006	76%	74%
2006-2007	77%	76%
2007-2008	77%	78%
2008-2009	77%	78%
2009-2010	77%	78%
2010-2011	84%*	84%

\* Based on surveys undertaken between 2003 and 2008 and introduction of new style mobile unit in 2010.

- 4.4.4 A suggestion has also been made that a short description of the polling stations should be maintained on the internet, together with review details (including alternative locations). This will be undertaken at some time in the near future.

## 4.5 Comments or issues recorded following a survey of polling staff: -

Area of election or issue	Comment	Action (if any)
Training and briefings – Presiding Officers	Suggestion to tailor briefings for 'experienced' presiding officers.	No action – for consistency of approach, all Presiding Officers must receive the same briefing.
	Role playing and demonstration of how to vote.	No action – previously considered – to do properly require very confident personalities combined with experience. It is also prolongs the duration of a briefing making it more costly.
	Further clarification on the franchise codes.	Already covered in instructions and at briefings – more detail to be provided in 2011.
	Colour of text on slides not good.	To be altered to black print on white background (rather than green on white).
	Further examples of problems with solutions required.	This may be a good idea – and will be considered. In addition a test questionnaire could be issued at the end of the briefing?
Training and briefings – Poll Clerks	Sound quality – poor.	Some trainers may need to use a microphone.
	Style of presentation.	All trainers to ensure that they introduce themselves by name.
	Would like to see a copy of the register at the training session.	A demonstration copy could be made available – or issued as a handout.
	More samples – as handouts of the voting material.	A pack of forms could be issued at the briefing.

Area of election or issue	Comment	Action (if any)
Training and briefings – Poll Clerks - continued	Arrange lunchtime or early morning session?	This maybe worth trialling.
Overall	Could polling staff have feedback?	Not practicable – too few resources with large numbers of staff employed.
	Suggestion that we produce a training video.	Too expensive to produce. A quote received in 1999 for a fifteen minute video professionally produced was around £30,000. It would probably be out of date after the first year of production.
Polling station stationery	Provide name badges for polling station officials	This is perfectly possible and not costly.
	More string.	Useful in wet weather.
	Number forms	Forms already numbered/and or cross referenced to packing envelope (look at further, but doubtful that this can be improved).
Name(s) of staff	Provide staff details to poll clerks as well as presiding officers in advance of polling day	Seems reasonable.
Ballot boxes – canvass style	Some voters have difficulty placing the ballot paper in the box, as the slot on the top is quite rigid.	Canvass style box not used very often. Nothing that can be done regarding the slot.
Polling station survey forms	Could a copy of the previous election survey form be included in the presiding officer appointment?	The practicality of doing this will be considered.
Disabled polling station signs	According to an inclusion officer – signs should read - Accessible access with pictogram/symbol of a wheelchair)	This will be altered when stocks run out.

Area of election or issues	Comment	Action (if any)
Combined election signs	Suggestion to colour code.  Provide an extra recycling bag.	Most signs and notices were colour coded, excepting the ballot box labels which were not colour coded as this would confuse ballot box delivery to the count.  Agreed.
Book of maps	Book of maps – out of date.	Do we need to issue?
St Anne's Church Hall	Staff welcomed extra poll clerk allocated for general election, could they have for local as well.	To be considered.
South Hams telephone enquiry line on polling day	Polling staff had difficulty getting through.	Direct line required in future for polling staff.
Emergency proxies	Derriford Hospital – provided wrong information to patients, causing problems on polling day.	Derriford Hospital to receive full information from the office so that we can adhere to our own proper procedures.

**4.6 Comments or issues recorded following a survey of candidates and election agents** (a number of comments received are recorded above): -

Area of election or polling station	Comment	Action (if any)
The Barn, Kit Hill Crescent	Could we use Riverside School instead?	Also included at 4.4.
West Park Library	Too far for Ringmore Way voters.	Also included at 4.4
Siting of a number of mobile units	Would it be possible to re-site?	Refer to 3.1.
Count Centre	Size of some rooms questioned.	Refer to 4.3.
Civic Centre car park	Not enough room.	Refer to 4.3.
Manadon Vale Primary School	Could we use an alternative?	Refer to 4.4.
Residents at Pottery Quay	Residents currently fall within polling district AB and following the closure of Parkside School, now vote at Salvation Army Hall in Balfour Terrace.	Ward members have agreed to the suggestion of transferring these voters to polling district AA, allowing them to vote at Marlborough Primary School.

Area of election or polling station	Comment	Action (if any)
Coombe Dean School (UD)	Comment from Election Agent that a mobile unit is totally inadequate?	Refer to 4.4.
St Judes Church Hall – Polling District (NA)	At the next ward boundary review – include polling district NA in adjacent ward – Drake.	This will be considered at the next ward boundary review
St Andrews Primary School – Polling District (NC)	Problem with tellers and staff not providing turnout figures.	Also included above. Refer to 4.4.
Counting of ballot papers	Candidate/Party vote stacking not undertaken as per usual procedures?	Stronger emphasis to be made at a briefing to ensure staff places the ballot papers for each party/candidate in front of the Election Agents.
Nursing/Residential Homes	Facilitating attendance at polling station/postal vote.	Letters to be sent to Residential / Nursing Homes explaining voting procedure and further encouragement to apply for postal votes.
Understanding democracy	Approach Open Doors International Language School to include voting information within curriculum.	This will be considered.

4.7 **Website** - The Society of information technology management (SOCITM) selected 42 councils to survey on the quality of on-line election coverage. The survey was undertaken in three 'rounds', timed to coincide with key dates in the election process, namely; registration deadline; encouraging people to vote two days prior to polling day and results coverage.

4.7.1 SOCITM found that local and national websites could do better when it comes to publishing information to support the democratic process. They found that information was patchy, hard to find, out of date or just missing. Communication of deadlines was poor and seldom promoted from the website home page. Clarity of candidate information was also poor.

4.7.2 The general contents of the electoral area of the Plymouth website will be reviewed to ensure that the information is up to date and easy to understand.

**5 Election statistics - Absent voting and Voter turnout – Plymouth City (only)****Absent voting - postal vote applications received**

<b>Year</b>	<b>Postal vote applications received/ballot papers issued</b>	<b>Postal ballot paper packets returned</b>	<b>Percentage returned</b>
2003	10,381	7,111	68.5%
2004	17,407	13,483	77.5%
2006	20,001	14,325	71.6%
2007	22,385	17,934	80.1%
2008	24,067	17,528	72.83%
2009	25,173	16,466	65.41%
2010	28,367	24,420	86.09%

**Absent voting – proxy voting applications received**

<b>Year</b>	<b>Number of proxy applications</b>
2006	695
2007	508
2008	564
2009	457
2010	1081

**Voter Turnout**

<b>Year</b>	<b>Turnout</b>
2004	36.08%
2006	34.60%
2007	37.20%
2008	33.73%
2009	31.08%
2010	62.12%

## 6 Promotion and Participation evaluation

The basic plan was: -

Objective	Target Group	Activity
Raise awareness & increase in number registering to vote	All voters	Poster campaign – general
Raise registration rates in advance of 2010 elections	Households with no entry in register	Mail shot including two registration forms to all such households
Raise awareness & increase number turning out to vote	People with Learning disabilities	Using posters & booklets prepared in 2009, issue packs to learning disability groups
Raise awareness & increase in number registering to vote	BME communities	Work with Race Relations Manager to promote turnout among BME communities
Raise awareness	Young People	School packs/website information Issue of birthday cards/letters.
Raise awareness & increase in number turning out to vote	All voters	Work with Communications unit to send out press releases to media in relation to above
Raise awareness & increase in number turning out to vote	All voters	Work with Communications unit to produce information for: Plymouth People publication; Staff upfront magazine; Staff notice board & Web-site

- 6.1 The aim of any promotion and participation exercise is to increase electoral registration, followed by an increase in turnout. However, at a parliamentary election very little effort is required on the part of local authorities as the general media gives ‘blanket’ coverage to elections in general. In 2010 this included registration and absent voting deadlines.

However, to ensure that we had an accurate register for the 2010 elections the main concentration was on increasing registration as this is key to running a successful election.

- 6.2 Poster campaign – posters were distributed to a variety of outlets. There is no evidence that the type of poster campaign used was successful. It is doubtful that posters, unless displayed on large hoardings or in eye catching locations will ever be successful in the electoral field of work. This form of promotion should be discontinued.

- 6.3 Households with no entry in the register – all such households were targeted with a letter and two registration application forms to encourage participation at the 2010 elections. Nearly 7,000 households was targeted with an encouraging response rate of around 850-900 forms returned.
- 6.4 People with learning disabilities – After being approached by the Learning Disabilities Partnership, the Electoral Service re-issued the booklet prepared in 2009, providing information on how to vote to various centres for people with learning disabilities. A simplified voter registration application form was also included, along with posters for day centres.

The Electoral Services Manager also intended to attend a 'registration and voting day'. This would have involved giving a short talk to voters and then holding a 'dummy' ballot. However, due to sickness in the office he was unable to attend.

No real evaluation was possible on this occasion due to limited nature of the promotion, but is it worth doing. Yes – if only to raise awareness of voting and showing people how to vote.

- 6.5 BME Communities – The aim was to 'test the water' again. However, due to sickness this activity was cancelled.
- 6.6 Young People – The aim here was to encourage schools to learn more about the elections process through holding either mock elections or using the pack sent to them to hold school elections. The pack and resources are also available from the Electoral Services website, with word documents that can be adapted for use.
- Early signs are encouraging with some very complimentary remarks made.
- 6.7 Press release/other publications – There is no evidence that press releases or information in other publications have much impact. However, this form of promotion must be continued as a supplement to any other activity being carried out.

## **7 Government Political Reform**

- 7.1 Earlier this year the government issued a document entitled "The Coalition: our programme for government". This document sets out a number of matters under the broad heading of Political reform.
- 7.2 This includes:
1. The establishment of five-year fixed term parliaments (now a 'BILL' – to be enacted by July 2011)
  2. Referendum for the introduction of the Alternative Vote (now a 'BILL' – referendum to be combined with Council elections and held on 5 May 2011).



3. Reducing the number of parliamentary constituencies (review of boundaries – now a ‘BILL’ – to commence early 2011 and completion by July 2013).
4. Power of recall, allowing voters to force a by-election where an MP is found to have engaged in serious wrong doing and having a petition for a by-election signed by 10% of the electorate (legislation by November 2011?).
5. Elections for a wholly or mainly elected upper chamber (House of Lords – election expected May 2012)
6. Directly elected Police Commissioners (elections expected May 2012)
7. Elections to Health Boards (elections expected May 2012)
8. Elections for directly elected Mayors in the 12 largest English local authorities (elections May 2012– Localism Bill).
9. Giving the power to local residents to instigate local referendums on any local issue and to veto council tax increases (legislation by November 2011 – Localism Bill).
10. Introduction of individual voter registration (speeding up introduction – July 2014 or possibly earlier).
11. Dissolution of the House if 55% or more votes in favour.
12. Review of voting rights for prisoners (allowing them to vote) to be completed by December 2010 and in place for 2011 elections.
13. Legislation placing new duties on Returning Officers in regards to political party funding.

**Other issues (not included in the coalition programme): -**

14. Legislation allowing voters to receive ballot papers after 10pm (and other legislation resulting from the 2010 Elections review – will be enacted fairly quickly).
15. Postal voting applications – signatures to be refreshed in January 2012 – legal requirement (finance for this has been included in the overall Rate Support Grant). We have around 30,000 applications to renew.
16. Review of polling districts, polling places and polling stations – statutory review to be completed by the end of 2011.
17. Petitions for Mayor for Plymouth under existing legislation can be submitted from April 2011.

- 7.3 Clearly if any of the above reforms are introduced, it will impact on Council resources. The extent of the required resources will not be known until the relevant legislation has been finalised.

**8.0 Recommendation**

- 8.1 That the report is noted.

## Chief Constable's Report to the Police Authority

17<sup>th</sup> September 2010

## **CHIEF CONSTABLE'S REPORT**

**FRIDAY 17 SEPTEMBER 2010**

### **Force Blueprint**

The force is committed to providing the best possible service to communities in Devon, Cornwall and the Isles of Scilly, continuing to reduce crime and help people feel safe. To do this in a very uncertain and difficult financial climate poses unprecedented challenges for the force. To ensure the organisation is capable of meeting these challenges in a transformational way, a fundamental review of the way policing is delivered has been undertaken. It is designed to solidify the improvements already made in the organisation whilst at the same time enabling the same or an improved level of service at lower cost. It will, eventually, affect practically all parts of the force, but the initial work will impact first on such areas as roads policing, response and investigation. These are things which are core activities of the force, and they are at the same time the things which are the most expensive and impact most on communities. The ACCs have been assigned to work upon their new portfolio responsibilities in preparation for work to begin in earnest in October, and they are as follows: ACC Debbie Simpson – end to end crime management; ACC Paul Netherton – Contact management to incident resolution (response) and ACC Sharon Taylor – Geographic Policing and Partnerships. Progress is being and will continue to be reported to the Police Authority Chairs Committee, and a detailed presentation will be made to members once the detail has been worked through.

### **2012 Programme Update**

The Blueprint work, which is a priority for the force, requires a restructure of the Programme governance. Resources are now being redeployed to support the implementation and further development of the Blueprint. Alongside this, preparations are continuing to procure a crime and intelligence package to replace the existing and outdated system, and to co-ordinate this with the implementation of STORM command and control system, again to replace our old-fashioned package. We currently plan to commence with STORM implementation later this year and complete by the middle of next year whilst we procure the replacement for the crime and intelligence system.

### **Job Evaluation**

The Force is in the initial stages of a Job Evaluation (JE) programme. This is a systematic and fair method of assessing all jobs in an organisation against a common set of criteria to determine the size of each job and its relative significance or value to the organisation. This information is then used to establish fair and equitable pay and grading levels that reflect each role's position in the organisation. Communication with staff has already commenced using a variety of methods

including staff forums, face to face briefings with supervisors, and updates via the intranet. This is to make sure we engage well, and demonstrate that we have learned past lessons. The Police Authority, Chief Officer Group and the Trades Unions are actively involved in leading, managing, delivering and overseeing the project, and the governance arrangements for the project are on the agenda today. Any changes to pay resulting from JE are unlikely to be made before 2014.

### **Recruitment Position**

At the moment, and until sometime after the Comprehensive Spending Review which reports on the 20 October, we cannot be certain what our budgetary position for forthcoming years actually is. So we are planning for a range of scenarios, which include a 'worst case' scenario of needing to reduce police officer and police staff numbers quite significantly. This means taking some action now, so a recruitment moratorium for police officers was introduced after the July intake of 22 new student officers and it is likely to be the last intake until at least April 2012. Internal candidates, including existing members of the Special Constabulary, have been contacted to inform them of the situation, and formal letters confirming the details have been sent to both internal and external applicants. Recruitment of PCSOs has also been paused; much of the cost of PCSOs is provided by specific central grant, which presently expires in March 2011. All other police staff recruitment will be closely controlled, with only limited recruitment for critical and specialist posts taking place. The Force is committed to doing everything it can to maintain the neighbourhood policing mix of Constables and PCSOs, providing a visible and accessible presence in every neighbourhood in the force area.

### **Police Regulation A19 – Compulsory Retirement of Police Officers**

To plan effectively for a rapid reduction in police officer numbers, the force sought legal advice to explore the possibility of using Police Regulation A19 which allows for the compulsory retirement of officers with 30 years pensionable service in the interests of the efficiency of the force. There is no provision in law for making police officers redundant; they are servants of the Crown, and the unique status of the Office of Constable places restriction on police officers such as having no right to strike. Regulation A19 might be invoked if the natural wastage of police officers coupled with the recruitment moratorium proves insufficient to meet budgetary requirements. We are working with the Police Authority to develop a strategic financial plan for the four years of the Comprehensive Spending Review period.

### **Safety Camera Partnership (SCP)**

The Ministerial announcement in June 2010 cut the Department for Transport Road Safety Grant to local authorities. It was agreed at the SCP Board meeting in July that to accommodate the cut, a 50% reduction in staff costs would be required if the SCP budget was to be met within this financial year. This has now progressed, and 13 members of police civilian staff (back office and front line) have been placed at risk of redundancy with others who were on temporary contracts being released. We

have sought clarification from Local Authorities over future funding but the replies received so far have all stated that whilst they wish to see enforcement continue using cameras, they are not in a position at this time to provide any indicated level of funding or guarantees of future funding. We will continue to work with our partner agencies to do our best to keep people safe on our roads.

### **Retirement of Chief Superintendent Elaine Marshall**

After working for Devon and Cornwall Police for thirty years, Chief Superintendent Elaine Marshall, commander of Cornwall BCU, has decided to retire, and I wish her every health and happiness for the future. Chief Superintendent Chris Boarland will replace her as the interim Commander whilst we continue to develop the Blueprint work, and establish the future shape of the organisation.

### **Operation Zephyr**

Operation Zephyr is a new operational team being established to tackle serious, complex and organised crime that affects the communities of the South West Regional Forces. It is being led by Avon and Somerset Constabulary and is designed to create a regional Serious and Organised Crime team, with forces in the region working collaboratively together to make communities safer.

### **Summer Policing Operation**

The force has received very positive feedback from communities, MPs and others about the manner in which it has policed the various and many events that have taken place across the two counties over the summer period. In particular, the policing of Newquay has been mentioned, along with favourable comments in the ACPO national newsletter regarding the policing of the three day music festival 'Beautiful Days' in East Devon. Moreover, the Prime Minister, David Cameron, wrote a personal letter to each of the officers involved in the security arrangements made for him whilst on holiday in Cornwall, thanking staff for being "extremely professional".



## Customers and Communities Overview and Scrutiny Panel

### Work Programme 2010/11

Work programme	J	J	A	S	O	N	D	J	F	M	A
<b>Policies</b>											
Licensing Act (including Cumulative Impact Policy) Review 2011					18						
Sex Establishment Policy											
<b>Culture, Sport and Leisure</b>											
Plymouth Life Centre and Related Leisure Projects (including the Management Contract)		19		6		15		17		14	
Plymouth's Sports Facility Strategy Update											
Plympton Library Replacement Update		19									
<b>Environmental Services</b>											
Assisted Waste Collection											
Allotments						15					
<b>Safer Communities</b>											
Localities Working 12 Month Review (3 Month Position Statement)		19				15				14	
Public Confidence in Tackling Crime and Disorder											
Reporting of Police Authority Meetings (Chief Constable's Report)						15		17		14	
Safe and Strong Theme Group Update (Quarterly Report)								17		14	

Work programme	J	J	A	S	O	N	D	J	F	M	A
<b>Task and Finish Groups</b>											
Councillor Call for Action – Anti Social Behaviour in Compton Vale											
<b>Other</b>											
Election Annual Review Update					15						
Councillor Call for Action Tool Kit Update											
Quarterly Scrutiny Reports				6				17			
Joint Finance and Performance Monitoring including LAA Performance Monitoring (subject to the Overview and Scrutiny Management Board referring issues to the Panel)											
<p>Monitor CIPs that the Panel is responsible for –</p> <p>CIP1 (improve customers 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> <p><i>CIPs have been replaced with four priorities and terms of reference will be amended to reflect changes</i></p>											

Key:

New Item



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