

# Public Document Pack



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## **SUPPORT SERVICES OVERVIEW AND SCRUTINY PANEL**

**DATE: THURSDAY 8 JULY 2010**  
**TIME: 10.00 AM**  
**PLACE: COUNCIL HOUSE (NEXT TO THE CIVIC CENTRE)**

### **Committee Members–**

Councillor James, Chair  
Councillor Lowry, Vice Chair  
Councillors Berrow, Browne, Dann, Lock, Murphy, Stark and Thompson

### **Substitutes–:**

Any Member other than a Member of the Cabinet may act as a substitute member provided that they do not have a personal and prejudicial interest in the matter under review.

***Members are invited to attend the above meeting to consider the items of business overleaf.***

***Members and Officers are requested to sign the attendance list at the meeting.***

**BARRY KEEL**  
**CHIEF EXECUTIVE**

# **SUPPORT SERVICES OVERVIEW AND SCRUTINY PANEL**

## **PART I (PUBLIC PANEL)**

### **AGENDA**

#### **1. APOLOGIES AND SUBSTITUTIONS**

To receive apologies for non-attendance by panel members and to note the attendance of substitutes in accordance with the Constitution.

#### **2. DECLARATIONS OF INTEREST**

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

#### **3. MINUTES**

**(Pages 1 - 8)**

To confirm the minutes of the last Resources and Performance Overview and Scrutiny Panel held on 3 June 2010.

#### **4. CHAIR'S URGENT BUSINESS**

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

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

**(Pages 9 - 10)**

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

#### **6. APPOINTMENT OF CO-OPTED REPRESENTATIVES**

The panel will be informed of recent progress on co-opted representatives on to the Support Services Overview and Scrutiny panel.

#### **7. CORPORATE SUPPORT DEPARTMENTAL OVERVIEW**

The Director for Corporate Support will provide a presentation to the Panel showing the structure of Corporate Support as well as highlighting future projects and plans.

#### **8. ACCOMMODATION, PEOPLE'S AND ICT STRATEGIES**

The Assistant Head of Asset Management, Head of HR and Organisational Development and the Assistant Director for ICT will provide a presentation on the Accommodation, People's and ICT strategies.

**9. WORK PROGRAMME**

**(Pages 11 - 12)**

To receive the panel's work programme for 2010/2011.

**10. 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 the likely disclosure of exempt information as defined in paragraph(s) ... of Part 1 of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

**PART II (PRIVATE PANEL)**

**MEMBERS OF THE PUBLIC TO NOTE** that under the law, the Panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

Nil.

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**Support Services Overview and Scrutiny Panel****Thursday 3 June 2010****PRESENT:**

Councillor James, in the Chair.

Councillor Lowry, Vice Chair.

Councillors Berrow, Browne, Murphy, Stark, Thompson and Williams.

**Also in attendance:**

Councillor Ian Bowyer, Cabinet Member for Finance, Property, People and Governance. Paul Chapman, Head of VFM and Efficiencies.

Giles Perritt, Head of Policy, Performance and Partnerships.

The meeting started at 10.00 am and finished at 12.05 pm.

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

**1. APPOINTMENT OF CHAIR AND VICE CHAIR**Agreed that –

- (1) Councillor James is appointed as Chair for the current municipal year;
- (2) Councillor Lowry is appointed as Vice-Chair for the current municipal year.

**2. DECLARATIONS OF INTEREST**

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

**3. MINUTES**Agreed that the minutes of the 18 March 2010 are approved as a correct record.

With regard to minute 42 (x), it was noted that Councillor Sam Leaves was now unable to undertake her role as Champion of Accommodation, following her appointment as Cabinet Member for Performance and Transformation.

**4. CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

5. **TERMS OF REFERENCE**

The Panel noted the terms of reference for the Support Services Overview and Scrutiny Panel.

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

The Panel received a copy of its tracking resolutions.

Agreed that –

- (1) with regard to Minute 18 (4) – Mark Grimley, Assistant Director for HR and Organisational Development be requested to attend the meeting of the panel scheduled for 2 September 2010;
- (2) with regard to Minute 18 (5) – a request be made to Richard Longford, Head of Communications to provide panel members with copies of the internal and external communications strategies and a copy of the presentation given at the previous meeting;
- (3) With regard to Minute 33 (1) and 33 (2) – Councillors' Lowry and Stark had liaised with Giles Perritt, Head of Policy, Performance and Partnerships to progress the working group.

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

The panel considered the appointment of co-opted representatives. It was discussed that –

- (a) an independent co-opted representative may benefit and add value when scrutinising policy areas such as ICT and Communications;
- (b) co-opting a representative from a community group may add value to the policy areas such as Governance and Democracy and Customer Services;
- (c) Member Support was being decommissioned without members being consulted.

Agreed that –

- (1) the Democratic Support Officer would seek to ascertain whether the University of Plymouth would be interested in co-opting a representative on to the panel and report back to the next meeting;
- (2) the Democratic Support Officer would arrange a meeting between

the Chair, Vice-Chair and Tim Howes, Assistant Director for Democracy and Governance to discuss what impact there may be on members following the decommissioning of Member Support.

8. **UPDATE ON CONSULTATION EVENTS**

The Panel received a presentation on consultation feedback for corporate planning from Giles Perritt, Head of Policy, Performance and Partnerships. It was reported that –

- (a) consultation on Corporate Improvement Priorities (CIPs) had taken place as part of the Place Survey, at Area Committees and at a stall in the Drake Circus Shopping Mall;
- (b) Area Committees were used as part of the consultation on CIPs to ensure that both councillors and members of the public were aware of the current CIPs as well as to gain peoples' views on areas for improvement;
- (c) the Drake Circus Shopping Mall consultation event during November 2009 received over 400 responses and provided other benefits including –
  - exposing senior management to members of the public;
  - demonstrating the council's interest in listening to the views of its residents;
- (d) the results gathered were relatively similar across the three consultation exercises with Value For Money (VFM) being seen as the area needing most improvement, whilst raising achievement in schools and colleges was being seen as delivering;
- (e) the Corporate Plan was influenced by and developed following the consultation and made reference to the results highlighting key points gathered from the Place Survey;
- (f) VFM had been identified to be at the centre of the council's planning framework and a number of key areas had also been targeted including –
  - Adult Social Care integration by 2011;
  - outsourcing of leisure management;
  - targeted anti-social behaviour work with the Police at a locality level;

- (g) there was a great deal of work being undertaken to improve consultation and engaging local communities with surveys. A system, called Limehouse, was used across the council to ensure that consultation and engagement processes were easy to monitor;
- (h) this system would be accessible to councillors by the end of August 2010 and it would alert councillors to any consultation that was happening in their wards or in a policy area that they indicated they were interested in;
- (i) Limehouse has been used in the Development Directorate and is utilised as a resource for the Local Development Framework and the Local Transport Plan.

Other issues discussed during this item were that –

- (j) as part of the Queens Speech a number of bills had been drafted that could greatly impact on the way the council conducts its business and delivers services;
- (k) 14 schools across Plymouth had been awarded an “outstanding” rating from their last OFSTED inspection; these schools included 10 primaries and four secondaries, and were now able to apply for academy status.

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

- (l) Bills were yet to become law and local authorities would be consulted on them before they were implemented into legislation;
- (m) in 2009 the Local Strategic Partnership (LSP) signed a Compact which contained codes of conduct on how the council and other bodies should consult with residents;
- (n) ward boundaries would be reflected on the Limehouse system and it was hoped that members would involve themselves in locality working, which provided an opportunity to get all partner organisations together in one forum;
- (o) locality working would be reviewed in one year’s time.

The Chair thanked Giles Perritt, Head of Policy, Performance and Partnerships for attending.

Recommended that the Support Services OSP be formally involved in any consultation on the bills recently announced during the Queens speech relating to policy areas within the panel’s Terms of Reference.



Agreed that the Head of Policy, Performance and Partnerships would distribute to all panel members a copy of the presentation and a list of the 14 schools awarded with an outstanding rating.

9. **AN UPDATE ON CORPORATE IMPROVEMENT PRIORITY 14 - PROVIDING BETTER VALUE FOR MONEY**

Councillor Ian Bowyer, Cabinet Member for Finance, Property, People and Governance and Paul Chapman, Head of Value for Money (VFM) and Efficiencies gave a presentation on CIP 14, providing better value for money. Councillors were informed that –

- (a) in achieving better value for money the council were working towards National Indicator 179 – Efficiencies;
- (b) the three year efficiency target, set in 2008, of 27.2m had 14.3m achieved to date with a projected figure of 23.8m being achieved by March 2011;
- (c) there had been an increase in both in year efficiencies and in efficiency targets;
- (d) the increase in the in year efficiencies had come as a result of improved practices for collecting data on finance and budgets, the in year efficiencies for 2010/2011 would be updated in July 2010 following the release of changes in the Director's budgets;
- (e) VFM was the relationship between the economy, efficiency and effectiveness also known as the 3 E's. The 3 E's were being attacked from a Directorate basis with a VFM Champion being identified in each area in order to move the council forward with achieving efficiency targets;
- (f) areas that were being targeted to improve VFM included;
  - improving collection rates;
  - re-negotiating contracts;
  - controlling purchase to pay initiatives;
- (g) improving VFM will have many benefits to Plymouth City Council including effective and economic procurement, approved suppliers, better quality financial information and a clearer focus on frontline services.

In response to questions raised, it was reported that –

- (h) action plans had been formalised and were in place to help realise the efficiency targets and to promote the VFM message

across the whole of the authority;

- (i) CIPFA benchmarking data was being collected and used to benchmark the council's efficiencies and services against other councils;
- (j) a VFM web page had been created giving an opportunity for any staff member to submit a VFM idea;
- (k) In order to keep contracts as local as possible a target for the procurement team was to ensure that there was to be at least one local tenderer for each procurement, although, it was recognised that getting the best VFM was most important;
- (l) VFM Champions were top-down in order to imbed a culture of efficiency at the senior end of the council's management structure.

The Chair thanked Councillor Ian Bowyer, Cabinet Member for Finance, Property, People and Governance and Paul Chapman, Head of Value for Money (VFM) and Efficiencies for their attendance.

Agreed that the Support Services Overview and Scrutiny Panel would receive VFM quarterly reports demonstrating how the VFM ethos is being embedded across the council; the next presentation would be at the panel's meeting due to be held on 2 September 2010.

10. **FINANCE AND PERFORMANCE SCORECARD**

The finance and performance scorecards were noted.

11. **DRAFT WORK PROGRAMME 2010/2011**

The Panel received their draft work programme for 2010/2011.

Agreed that -

- (1) a request that the Accommodation, ICT and People strategies are provided as progress reports highlighting their delivery outcomes against their targets;
- (2) the work programme be noted.

12. **FUTURE MEETING DATES**

The panel noted the dates of future meetings.

13. **EXEMPT BUSINESS**

There were no items of exempt business.



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## TRACKING RESOLUTIONS

### Support Services Overview and Scrutiny Panel

Date/Minute Number	Resolution	Explanation/Minute	Officer	Progress	Target Date
18 (4) 01/10/09	to request an example of the complete process for new appraisals in one service area, this should include actions taken after the appraisal		Mark Grimley, Assistant Director of HR and Organisational Development	As discussed at the pre-agenda meeting for the meeting on 3 June 2010 it was discussed that the AD for HR and Organisational Development had been providing updates to the panel and should be invited to a future meeting on 2 September 2010 to provide an example of the complete process.  Added to Work Programme.	02/09/10
18 (5) 01/10/09	to request a copy of the communications strategy		Richard Longford, Head of Communications	An email was sent to Richard Longford, Head of Communications on 15/06/10 requesting a copy of the presentation and both internal and external communications strategies.	
31 (1) 29/10/09	to invite the Customer Services, Performance and Partnerships and the Policy and Performance Officer back to the future meeting of this panel to provide members with an update on how consultation responses are used and what feedback is given to the people who take part in the consultation.		Giles Perrit	Giles Perritt attended panel meeting on 03/06/10.	03/06/10
31 (2) 29/10/09	to invite the Customer Services, Performance and Partnerships and the Policy and Performance Officer back to the future meeting of this panel to provide members with a response to the request for a relevant Councillor to be one of the first people to be consulted in any consultation that impacts on their area of responsibility or ward.		Councillor Ricketts, Cabinet Member / Jo Atkey, Policy and Performance Officer	Giles Perritt attended panel meeting on 03/06/10.	03/06/10

33( 1) 29/10/09	that a working group undertake to look into the current resource provision.		Working Group Members	Councillor Lowry and Councillor Stark had liaised with Giles Perritt to progress the working group. Find out from Giles where we are with this now.	
33 (2) 29/10/09	that a working group undertake to look into the content of panel's work programmes, including details around whether items were statutory considerations or not.		Working Group Members	Same as above.	
7 (1) 03/06/10	The Democratic Support Officer would seek to ascertain whether the University of Plymouth would be interested in co-opting a representative on to the panel and report back to the next meeting.	The panel discussed the possibility of co-opting a representative on to the panel in particular to assist with ICT and Communications policy.	Ross Johnston, Democratic Support Officer	A letter was sent to the University of Plymouth on Monday 21 June 2010 inviting them to offer a representative to be co-opted on to the panel.	
11 (1) 03/06/10	A request that the Accomodation, ICT and People strategies are provided as progress reports highlighting their delivery outcomes against their targets.	This resolution was discussed under Draft Work Programme.	Chris Trevitt, Mark Grimley and Neville Cannon	An email was sent to Adam Broome, Mark Grimley, Chris Trevitt, Neville Cannon on 15/06/10 requesting that the report/presentations given on the relevant strategies are given as progress reports.	08/07/10

### Overview and Scrutiny Management Board

Date/min number	Resolution / Recommendation	Explanation / Minute	Response	Explanation
8 03/06/10	that the Support Services OSP be formally involved in any consultation on the bills recently announced during the Queens speech relating to policy areas within the panel's Terms of Reference.	As part of the Queens speech a number of Bills had been drafted that could greatly impact on the way the council conducts its business and delivers services. The panel have requested to be involved in any consultation on the Bills that relate to Support Services policy areas.		

**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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