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Date: 2-3-2012

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

**Date:** Monday 12 March 2012

**Time:** 4pm

**Venue:** Council House, Next to the Civic Centre

**Members:**

Councillor Thompson, Chair.

Councillor Peter Smith, Vice Chair.

Councillors Mrs Beer, Browne, Churchill, Davey, Delbridge, Martin Leaves, Penberthy, Reynolds, John Smith and Vincent.

**Co-opted Representatives:**

Dr A Jellings.

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 of the meeting agrees, mobile phones should be switched off and speech, video and photographic equipment should not be used in meetings.

**Barry Keel**  
Chief Executive

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

## **AGENDA**

### **PART I – PUBLIC MEETING**

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

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

#### **4. TRACKING RESOLUTIONS AND FEEDBACK FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD (Pages 1 - 4)**

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

#### **5. UNIVERSAL CREDITS**

The panel will receive a presentation on universal credits in the context of the wider welfare reform.

#### **6. PLYMOUTH LIFE CENTRE AND LEISURE RELATED PROJECTS PROGRAMME UPDATE (TO FOLLOW)**

The panel will receive the Culture, Sport and Leisure Programme Director's report on the progress of the Plymouth Life Centre and leisure related projects programme together with an overview from the leisure contractor.

#### **7. UPDATE SERIOUS ACQUISITIVE CRIME FIGURES (Pages 5 - 10)**

The panel will receive an update report on the serious acquisitive crime figures.

**8. LOCALITIES AND NEIGHBOURHOOD WORKING (Pages 11 - 16)**

The panel will receive a report detailing the role of community infrastructure and community anchor organisations in supporting neighbourhood working and communication methods around neighbourhood working.

**9. JOINT FINANCE AND PERFORMANCE MONITORING REPORT SCORE CARDS (Pages 17 - 24)**

The panel will receive the joint finance and performance report score cards for the former Community Services and Corporate Support directorates.

**10. BI ANNUAL SCRUTINY REPORT (Pages 25 - 32)**

The panel will receive the bi annual scrutiny report for its consideration.

**11. WORK PROGRAMME (Pages 33 - 34)**

The panel will review its work programme 2011/12.

**12. MINUTES (Pages 35 - 40)**

The Panel will be asked to confirm the minutes of the meeting held on 23 January 2012.

**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) of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

**PART II (PRIVATE MEETING)**

**AGENDA**

**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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**TRACKING RESOLUTIONS**  
**Customers and Communities Overview and Scrutiny Panel**

Date/Minute Number	Resolution	Explanation/Minute	Officer	Progress	Target Date
Min 43. Plymouth Life Centre and Leisure Related Projects Programme Update 21/11/11	the panel sought responses to the following issues –  a written response would be provided to the panel regarding the relationship of the Business Improvement District for the Plymouth Waterfront (which included Mount Wise and Tinside) and Everyone Active).		Tony Hopwood		12 March 2012

<p>Min. 67 Plymouth Life Centre and Leisure Related Projects Programme Update 23/01/12</p>	<p>the panel sought responses to the following issues –</p> <ol style="list-style-type: none"> <li>1. the cost of becoming a founder member of the Plymouth Life Centre which was an up front fee of £390 (with three free months) and detailed information of what was included in the membership for founder members;</li> <li>2. the relationship between the Business Improvement District for the Waterfront and Everyone Active;</li> <li>3. the practicalities of having to provide two contact numbers (both a landline and mobile telephone number), in order to be able to sign up for the Everyone Active's card.</li> <li>4. bus timetables for services that travelled to the Plymouth Life Centre for both the evenings and weekends (Saturday and Sundays);</li> <li>5. what incentives were proposed for members of the public to use public transport as the Green Travel Scheme was only available to Plymouth City Council staff.</li> </ol>		<p>Tony Hopwood</p>		<p>12 March 2012</p>
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	<p>6. the feasibility of joining up some of the cycle routes across the city to make it easier for people to access the Plymouth Life Centre (this would result in a reduction in car usage and would raise fitness levels);</p> <p>7. the costs associated with extending the park and ride bus service after 6.30pm which would enable people to access the facility.</p>				
<p>Min 68. Joint Finance and Performance Monitoring Report (Formerly Community Services)</p>	<p>The panel sought a response to the following issue -</p> <p>I. 'package of information' that had been provided to the voluntary sector regarding the community taking ownership of play areas across the city that were considered surplus to the strategy.</p>		<p>Jayne Donovan</p>		<p>12 March 2012</p>

## Overview and Scrutiny Management Board

Date/min number	Resolution /recommendation	Explanation / Minute	Response	Explanation
Min. 29 Work Programme 12/09/11	<p>the panel <u>agreed</u> to <u>recommend</u> to the Overview and Scrutiny Management Board –</p> <p>1. the Overview and Scrutiny Management Board is asked to endorse a task and finish group on social media, to be undertaken by the Customers and Communities OSP.</p>	<p>Giles Perritt to circulate the PID to panel members by 4 November 2011.</p>		<p>The Overview and Scrutiny Management Board requested that a PID is drafted on social media prior to endorsing a task and finish group.</p> <p>The Overview and Scrutiny Management Board removed this item from the Panel's work programme on 1 February 2012.</p> <p><b>Completed</b></p>
Min. 36 Work Programme 24/10/11	<p>the panel <u>agreed</u> to formally raise the issue of the provision of training for councillors outside of normal working hours with the Overview and Scrutiny Management Board.</p>	<p>Councillors raised concerns regarding the provision of training during normal working hours, which proved difficult for those councillors in full time employment to attend.</p> <p>This item has been submitted to the next Overview and Scrutiny Management Board meeting scheduled for 14 December 2011.</p>		<p>Councillor Thompson to raise at the Board meeting on 29 February 2012.</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



**PLYMOUTH CITY COUNCIL**

<b>Subject:</b>	Report on Serious Acquisitive Crime Figures
<b>Committee:</b>	Customers and Communities Overview and Scrutiny Panel
<b>Date:</b>	12 March 2012
<b>Cabinet Member:</b>	Councillor Jordan
<b>CMT Member:</b>	Director for People
<b>Author:</b>	Sarah Hopkins – Community Safety Partnership Manager
<b>Contact:</b>	Tel 305542 Email: sarah.hopkins@plymouth.gov.uk
<b>Ref:</b>	SH/C&COSP/Mar 12
<b>Key Decision:</b>	No
<b>Part:</b>	I

**Executive Summary:**

At its last meeting held on 24 October 2011, the Customer and Communities Scrutiny Panel were provided with a report on crime figures, having noted that burglary was up. The panel were also provided with neighbourhood specific information. Following which, the panel requested a further update for this meeting.

Since the last report to this panel, although we remain off target, it appears that partnership efforts and interventions overall seem to be having a positive impact on curbing levels of serious acquisitive crime and bringing us closer to meeting the target, for example:

- Mutley/Greenbank has seen a fall in domestic burglaries. Between 16 October 2011 and 8 February 2012, 17.2% fewer burglaries were reported compared to the same period the previous year. Also the detection rate has also improved in the same period, rising from 13.7% to 24.5%.
- Between 1st April 2011 and 20 February 2012 numbers of 'theft from vehicles' is now only showing a rise of 1.1% (+9) on the same period the year before. This represents a significant improvement on the position reported in October 2011 which at that point was showing a year to date increase of 19.7% on the same period the year before.
- As at end of January 2012, we have held a stable position in our most similar family group for 'theft of motor vehicles' as third best, and are currently showing a reduction of -9.8% (-35)
- Plymouth's position in its family group of similar cities for 'Serious Acquisitive Crime', has improved to second best (of 15) from third place.
- Plymouth's position in its family group of similar cities for 'Domestic Burglary' has improved to third best (of 15) from fourth place.
- Plymouth's position in its family group of similar cities for 'Theft of Vehicles' has improved to second best (of 15) from fourth place.

Partners are continuing with efforts to drive these crimes down across the city and keep a 'foot on the pedal'. It should be recognised however that in the current socio-economic climate, efforts will need to continue for some time to maintain or further reduce current levels of serious acquisitive crime.

It should be noted that throughout this report citywide figures (the latest available at the time of writing this report) are accurate up to the 20 February 2012. Figures broken down to specific neighbourhoods are accurate up until 8 February 2012.

Home Office figures released in January 2011 showed Devon and Cornwall as the third safest force

area in England and Wales, showing 53 crimes per 1000 population, compared to 76 nationally.

This report lists the activities and interventions that are in place to specifically address serious acquisitive crime, in particular dwelling burglary and theft from motor vehicles.

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**Corporate Plan 2012 – 2015:**

City Priority – Reduce Inequalities.

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

None.

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**Other Implications: e.g. Community Safety, Health and Safety, Risk Management and Equality, Diversity and Community Cohesion:**

Key community safety issues are discussed.

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**Recommendations and Reasons for recommended action:**

This report is for information.

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

N/A

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**Background papers:**

None

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**Sign off:**

Fin		Leg		HR		Corp Prop		IT		Strat Proc	
Originating SMT Member:											

## 1.0 BACKGROUND:

1.1 At its meeting held on 12 September 2011, the Customer and Communities Scrutiny Panel requested a report on crime figures for this meeting, having noted that burglary was up. The panel also requested neighbourhood specific information. This was provided for the meeting held on 24 October 2011. Following this, the panel requested a further update for this meeting

1.2 Home Office figures released in January 2011<sup>1</sup> showed Devon and Cornwall as the third safest force area in England and Wales, showing 53 crimes per 1000 population, compared to 76 nationally.

1.3 It should be noted that throughout this report citywide figures (the latest available at the time of writing this report) are accurate up to the 20 February 2012. Figures broken down to specific neighbourhoods are accurate up until 8 February 2012.

1.4 Between 1 April 2011 and 20 February 2012 levels of overall crime in Plymouth have increased by 3% (+547 crimes), compared to the same period the year before, and this is largely attributable to increases in levels of 'serious acquisitive crime', especially levels of 'dwelling burglary' and 'theft from motor vehicle' and 'acquisitive crime', which includes 'non-domestic burglary' and 'other theft'. However, this represents only a 0.6% increase on the position reported to the panel in October 2011, which was showing a 2.4% increase. Currently six priority neighbourhoods have recorded an increase in overall crime; these are Mutley/Greenbank, Whiteleigh, East End, Devonport, Honicknowle and Morice Town.

1.5 It should be noted that levels of crime are very fluid and sometimes subject to seasonal increases/decreases, and offender activity. Therefore, this report should be viewed as a 'snapshot' at the time of writing it. A verbal update will be provided at the Customer and Communities Overview and Scrutiny Panel of any updates or significant changes.

1.6 The focus of this report is on serious acquisitive crime which is currently not on target. Work continues to address this, and those activities are covered in this report.

## 2.0 WHAT HAS BEEN DONE SINCE THE LAST REPORT TO THE PANEL

2.1 Since the last report, a great deal of work has been done to continue to address levels of serious acquisitive crime, much of which is done, or commissioned, by the Council-led multi-agency group, including the following:

- A surgery has been held for Neighbourhood Liaison Officers in the Stonehouse, East End, Mount Gould, Mutley/Greenbank and Stoke neighbourhoods to support them with providing information and advice to disseminate to those communities most affected by serious acquisitive crime.
- Community Safety Staff and Plympton Police Cadets held an Awareness Day at Sainsbury's Supermarket, Marsh Mills in November 2011 and engaged with over 300 people and gave out advice and information on serious acquisitive crime
- Increased use of the Police CCTV Partnership Van across the city including hotspots of serious acquisitive crime as a deterrent for offenders and reassurance for the public. Further, staff are being trained in how to operate the van and it is hoped to expand on previous levels of usage.
- As part of the pre-Christmas 'Focus Day' held on 1 December 2012 in the City Centre, the key focus of the event was raising public awareness about, and providing advice and information to the on domestic burglary and theft from motor vehicles.
- A letter has been sent out by Plymouth Police to all those currently listed on the PPO/IOM scheme, reaffirming the fact that those individuals were under additional scrutiny and should not be tempted to offend, especially over the festive period.

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<sup>1</sup> <http://neighbourhoodpolicing.devon-cornwall.police.uk/BCU-1663/Sector-1772/NB-1773/Pages/NewsArticle.aspx?ID=18>

- A Nationwide 'Day of Action' targeting metal thefts was held on 28 October 2011. Across Plymouth activity took place in conjunction with British Transport Police, Trading Standards and the relevant licensing Authority, with visits paid to five scrap metal merchants. Four yards were searched and one owner received a warning for keeping incorrect records.

### 3.0 WHAT WE KNOW ABOUT SERIOUS ACQUISITIVE CRIME

3.1 Between 1 April 2011 and 20 February 2012 levels of serious acquisitive<sup>2</sup> crime rose by 10.6% (244 more offences) more than for the same period the year before. However, this represents an improvement on the position as reported to the panel in October 2011 which, at that point, was showing a year to date increase of 16% on the same period the year before. This also shows that we are curbing the increase and bringing us closer to meeting our target. In the main, the increases reported above remain attributable to two main crime types which are dwelling burglary and theft from motor vehicles. Additionally, as at end of January 2012 (the latest available) Plymouth's position in its family group of similar cities for 'Serious Acquisitive Crime', has improved to second best (of 15) from third place since the last report to this panel.

3.2 Between 1 April 2011 and 20 February 2012 numbers of 'dwelling burglary' have risen by 27.5% (+212). With regards dwelling burglary, the biggest increases are in Stonehouse (+37), Mutley/Greenbank (+32), East End (+26) and Mount Gould (+17) areas, which are all neighbourhoods that fall within South and Central local policing area. Recent analysis and offender profiling has shown that the rise in burglary is not solely down to prolific offenders but to a larger number of individuals committing a small number of individual offences. The 'Offender Profile' which, whilst limited to offenders who have been arrested by police and as such represents a relatively small proportion of offenders, shows that of these, the large majority are young males between the ages of 18 and 29 approx 75% or whom are unemployed. As at end of January 2012, Plymouth's position in its family group of similar cities for Domestic Burglary has improved to third best (of 15) from fourth place since the last report to this panel.

3.3 Since we last reported to the panel, Mutley/Green Bank has experienced a fall in domestic burglaries. Between 16 October 2011 and 8 February 2012, 17.2% fewer burglaries were reported in Mutley/Greenbank compared to the same period last year. The detection rate has also improved in the same period, rising from 13.7% to 24.5%. This area has also been the principle focus for Council-led multi-agency work and for this crime type.

3.4 The type of burglary currently being committed matches previous historical trends with volume offences, particularly in Mutley/Greenbank, which are mainly break-ins into insecure premises, and are likely to be committed by opportunist thieves. An initial rise in domestic burglary in the Mutley/Greenbank area occurred whilst students were on their summer break in 2011.

3.5 We know that burglary tends to be committed by offenders to fuel drug habits. Plymouth City Council invests through the Community Safety Partnership a considerable sum into a drug treatment contract with Public Health to particularly target known offenders with drug habits and ensure they are fast-tracked into drug treatment. We are currently re-examining this contract to ensure that it is meeting current demands.

3.6 Between 1 April 2011 and 20 February 2012 numbers of 'theft from vehicles' has risen by 1.1% (+9). However, this represents a significant improvement on the position in October 2011 which at that point was showing a year to date increase of 19.7% on the same period the year before. The biggest increases in numbers have been recorded in Mutley/Greenbank (+35) and Honicknowle (+19). Plymouth's position has improved from fourth place to second best (of 15) in its family group of similar cities.

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<sup>2</sup> Domestic Burglary, Theft of/unauthorised taking of Motor Vehicle, Theft From Motor Vehicle, Personal Robbery, Business Robbery, Aggravated Domestic Burglary, Aggravated Theft of Motor Vehicle.

3.7 The problem profile commissioned in 2011 confirmed that theft from motor vehicle has included theft of metal objects (e.g. from vans) being stolen, whilst the majority are opportunist 'smash and grab' offences and the most targeted individual item stolen continues to be Sat Navs.

3.8 As at end of January 2012, we have held a stable position in our most similar family group for 'theft of motor vehicles' as third best (of 15), and are currently showing a reduction of -9.8% (-35). Levels of robbery have increased, but this equates to very small numbers, and we continue to monitor these closely and take necessary action when appropriate.

3.9 In the run up to Christmas the police apprehended a number of individuals involved in serious acquisitive crime and obtained successful convictions at Court. A number of these individuals were recent prison releases and were actively managed and targeted by the IOM unit in the City. It is felt such activity has impacted significantly on levels of acquisitive crime as a whole across the City.

#### **4.0 WHAT WE ARE CONTINUING TO DO**

4.1 As previously stated in this report, and recognising the current socio-economic climate, partners remain committed to continuing with efforts over a sustained period of time, in order to maintain or further reduce current levels of serious acquisitive crime. Current activities include:

- Working on a multi-agency response to the findings of the Offender Profile, and development of an action plan to widen activities to lower-level offenders.
- The Serious Acquisitive Crime Task and Finish Group, chaired by Plymouth City Council, is a multi-agency group which continues to meet and has an action plan in place. This is now also attended and supported by the Chair of Devon and Cornwall Crimestoppers, Steve Pearce, one of Plymouth's former BCU Commanders.
- The Police and Integrated Offender Management Scheme continue to link offending trends with current prolific offenders and targeting them and their offending activity.
- The Police are continuing with a programme of Operation Vocal (overt engagement campaign) with an emphasis in the south central policing area, which is a proactive and direct engagement within the community to raise awareness of community safety issues and provides advice on crime prevention – particularly burglary and vehicle crime.
- The police are continuing with a programme of 'covert' operations and activities, including the use of various 'bait' tactics.
- The Police, Community Safety Partnership and Crimestoppers have launched a radio campaign with Heart FM to run 252 awareness raising commercials in 2-week blocks during January, February and March 2012 at peak times. This has previously proved to be extremely effective.

4.2 Other work currently being considered, including:

- The Offender Profile referred to above suggests a 'cohort' of offenders that agencies need to work with, so interventions are being explored that will target and support young, unemployed males both away from re-offending or becoming offenders.
- Consideration is being given to inviting a colleague from the Local Government Association for a 'support and challenge' session on our current activities on serious acquisitive crime.
- The targeted use of "Smartwater" as a means of 'putting off' offenders from offending, and forensically linking offenders to the scene of the crime/stolen goods in order to increase brought to justice outcomes for serious acquisitive crime (particularly dwelling burglary and theft of/from vehicles).
- A profile of victims of serious acquisitive crime to be commissioned.

Recommendation:

- That Customer and Communities Overview and Scrutiny Panel note this report.

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**PLYMOUTH CITY COUNCIL**

<b>Subject:</b>	Localities and Neighbourhood Working
<b>Committee:</b>	Customers and Communities Overview and Scrutiny Panel
<b>Date:</b>	12 March 2012
<b>Cabinet Member:</b>	Councillor Jordan
<b>CMT Member:</b>	Director for People
<b>Author:</b>	Nick McMahon, Localities Officer
<b>Contact:</b>	Tel: 01752 304321 e-mail:nick.mcmahon@plymouth.gov.uk
<b>Ref:</b>	NJM
<b>Key Decision:</b>	No
<b>Part:</b>	I

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**Executive Summary:**

The Overview and Scrutiny Management Board's Task and Finish Group carried out a Review of Localities and Neighbourhood Working (July 2011). The findings were agreed by the Board and subsequently confirmed by Cabinet (13 Sept 2011) and Council (10 Oct 2011).

Feedback was requested on the following:

- A review is undertaken by the Customers and Communities Overview and Scrutiny Panel and a report submitted to the Overview and Scrutiny Management Board with respect to the role of community infrastructure and community anchor organisations in supporting neighbourhood working;
- A review is undertaken of communication methods around neighbourhood working, with recommendations back to the Customers and Communities Overview and Scrutiny Panel.

This report outlines the progress that has been made to ensure that these decisions have been fulfilled.

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**Corporate Plan 2012 – 2015:**

Neighbourhood working supports priorities for delivering the City's vision: Raise aspirations (take pride in the city); Reduce inequalities (narrow the inequality gap between communities); Provide value for communities (work together to maximise resources).

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

None – this work is met within core budgets.

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**Other Implications: e.g. Community Safety, Health and Safety, Risk Management and Equality, Diversity and Community Cohesion:**

Overall Neighbourhood working aims to make neighbourhoods safer with better community engagement and reduced community tension.

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**Recommendations and Reasons for recommended action:**

1. Neighbourhood Liaison Officers should continue to involve community infrastructure organisations in neighbourhood working.
2. Neighbourhood Liaison Officers should continue to develop communications with the public to improve engagement in meetings and outside them.

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

None.

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**Background papers:**

(1) Background report attached.

(2) Overview and Scrutiny Management Board, Task and Finish Group, Localities and Neighbourhood Working Review, July 2011.

<http://www.plymouth.gov.uk/mgInternet/mgConvert2PDF.aspx?ID=30203>

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**Sign off:**

Fin		Leg		HR		Corp Prop		IT		Strat Proc	
Originating SMT Member:											



## **1.0 Introduction**

- 1.1 The Overview and Scrutiny Management Board's Task and Finish Group carried out a Review of Localities and Neighbourhood Working (July 2011). The findings were agreed by the Board and subsequently confirmed by Cabinet (13 Sept 2011) and Council (10 Oct 2011).
- 1.2 The Overview and Scrutiny Management Board requested feedback on the following decisions by Cabinet on 13 September 2011:

*A review is undertaken by the Customers and Communities Overview and Scrutiny Panel and a report submitted to the Overview and Scrutiny Management Board with respect to the role of community infrastructure and community anchor organisations in supporting neighbourhood working*

*A review is undertaken of communication methods around neighbourhood working, with recommendations back to the Customers and Communities Overview and Scrutiny Panel*

- 1.3 This report supports these reviews.

## **2.0 Role of community infrastructure and community anchor organisations in supporting neighbourhood working**

- 2.1 The community and voluntary sector has a major role to play in supporting neighbourhood working. Our aim is to invite all relevant organisations to be part of our neighbourhood working process as we recognise their local knowledge and ability to provide insight from 'seldom heard' people. We know that they also have a role in the running of meetings and events, including valuable feedback on our performance. While the involvement of community infrastructure organisations (e.g. area-based groups such as established residents' groups) is variable, there are some neighbourhoods where engagement is proving very positive, for example, Barne Barton, Elburton and Dunstone and East End.
- 2.2 A register of city-wide community infrastructure organisations is available to Neighbourhood Liaison Officers (NLOs). This register is shared with Community and Social Action Plymouth (CASAP), inviting suggestions for any additions or changes. NLOs invite organisations to join in neighbourhood meetings and try to maintain a good dialogue with them so that issues and feedback can be identified. NLOs are being given guidance through a new Advice Note/Protocol to make sure that this improves where necessary and continues where it already works well.
- 2.3 Some current examples of active involvement include holding meetings in community premises; community organisations chairing meetings and/or taking minutes; putting links on the Council's neighbourhood web pages and vice versa, and jointly running events such as fun days and environmental clean-ups.
- 2.4 CASAP has undertaken work to identify the anchor groups in neighbourhoods and has advised them about Neighbourhood working and how they can get involved. As part of its proposed contract with CASAP, the City Council requires CASAP to assist in increasing representation at meetings in 5 neighbourhoods where there is currently high deprivation but poor representation at meetings.

2.5 In conclusion, we will continue to work with CASAP and individual community infrastructure organisations to ensure greatest value is obtained from the neighbourhood working process. NLOs will be further encouraged to develop links with organisations where there is scope to do this. CASAP's offer to endeavour to develop the community and voluntary sector in neighbourhoods where the sector is weak will be a positive development and this is supported by the contract CASAP has with the City council.

### **3.0 Communication methods around neighbourhood working**

3.1 There were two issues requested by the Overview and Scrutiny Management Board's Task and Finish Group for reporting back:

- Communicating with the public about meetings
- Seeking and responding to the views of people who don't normally attend meetings

3.2 To help exploit best practice on both these issues, a new Advice Note for Neighbourhood Working has been prepared, for use by NLOs and police colleagues.

### **3.3. Communicating with the public about meetings**

3.3.1 With 18 months' experience of running neighbourhood meetings, considerable effort is already being made at publicising meeting dates. Given the economic climate, local priorities and resource implications we have taken a sensible and proportionate approach to ensure that people and organisations can get involved.

3.3.2 Here are some of the communication methods that have already proved effective in increasing participation within some neighbourhoods:

- Agreeing 2 or 3 dates and venues well in advance as advertised on our 'Your neighbourhood' web pages: [Your Neighbourhood](#)
- Varying venues and times according to neighbourhood make up and time of year.
- Attendance in general and on specific issues from community groups, Neighbourhood Watch, our Youth Service, Plymouth Community Homes, Health Agencies etc.
- Using the partnership agreed 'Have Your Say' branding, with a 'tool-kit' available to NLO's.
- Putting 'Have Your Say' posters in key locations such as community Notice boards, Library, Schools, Shops/take-away/pub/café, Community Centre, Churches and Faith Buildings at the right time to maximise interest.
- Passing "flyers" about future meetings to those who previously attended and distributing house-to-house in streets near the meeting venue.
- Including Ward councillors' names on all publicity
- Advertising in local newsletters or on-line links (e.g. primary school, residents groups) to promote meetings.
- Using the Police's text messaging service to alert those signed up about meeting details.

- Ensuring our Communications Team notify relevant contacts such as the Evening Herald (local area reporters) and Facebook and Twitter pages.
- Including the promotion of information about meetings within far reaching media such as the Council Tax booklet; bus TV monitors and the city centre Big Screen.

### **3.4 Seeking and responding to the views of people who don't normally attend meetings**

3.4.1 Not everyone wants to or is able to attend a meeting - we need to offer more opportunity for people to 'have their say' outside meetings. With limited time resource available to NLOs and Police colleagues, the best way to extend engagement is likely to be to take advantage of existing opportunities, such as the ways set out below. Issues and priorities sourced from outside meetings can be reported back at the Neighbourhood Meeting. This will help to determine the new priorities and actions agreed for taking forward.

3.4.2 The following actions are already happening to ensure those who prefer or cannot attend meetings have their views considered -

- Promoting our 'Your Neighbourhood' web pages and including a link to the on-line 'have your say' survey where people can lodge their neighbourhood priorities.  
[Your Neighbourhood](#)
- Gathering intelligence from Councillors about common issues arising at their surgeries, in correspondence and day to day interaction with their constituents.
- Ensuring 'Operation Vocal' events are a joint initiative with Police colleagues.
- Seeking advice on common issues from community infrastructure organisations (residents and community groups) and CASAP.
- Taking account of protected characteristics of age, disability, faith, religion or belief, gender, gender reassignment, race and sexual orientation, as we need to ensure we identify particular needs, design initiatives to meet the needs and mitigate adverse impacts on certain groups.
- Attending or arranging a display at local events such as a fun days, with a 'Have Your Say' return questionnaire box in place, and evaluating the feedback we are given.
- Asking local schools, children's centres, surgeries, shops and pubs to display the 'Have Your Say' cards and return questionnaire boxes.
- Asking District Nurses (through Plymouth Community Health) to leave 'Have Your Say' cards with their clients to ensure the possibly housebound are not forgotten.
- Involving the Youth Service, City College, University and schools to ensure we include the views of young people.
- Obtaining feedback from our Planning staff on issues arising at planning consultations.

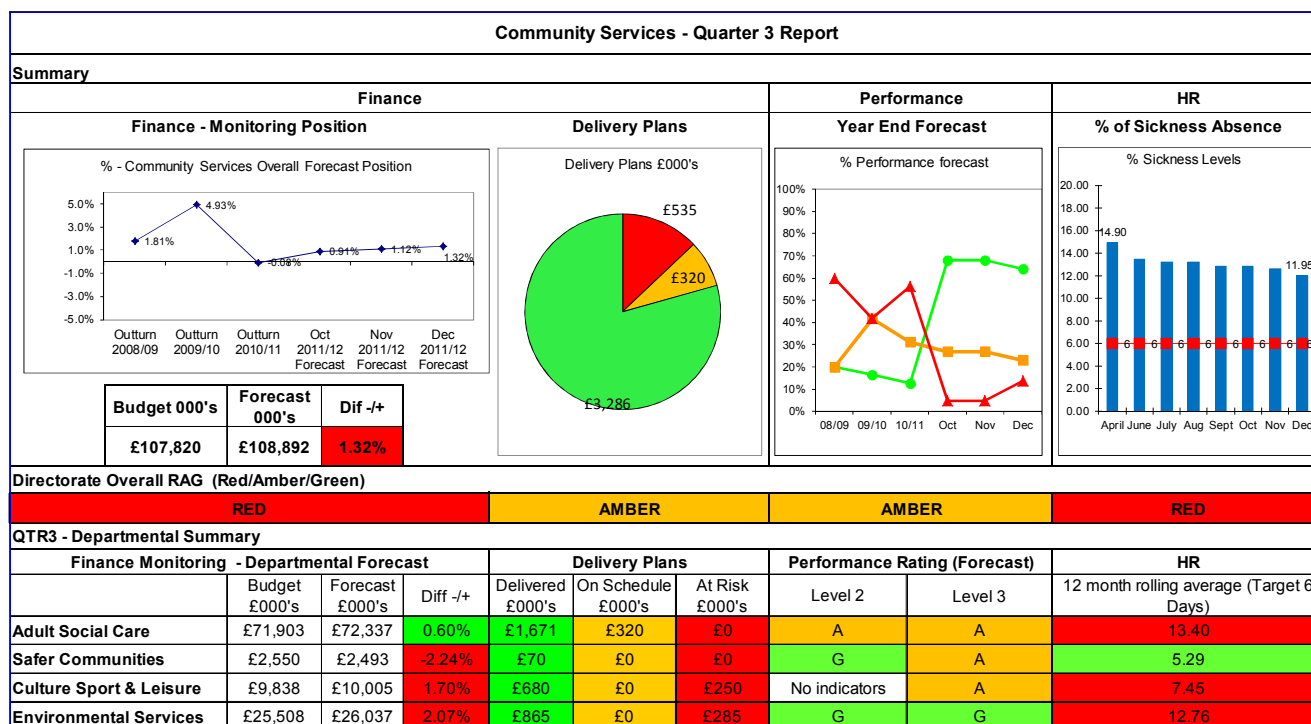
3.4.3 In conclusion, we are expanding non-meeting engagement methods and will continue to work with our partners to promote meeting dates to maximum effect, and increase efforts to capture people's views either within or outside meetings.

**4.0 Conclusion**

- 4.1 The above report is a review of the role of community infrastructure organisations and of communication methods that are proving effective in neighbourhood working. Neighbourhood Liaison Officers should continue to involve community infrastructure organisations in neighbourhood working, and continue to develop communications with the public to improve engagement in meetings and outside them.

## 8. Community Services

### 8.1 Scorecard - General Fund Revenue Forecast is an overspend of £1.072m



**Responsible Officers: Pam Marsden, James Coulton, Jayne Donovan and Pete Aley**

#### Adult Social Care

The forecast overspend in Adult Social Care has decreased to £0.434m assuming all delivery plans are achieved by year end. Delivery plans are mostly completed or on track to be delivered with no red rated plans. The service continues to focus on scrutinising all spend and managing down expensive packages of care. Progress against budget is scrutinised and the level of financial risk is challenged through both the ASC Management Team and also the ASC Programme Board. We are no longer expecting to achieve the self direct support/direct payment target at year end but we are expecting to improve on last year's outturn position of 31%. We are rolling out significant change across the service in a managed and phased way. This approach will have longer term benefits. Performance has been affected in the short term as it requires significant culture change and not all staff have yet received the necessary induction and training to operate in a personalised way. However, we remain confident that we will achieve the 100% target by March 2013. Sickness in the service, although high, is being actively managed and has continued to fall since May 2011, despite the significant change required of the service and the restructure which is underway.

On a more positive note delayed transfers of care continue to perform strongly. Adults with Mental Health problems supported to live independently is above target. Both our Learning Disability and our Mental Health additional targets are improving and this is

#### Culture Sport & Leisure

An adverse variation of £0.167m is reported at Quarter 3 which is mainly due to delivering the Leisure management project, Plymouth Life Centre early mobilisation costs and supporting the operating deficit for the Mayflower Centre.

The number of enquiries to the Tourist Information Centre was below target, but still in excess of the same period last year.

Museum visits will not meet the target for 2011/12 due to reduced venue sizes for touring exhibitions compared to 2010/11. The target for this indicator will need to be reviewed for next year. Nevertheless, attendances at the museum are still up.

The British Art Show was a great success with 75,000 visitors which was in excess of anticipated numbers. Trips by schools and other educational establishments were particularly successful.

Work continues on the Plymouth Life Centre with planned completion on 27th February and the official opening scheduled for late March 2012.

### **Environmental Services**

An overspend of £0.529m is now reported at Quarter 3 mainly due to removing the anticipated income projection of £0.398m for landfill rebate; whilst action still continues to secure this rebate it will not be received in 2011/12.

A series of events took place during the quarter to encourage more recycling and waste minimisation including door-stepping in parts of the city where participation in schemes is low, Roadshows, community talks etc. There have also been promotional events over the Christmas period aimed at recycling excess waste including Christmas trees, wrapping paper and glass bottles.

Due to the garden waste extension into November an additional 352 tonnes (equivalent to 8%) was diverted from landfill. The percentage of household waste diverted from landfill this quarter (NI 192) was 32.7% narrowly missing the target of 33%, but this is a normal seasonal variation due to the Christmas shut down and current projections indicate that end of year performance will be close to the target. The amount of waste sent to landfill per household during this period (NI191) is better than the quarterly target of 162 kg with actual performance at 155.6kg, and remains on course to meet the annual target.

### **Safer Communities**

The favourable variation of (£0.057m) is due to staff savings and income. Provision has been made within Community Cohesion budgets for anticipated revenue costs associated with new Gypsy and Travellers sites and it is anticipated that this provision will be required in this financial year.

Serious acquisitive crime is a concern. Domestic burglary has increased by 28.9% (196 more crimes) compared to same period last year. Theft from vehicle is steady but is also showing an increase of 14.9% (109 more crimes). Despite this, we are performing well when compared to similar cities. Council crime reduction staff and partners, continue to work on tackling these issues focusing on enforcement and crime prevention.

## People Management

Agency spend is measured as a percentage of our overall monthly spend on wages (salary including on-costs plus agency costs). Agency spend stands at 10.79% of the overall wage bill for Community Services against the corporate target of 5%, which is a increase of 1.84% from the previous month. The department is working hard to reduce this position.

The Council has set a target of 6 working days per FTE. Sickness levels at the end of September are 13.44 working days per FTE for the last rolling 12 months. The council wide sickness statistics are 10.18 days per FTE for the last rolling 12 months. The department is working hard with HR to address this position.

### 8.2 Delivery Plan Update

Community Services has Budget Delivery Plans of £4.141m for 2011/12. The table below shows the summary position by Red Amber and Green rating (RAG). The detailed Delivery Plan is shown as **Appendix C**

Service	Red £000	Amber £000	Green £000	Total £000
Adult Health & Social Care	0	320	1,671	1,991
Culture, Sport & Leisure	250	0	680	930
Environmental Services	285	0	615	900
Safer Communities	0	0	70	70
Other Delivery Groups	0	0	250	250
<b>Total</b>	<b>535</b>	<b>320</b>	<b>3,286</b>	<b>4,141</b>

- The Leisure Management contract has been signed earlier than anticipated and although there will be no savings in the current year or 2012/13, significant savings of 20% will occur over the life of the 10 year contract.
- The programme of Community Asset transfers will not meet the full target in 2011/12, although this is partially offset with overachieved savings in restructuring. A transfer from the waste reserve will be required in 2011/12 to address targets allocated to Environmental Services for waste operations when the budget was set. There are a number of significant risks emerging in the Community Services Delivery plan where savings and efficiencies are possible but will not materialise until the end of the current or the next financial year.

### 8.3 Risks and Issues

- Maintaining front line services whilst implementing a number of Delivery plans will be challenging.

- Managing expectations of enhanced level of service against the current budget, particular in the service area of Waste Collection ,Street Scene and Parks
- Achieving Adult Social Care Delivery Plans and associated budget reductions without compromising safeguarding issues and ensuring sufficient scope to develop the market successfully to meet the requirements of the personalisation agenda.
- Growth in demography and increasing levels of long term care needs for high dependency within Adult Social Care
- Impact on social care of the Primary Care Trust QIPP (Quality, Innovation, Productivity & Prevention) efficiencies and the Health Service Transformation.
- Reductions in ad hoc and SLA income from Plymouth Community Homes

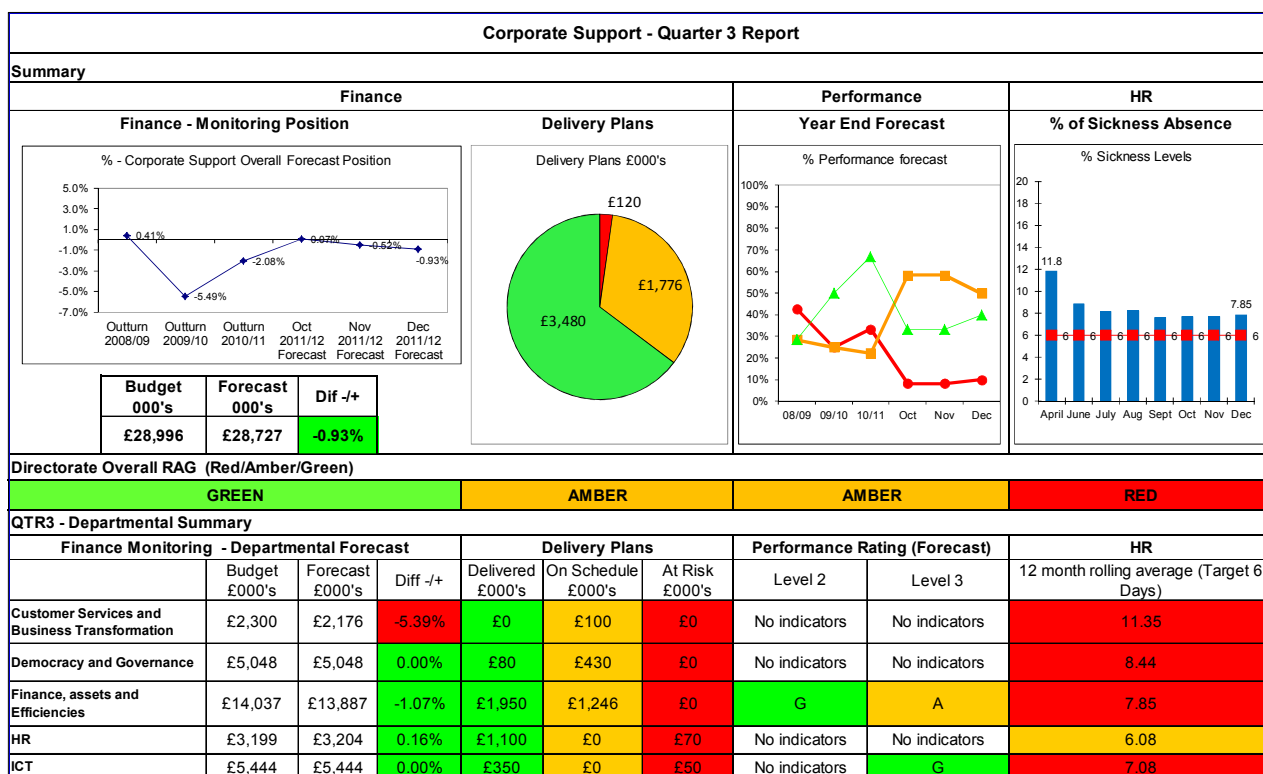
### **8.5 Medium Term Issues**

- The Council has issued an OJEU notice inviting expressions of interest for the provision of Ice and Arena facilities. This will enable the Council to explore options over the coming 6 months. Consequently, there will be an associated £0.800m revenue implication to extend existing services at Plymouth Pavilions to September 2012, subject to review depending on progress once competitive dialogue commences.
- Municipal Waste Management Strategy (MWMS) identified that waste management costs would increase significantly due to the need to procure a waste disposal facility. This needs to be compared against the current Waste Management provision of £2.4m
- Gypsy & Travelers permanent site provision
- Downturn in Economy leading to less opportunity to maximise discretionary fees
- The effect of demographic increases on demand led services with stand still budgets.



## 10. Corporate Support

### 10.1 Scorecard - General Fund Revenue Forecast is an under spend of £0.269m



Responsible Officers: JP Sanders / Tim Howes / Malcolm Coe / Mark Grimley / Neville Cannon

### Customer Services

Customer Services performed well through December as the new working arrangements bedded in. Work volumes were reasonable, but were not as low as usual for December as staff geared up for the anticipated busy start to the year. Main Reception was freshened up and looked smarter. Work is well underway preparing the department for CSE accreditation at the end of January. Absence management continues to be robustly managed, and this was reflected in a continuing fall in sickness rates in the team.

### Democracy and Governance

Close monitoring and review of all budget heads has enabled the forecasts to be met despite the unforeseen budget pressures. An additional benefit has been the ability of the Legal service to increase their fee income through shared working/services.

### ICT

Availability of the top 14 services remains above target even though there have been recent major disruptions due to implementing new Anti-Virus software required as part of an exercise to help meet our delivery plan savings.

## HR

During the last quarter, employee numbers have reduced by 109 (70.3 FTE) from a headcount of 4357 to 4248. 85 employees had left the council through the Voluntary Release Scheme by the end of December 2011.

A comparison of sickness absence, for a rolling 12 months, at the end of December 2011, compared with the end of December 2010 shows that sickness has decreased from 13.16 days per FTE to 9.71 days, a decrease of 3.45 days per FTE. This downward trend continues towards a target of 6 days. The focus of employee health, together with management interventions and targeted programmes for staff continues.

99.7% appraisals completed as at end December – missing just 12 appraisals and only 3.4% employees “did not meet expectations” (fell by 0.1 from last year). Engagement index rose from 57% to 62% this year

## Finance Assets and Efficiencies

FAE continue to make good progress against the budget delivery plans. Significant savings have been made through rationalising accommodation, more efficient external procurement and reducing management costs through staff restructures. We are now forecasting an underspend of £150k at year end over and above achieving all delivery plans. The Revenues and Benefits, Customer Services, Creditors and Incomes restructure took effect from 1 November 2011. A service improvement plan has been put in place and significant progress made in tackling housing benefits backlogs. Addressing backlog HB claims will have a short term negative impact on processing times as we work through older cases, however, this trend will be reversed throughout the last quarter of this financial year.

### 10.2 Delivery Plan Update

Corporate Support Services has direct Delivery Plans totalling 2.360m for 2011/12. The table below shows the summary position by Red Amber and Green rating (RAG). The detailed Delivery plan is attached as Appendix C

In addition, the figures include indirect (cross-cutting) Delivery Plans within Corporate Support totalling £3.016m to be achieved through savings across the Council. The plans are being driven by Theme groups comprising of cross departmental representatives. Examples include delivering the accommodation strategy; strategic procurement; and revised Terms & Conditions across the council.

<b>Service</b>	<b>Red £000</b>	<b>Amber £000</b>	<b>Green £000</b>	<b>Total £000</b>
FAE	0	1,246	1,650	2,896
HR	70	0	1,100	1,170
Customer Services	0	100	300	400
Democracy & Gov.	0	430	80	510
ICT	0	0	300	300
Other	50	0	50	100
<b>Total</b>	<b>120</b>	<b>1,776</b>	<b>3,480</b>	<b>5,376</b>

There has been slippage in some delivery plans. That said, this is a marked improvement on the position reported at the end of the 2<sup>nd</sup> quarter. Overall, progress is encouraging with either some plans being bought forward or alternative actions put in place.

Again, there has been a lot of improvement within this area; in particular we are starting to see tangible savings from the Procure 2 Pay (P2P) project.

### 10.3 Risks and Issues

- Challenge of improving support services whilst managing down spend and meeting delivery plan savings targets;
- Capacity within the department to support the Council's change agenda and challenging financial targets
- Ensuring that expertise is retained throughout the service and redundancy costs are minimised
- Accommodation Strategy – risk of not achieving required revenue long term savings through delays in obtaining a long term solution for the future of the Civic Centre.
- Any delay in the implementation of the new Customer Relationship Management system will delay the move of services into the Customer Service team and subsequent cross cutting delivery plan.

### 10.4 Medium Term Issues

#### HR

The Council is replacing its HR and Payroll systems and has entered into contracts for the implementation of these new systems. The proposed 'go live' date is July 2012.

## **Finance, Assets & Efficiencies**

Provision has been made in the revenue budget to meet the costs of the routine maintenance of the Council's operational buildings. Improvement works are charged to the capital budget. The asset management strategy identifies that there is a significant backlog in maintenance obligations. Risks include health and safety issues that may arise during the year and the uncertainties over the future of the Civic Centre.

The national economic climate is having an impact on the local authority. This may result in reduced collection rates for the Authority.

## **Democracy & Governance**

There are potential pressures for 12/13 and beyond around known and potential elections. For example, if a referendum on executive arrangements for the Council is "Yes" for a Mayor then there has to be a full election within 6 months, with the costs associated with this a pressure to revenue budget.

## **ICT**

ICT continues to be under significant pressures working on vital projects such as HR Payroll, new way of working roll-out, the building of the new data centre, the designing and provisioning of services to facilitate the co-location with Health, and the planning for an eventual move out of the Civic Centre.

These are all significant projects that will require careful control and oversight. Any delay due to other emerging priorities could have huge consequential impacts

### **10.5 Invest to Save**

**Accommodation Strategy** - The project is progressing well with several vacated premises generating over £400k savings to date. On-going delays around the future of the Civic remain a challenge.

**Procurement Category Management** – we continue to be engaged with our advisors Agilysis and workshops and meetings with key personnel and DMTs are well progressed. A budget benefit realisation mechanism has now been approved by CMT. A monthly report is now being produced and savings signed off by each Directorate.

**PLYMOUTH CITY COUNCIL**

**Subject:** Bi-annual Scrutiny Report  
**Committee:** Customers and Communities Overview and Scrutiny Panel  
**Date:** 12 March 2012  
**Cabinet Member:** -  
**CMT Member:** Director for People  
**Author:** Pete Aley, Head of Safer Communities  
**Contact:** Tel: 01752 304321  
Email: [pete.aley@plymouth.gov.uk](mailto:pete.aley@plymouth.gov.uk)  
**Ref:** CCOSP 2011/12  
**Key Decision:** No.  
**Part:** 1

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**Executive Summary:**

This report sets out a review of the Customers and Communities Overview and Scrutiny Panel for the period November 2011 – March 2012.

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**Corporate Plan 2012 – 2015:**

The Customers and Communities Overview and Scrutiny Panel provides strategic scrutiny for the following City and Council priorities –

- reduce inequalities
  - value for communities
- 

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

None.

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**Other Implications: e.g. Community Safety, Health and Safety, Risk Management and  
Equality, Diversity and Community Cohesion:**

None.

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**Recommendations and Reasons for recommended action:**

To note the report.

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

Not applicable.

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**Background papers:**

Customers and Communities OSP Terms of Reference  
Reports submitted to panel meetings  
Minutes

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**Sign off:** Not applicable.

## **1.0 Customers and Communities Overview and Scrutiny Panel Bi-annual Report**

### **1.1 Introduction**

This report sets out the progress of the Customers and Communities OSP for the period of November 2011 – March 2012 which includes the following meetings –

21 November 2011  
28 November 2011 (Task and Finish Group)  
23 January 2012

### **2.0 Scope of the Overview and Scrutiny Panel**

2.1 The Customers and Communities OSP is primarily concerned with the strategic scrutiny of the following city and Council Priorities, the key areas are as follows –

- reduce inequalities
- value for communities

2.2 The detailed terms of reference for the panel are contained in appendix I.

2.3 Through effective strategic and operational scrutiny, the panel aims to support the following Cabinet Members and Council Management Team member –

<b>Title</b>	<b>Name</b>
Cabinet Member for Finance, Property and People	Councillor Bowyer
Cabinet Member for Community Services (Safer Communities and Leisure, Culture and Sport)	Councillor Jordan
Cabinet Member for Community Services (Street Scene, Waste and Sustainability)	Councillor Michael Leaves
Cabinet Member for Customer Services	Councillor Ball
Director for People	Carole Burgoyne
Director for Corporate Services	Adam Broome

2.4 The panel consists of the following Councillors and officers –

<b>Name</b>	<b>Attendance (2 meetings)</b>
Councillor Thompson (Chair)	2
Councillor Peter Smith (Vice Chair)	1
Councillor Mrs Beer	1
Councillor Mrs Bowyer*	0
Councillor Browne*	1
Councillor Churchill	2
Councillor Davey	2
Councillor Delbridge	1
Councillor Martin Leaves	1
Councillor Reynolds	0
Councillor Penberthy	2
Councillor John Smith	2
Councillor Vincent	2
Pete Aley Lead Officer	2
Helen Wright – Democratic Support Officer	2

\* following confirmation at full council on 5 December 2011 Councillor Browne replaced Councillor Mrs Bowyer.

### **3. Key Achievements during the period of November 2011 – March 2012**

3.1 The panel believes it has made a positive and constructive contribution to support the strategic and operational overview, in particular the following achievements have been made

- the panel continued to monitor the Plymouth Life Centre and related leisure projects. As construction of the building was nearing its completion, the panel had moved its focus to monitoring the progress of the leisure contract. Representatives from Everyone Active (the leisure contractor) were present at the meeting held on 21 November 2011. Councillors had the opportunity to question the representatives.

the panel recommended to the Overview and Scrutiny Management Board that other scrutiny panels and the Health and Wellbeing Board consider the wider benefits to the community of the Plymouth Life Centre in delivering the city's priorities.

the panel agreed to invite representatives from Everyone Active to attend its meeting in March to provide a further update (at this stage, the building would have been handed over to the council and Everyone Active in preparation for its opening over the weekend Friday 23 March to Sunday 25 March 2012).

- the panel undertook a task and finish group which looked at anti social behaviour in Compton Vale (Carlton Close and Channel Park Avenue). The members of the task and finish group (Councillor Thompson (Chair), Casey, Churchill and Penberthy) carried out a site visit of the area with the anti social behaviour manager, in order to gain a better understanding of the issues (fly tipping, throwing stones/objects and abusive language) and the topography of the area.



a wide range of witnesses attended the meeting including representatives from the police, Plymouth Community Homes, youth service, anti social behaviour service, ward councillors and residents from Carlton Close.

the task and finish group agreed to recommend to the Overview and Scrutiny Management Board that the following matters are recommended to Cabinet –

- ▶ the installation of lockable bollards at either end of the lane to prevent general vehicle access;
- ▶ a general clean up of the area is undertaken, working in partnership with Plymouth Community Homes and residents;
- ▶ that Plymouth Community Homes are asked to work together with Plymouth City Council and community groups to identify a way forward for the use of the derelict garage site in Channel Park Avenue;
- ▶ to establish the boundaries of the properties in Carlton Close and to notify the land owners and outline their legal duties.

the Overview and Scrutiny Management Board agreed the recommendations for submission to Cabinet for its approval.

#### **4. Future Issues for the Panel**

- 4.1 The panel agreed to bring back to its meeting on 12 March 2012 for an update on the serious acquisitive crime statistics focusing on the Police's experience of crimes, particularly burglary over the Christmas period.

#### **5. Recommendations**

- 5.1 That the progress of the Customers and Communities Overview and Scrutiny Panel is noted by the Overview and Scrutiny Management Board.

## Appendix I

### Customers and Communities Overview and Scrutiny Panel Terms of Reference

- To review new and existing policies and consider how they may be improved and developed;
- To monitor the budget and performance of the Cabinet Member, Department and partners to ensure that the priorities for the area are being delivered upon;
- To monitor performance against the relevant Corporate Improvement Priorities;
- To review Policies within the Budget and Policy Framework;
- To consider Equality Impact Assessments against new and existing policies;
- To investigate local issues to find out how the council and its partners can improve to meet the needs of local people;
- To make recommendations about service delivery to the Cabinet (via the Board)
- To review and scrutinise the performance of partner organisations
- To set up Ad-Hoc Working Groups as and when required;
- To produce quarterly progress reports to go to the management board

#### Policy areas

- Customer Services
- Environmental Services
- Safer Communities
- Leisure, Culture and Sport
- Environmental regulation
- Crime and Disorder (This Panel will take on the role of the Crime and Disorder Overview and Scrutiny Panel)

#### Cabinet Members

- Community Services (Street Scene, Waste and Sustainability) formerly Street Scene, Waste and Sustainability
- Customer Services formerly Customer Services, Performance and Partnerships
- Community Services (Safer and Stronger Communities and Leisure, Culture and Sport) formerly Safer and Stronger Communities

#### Directorates

- Community Services
- Corporate Support

#### Corporate Priorities

- monitor performance against the relevant corporate priorities

#### LSP Link

- Safe and Strong

Membership

The Chair of the Panel shall serve on the Overview and Scrutiny Management Board. The Customers and Communities Overview and Scrutiny Panel will be chaired by a Member of the majority political group with the vice-chair from the opposition political group. All Members of the panel will adhere to the general rules of Overview and Scrutiny.

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<b>Work programme</b>	<b>J</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>	<b>D</b>	<b>J</b>	<b>F</b>	<b>M</b>	<b>A</b>
Review into role of Community Infrastructure and Community Anchor <i>(referred to the Panel from the Overview and Scrutiny Management Board 27 July 2011)</i>										12	
Review of Communications Methods around Neighbourhood Working <i>(referred to the Panel from the Overview and Scrutiny Management Board 27 July 2011)</i>										12	
<b>Task and Finish Group</b>											
Councillor Call for Action – Anti Social Behaviour in Compton Vale						28					
Social Media <i>(removed by the Overview and Scrutiny Management Board on 1 February 2012)</i>											
<b>Other</b>											
Bi Annual Scrutiny Reports						21				12	
Appeal Against Council's Response to Petition				12							
Joint Finance and Performance Monitoring						21		23		12	
<b>City and Council Priorities</b>											
Reduce Inequalities											
Value for Communities											

\* This/These items appear on the Work Programme for the first time.

## Customers and Communities Overview and Scrutiny Panel

Monday 23 January 2012

### PRESENT:

Councillor Thompson, in the Chair.

Councillor Peter Smith, Vice Chair.

Councillors Browne, Churchill, Davey, Mrs Nicholson (Sub for Councillor Martin Leaves), Penberthy, John Smith and Vincent.

Co-opted Representative: Dr A Jellings.

Apologies for absence: Councillors Mrs Beer, Delbridge, Martin Leaves and Reynolds.

Also in attendance: Pete Aley (Assistant Director of Safer Communities), Carole Burgoyne (Director for People), Jayne Donovan (Assistant Director of Environmental Services), Tony Hopwood (Programme Director), Councillor Jordan (Cabinet Member for Community Services (Safer and Stronger Communities and Leisure, Culture and Sport)) and Helen Wright (Democratic Support Officer).

The meeting started at 4.00 pm and finished at 5.20 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.*

### 62. **DECLARATIONS OF INTEREST**

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

### 63. **MINUTES**

Agreed that the minutes of the meeting held on 21 November 2011 are confirmed as a correct record subject to the following amendments –

Agreed that –

- (1) the minutes of the meeting held on 21 November 2011 are confirmed as a correct record, subject to the following amendments –
  - Councillor John Smith is included as present at the meeting;
  - with reference to minute 43(s) the following is added ‘both a mobile phone number and a land line were required’;

- (2) the minutes of the task and finish group held on 28 November 2011 are noted.

Further to the minutes of the task and finish group the issue of the bad state of disrepair of the lane was raised (further deterioration of the lane would result in the mechanic sweeper being unable to access the lane to clean it).

The Chair advised that –

- (a) this matter would need to be raised with the Cabinet Member;
- (b) the issue of anti social behaviour in Carlton Close and Channel Park Avenue had started in 2008 but had been largely resolved through multi agency working.

The Chair thanked councillors for participating in the task and finish group.

64. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

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

The panel considered that a number of responses provided relating to the Plymouth Life Centre and leisure related projects programme had been inadequately answered.

The panel were advised that these issues should be raised under the appropriate agenda item.

The panel agreed to include on its tracking resolutions that a response was required relating to the relationship between the Business Improvement District for the Waterfront and Everyone Active.

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

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

- (a) Plymouth Life Centre –
  - Balfour Beatty had confirmed the final completion date of the new Centre which would be officially handed over to the Council on 27 February 2012; the Council and Everyone Active were currently putting plans in place to open the Centre over the weekend of Friday 23 to Sunday 25 March 2012;



- (b) Leisure Management Contract –
  - Plympton pool and Brickfields continued to operate well with increasing usage;
  - Everyone Active had been asked to consider reintroducing the all weather pitch at Manadon into their contract; a full set of contractual documents had been produced and were being considered by Everyone Active (a response was awaited);
  
- (d) Skate Park –
  - the skate park was now fully open and operational;
  - there had been issues regarding vandalism to the electricity control box that controlled the lighting on the site; these issues were being resolved; the project manager had attended a meeting with youth services and representatives from the skate board and BMX community to discuss the situation, potential solutions and feedback about the park.

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

- (a) the all weather pitch at Manadon had been included in the leisure management contract however, St Boniface school had expressed an interest in taking ownership of this site; this opportunity had been followed up but had subsequently fallen through; the facility would now be re-introduced into the leisure management contract;
  
- (b) written responses would be provided to the panel relating to the following issues -
  - the cost of becoming a founder member of the Plymouth Life Centre (the cost was an initial fee of £390 with three months free) together with the benefits of this membership;
  
  - the issue of having to provide two contact numbers (a land line and a mobile phone number) in order to sign up for the Everyone Active's card;
  
- (c) there was a standard procedure in place for the handover of the building to the council;
  
- (d) the panel would receive an urgent response relating to the relationship between the Business Improvement District for the Waterfront and Everyone Active;

- (e) the Mayflower Centre and the Central Park Swimming Pool would be demolished within six months, following the opening of the Plymouth Life Centre (this formed part of the construction contract);
- (f) the prices for the Plymouth Life Centre were broadly comparable with the existing prices in the Mayflower Centre (the day rate swimming sessions at Plympton pool was less than when Plymouth City Council operated the pool); the facilities and membership packages provided by the Life Centre were completely different to those previously offered in the existing facilities;
- (g) as part of the construction contract the spoil from the site would be removed; once the Mayflower Centre/Central Park Swimming Pool had been demolished the spoil would be used to infill and remodel the landscape which would be put back to grass;
- (h) there was a communication strategy in place (Everyone Active was responsible for the marketing plan and Balfour Beatty for the communication plan for the building); D Clark Associates had been appointed to manage public relation communications;
- (i) the bus timetable for services that travelled to the Centre for both evenings and Saturdays and Sundays;
- (j) responses would be provided to the panel on the following issues -
  - what incentives would be put in place to encourage members of the public to use public transport, as the Green Travel Scheme was only available to Plymouth City Council staff;
  - the feasibility of joining up some of the cycle routes across the city to make it easier for people to access the Centre and to reduce car usage and raise fitness levels.
  - the costs associated with extending the existing operating times of the park and ride bus service after 6.30pm to enable people to access the facility in the evenings;
- (k) the council had entered into competitive dialogue for the procurement process to secure a partner to deliver ice and arena provision for the city; initial bids had been returned in January (the submission deadline for contracts to be returned was March 2012).

67. **JOINT FINANCE AND PERFORMANCE MONITORING REPORT  
(FORMERLY COMMUNITY SERVICES)**

The Director for People and the Assistant Director for Environmental Services advised that –

- (a) there were a number of red risk areas within Environmental Services (management of toilets, play grounds, bowling greens and city water features) which would be transferring to the Directorate for Place , as from 1 March 2012);
- (b) work was being undertaken to look at options to deliver savings without having a detrimental impact on front line services and also impacting on the level of service provision;
- (c) one option currently being investigated was community asset transfer –
  - 11 play grounds across the city had been identified as being of limited play value as better play provision was available in the vicinity; prior to investigating whether closure of these playgrounds was the best option it was agreed to explore any interest in taking over these areas from both private and voluntary sectors;
  - responses from the voluntary sector were due back in February 2012;
- (d) work was also being undertaken to explore the options with the council's stakeholders to take over the management of the public toilets; discussions had been held but due to the level of investment that would be required these discussions had stalled;
- (e) the Armada Way toilets were being fully upgraded and refurbished and a charge of 20 pence would be made to use the facility; the feasibility of introducing this model across all toilets would be reviewed after Armada Way had been up and running for six months;
- (f) work was being carried out to ascertain whether the bowling clubs within the city wished to manage the bowling greens (there were 16 bowling clubs in Plymouth with eight bowling greens and a total membership of 375 people);
- (g) the model of bowling greens being privately owned had been successful in other areas of the country; however there was limited interest in Plymouth; should the clubs decide to take on these costs in the future, they would require help and support to raised the funds necessary to maintain the greens, etc.

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

- (h) work was being undertaken to ascertain if there was any interest from the voluntary sector in taking over responsibility for the play grounds that had been identified as surplus; further detailed work would be required prior to any asset being transferred;

- (i) a response would be provided to the panel regarding the information that had been submitted to the voluntary sector regarding the community asset transfer for play grounds;
- (j) it was difficult to achieve savings without impacting on front line services and as a result of this all options were being thoroughly investigated.

68. **WORK PROGRAMME**

The panel noted its work programme.

69. **EXEMPT BUSINESS**

There were no items of exempt business.