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

**Date:** Wednesday 18 July 2012

**Time:** 4 pm

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

**Members:**

Councillor Tuffin, Chair.

Councillor Michael Leaves, Vice-Chair.

Councillors Ball, Casey, Damarell, Philippa Davey, Haydon, Jarvis, Jordan, Martin Leaves and Ricketts.

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

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Interim 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. MINUTES (Pages 1 - 4)**

The Panel will be asked to confirm the minutes of the meeting held on 20 June 2012.

#### **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. NOISE NUISANCE Verbal**

The panel will receive a briefing on noise nuisance.

#### **6. LIBRARY MODERNISATION - PROJECT INITIATION DOCUMENT (To Follow)**

The panel will consider the draft Project Initiation Document prepared in respect of the Library Modernisation Task and Finish Group.

#### **7. SOCIAL FUND REPLACEMENT - PROJECT INITIATION DOCUMENT (Pages 5 - 6)**

The panel will consider the draft Project Initiation Document prepared in respect of the Social Fund Replacement Task and Finish Group.

#### **8. TRACKING RESOLUTIONS AND FEEDBACK FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD (Pages 7 - 8)**

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

**9. WORK PROGRAMME**

**(Pages 9 - 10)**

The panel will consider its draft work programme for 2012/13.

**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(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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## Customers and Communities Overview and Scrutiny Panel

**Wednesday 20 June 2012**

### **PRESENT:**

Councillor Tuffin, in the Chair.

Councillor Michael Leaves, Vice-Chair.

Councillors Casey, Damarell, Philippa Davey, Dreaan (substituting for Councillor Ball), Haydon, Jarvis, Jordan, Mrs Pengelly (substituting for Councillor Martin Leaves) and Ricketts.

Apologies for absence: Councillors Ball and Martin Leaves.

Also in attendance: Councillors Penberthy, Cabinet Member for Cooperatives and Community Development, and Peter Smith, Deputy Leader, Adam Broome, Director for Corporate Services, Jayne Donovan, Assistant Director for Environmental Services, Stuart Palmer, Assistant Director for Homes and Communities, Darin Halifax, Community Cohesion Officer, Peter Aley, Lead Officer and Katey Johns, Democratic Support Officer.

The meeting started at 4 pm and finished at 5.10 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. **CHAIR AND VICE CHAIR**

The panel noted the appointment of Councillor Tuffin as Chair and Councillor Michael Leaves as Vice-Chair as agreed at the Annual General Meeting held on 18 May 2012.

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

In accordance with the code of conduct, the following declarations of interest were made –

<b>Name</b>	<b>Subject</b>	<b>Reason</b>	<b>Interest</b>
Councillor Damarell	Overview of Service Priorities	Plymouth Community Homes Employee	Personal
Councillor Haydon	Overview of Service Priorities	Chair of Taxi Licensing Committee	Personal
Councillor Jordan	Overview of Service Priorities	Director on Boards of Routeways, Bobtails and Trading Links	Personal
Councillor Michael Leaves	Overview of Service Priorities	Taxi Company Owner	Personal

3. **MINUTES**

In the absence of any former members, the panel noted the minutes of the last meeting held on 12 March 2012.

4. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

5. **TERMS OF REFERENCE**

The panel noted its terms of reference.

6. **OVERVIEW OF SERVICE PRIORITIES**

The panel considered the following proposals for scrutiny as presented by the Deputy Leader, Cabinet Member for Cooperatives and Community Development, Director for Corporate Services and Assistant Director for Environmental Services -

Deputy Leader:

- Library Service Review;
- Completion of the Life Centre – contract monitoring;
- Leisure Management Contract;

Cabinet Member for Cooperatives and Community Development:

- Anti Social Behaviour;
- Police and Community Safety Partnership (monitoring of crime statistics);
- Establishment of Police and Crime Commissioner Panel;
- Community Cohesion and Equalities;
- Community Covenant;
- Localities and Neighbourhood Working;
- Housing (Tenancy Strategy and Homelessness Policy);
- Welfare Reform (estimated between £13m and £27m of benefits will be lost to the City);
- Impact of changes on Council Tax;
- Social Fund Replacement;
- Voluntary and Community Sector Compact;

Director for Corporate Services:

- ICT/Customer Services Improvement (subject to completion and submission of business case);

Assistant Director for Environmental Services:

- Licensing Review – Gambling Act Policy;

- Late Night Levy Legislation;
- Recycling Rates.

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

- (a) Plans for the establishment of a history centre were still in place and whilst there was no objection to the issue being considered by scrutiny it would be best left until later in the year;
- (b) demolition of the Mayflower Centre had been delayed and it was understood that this was due to nesting birds;
- (c) the contract completion deadline in respect of the central park site would be reported back to panel members;
- (d) in terms of reported crime statistics, missed targets had been identified in the following four areas –
  - Serious acquisitive crime
  - Criminal damage
  - Violence with injury
  - Closing the gap
- (e) the estimated loss in benefits to the City of between £13m and £27m had been jointly identified by Plymouth City Council officers working with staff from the Department for Work and Pensions. Information on welfare reform had been presented to both political groups in the last municipal year and more work was currently being undertaken on this;
- (f) a review of the Council's Taxi Licensing Policy was due, however, the Government was currently consulting on changes to how the hackney carriage and private hire trades should be regulated and it would therefore be sensible to consolidate the two once the outcome of the consultation was known and then look at it as a whole towards the end of this financial year;
- (g) recycling and waste minimisation targets were regularly monitored through the Performance and Finance Report.

With regard to (g) above, Members stressed the importance of panels' having access to the data within the Performance and Finance Report particularly relating to their terms of reference.

Agreed that the panel's work programme for 2012/13 is recommended to the Overview and Scrutiny Management Board for approval as follows –

- Library Modernisation - Task and Finish
- Welfare Reform - Task and Finish
- Social Fund replacement - Task and Finish

- Compact - Task and Finish
- Life Centre/Leisure Management Contract - regular updates
- ICT/Customer Services Improvement - regular updates
- Police Crime Panels/Commissioner - regular updates

In addition, the panel would expect to receive performance reports on its sphere of influence to enable them to react accordingly should performance cause concern.

(Councillors Damarell, Haydon, Jordan and Michael Leaves declared personal interests in respect of the above item).

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

Agreed that persons with the relevant knowledge and expertise would be identified prior to commencement of task and finish groups and co-opted as and when appropriate.

8. **DRAFT WORK PROGRAMME 2012/13**

Minute 6 refers.

9. **FUTURE DATES AND TIMES OF MEETINGS**

The panel noted the dates of its future meetings as follows –

Wednesday 18 July 2012  
Wednesday 12 September 2012  
Wednesday 7 November 2012  
Wednesday 6 February 2013  
Wednesday 3 April 2013

All meetings to commence at 4 pm.

10. **EXEMPT BUSINESS**

There were no items of exempt business.



# REQUEST FOR SCRUTINY WORK PROGRAMME ITEM



**PLYMOUTH**  
CITY COUNCIL

	<b>Title of Work Programme Item</b>	<b>Social Fund replacement</b>
2	<b>Responsible Director (s)</b>	Carole Burgoyne (Director of People)
3	<b>Responsible Officer</b>  <b>Tel No.</b>	Peter Aley (Head of Safer Communities)  Telephone Ext 4044
4	<b>Relevant Cabinet Member(s)</b>	Cllr Chris Penberthy (Portfolio holder for Cooperatives and Community Development)
5	<b>Objectives</b>	To advise the Council on the delivery options for the new scheme.
6	<b>Who will benefit?</b>	In April 2013 the Social Fund (SF) is going to be abolished. The Department for Work and Pensions (DWP) will hand partial funding to Local Authorities (LA) to design and deliver a localised welfare assistance scheme. Funding is based on figures from 2005/6 and 2010/11 and PCC will have approximately £750,000 to spend. The scrutiny panel will have the opportunity to influence how this money should and could be spent on the new Social Fund replacement scheme.
7	<b>Criteria for Choosing Topics (see table at end of document)</b>	<ul style="list-style-type: none"> <li>• High budgetary commitment</li> <li>• New government guidance or legislation</li> <li>• Issue consistently identified by Members as key through constituency activity</li> <li>• Public interest issue covered in local media</li> </ul>
8	<b>What will happen if we don't do this review?</b>	This review enables us to get as wide a consultation base as possible. Without this review, the consultation audience would be good, but not as varied.
9	<b>What are we going to do?</b>	Task and finish group.
10	<b>How are we going to do it? (witnesses, site visits, background information etc.)</b>	Background information Scrutiny reports supplied by officers Witnesses.
11	<b>What we won't do.</b>	Scrutinise the principles of the new scheme as this would have already been agreed by Cabinet in August 2012.

<b>12</b>	<b>Timetable &amp; Key Dates</b>	<ul style="list-style-type: none"> <li>Principles of scheme – cabinet planning – 28<sup>th</sup> August 2012</li> <li>Stakeholder consultation – August to September 2012</li> <li>Delivery method – cabinet planning – 27<sup>th</sup> November 2012</li> <li>Final decision on overall scheme – Cabinet – 15<sup>th</sup> Jan 2013</li> <li>Social Fund scheme delivered from PCC – 1<sup>st</sup> April 2013</li> </ul>
<b>13</b>	<b>Links to other projects or initiatives / plans</b>	This is part of the Welfare Reform big ticket item in the new Corporate Plan
<b>14</b>	<b>Relevant Overview and Scrutiny Panel / Membership if Task and Finish Group (to be decided by OSP before submission to OMB)</b>	To be decided.
<b>15</b>	<b>Where will the report go? Who will make the final decision</b>	Customers and Communities – 7 November 2012 Cabinet – 13 November 2012 or 15 January 2013
<b>16</b>	<b>Resources (staffing, research, experts, sites visits and so on)</b>	Staffing from across several departments Scrutiny reports supplied by officers Witnesses.
<b>17</b>	<b>Is this part of a statutory responsibility on the panel?</b>	N/A
<b>18</b>	<b>Should any other panel be involved in this review? If so who and why?</b>	The Scrutiny Management Board is undertaking a task and finish group on the overall Welfare Reform programme and it may be appropriate that this piece of work is aligned with that.
<b>19</b>	<b>Will the task and finish group benefit from co-opting any person(s) onto the panel.</b>	Yes – Co-opted person to be decided.
<b>20</b>	<b>How does this link to corporate priorities?</b>	The Social Fund replacement scheme has direct links with Reducing inequalities, and Value for Communities.

#### Criteria for review

(Items would be expected to meet at least two of the following criteria)

- Corporate priority area
- Poor performing service (evidence from PIs, benchmarking or where high levels of dissatisfaction from customers are recorded)
- High budgetary commitment
- Pattern of not reaching budget targets
- Issue raised by external audit, management letter, inspection report
- New government guidance or legislation
- Issue consistently identified by Members as key through constituency activity
- Public interest issue covered in local media

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

Date/min number	Resolution	Explanation / Minute	Officer	Progress	Target Date
20/06/12 Min. No. 6	<p><u>Agreed</u> that the panel's work programme for 2012/13 is recommended to the Overview and Scrutiny Management Board for approval as follows –</p> <ul style="list-style-type: none"> <li>• Library Modernisation - Task and Finish</li> <li>• Welfare Reform - Task and Finish</li> <li>• Social Fund replacement - Task and Finish</li> <li>• Compact/Voluntary Sector - Task and Finish</li> <li>• Life Centre/Leisure Management Contract - regular updates</li> <li>• ICT/Customer Services Improvement - regular updates</li> <li>• Police Crime Panels/Commissioner - regular updates</li> </ul> <p>In addition, the panel would expect to receive performance reports on its sphere of influence to enable them to react accordingly should performance cause concern.</p>	Overview of Service Priorities		Work Programme to be considered by the Overview and Scrutiny Management Board on 25 July 2012.	

Date/min number	Resolution	Explanation / Minute	Officer	Progress	Target Date
Min. No. 7	<u>Agreed</u> that persons with the relevant knowledge and expertise would be invited prior to commencement of task and finish groups and co-opted as and when appropriate.	Appointment of Co-opted Representatives			

**Customers and Communities Overview and Scrutiny Panel**

**Work Programme 2012/13**

<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>
<b>Task and Finish</b>											
Library Modernisation											
Welfare Reform (possibly joint with Support Services OSP taking lead)											
Social Fund Replacement											
Compact											
<b>Updates</b>											
Plymouth Life Centre / Leisure Management Contract											
ICT/Customer Services Improvement											
Police Crime Panels/Commissioner				<b>12</b>		<b>7</b>					<b>3</b>
Performance Monitoring						<b>7</b>			<b>6</b>		

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