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Democratic Support

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#yourplymouth

YOUR PLYMOUTH

Monday 8 September 2014
3 pm
Council House (next to the Civic Centre)

Members:

Councillor Kate Taylor, Chair
Councillor Sam Leaves, Vice Chair
Councillors Damarell, Philippa Davey, Downie, Martin Leaves, Rennie, Ricketts, Riley, Sparling and Tuohy.

Co-opted Representative:

Steve Meakin, Money Advice Co-ordinator Devon and Cornwall.

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

Tracey Lee
Chief Executive

YOUR PLYMOUTH

PART I - PUBLIC MEETING

AGENDA

1. APOLOGIES

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

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. MINUTES

(Pages 1 - 16)

To confirm the minutes of the meetings held on 10 March, 22 April and 9 June 2014.

5. OVERVIEW OF PRIORITIES

To hear from the Cabinet Members whose portfolio responsibilities fall within the panel's terms of reference on their priorities for the 2014/15 municipal year -

5a CABINET MEMBER FOR ENVIRONMENT

- Deliver Waste Collection Reorganisation
- Improve Efficiency within Garage and Fleet Services
- Create a Brilliant Co-operative Street Service

5b DEPUTY LEADER

- History Centre
- Framework for Working with Citizens and Communities
- First Stop Shop

5c CABINET MEMBER FOR CO-OPERATIVES, HOUSING AND COMMUNITY SAFETY

- Community Safety
- Housing – Private Sector and Homelessness
- Financial Inclusion – Welfare, Payday Lending, etc.

6. CUSTOMER ACCESS STRATEGY (TO FOLLOW)

The panel will receive an update with regard to progress on the Customer Access Strategy.

7. SAFER PLYMOUTH PARTNERSHIP - CRIME STATISTICS UPDATE (Pages 17 - 24)

The panel will consider the latest crime statistic for the City.

8. EMERGENCY WELFARE SCHEME UPDATE (Pages 25 - 32)

The panel will receive an update on progress with the Emergency Welfare Scheme.

9. TRACKING RESOLUTIONS (Pages 33 - 36)

The panel will monitor progress on previous recommendations.

10. WORK PROGRAMME (Pages 37 - 40)

To review the Your Plymouth work programme for 2014/2015.

11. 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 I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II - PRIVATE MEETING

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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Your Plymouth

Monday 10 March 2014

PRESENT:

Councillor Tuffin, in the Chair.

Councillor Sam Leaves, Vice-Chair.

Councillors Casey, Damarell, Philippa Davey, Jarvis, Jordan, Martin Leaves, Michael Leaves, Rennie, Ricketts and Tuohy.

Co-opted Representative: Mr Steve Meakin.

Also in attendance: Councillor Penberthy, Cabinet Member for Cooperatives and Community Development, Ann Thorp, Service Manager, Finance, Gareth Harrison-Poole, Waste and Street Scene Development Manager, Darin Halifax, Lead Officer, and Katey Johns, Democratic Support Officer.

The meeting started at 4 pm and finished at 5.35 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.

32. **DECLARATIONS OF INTEREST**

In accordance with the Code of Conduct, the following declaration of interest was made –

Name	Minute Number and Subject	Reason	Interest
Mr S Meakin	37 – Emergency Welfare Support (Social Fund)	Money Advice Co-ordinator, Devon and Cornwall working with Citizens Advice Bureau whom hold a contract with the City Council	Personal

33. **MINUTES**

Agreed the minutes of the meeting held on 4 November 2014, subject to Minute 24 – Personal Debt – being amended to reflect that there were 8.8 million people in debt and not 8 million, as recorded.

34. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

35. **WORK PROGRAMME**

The panel considered its work programme with a view to identifying items to carry forward to the 2014/15 municipal year, bearing in mind the requirement to also scrutinise the Council's Transformation Programme. With regard to the Transformation Programme, the Chair reported that there may be an additional meeting of panels in April in order to brief members on the individual business plans and outline how the scrutiny process would be undertaken. Members were advised that the focus for Your Plymouth would be Customer and Service Transformation.

A concern was raised that there appeared to be duplication in the budget in terms of funding identified for Transformation with two separate budget line headings; one referring to Transformational Change and the other to Reshaping Council Services. As there was no detail provided against each of the budget headings it was difficult to ascertain exactly what each was for.

Agreed that –

- (1) two cooperative reviews will be carried forward to the 2014/15 municipal year, namely –
 - Personal Debt
 - The effects of the expansion of Plymouth University and its students on the surrounding residential areaswith Personal Debt to be undertaken first;
- (2) with regard to the query raised about the Transformation budget, clarification would be sought and circulated to panel members via e-mail.

36. **TREE MANAGEMENT**

The panel heard from Gareth Harrison-Poole, Waste and Street Scene Development Manager, who was in attendance to update members on progress with establishment of a Tree Management Policy for the City. Members were advised that –

- (a) trees enhanced the quality of life in the urban environment and formed an important part of its diversity. In addition, trees contributed to people's health and wellbeing and enhanced the enjoyment of the City;
- (b) the Tree Management Policy was designed to provide a framework for the management of trees owned and managed by the City Council and set out the guiding principles for managing the City's tree stock in regard to what will be done and how;
- (c) with regard to questions raised at the last meeting, responses had been circulated via the Democratic Support Officer and were attached as an appendix to the report.

In response to further questions raised, Members heard that –

- (d) the budget was spent by dealing with dead, dying and dangerous trees as a priority and then any remaining funds would be spent dealing with lower risk issues. However, the recent storm damage had impacted on the Council's ability to deal with lower risk issues at the end of this financial with many trees brought down in Central Park alone;
- (e) concerns over encroachment issues should be raised with the Council's Corporate Property and Legal teams;
- (f) the Council held regular dialogue with the Highways Agency and shared a tree maintenance inspection regime. This was particularly important where there were high risk trees on major trunk roads;
- (g) the Council had a duty to protect certain identified trees under Tree Preservation Orders (TPOs), as detailed in the report. The removal of trees along Outland Road had been decided as part of a planning application process agreed by the Planning Committee on condition that replacement trees were provided elsewhere within the development site. A list of all trees covered by TPOs was held by the Council and was available for inspection by members on the GPS;
- (h) the City Council had no authority to take action on trees or hedgerows on private land. The services of the Council's Legal team were called upon when necessary on a case-by-case basis and they would determine whether or not a case was worth pursuing taking a risk-based approach;
- (i) relevant legislation relating to high hedges and the local neighbourhood act would be included in the policy document.
- (j) following consideration by scrutiny, it was anticipated that the Tree Management Policy would shortly be formally adopted.

Members welcomed and supported the Tree Management Policy and, on behalf of the panel, the Chair thanked the officer for his attendance and a well-written, easy-to-read report.

37. **EMERGENCY WELFARE SUPPORT (SOCIAL FUND)**

The Chair welcomed Councillor Penberthy, Cabinet Member for Cooperatives and Community Development, and Ann Thorpe, Service Manager, who were in attendance to provide an update on progress with delivery of the Emergency and Welfare Fund (EWF) following its implementation in April 2013. Highlights of the report included –

- because of the lack of information available from the Department for Work and Pensions (DWP) about allocations made under the previous scheme, it had been difficult to predict demand for the EWF and this had therefore resulted in the scheme being limited in terms of the scope and level of award;

- better promotion of the scheme had been undertaken with staff working closely with colleagues internally and partners externally to target those likely to be in need of support, this including working with Plymouth Energy Community (PEC) to promote switching to cheaper energy providers;
- a series of measures funded from the EWF had been agreed by Councillor Penberthy;
- customers were now provided with payments by BACS in order to secure white goods for themselves;
- 10,710 calls had been received since April 2013 with a significant increase since September;
- despite a slow take-up, spend projections indicated that the 2013/14 budget was now on track to be fully allocated.

In response to questions raised, Members were advised that –

- (a) the Government had recently announced that funding for the social fund replacement scheme would be cut from 2014/15. Consideration was being given to deliver the scheme for a further three years, operating on a reduced budget by being more creative with the money and focussing on prevention and early intervention work;
- (b) over 600 people in the City were waiting to downsize as a result of the impact of the bedroom tax. Those were being rebated as quickly as possible at an average cost of £500 each, however, this money was not coming out of the EWF;
- (c) the EWF was not designed to help support care leavers and it was not possible to keep the current system going without financial support from the Government. The Council was currently looking at alternative ways of providing white goods for care leavers;
- (d) further clarification on the number of posts in place to support the EWF and how they were being funded would be provided to the panel;
- (e) a fund for Medical Assessments and Disclosure and Barring Service Checks to assist people in accessing benefits and getting them back into work had been established where employers were asking the employee to pay;
- (f) consideration was being given to the Council offering a payday loan service for some payments through one of the City's credit unions. This was being done in London by a credit union who was offering a interest rate of thirty per cent, however, this was not something that Plymouth's credit unions felt they were currently able to take on alone;
- (g) credit reference checks would identify a person's level of borrowing and any borrowing requests, including any payday loans applied for.

The panel welcomed the update and the Chair congratulated the officers on how the EWF was being successfully managed.

Agreed that –

- (1) a report into the actions being taken to explore provision of white goods for care leavers following removal of funding from Central Government without consultation will be submitted to a future meeting of the panel;
- (2) the Cabinet Member for Cooperative and Community Development discusses with officers the possible implications of ‘naming’ and ‘shaming’ employers who were refusing to pay for employees Medical Assessments and D Disclosure and Barring Service Checks.

(Mr S Meakin declared a personal interest in respect of the above item).

(Councillor Ricketts left the meeting after consideration of the above item).

38. **COOPERATIVE REVIEW - UNAUTHORISED ENCAMPMENTS**

The Chair reported on the cooperative review into Unauthorised Encampments. He commented that it had been a difficult and emotive topic to cover, taking into consideration the concerns and expectations of the City’s residents and balancing those against the needs and rights of gypsies and travellers to be treated with dignity and respect. He thanked everyone who had been involved in the scrutiny process, particularly the officers involved in producing the final report which he described as constructive and well written.

Members noted the report which would now be submitted for consideration by the Cooperative Scrutiny Board.

39. **TRACKING RESOLUTIONS**

Further to minute 35, the Chair welcomed approval of the review into Personal Debt by the Cooperative Scrutiny Board. He reported on his recent attendance at a debt summit where he had been astounded by some of the figures quoted and learned that some people often wait 12 months or more before seeking help. Members also heard that a report, which had been produced by the Debt Advice Service and published just after Christmas 2013, revealed that 29 per cent of adults in Plymouth were in debt.

The Chair explained that he had requested the review be webcast in order to try and get the message across that debt, and asking for help to address debt problems, was not something people should feel ashamed of. However, should this deter people from getting involved, consideration would be given to taking elements of the review in private session (Part 2).

The Vice-Chair highlighted the importance of ensuring the review was well-publicised before it started.

The panel noted its tracking resolutions schedule and, as this was the last meeting of 2013/14, the Chair thanked members for their contribution to scrutiny and stated that he looked forward to working with them in 2014/15.

40. **EXEMPT BUSINESS**

There were no items of exempt business.

Your Plymouth

Tuesday 22 April 2014

PRESENT:

Councillor Tuffin, in the Chair.

Councillor Sam Leaves, Vice-Chair.

Councillors Casey, Philippa Davey, Jarvis, Jordan, Michael Leaves, Rennie, Ricketts and Tuohy.

Co-opted Representative: Steve Meakin.

Apology for absence: Councillor Martin Leaves

Also in attendance: Phil Morgan, Senior Policy, Performance and Partnership Adviser, Anthony Payne, Strategic Director for Place, Peter Honeywell, Transformation Programmes Manager, Ross Johnston, Transformation Project Officer, Darin Halifax, Lead Officer, and Katey Johns, Democratic Support Officer.

The meeting started at 4 pm and finished at 5.37 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.

41. **DECLARATIONS OF INTEREST**

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

42. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

43. **TRANSFORMATION PROGRAMME - CUSTOMER AND SERVICE**

The panel heard from Phil Morgan, Senior Policy, Performance and Partnership Adviser, who advised members that –

- he would be working with all four scrutiny panels and the Co-operative Scrutiny Board to help shape and co-ordinate scrutiny of the Transformation Programme;
- all Scrutiny panels would receive their Transformation Programme presentation by 23 April 2014 in order to enable scrutiny of their topic-specific areas to commence at the earliest opportunity in the new municipal year;
- the Co-operative Scrutiny Board would review the plan for the scrutiny of the Transformation Programme at its meeting on 23 April 2014.

Anthony Payne, Strategic Director for Place, Peter Honeywell, Transformation Programmes Manager, and Ross Johnston, Transformation Project Officer, were also in attendance to present proposals for the Customer and Service Transformation Programme. The panel was informed that there were three key drivers for the proposed changes, namely that –

- the brilliant co-operative council vision needed to be translated into practice;
- PCC was facing a funding gap of £65m;
- there was insufficient integration across key areas (engagement, intelligence, decision making, strategy and planning, and policy implementation).

Members received a presentation (as set out in the agenda pack) and heard that the programme –

- (a) built on the ‘investment in customer transformation and core ICT infrastructure’ and ‘redevelopment of the Civic Centre and future accommodation requirements’;
- (b) would define and implement consistent service standards for customer interactions supported by the Council’s in house service and for those services delivered for the Council by other parties;
- (c) would implement the customer and channel elements of the blueprint through a process of service reviews with the result that the cost of managing customer contacts would be reduced and service levels delivered to customers were actively managed;
- (d) could benefit from pre-decision scrutiny in a number of areas, namely –
 - input to development of the Customer Access Strategy;
 - monitoring/challenge realisation of benefits through quarterly reporting;
 - monitoring/challenging the plans and delivery of the programme through quarterly reporting;
 - engagement of members in the programme aims and changes supporting transformation.

In addition, Members were advised of the overall aims of the programme which were to –

- (e) create a new service within the Council to manage 80 per cent of customer requests for all services provided by (and for) the Council;
- (f) simplify customer access to services so customers only have to tell once;
- (g) give customers access to key services 24-hours a day by automating and making them available via the internet;
- (h) create a consistent set of performance standards for customer service (the

measures that matter) and ensure targets are met;

- (i) user service reviews to re-design the way service is provided, removing unnecessary activity and allow staff to focus on delivering what customers need;
- (j) develop a clear view of who customers were and what they required and then use this information to inform business decisions.

An offer, which was accepted, was extended to members to visit the new First Stop facility in New George Street once it opened.

Members welcomed the proposals and looked forward to engaging further in their development through scrutiny of the transformation programme. They thanked the officers for their attendance.

44. **EXEMPT BUSINESS**

There were no items of exempt business.

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Your Plymouth

Monday 9 June 2014

PRESENT:

Councillor Kate Taylor, in the Chair.

Councillor Sam Leaves, Vice-Chair.

Councillors Damarell, Philippa Davey, Downie, Martin Leaves, Rennie, Ricketts (replacing Councillor Mrs Nicholson), Riley, Sparling and Tuohy.

Apology for absence: Councillor Mrs Nicholson.

Also in attendance: Councillor Peter Smith, Deputy Leader, Stuart Palmer, Assistant Director for Homes and Communities, Hannah Daw, Policy and Business Planning Officer, Peter Honeywell, Transformation Programmes Manager, Ross Johnston, Transformation Project Officer, Dave Saunders, Interim Assistant Director for Customer Services, Darin Halifax, City of Service Chief Officer, Di Charlton, Lead Officer, and Katey Johns, Democratic Support Officer.

The meeting started at 4 pm and finished at 5.50 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**

The panel noted the appointment of Councillors Kate Taylor as Chair and Sam Leaves as Vice-Chair for the municipal year 2014/15.

2. **DECLARATIONS OF INTEREST**

In accordance with the constitution, there were no declarations of interest made by members in respect of items being considered at this meeting.

3. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

4. **TERMS OF REFERENCE**

The panel received its terms of reference for information and noted that its areas of responsibility fell within the portfolios of the following Cabinet members –

- Deputy Leader
- Environment
- Co-operatives, Housing and Community Safety

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

Members were advised that although Steve Meakin had been unable to attend today's meeting he had indicated his willingness to continue working with the panel as a co-opted representative.

The panel recommends that Steve Meakin, Money Advice Co-ordinator, Devon and Cornwall, is appointed as its co-opted representative for the municipal year 2014/15.

6. **FRAMEWORK FOR WORKING WITH CITIZENS AND COMMUNITIES**

The panel received a report setting out a proposal for a new framework for working with citizens and communities. In attendance to present the report were Councillor Peter Smith, Deputy Leader, Stuart Palmer, Assistant Director for Homes and Communities, and Hannah Daw, Policy and Business Planning Officer.

The report informed members that a need had been identified for Plymouth to create a new relationship with its citizens who felt removed from the decision making process and faced barriers to community involvement. This went against the Council's vision for the City to be a place where 'people could have a say about what is important to them and where they could change what happened in their area'.

By working with partners such as the Police, Health, Plymouth Community Homes, and the voluntary sector and sharing resources and responsibilities, the Council hoped to be able to respond to customers and communities in a more flexible way and the framework was the start of a journey towards empowering communities to take control.

In addition, the report looked at the role of local councillors and how support would be needed in order to help members 'channel shift' towards becoming local leaders in their communities and set out a series of work streams for when the framework was agreed in order to move forward.

In response to questions raised, Members were advised that –

- (a) a return to the Area Committee style model was not possible and changes in staffing, restructuring and transformation within the Council meant that it was no longer possible to support the current model of community/neighbourhood engagement either. Resources needed to be focussed and structured differently;
- (b) it was acknowledged that one size model would not suit all and buy-in from partners was essential. Conversations with partners to date had been positive and a pilot project in Barne Barton was demonstrating positive results; with a further two possible pilots in the pipeline. In addition, where there were already well-established groups who were working well, lessons would be learned and those foundations would be built upon;
- (c) it was acknowledged that if people didn't feel listened too they wouldn't

engage so other ways of capturing feedback and consultation methods were being explored such as use of social media.

Members were concerned that the framework was lacking in detail and felt that it would benefit from pre-decision scrutiny in the form of a co-operative review.

The panel therefore recommends that –

- (1) Cabinet delays consideration of the Framework for Working with Citizens and Communities on 15 July 2014 and defers it to its next meeting;
- (2) pre-decision scrutiny in the form of a co-operative review takes place to –
 - explore using community organisations, for example existing community economic development trusts (CEDTs), to hold and deploy neighbourhood budgets and commission services such as youth services and health projects;
 - explore incorporating public health funding into devolved neighbourhood budgets so that communities can commission services projects and initiatives to improve the health and wellbeing of their neighbourhoods and tackle highly localised public health issues.

7. **TRANSFORMATION PROGRAMME - CUSTOMER AND SERVICE**

Further to minute 43, the panel received a brief re-run of the presentation on the Customer and Service Transformation Programme. In attendance for this item and the next were Peter Honeywell, Transformation Programme Manager, and Dave Saunders, Project Executive.

In summary, the presentation –

- identified the problems that the programme was addressing;
- set out the overall aims of the programme;
- detailed the specific projects included in / excluded from the programme;
- highlighted the costs and financial benefits anticipated overall and in 2014/15;
- indicated how key partners were being engaged in developing the programme;
- identified the main risks and how they were being addressed;
- suggested how scrutiny could get involved and add value to the process.

In response to concerns raised about the ability of the council's IT services to support the transformation of customer services, members were advised that external advice had been sought and a different perspective provided on how the council should be designing and building services fit for purpose. Assurances were given that IT would be embedded throughout the process.

8. **CUSTOMER ACCESS STRATEGY**

Further to minute 7 above, the panel heard more detail on proposals to create a Customer Access Strategy. Members were advised that –

- (a) the Council needed to develop a deeper understanding of its customers;
- (b) the Customer and Service Blueprint project would help drive the Council's vision towards becoming a brilliant co-operative council by putting the customer at the heart of everything it did;
- (c) a cross-functional team from all services across the Council would be established in order to join up customer-focussed services and provide access channels in a way customers would prefer as opposed to what was being offered;
- (d) a set of customer service standards would be established, measured and reviewed;
- (e) once a draft Customer Access Strategy had been produced, it was hoped that scrutiny could be engaged to –
 - provide critical friend advice for the strategy's development;
 - champion the project's vision;
 - carry out a cross-panel, transformation focussed co-operative review, involving all members in a workshop type setting.

In response to questions raised, Members heard that –

- (f) once established, the customer service standards would be embedded throughout the authority and monitored as part of the performance management process;
- (g) one of the drivers for change was to create capacity and maximise staff resources. By directing large groups of customers to use on-line services, customer services based staff would then have more capacity to deal and assist with face to face enquiries at the new city centre shop;
- (h) staff, service users and partners became stakeholders in how the city centre shop was designed and delivered.

Members welcomed the presentation and were supportive of the proposals.

The panel recommends that a cross-panel and transformation focussed co-operative review is undertaken into the Customer Access Strategy.

9. **DRAFT WORK PROGRAMME 2014/15**

The panel considered its draft work programme for 2014/15. The Vice-Chair raised concerns about increasing levels of anti-social behaviour in relation to the evening and night-time economy and proposed that a co-operative review into the matter may be appropriate. It was suggested that information relating to anti-social behaviour and incidents of hate crime be included in the Crime Update report due to panel in September and that, should levels be of concern to the panel, the request for a co-operative review be reconsidered then.

The panel recommends approval of its draft work programme for 2014/15, subject to the following –

- the Safer Plymouth Partnership : Crime Figures Update scheduled for September to include details of incidents of anti-social behaviour and hate crime;
- a further update in respect of Safer Plymouth Partnership : Crime Figures to be scheduled for consideration by the panel at its meeting on 16 March 2015.

10. **SCHEDULE OF MEETINGS FOR FORTHCOMING YEAR**

Future meeting dates for the Your Plymouth scrutiny panel in 2014/15 were noted as follows –

- 8 September 2014
- 15 December 2014
- 16 March 2015

11. **EXEMPT BUSINESS**

There were no items of exempt business.

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CRIME FIGURES

Your Plymouth Scrutiny Panel – 8 September 2014



INTRODUCTION

This report provides the Your Plymouth panel with an overview of performance against crime reduction targets and levels of overall crime in Plymouth. The reporting period is April to July 2014, the latest data available at the time of writing this report.

During April to July 2014 Plymouth saw an overall **decrease**, 73 fewer crimes (-1.1%) compared to the same period last year, including decreases specifically in:-

- Burglary Dwelling (-33/ -11.5%)**
- Vehicle Offence inc. Theft (-99/ -20%)**
- Shoplifting (-43/ -7%)**
- Other Theft (-208/ 20.1%)**
- Public Order Offences (-120/ -21%)**

The table below illustrates the current overall crime picture for the city as a whole and the ten priority neighbourhoods:

	Apr-Jul 14/15	Apr-Jul 13/14	Number change	% change
City Total*	6,404	6,477	-73	-1.1%
Priority neighbourhoods**	3,736	3,780	-44	-1%

*from Devon and Cornwall Police

**from Universal Data Set provided by Police

BACKGROUND

Safer Plymouth (Plymouth's Community Safety Partnership) has been going through a period of review and development. This has included a refresh of the Terms of Reference, reviewing and broadening its membership to include representation from the community and voluntary sector (eg Victim Support, Neighbourhood Watch, Student Union, Zebra Collective). Safer Plymouth has just signed off a three-year Partnership Plan which has set the direction and priorities for the Partnership. Safer Plymouth is also exploring broadening their scope of activity to include broader community safety concerns, eg fire. Safer Plymouth has recently agreed to use the 'Systems Leadership' approach (an approach recommended by the Fairness Commission) to addressing Hate/Mate Crime.

In liaison with Safer Plymouth, the council monitors performance against four key areas of crime. In line with our values – in particular 'Responsible and Fair' – these represent crimes causing the most harm and affecting the most vulnerable people with a focus on victims: closing the gap in levels of crime between neighbourhoods with the highest crime and the city average, violence with injury, domestic abuse and anti-social behaviour.

For 2014/15, Safer Plymouth has agreed to align to, and apply, the Police and Crime Commissioner's new Performance Management Framework (Appendix I) which makes a strong case for discouraging the use of 'numerical targets' which is viewed as driving 'perverse incentives' and is based on unreliable data. It recommends that these are replaced with 'performance

measures. This framework is reflected in the “Police and Crime Plan for Devon, Cornwall and the Isles of Scilly 2014-17”¹.

SAFER PLYMOUTH PERFORMANCE MEASURES FOR 2014/15

Safer Plymouth carries out an annual Partnership Strategic Assessment of Crime & Disorder which identifies crime and community safety concerns which are priorities for Plymouth and forms the basis for formulating performance measures. The following are the performance measures Safer Plymouth have agreed for 2014/15:

- Reducing the gap between the worst neighbourhoods for crime and the city average
- Reducing violence with injury (excluding Domestic Abuse)
- Increasing domestic abuse reporting
- Reducing anti-social behaviour

A new measure has been introduced prioritising vulnerable victims of anti-social behaviour:

- Increase the number of vulnerable victims of ASB supported by the vulnerable victim service

In addition, during 2014/15, we are measuring the following and will use the baseline to for increases in 2015/16, -

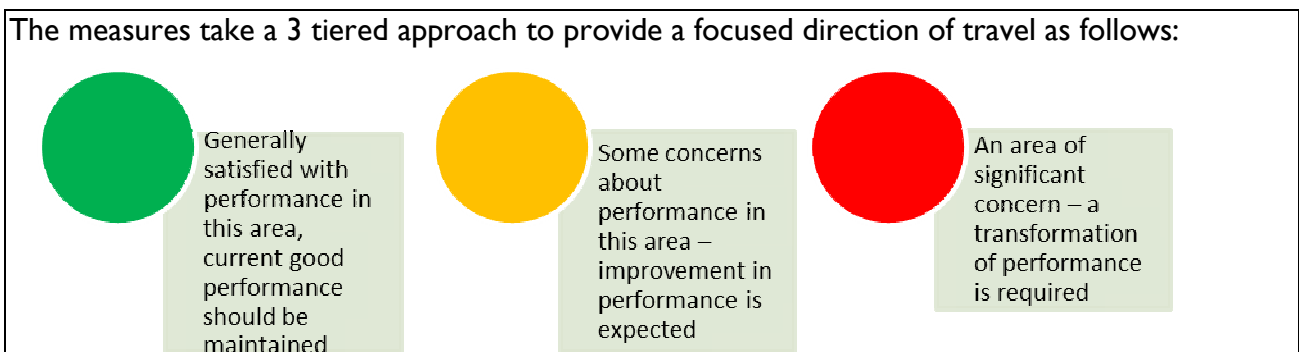
- the number of first-time reporters of domestic abuse (defined as a victim who has not reported a domestic abuse incident to the Police within the previous 12 months) and supplemented by monitoring of all first-time victims of domestic abuse who receive a Plymouth Domestic Abuse Service (excl those who have reported to the Police).

Due to considerable reduction in serious acquisitive crime over the last couple of years, and in order to maintain a focus on crimes affecting the most vulnerable and causing the most harm, Safer Plymouth has agreed to ‘monitor’ levels of serious acquisitive crime only.

In order to demonstrate how we are performing, we have defined what ‘success’ will look like - see Appendix 2.

PERFORMANCE

To demonstrate how we are performing, the Police and Crime Commissioner’s performance framework is being used as illustrated below:



¹ <http://www.devonandcornwall-pcc.gov.uk/Document-Library/The-Police-and-Crime-Plan-2014-FINAL.pdf>

Using this framework, for two out of the five crime performance measures we are generally satisfied with performance which should be maintained, for three performance measures there are some concerns about performance and improvement is expected. In terms of the measure we are monitoring for 'acquisitive crime' there is current good performance.

It should be noted that for April to July 2014 there has been a reduction in 'all crime' including crime types outside Safer Plymouth's priorities when compared to the same period last year. Reductions have been seen in crime types that were particularly challenging us last year (Shoplifting, Theft, and 'Other' theft). The Police developed a Shoplifting Action Plan and done some targeted work with offenders, worked closely with shops to look at ways to minimise the likelihood of shoplifting occurring along with awareness raising campaigns and Safer Plymouth has supported delivery of some of the activities. The Police have been carrying out a range of tactical approaches to tackle theft and 'other' theft. This was whilst maintaining reductions in serious acquisitive crime and levels of anti-social behaviour.

Each Safer Plymouth performance measure is explored in more detail below:

Closing the Gap in crime between neighbourhoods with the highest crime and the city average – Improvement in performance expected.

(2014/15 performance measure is to achieve a reduction in the crime gap between the ten neighbourhoods with the highest crime and the city as a whole based on the 2013/14 outturn of 76.3/1,000).

At the end of 2013/14 the gap between the combined rate/1,000 population across the ten neighbourhoods with the highest crime (149.8/1,000) compared to the city as a whole (73.45/1,000) was 76.3.

Between April and July 2014 the ten neighbourhoods with the highest crime have seen an **overall reduction** of 44 crimes compared to the same period last year. This is good news, but this is not quite enough to close the gap.

The table below shows that despite seeing decreases in 7 out of the 10 neighbourhoods, this has been slightly offset by an increase in the city centre, meaning that overall we are slightly off target to close this gap.

Neighbourhood	Apr - July 14/15	Apr - July 13/14	Change in Crime numbers	% change in crime
Barn Barton	125	219	-94	-43%
Devonport	312	316	-4	-1%
East End	277	271	6	2%
Greenbank & University	294	338	-44	-13%
Honicknowle	218	236	-18	-8%
Mutley	212	250	-38	-15%
Plymouth City Centre	1147	989	158	16%
Stoke	320	335	-15	-4%
Stonehouse	663	655	8	1%
Whitleigh	168	171	-3	-2%

The increase in the city centre is partly attributable to recent police-led proactive targeting and operations in respect of drug offences and possession of weapons (see section below - 'What We Are Doing').

Reducing Violence with Injury (excluding domestic abuse) – Improvement in performance expected.

(2014/15 performance measure - not more than 1,719 crimes).

There were 635 crimes reported for April to July 2014 which represents an **increase** of 8% (47 more crimes) compared to April to July 2013 (588). This year's performance measure is a reduction in the number of crimes recorded.

The Police have a performance measure to reduce 'Violence Against the Person (excluding domestic abuse)'. This measure includes both violence with injury and violence without injury. Performance in Plymouth for April to July is showing an increase of 15.6% against same period in 2013. Analysis undertaken by the Police suggests that increases in violence are city wide and not necessarily exclusively associated with the evening and night time economy (see section below - 'What We Are Doing').

Increasing reporting of Domestic Abuse – Improvement in performance expected.

(2014/15 performance measure - more than 6,948 reports).

This year's performance measure is to increase reporting of domestic abuse crimes/incidents, reflecting our wish to ensure we get a true picture of the situation and address it.

Between April and July 2014 overall there have been 2,184 domestic violence related incidents and crimes reported which represents a **decrease** of 6% (130 fewer incidents/crimes) compared to April to July 2013 (2,314).

Whilst there has been an **increase in domestic abuse crimes** recorded (+10%/ +80) this has been offset by a decrease in the number of non-crime domestic incidents (-14%/-217)².

Work is underway with Police colleagues to fully understand the reasons why the levels of **non-crime domestic abuse has reduced** whilst domestic abuse crimes continue to rise with recording practices one possible reason for investigation (see section below - 'What We Are Doing').

Reducing Anti-Social Behaviour – Maintain good performance.

(2014/15 performance measure - not more than 10,298 incidents).

There have been 3,769 ASB incidents recorded between April to July 2014 which represents a **decrease** of 1% (35 fewer incidents) compared to April to July 2013 (3,804).

For the period April to July 2014/15, despite there being small increases of anti-social behaviour in the City Centre and Stonehouse, levels of anti-social behaviour in the other evening and night time economy areas such as Greenbank and the University, Mutley and the East End have fallen or remained static.

² Please note, figures do not add up as they exclude a small number of non-notifiable DA offences

Increasing the number of vulnerable victims of ASB supported by the vulnerable victim service – Maintain good performance.

(2014/15 performance measure - to support 300 vulnerable victims of ASB and a 90% satisfaction rate).

Between April and June 145 victims vulnerable of ASB were supported by the service, achieving nearly half of the annual target within the first quarter. At the end of June 2014 the satisfaction rate amongst victims stands at an impressive 96%, against a target of 90%.

(Monitoring Only) Reducing Serious Acquisitive Crime – Maintain good performance.

There were 660 crimes reported for April to July 2014 which represents a **decrease** of 13.9% (107 fewer crimes) compared to April - July 2013 (767), a continuation of significant decreases over a long period of time.

Levels of Hate Crime - Maintain good performance.

(2014/15 performance measure – Increase the reporting of hate crime incidents to 610 reports and 90% satisfaction rate)

At the Your Plymouth Scrutiny Panel, held on 9 June 2014, the Panel asked for levels of hate crime to be included in this report.

It is well known that Hate Crime is an under-reported crime and it is, therefore, a priority for the Council and Police to increase reporting in order to better understand the level of the problem and deal with it effectively. The Council has set itself a stretching target to increase reporting of hate crime.

For the period April to July 2014/15 there have been 208 reports of hate crime incidents reported via the Council's Hate Crime reporting system³, which means we are performing well. For the same period, the satisfaction rate for how incidents have been dealt with stands at 90%. It could, therefore, be surmised that confidence in reporting via this route is growing, including through 'word of mouth'.

For the period April to July 2014/15, across the whole of Plymouth, there has also been a 15.9% increase (an additional 24 reports) in reported Hate Crime direct to the Police, compared to the same period in 2013/14. Police satisfaction data not was available at the time of writing this report.

WHAT WE ARE DOING

Working with our partners, we continue to undertake a wide range of crime reduction work. This consists of a mixture of initiatives to keep momentum on the performance measures whilst maintaining an overview on emerging crimes.

Recent examples of activity to 'Reduce the Gap Between the Neighbourhoods with the Highest Crime and the City Average' include:

- Completion of the Community Action Against Crime Fund which provided £5,900 in each of the top ten neighbourhoods which predominantly addressed anti-social behaviour, violence with injury, 'other' theft, shoplifting and criminal damage.

³ <http://www.plymouth.gov.uk/homepage/communityandliving/socialinclusion/hatecrime.htm>

- Safer Plymouth continues to support a range of interventions to support young people and divert them from the vulnerability of crime and offending behaviour eg YOS Positive Futures and the REACH (missing young persons) project.
- A recent Community Focus Week in Devonport.
- Police-led proactive targeting and operations in respect of drug offences and possession of weapons.

Recent examples of activity to 'Reduce Violence with Injury (excluding Domestic Abuse)' include:

- A (Restricted) comprehensive Force Level Strategic Overview Report has just been completed by the Police looking at "Other" Violent Crime (violence not categorised as evening night time economy or domestic abuse) which will help us understand the issues in more depth and make recommendations for working in partnership to deploy the right interventions and resources at a local level.
- Ongoing Targeted interventions in Evening Night Time Economy 'hotspots'
- Ongoing support to continue Street Safe's treatment centre that operates on a Saturday evenings and other peak time to reduce the number of unnecessary ambulance call outs and hospital admissions). Over 320 people supported since its introduction.
- Championing the Best Bar None Group to create safer drinking environments.
- Promoting the 'Top Night' personal safety campaign that reminds young people to have fun safely and know their limits.
- Ensuring CCTV operation has the necessary staffing to cope with increased demand at peak times.
- Barbican road closures on Bank Holiday weekends.
- Rolled out Identification Scanners in Pubs/Clubs in the ENTE.
- Promoting personal safety messages at events eg – Freshers, Universities of Plymouth & Marjon, and City College.
- Designated Driver Campaign.
- Support the Information brief advice Alcohol project at the Magistrates Court to help reduce re-offending.
- Production of ICE (In Case of Emergency Cards)
- Night Net radio system.

Recent examples of activity to 'Increase Domestic Abuse Reporting' include:

- Work is underway with Police colleagues to fully understand the reasons why the levels of non-crime domestic abuse has reduced whilst domestic abuse crimes continue to rise with recording practices one possible reason for investigation.
- Ongoing city-wide roll out of the DASH (domestic abuse) training.
- Ongoing provision of high quality services for victims of domestic abuse and their families.
- Carrying out Domestic Homicide Reviews.
- Ongoing awareness raising which has led to an increase in self-referrals, particularly from male victims and via Health and Children's Services.
- Carried out training at Children's Centres, as a result of learning from a recent Domestic Homicide Review, which has also resulted in increased referrals to the Plymouth Domestic Abuse Service.
- Transformed the Domestic Abuse Advocacy Project which is now overseen by a consortium of local city Solicitors, coordinated by Plymouth Domestic Abuse Service, which has already led to an increase in clients accessing the service.

Recent examples of activity to 'Reduce Anti-Social Behaviour' include:

- An ongoing range of successful enforcement activities by the Police and Safer Plymouth Team to tackle offenders of anti-social behaviour.
- Dispersal Orders currently covering:
 - City Centre/Waterfront/Union Street/North Hill Mutley Plain
 - Estover
 - Devonport
 - Efford
- Launched an Anti-Social Behaviour 'Mediation' Service
- On-going victim champion support for vulnerable victims of ASB.
- Another very recent development, aimed at tackling re-offending and supporting victims of crime, including in respect of neighbour disputes, is that Safer Plymouth has secured funding from the Police and Crime Commissioner for a 'Restorative Justice' programme in Plymouth.
- We are working closely with the Fire Service to tackle the recent increase of arsons and are supporting them in the delivery of 'Fire Setting Course' and the ongoing 'Phoenix Project'.
- Ongoing coordination of multi-agency responses to support neighbourhoods experiencing disproportionate levels of anti-social behaviour across the city.

Recent examples of activity to 'Reduce Serious Acquisitive Crime' include:

- Safer Plymouth continues to fund drug treatment programmes for the most prolific offenders.
- Supporting some police covert and overt operations to tackle acquisitive crime.
- We have supported a range of Police events to raise awareness of serious acquisitive crime in a number of areas including Mutley, Plympton, Devonport, Stoke and Derriford Hospital.

Further community focus weeks are being planned over the coming months in neighbourhoods with the highest crime including the city centre.

Sarah Hopkins
Community Safety & Partnerships Manager

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EMERGENCY WELFARE SCHEME

Your Plymouth Scrutiny Panel – 8 September 2014



PLYMOUTH
CITY COUNCIL

1. Purpose of the report

1.1 The Emergency and Welfare Fund (EWF) was introduced in April 2013 and funded by central government for two years to provide support for people in extreme financial difficulties. There will be no additional funding from 1st April 2015.

1.2. This report is to provide Your Plymouth Scrutiny Panel with an update on the delivery of the Emergency and Welfare Fund into year two of funding.

2. Emergency and Welfare Fund Update

2.1 Year one of the scheme had a government funded budget of £1,064,046.00. Requests for assistance from the fund were low in the early months with a steady increase both in applications and awards between December 2013 and March 2014. In addition to providing financial support to 1908 customers, £695,000 was spent on early interventions and prevention initiatives.

2.2 At the end of year one, it became clear that government funding for the scheme would be cut at the end of year two. Steps were therefore taken to minimise spend whilst continuing to support the most vulnerable, and leave open options for spreading the remaining budget for 2014/15 (£1,048,567.00) over future years to allow some level of support to continue. . Proposals for this are under development.

2.3 In addition, steps were taken to increase support aimed at early interventions and prevention, to minimise future demands on the scheme. A number of initiatives were set up with partners to deliver this and the benefits continue into 2014/15. See Appendix A

4. Customer Demand

3.1 Customer demand has continued to increase in comparison with 2013/14 figures. In 2013/14 we received 2525 applications of which 1908 (75%) have received financial support. 2014/15 figures to date show 884 applications with 705 (79%) awarded, a 10% increase on 2013/14.

Customer Demand April –July 2014

	Crisis Loans	Community Care Grants	Total	% awarded
Anticipated Applications*	554	287	841	
Anticipated Awards*	456	179	635	75%
Actual Applications	574	310	884	
Actual Awards	467	238	705	79%
Customers signposted (DWP)			1191	
Customers signposted (Other)			438	

* Based on 2013/14 applications/awards

3.2 Customer contact has changed during beginning of 2014/15. Between April and July 2014 there has been a reduction of 12% for customers that are signposted to DWP or other agencies, however there has been a 10% increase in applications from customers in crisis. Work is being

undertaken with our partners to ensure that customers are signposted to the most effective place to deal with their needs and to safeguard the future emergency and welfare fund. During 2014/15 the team are supporting on average 407 customers a month that are signposted to other agencies. This is reassuring as it shows customers' needs continue to be met as well as the benefits of expertise that allows for the considerable signposting to other organisations.

3.3 Customers are using both the Freephone number and the online application. We have continued to work with partners and customers to use the online facilities, thereby freeing up the phone lines to enable customers to be dealt with more effectively. Since April we have supported customers to make online transactions, since then we have received 884 applications and of those approximately 54% were made via the online application process, a 9% increase on 2013/14 applications.

3.4 We have received 4464 calls since April which is in line with 2013/14 figures. We have reviewed our processes which has enabled us to increase the number of customers we deal with on the telephone. Although we are confident, that customers are either waiting to speak to an advisor or calling back, we are continuing to review our call rates to ensure that we answer calls as promptly as possible. We are implementing various improvements to the service specifically, website improvements, telephone messaging and routing of calls that should enable us to reduce wait times for customer further. We will be piloting a new way of dealing with telephone enquiries in September and will evaluate the results, prior to full implementation.

4. Future Demands

4.1 Customer demand has increased as the scheme has progressed, with the average monthly spend from December 2013 to March 14 increasing from £33,418 to £51,287, an increase of 53%. This trend has continued into 2014/15 as shown in the table below.

Emergency Welfare Budget spend April 2014 to July 2014

	April	May	June	July	Cumulative
Community Care Grants	£36,160.00	£37,380.00	£25,820.00	£27,243.00	£126,603.00
Crisis Payments	£14,990.00	£10,305.00	£11,920.00	£11,275.00	£48,490.00
Admin Costs	£7,424.43	£6,743.59	£6,721.79	£7,266.96	£28,148.77
Total Spend	£58,574.43	£54,428.59	£44,461.79	£45,784.96	£203,249.77

4.2 The increase in awards will have a significant impact on future funding options. If awards remain in line with April to July spend, we will see an increase of 30% in comparison with the 2013/14 spending levels.

4.3 Based on current spending levels the end of year spend would be £609,749.31, leaving £438,817.69 for 2015/16 and beyond. Clearly this would not support delivery of the current scheme. Early intervention and prevention projects have supported some areas in the community, however there is still a demand on the fund and tough decisions will therefore need to be made about future delivery to manage the budget and minimise risks to the most vulnerable in the community

4.4 Current spending is being closely monitored and work undertaken with partners to protect the fund. This includes a consistent approach to signposting and maximising usage of alternative funds that are available across the City. For example; we are working closely with the Welfare Rights group to identify alternative funding and/or support that are available to customers to maximise opportunities for those in need, as well as improving access to services through the website developments and improvements with the application process.

Appendix A

Emergency and Welfare Fund Package of Assistance

Digital Skills & Employability:

By July 2014, this funding has provided digital skills training for 329 learners in work clubs and libraries in North Prospect, Whitleigh & St Budeaux. This has included tutor time and provision of equipment.

Schools projects:

'Schools Out' – A pilot scheme was run at Drake Primary School from 28th July to 15th August, offering a summer club facility including Circus skills, basketball & Martial Arts and providing hot lunches for those who attended. This has been completed with press coverage by the Herald, Radio Plymouth & Devon. The scheme is being reviewed to consider future schemes being rolled out with the aim being to target schools that have over 40% of pupils entitled to free school meal. Advice Plymouth provided information and signposting for parents/carers;

A package of financial capability education for young people while at school is being set up. This package will be delivered by Personal Financial Education Group at beginning of the new academic year in September 2014 and will involve training for teachers to deliver sessions.

Credit Unions:

We are working in partnership with HOPE Credit Union and City of Plymouth Credit Union to jointly deliver a 16 year old Credit Union savings scheme to encourage young people to save for their future. This will be launched in September 2014. This will be run alongside the Glasgow scheme working in partnership with the Credit Unions and Barclays Bank to encourage saving for 12 year olds. The first school to sign up are Lipson Co-operative Academy.

The credit Unions are also rolling out an Adults scheme due to be launched in September 14, to encourage customers of the Emergency Welfare Fund to access the facilities offered by the Credit Unions.

Plymouth Energy Community:

Volunteering service - Recruitment is progressing well for a volunteer coordinator. This is an additional post to those funded by the successful Bid for support from British Gas. Interviews are due to take place at the end of August. On schedule for being ready to launch along with the Cities of Service programme in October 2014.

PEC Apprenticeships - Recruitment is progressing well, interviews planned for around 24th September. Working with apprenticeships team at Plymouth City Council, plus City College for role specification and recruitment through a number of channels. Apprentices will work to the Marketing framework for their NVQ2.

City College Apprenticeships:

The scheme has helped support City College to financial support employers who may not have otherwise been able to offer apprenticeship schemes in their workplace. So far the funding has paid £1500 to one employer for a 25year plus starter, a further £3000 for two other employers subject to reaching their 13 week qualifying period. This relates to apprentices aged 16- 24 in line

with the National Apprenticeship Scheme. Support has also been given to an employer that has had to buy some office furniture and computer for his apprentice for which City College has agreed to pay half and awaiting the receipts to prove purchase and have estimated around £750 for this.

Housing schemes:

Shekinah Mission

Funding was provided for the Shekinah Day Centre for running costs, and to assist with the provision of its training and employment programme. During the Academic Year 2013-2014, 517 people engaged for training in Plymouth. In addition to its training and employment programme the Shekinah Mission encourages people to address negative lifestyles (particularly substance misuse) through sports' tasters, nutrition and emotional well-being.

All learners accessing Shekinah's training provision can be termed 'hard to reach' with many presenting cross cutting issues including mental health, substance misuse, offending behaviours, homelessness and insecure housing, learning disabilities and social isolation

Housing Options caseworker

The funding has provided for an additional caseworker to work with Housing customers. This has enabled additional support to be given, specifically around; welfare rights checks, budgeting skills, debt advice, 1:1 casework as well as targeting those who have been affected by the bedroom tax. Between April and June 200 clients attended one or more advice sessions, 42 customers were given 1:1 support and 210 customers affected by the bedroom tax were contacted of which 25% accepted support. £224,095 of unclaimed benefits were identified and £256,598 of debt was resolved.

Removal costs

Following discussion, funding was used to enable continuation of pre-court eviction prevention panel that predominantly deals with eviction prevention measures (including support to access removal costs) for tenants who are unable to afford their properties due to bedroom tax. Over the last quarter, 39 social housing tenants were enabled to remain in their homes after interventions that included access to hardship funds for under-occupiers that had built up rent arrears that would otherwise have led to their eviction

Young person's HUB

Housing have established an agreement with Young Person's HUB - whereby every applicant accessing supported housing service is facilitated to complete the 'My Money Matters' training module and to open a credit union account. This will mean that arrears will no longer prevent a young person from accessing supported housing as long as they are prepared to engage with this option, thereby gaining access to a low cost loan to pay off arrears. This involves working with Wi£er Wonga apprentices based at the HUB.

Support for medical & DBS checks:

Plymouth Citizen Advice Bureau is administrating this initiative and has supported Tomorrow's People clients with getting back into work by funding DBS checks. CAB will continue to promote the availability of the fund and increase awareness to all partners.

Feasibility Study

Plymouth City Council has commissioned the Financial Inclusion Centre to provide a report on the possibility of an ethical alternative to payday lending in Plymouth. Initial findings will be available by end of September

Foodbank:

The foodbank have received a financial contribution to support the continued work of this service. The Emergency and Welfare team continue to signpost customers to the foodbank for assistance and the number of referrals has remained consistent with 2013/14.

Bus tickets for NEETs:

We are exploring partnership opportunities to enable this service to be provided in the most effective way. The Youth Service currently work with young people who fall into this group and for who support with travel arrangements to enable access to work or training would be appropriate. This will enable those in need to gain access to transport support at the point of contact for other provision.

Emergency Welfare Website Improvements;

The website is being developed with the In-House team, to ensure that customers can access information and support from Plymouth City Council and partner agencies. This is being developed with partners and will enable customers to access a wide range of services on-line as well as by offering alternative contacts methods, dependant on availability. This will be available in line with the opening of 1st Stop.

Emergency Welfare Freephone Improvements;

Customers calling the Emergency & Welfare team will be provided with a free call if they use a landline, however customers who call using a mobile will be charged. To reduce this inequality we will be providing a Freephone number for mobile users. This will be in place by the end of September.

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YOUR PLYMOUTH

8 September 2014

Tracking Resolutions Schedule
2014 - 2015



PLYMOUTH
CITY COUNCIL

Date and Minute number	Resolution	Progress
09.06.2014 Minute 5	<p>Appointment of Co-opted Representatives</p> <p>The panel <u>recommends</u> that Steve Meakin, Money Advice Co-ordinator, Devon and Cornwall is appointed as its co-opted representative for the municipal year 2014/15.</p>	<p>Recommendation approved by Co-operative Scrutiny Board on 25.06.14, Minute 13(2) refers.</p>
09.06.2014 Minute 6	<p>Framework for Working with Citizens and Communities</p> <p>The panel <u>recommends</u> that –</p> <ol style="list-style-type: none"> (1) Cabinet delays consideration of the Framework for Working with Citizens and Communities on 15 July 2014 and defers it to its next meeting; (2) pre-decision scrutiny in the form of a co-operative review takes place to – <ul style="list-style-type: none"> • explore using community organisations, for example existing community economic development trusts (CEDTs), to hold and deploy neighbourhood budgets and commission services such as youth services and health projects; 	<p>Recommendations approved by Co-operative Scrutiny Board on 25.06.14 and forwarded to Cabinet on 15.06.14 along with the Framework for Working with Citizens and Communities. A copy of the minute is attached to this schedule as Appendix A.</p> <p>A series of workshops involving all Members have been scheduled to take place in October as follows –</p> <p><u>Reception Room</u> Mon 6 October Fri 10 October</p> <p><u>Charter Room</u> Tues 14 October</p>

Date and Minute number	Resolution	Progress
	<ul style="list-style-type: none"> • explore incorporating public health funding into devolved neighbourhood budgets so that communities can commission services projects and initiatives to improve the health and wellbeing of their neighbourhoods and tackle highly localised public health issues. 	
09.06.2014 Minute 8	<p>Customer Access Service</p> <p>The panel <u>recommends</u> that a cross-panel and transformation focussed co-operative review is undertaken into the Customer Access Strategy.</p>	An update report features on the agenda for today's meeting and a co-operative review looking at the Customer Services Roadmap is due to take place in October 2014.
09.06.2014 Minute 9	<p>Draft Work Programme</p> <p>The panel recommends approval of its draft work programme for 2014/15, subject to the following –</p> <ul style="list-style-type: none"> • the Safer Plymouth Partnership : Crime Figures Update scheduled for September to include details of incidents of anti-social behaviour and hate crime; • a further update in respect of Safer Plymouth Partnership : Crime Figures to be scheduled for consideration by the panel at its meeting on 16 March 2015. 	The work programme was approved by the Co-operative Scrutiny Board at its meeting on 25.06.2014. An update report on Crime features on the agenda for today's meeting and a further update has been scheduled into the work programme for consideration at the panel's meeting on 16.03.2015.

Cabinet

15 July 2014

A Framework for Working with our Citizens and Communities

Carole Burgoyne (Strategic Director for People) submitted a report providing a draft new framework of working with Plymouth's citizens and communities to –

- (a) listen and respond to the Council's customers around the provision of services and city wide agendas; and
- (b) create a more sustainable model of engagement whereby citizens take control of their own communities.

Although Plymouth had had some success of working with, and within, communities, feedback indicated that engagement was fragmented, partial and community empowerment activity did not address the fundamental issue of enabling citizens to be in control of their own communities. The new framework aimed to address these shortcomings.

Councillor Peter Smith (Deputy Leader) introduced the proposals.

Stuart Palmer (Assistant Director for Homes and Communities) and Hannah Daw (Policy and Business Planning Officer) attended the meeting for this item.

Councillor Evans (Council Leader) reported that pre decision scrutiny by the Your Plymouth Scrutiny Panel had asked Cabinet to delay the decision to adopt the framework pending a co-operative review being undertaken. However, this would prevent work with partners and communities on developing the detail of how this would work in practice.

Alternative options considered and the reasons for the decision –

As set out in the report.

Agreed that –

- (1) Council adopts the co-operative engagement principles and framework as the basis for a different model of working with and supporting citizens and communities in Plymouth. These should be applied when anyone on behalf of the Council plans, develops, delivers or supports service and community engagement activity;
- (2) the Deputy Leader of the Council and officers work with members of the Your Plymouth Scrutiny Panel on a co-operative review to explore:
 - (a) how the framework would best roll out at a local level, including the potential for development of the role of ward councillors;

- (b) how existing community organisations including Economic Development Trusts could hold and deploy neighbourhood budgets to commission local services such as youth services or health projects;
 - (c) how public health funding could be incorporated and deployed into neighbourhood budgets so that communities could commission projects and initiatives to tackle highly localised health issues and improve health and well being;
- (3) there is a community consultation exercise to receive feedback on the framework which will inform the implementation planning and an Equality Impact Assessment;
- (4) our Council works with key public, private and voluntary sector partners in the city to jointly coordinate the development of practical responses to the framework, sharing resources and delivering collectively.

YOUR PLYMOUTH

Draft Work Programme 2014/15



Please note that the work programme is a 'live' document and subject to change at short notice. The information in this work programme is intended to be of strategic relevance and is subject to approval at the Cooperative Scrutiny Board.

For general enquiries relating to the Council's Scrutiny function, including this committee's work programme, please contact Katey Johns, Democratic Support Officer, on 01752 307815.

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
09.06.14	Customer and Service Transformation Programme	Update on progress with project delivery and engagement with scrutiny		Peter Honeywell
	Customer Access Strategy	The panel will consider how it can engage in development of the Customer Access Strategy		Ross Johnston
	Framework for Working with Citizens and Communities	The panel will consider the Framework for Working with Citizens and Communities		Hannah Daw
08.09.14	Overview of Priorities	To hear from the relevant Cabinet Members on areas within their portfolio which could benefit from the involvement of pre or post-decision scrutiny	To help prioritise focus of task and finish reviews	Councillors Vincent, Peter Smith and Penberthy
	Safer Plymouth Partnership Update : Crime Figures	To monitor the city's crime trends		Sarah Hopkins and Chris Singer
	Emergency Welfare Support (Social Fund)	To look at budget delivery and customer satisfaction following its introduction in April 2013	Monitoring outcome of Social Fund Replacement task and finish review after first 12 months of operation	Ann Thorpe

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
	Customer Access Strategy and Customer Service Standards	To receive an update on progress with the Customer Access Strategy prior to undertaking a co-operative review of the Customer Services Roadmap	Pre-decision scrutiny prior to consideration by Cabinet in December 2014	Ross Johnston
15.12.14	Unauthorised Encampments	To receive an update on developments with UEs following the co-operative review		Kevin McKenzie
16.03.15	Safer Plymouth : Crime Figures	To monitor the city's crime trends		Sarah Hopkins

Cooperative Reviews	Consideration Priority	Description	Progress
Personal Debt	1	Panel to look at level of personal debt and its impact in the City	Scoping meeting held – review to commence on 15 October 2014
Transformation : Customer Access Strategy / Customer Services Roadmap	2	To help shape Customer Access Strategy	Update report to panel on 8 September – cooperative review to be undertaken in October
Framework for Working with Citizens and Communities	3	To help shape new way of working with citizens and communities	Workshops for all members scheduled to take place in October as follows – <u>Reception Room</u> Mon 6 October Fri 10 October <u>Charter Room</u> Tues 14 October
The effects of the expansion of Plymouth University and its students on the surrounding residential areas	-	The expansion of Plymouth University over recent years has resulted in an increase in the student populations living in the surrounding areas to the University. The increase in students living in Mount Gould, Mutley, Greenbank and Lipson areas has had detrimental consequences which have	

		<p>predominantly been felt by local residents who have regularly had to deal with an increase in issues of Anti-Social Behaviour, noise, litter and reported crimes.</p> <p>The review will seek to analyse the effects of an increasing student population on the local surrounding areas to establish if a link exists between increased student populations and an increase in issues of ASB, noise, litter and reported crimes. To include a review of a previous piece of work completed in 2012.</p>	
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