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Democratic Support

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YOUR PLYMOUTH

Monday 15 December 2014
4 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

AGENDA

PART I – PUBLIC MEETING

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 - 8)

To confirm the minutes of the meeting held on 8 September 2014.

5. REVISED TERMS OF REFERENCE (Pages 9 - 10)

Members will receive for information the revised Terms of Reference for the Your Plymouth scrutiny panel, as approved by City Council on 24 November 2014.

6. HOMELESSNESS TO FOLLOW

The Panel will receive an update on the current situation in the City regarding homelessness. The paper will highlight areas of concern that the panel could consider as part of a future co-operative review.

7. UNAUTHORISED ENCAMPMENTS - UPDATE (Pages 11 - 12)

Members will receive an update on progress against the recommendations arising for the Unauthorised Encampments Co-operative Review.

Members to note this is an information item only and no officer will be present.

8. CO-OPERATIVE SCRUTINY REVIEW - PROBLEM DEBT TO FOLLOW

The panel will receive for its information the report arising from the co-operative scrutiny review into Problem Deb. The report will be considered by the Co-operative Scrutiny Board on 17 December 2014.

9. TRACKING RESOLUTIONS

(Pages 13 - 14)

The panel will monitor progress on previous recommendations.

10. WORK PROGRAMME

(Pages 15 - 18)

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 8 September 2014

PRESENT:

Councillor Kate Taylor, in the Chair.

Councillor Sam Leaves, Vice-Chair.

Councillors Damarell, Philippa Davey, Downie, Martin Leaves, Rennie, Ricketts, Riley, Sparling and Tuohy.

Co-opted Representative: Mr Steve Meakin.

Also in attendance: Councillor Peter Smith, Deputy Leader, David Draffan, Assistant Director for Economic Development, Hannah Daw, Policy and Business Planning Officer, Paul Brookes, History Centre Manager, Councillor Vincent, Cabinet Member for Environment, Tom Cox, Project Manager, Councillor Penberthy, Cabinet Member for Co-operatives, Housing and Community Safety, Pete Aley, Head of Community Services, Peter Honeywell, Transformation Programmes Manager, Ross Johnston, Transformation Project Officer, Faye Batchelor-Hambleton, Assistant Director for Customer Services, Sarah Hopkins, Community Safety and Partnership Manager, Ann Thorp, Service Manager (Customer Services), Di Charlton, Service Development and Partnership Manager (Lead Officer) and Katey Johns, Democratic Support Officer.

The meeting started at 3 pm and finished at 5.03 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.

12. **DECLARATIONS OF INTEREST**

In accordance with the Code of Conduct, the following declarations of interest were made –

Name	Minute Number and Subject	Reason	Interest
Steve Meakin	18 – Emergency Welfare Scheme Update	Work with the CAB who hold some of the funding	Personal
Councillor Sam Leaves	15c – Cabinet Member for Co-operatives, Housing and Community Safety	Private sector housing Landlord	Personal

Name	Minute Number and Subject	Reason	Interest
Councillor Martin Leaves	15c – Cabinet Member for Co-operatives, Housing and Community Safety	Private sector housing Landlord	Personal
Councillor Riley	15c – Cabinet Member for Co-operatives, Housing and Community Safety	Private sector housing Landlord	Personal

13. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

14. **MINUTES**

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

15. **OVERVIEW OF PRIORITIES**

15.1 **Deputy Leader**

The panel heard from the Deputy Leader who was in attendance to provide an overview of his portfolio responsibilities. Councillor Smith identified the following three priority areas within his portfolio which he felt could benefit from scrutiny –

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

In response to questions raised, Members were advised that –

- (a) the Council had successfully been awarded over £12m in Heritage Lottery Funding toward the cost of the project, and this money was being released in two phases;
- (b) the History Centre would enable many of the city's impressive collections to be brought together in one place, including elements of Plymouth's long and successful maritime history, and the city's record office;
- (c) an enormous amount of public engagement and consultation had been undertaken, including a double-page feature in the

Herald, pop-up museums, meetings with community groups in addition to information being published on the Council's website. However, more was still to come and if Members were aware of any interested community groups they should let Councillor Smith or the officers know;

- (d) all of the services offered by the Council's existing First Stop facility would transfer across to the new First Stop Shop. This would be further enhanced via the support of the meet and greet service and the availability to customers of self-serve computers.

15.2 **Cabinet Member for Environment**

The panel heard from the Cabinet Member for Environment who was in attendance to provide an overview of his portfolio responsibilities. Councillor Vincent identified the following three priority areas within his portfolio which he felt could benefit from scrutiny –

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

In response to questions raised, Members were advised that –

- (a) lessons had been learned from the last waste reorganisation and existing staffing levels had been retained with an extra focus on training so that staff were fully aware of the new routes and had been fully briefed on collection policies;
- (b) assisted collections would continue with staff being more vigilant in identifying properties where this service was no longer required. In addition, in terms of promoting the assisted collection service, officers had been in contact with the Plymouth disability network and were using similar networks to advertise its availability to those who need it;
- (c) bins which were lost or damaged would be replaced and delivered at a cost of £15. However, new bins could be collected from a number of specified collection points by the householder free of charge (low income households would not be charged for replacement bins);
- (d) overloaded bins would continue to be emptied but notices left with householders as part of a sustained approach to education and enforcement in areas of the City where waste habits have had a detrimental effect on the amenity. This included liaison with the University and landlords regarding student accommodation.

15.3 **Cabinet Member for Co-operatives, Housing and Community Safety**

The panel heard from the Cabinet Member for Co-operatives, Housing and Community Safety who was in attendance to provide an overview of his portfolio responsibilities. Councillor Penberthy identified the following three priority areas within his portfolio which he felt could benefit from scrutiny –

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

In response to questions raised, Members were advised that –

- (a) there wasn't currently a performance indicator on the time it took for landlord's getting people into accommodation, however, as it was in everyone's best interests, the City Council could work in partnership with social landlords to identify actions to address voids and to ensure that properties were available to let at the earliest opportunity;
- (b) the Council maintained a comprehensive approach to dealing with long term empty dwellings utilising a wide range of actions to bring properties back into use. If Members were aware of any empty properties in their wards they should bring them to the attention of the Housing Options team;
- (c) the Council took a firm stance with landlords whose properties were of a poor standard/quality and, where cases were brought to its attention, steps were taken to work with the tenant to take action but this was a long and resource intense process;
- (d) there had been a 40 per cent increase in demand for Discretionary Housing Payments (DHP) as a result of the introduction of the Bedroom Tax – between April and June 2014 £33,836 and been paid to 157 customers compared to the same period in 2013 of £25,557 to 112 customers;
- (e) the exact number of people claiming DHP who were in work wasn't known however in Plymouth between February 2012 and February 2014 there had been a 22 per cent increase in claimants.

(Steve Meakin and Councillors Sam Leaves, Martin Leaves and Riley declared personal interests in respect of the above item).

(Councillor Ricketts left the meeting immediately after this item).

16. **CUSTOMER ACCESS STRATEGY**

The panel received an update on progress with the Customer Access Strategy, ahead of the co-operative review. In attendance for the purposes of the briefing were Faye Batchelor-Hambleton, Assistant Director for Customer Services, Peter Honeywell, Transformation Programmes Manager, and Ross Johnston, Transformation Project Officer. Members were advised that –

- (a) the new city centre first stop shop, which was being designed around a retail bank model, would be more customer focussed and friendly with staff trained to assist in a much wider range of customer queries and needs. Included within the facility would be a number of self-service points where customers could access services directly themselves with assistance being available on-hand if required. Most significantly of all, the shop would be open late on a Thursday evening and on a Saturday morning and it was currently expected that the shop would open to coincide with the first late night Christmas shopping event;
- (b) following feedback, the 'Customer Access Strategy' had been renamed the 'Customer Service Strategy';
- (c) one of the biggest challenges faced by the Council, besides meeting the demands of face-to-face customers, was the volume of telephone calls. An automated messaging service was therefore being developed which would give callers various options to select without the need to immediately speak to a member of staff (this option being the last with the caller being asked to hold to be connected). With simple and straight forward requests being filtered out, the call centre staff would be freed up to concentrate on front line/high priority issues;
- (d) work continued on reviewing and rationalising the Council's digital service to ensure that it was easier to use and that old information was not unnecessarily retained. It was also hoped that more use could be made of the highly successful 'Plymouth App';
- (e) the new Customer Service Strategy was part of a package of documents, including the Customer and Service Blueprint, Customer and Service Roadmap and Implementation Plan, which would be presented to Cabinet on 9 November 2014;
- (f) the strategy was required in order to –
 - transform the way the City Council interacts with customers and ensure uniformity of standards across the authority;
 - outline the standards customers can expect when interacting with the Council;
 - deliver services efficiently and cost effectively to all service consumers;
 - align and co-ordinate the necessary changes across the Council;

- respond quickly to changing environmental pressure, political pressure and social pressure.

A copy of the draft Customer Services Strategy 2014-2017 summary document was tabled and Members were invited to submit their comments via e-mail to the Transformation Project Officer by Friday 12 September 2014.

It was proposed that a half-day co-operative review could be undertaken in October to –

- review the full Customer Service Strategy;
- explain and promote the Customer and Service Blueprint and Roadmap;
- scrutinise the Implementation Plan and outlined actions

With regard to the co-operative review, the Chair and Democratic Support Officer would canvas members' interest outside of the meeting.

(Members expressed concern about information being 'tabled' at the meeting and commented that it would be much more beneficial to the debate, and in terms of preparation, for them to have sight of all documentation in advance of meetings).

17. **SAFER PLYMOUTH PARTNERSHIP - CRIME STATISTICS UPDATE**

The Chair welcomed Councillor Penberthy and Sarah Hopkins, Community Safety and Partnerships Manager, who were in attendance to update the panel on the latest crime statistics for the City. Members were informed of the highlights of the report which included that –

- (a) during April to July 2014 Plymouth had seen an overall decrease in crimes compared to the same period the previous year;
- (b) Safer Plymouth (formerly Plymouth Community Safety Partnership) had been going through a period of review and development, including a refresh of its terms of reference and membership;
- (c) as part of its annual Partnership Strategic Assessment of Crime and Disorder, Safer Plymouth had agreed the following performance measures 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
 - Increasing first time reporting of domestic abuse
 - Reducing anti-social behaviour

and the following new target –

- Increasing the number of vulnerable victims of anti-social

behaviour supported by the vulnerable victim service

- (d) due to the 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 had agreed to monitor levels of serious acquisitive crime only;
- (e) hate crime was seriously under-reported and work was under way to get a better understanding of it in order to be able to intervene at the earliest opportunity.

In response to questions raised, Members heard further that –

- (f) the Partnership was working closely with the Fire Service to tackle the recent increase in incidents of arson, the total number of incidents to date was not available however a breakdown of the number of incidents by area across the city would be circulated to panel members after the meeting;
- (g) a great deal of work had been done in the City with regards hate crime over the past two years, working with diverse groups and communities on building relations and establishing a number of different reporting mechanism.

(Members expressed concern about information being ‘tabled’ at the meeting and commented that it would be much more beneficial to the debate, and in terms of preparation, for them to have sight of all documentation in advance of meetings).

18. **EMERGENCY WELFARE SCHEME UPDATE**

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 –

- that Government funding for the scheme had been cut at the end of year 2 and, in preparation for this, the Council had taken steps to minimise spend whilst continuing to support the most vulnerable;
- a number of initiatives had been set up to deliver support aimed at early interventions and prevention to minimise future demands on the scheme;
- leaving options open for spreading the remaining budget for 2014/15 (£31,048,567) over future years to allow some level of support to continue;
- customer demand for the service had increased as the scheme had progressed and the average monthly spend was now at £51,287, an increase of 53 per cent.

In response to questions raised, Members were advised that -

- (a) those who could currently benefit from the scheme included –
- young families who had been through the young families programme;
 - people with no money to buy food;
 - someone who needed help to buy clothes for work or an interview;
 - someone requiring assistance with travel costs to get to a family funeral

The concern was that if this fund was no longer available, or limited further by reduced funding, where would these people go for help;

- (b) a geographical breakdown on a ward by ward basis demonstrating where in the City the applications were coming from could be provided and this would be circulated to panel members after the meeting.

The Chair commented on the work of the Plymouth Energy Company and commended its use of volunteers and apprentices.

19. **TRACKING RESOLUTIONS**

The panel noted the tracking resolutions schedule monitoring progress against its previous recommendations.

20. **WORK PROGRAMME**

The panel considered its work programme for 2014/15 and noted that –

- (a) the Problem Debt co-operative review would commence on 15 October 2014;
- (b) a series of workshops had been arranged in relation to the ‘Framework for Working with Citizens and Communities’, to take place as follows –
- 6 October and 10 October (Reception Room, Council House)
 - 14 October (Charter Room, Guildhall)
- (c) with regard to minute 16 above, an e-mail would be sent to councillors canvassing interest in the Customer Service Strategy co-operative review.

Agreed that Tony Hogg, Police and Crime Commissioner, is invited to attend the panel’s meeting on 16 March 2015 when the next update on crime statistics will be presented.

21. **EXEMPT BUSINESS**

There were no items of exempt business.

YOUR PLYMOUTH

Terms of Reference



OUR MISSION STATEMENT

To scrutinise matters relating to our specified responsibilities with a view to improving services, reducing inequalities and improving outcomes for the people of Plymouth.

OUR CORPORATE PLAN

The panel is committed to the Plymouth City Council corporate values of *democratic, responsible, fair and partnership* and through its work will ensure that the council and its partners are working to achieve our vision to make Plymouth 'One of Europe's most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone'.

OUR CORPORATE COMMITMENT THEMES

- Greener Plymouth
- Living Plymouth
- Open Plymouth
- Safer Plymouth
- Vibrant Plymouth
- Pride in Plymouth

RESPONSIBILITY FOR

- Safe and sustainable communities in Plymouth
 - Anti-social behaviour
 - Climate change and sustainability
 - Community and neighbourhood development
 - Community cohesion, equalities and fairness
 - Community safety
 - Customer Services
 - Homelessness
 - Housing enabling with respect to registered social landlords
 - Licensing
 - Private sector housing, grants and improvements
 - Public protection service

The panel will review new and existing policies for the areas as set out above and consider how they may be improved and developed. The panel will also assist the Co-operative Scrutiny Management board by monitoring the budget and performance of the Cabinet Members, Service Areas and partners to ensure that improvements in the areas set out above are being delivered upon.

STATUTORY ROLE

The panel will undertake a statutory role in scrutiny of the community safety partnership

PARTNERSHIP LINKS

- Community Safety Partnership
- Devon and Cornwall Police and Crime Panel

TRANSFORMATION LINK

- Customer and Service

MEMBERSHIP - The Chair and Vice Chair of the panel shall serve on the Co-operative Scrutiny Board. All members of the panel will adhere to the general rules of Overview and Scrutiny. There are 12 members of the panel including the Chair and Vice Chair. The Vice Chair is from the opposite political group to the Chair.

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Cooperative Review of Unauthorised Encampments

Update for Your Plymouth Scrutiny Panel



1. Introduction and Background

- 1.1. In October 2013 a cross party task and finish group was established to conduct a cooperative review of our current procedures for managing unauthorised encampments (UE), with the aims of:
- clarifying current processes and procedures against a backdrop of legal, social and financial considerations.
 - attempting to ensure community cohesion and public reassurance.
- 1.2. The findings of the Cooperative Review were published in a report which was endorsed by the Cooperative Scrutiny Board on 26th March 2014. The report [Unauthorised Encampments](#) concluded that:
- Current policy and procedures are cost effective and efficient.
 - A policy that made speed of eviction the overriding consideration would lead to more frequent encampments, increase demand on resources and have a negative impact on race relations.
 - High levels of public concern could be addressed by improvements to operational practice.
 - Negative portrayals of Gypsies and Travellers needed to be addressed to improve race relations and community cohesion.
- 1.3. This report covers current performance and provides an update against the recommendations made by the cooperative review. These recommendations were considered by Cabinet on 17th June.
- 1.4 Cabinet thanked the members of the Cooperative review of Unauthorised Encampments and the Cooperative Scrutiny Board.
- 1.5 Cabinet noted the recommendations and agreed to act upon them as proposed below.
- Accept recommendations 1, 3,5 & 6.
 - Accept recommendation 4 subject to the requirement for incontrovertible proof of condition being met through the publication of a notice, e.g. via social media, advising that the site has been cleaned and inspected.
 - Accept recommendation 7 noting that the funds required to celebrate Gypsy and Traveller History month will be subject to future arrangements for allocating the equality budget in the context of our Welcoming City plan.
 - Not accept recommendation 2.

2. Performance in 2014

- 2.1 Analysis of our UE database covering the period December 2013 to November 2014 indicates that:
- We had 35 Unauthorised Encampments over the period, an increase of 30% on the preceding 12 months;
 - The average duration of a UE was down to 10 days, from 19 over the preceding 12 months;
 - SIU were on site within 24 hrs of the first report being received on all but 2 occasions;
 - The most frequently occupied sites were; Row Down Close, Language Business Park (5), Broadley Park Road (3), Prince Rock Playing Fields (3);
 - One family group were responsible for 7 UE's, two others were involved on multiple occasions;

3. Progress against recommendations

Recommendation	Progress
<p>The current policy should be reviewed when a transit site (currently being progressed) is up and running. Until then the current policy is appropriate in terms of ensuring that UE's are moved on without undue delay.</p>	<p>Cabinet accepted this recommendation. The current policy will be reviewed when we have a transit site up and running.</p>
<p>That consideration is given to provide weekend support with particular regard to provision of bins and toilets, located for convenient use by the travelling community.</p>	<p>This recommendation was not accepted by Cabinet. The estimated cost of this service is £64,795 based on our current operating model.</p>
<p>Consideration is given to improving communications with residents and Councillors in areas that are affected by UE's so that they are kept informed of the eviction process throughout, this could be by letter drop or publication of a timeline for each event on the council's website (including consideration of a self-service portal for reporting UE related incidents).</p>	<p>Cabinet accepted this recommendation. We have reviewed our standard letter to further improve the content and to channel people towards our webpages to keep themselves updated.</p> <p>We aim to ensure public access via the Self Service portal when this becomes generally available as part of the transformation programme.</p>
<p>The quality assurance process in place around clean-up operations should be evidenced in order to provide incontrovertible proof of condition of site following move on of UE's.</p>	<p>Cabinet accepted this recommendation, "subject to the requirement for incontrovertible proof of condition being met through the publication of a notice, e.g. via social media, advising that the site has been cleaned and inspected".</p> <p>We are currently exploring options to respond to this recommendation.</p>
<p>Consideration of interim clean-ups for UE's on a case-by-case basis, with degree of cleanliness and accumulated rubbish on the site, impact on the local community, and vulnerability of travellers on the site being key factors in this decision.</p>	<p>Cabinet accepted this recommendation. We carried out an interim cleansing operation at the site of the recent UE in Glen Park deploying the Poover for the first time in this context.</p>
<p>Development of a map of land that is owned by PCC so that responsibility for action can be established with greater speed.</p>	<p>Cabinet accepted this recommendation. A map is available in the form of the PCC GGP system. We have not experienced any delay in establishing land ownership over the last 12 months.</p>
<p>That Plymouth City Council should be role models for equality and inclusivity, for example by celebrating Gypsy and Traveller month; encouraging positive reflection of Gypsy and Traveller culture within the media; and providing training and awareness raising for PCC staff involved with Gypsy and Traveller sites.</p>	<p>Cabinet accepted this recommendation subject to funds being available. We plan to celebrate Gypsy and Traveller History month in 2015 within that proviso.</p>

YOUR PLYMOUTH

15 December 2014

Tracking Resolutions Schedule
2014 - 2015



PLYMOUTH
CITY COUNCIL

Date and Minute number	Resolution	Progress
08.09.2014 Minute 20	<p>Work Programme</p> <p>Agreed that Tony Hogg, Police and Crime Commissioner, is invited to attend the panel's meeting on 16 March 2015 when the next update on crime statistics will be presented.</p>	<p>An invitation was sent to the Police and Crime Commissioner on 5.12.14.</p>

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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 a co-operative review it is custom and practice to receive a report outlining progress against the review's recommendations	Kevin McKenzie
	Homelessness	To receive a briefing paper on the current situation	To identify problem areas for consideration via a co-operative review	Matt Garrett
16.03.15	Safer Plymouth : Crime Figures	To monitor the city's crime trends		Sarah Hopkins
	Collaborative Enforcement	To work with the Safer Plymouth Partnership to identify how the findings of the Collaborative Enforcement pilot can be implemented on a city wide basis	Referred from Co-operative Scrutiny Board on 22 October and recommended by Cabinet on 9 December 2014	Robin Carton / Chris Singer

Cooperative Reviews	Consideration	Description	Progress
	Priority		
Problem Debt	1	Panel to look at level of personal debt and its impact in the City	Review complete - report to Co-operative Scrutiny Board on 17 December 2014 and to Cabinet on 13 January
Transformation : Customer Access Strategy / Customer Services Roadmap	2	To help shape Customer Access Strategy	Review complete – Minutes submitted to Co-operative Scrutiny Board on 22 October and Cabinet on 11 November
Framework for Working with	3	To help shape new way of working with citizens and	Workshops held on 6, 10

Citizens and Communities		communities	and 14 October
<p>The effects of the expansion of Plymouth University and its students on the surrounding residential areas</p>	-	<p>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 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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