



Democratic Support

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#coopscrutiny

CO-OPERATIVE SCRUTINY BOARD

Wednesday 25 June 2014
4.00 pm
Council House (Next to the Civic Centre)

Members:

Councillor James, Chair
Councillor Mrs Aspinall, Vice Chair
Councillors Mrs Beer, Darcy, Philippa Davey, Sam Davey (substitute for Councillor Bowie),
Jordan, Sam Leaves, Murphy, Jon Taylor and Kate Taylor.

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

Tracey Lee
Chief Executive

CO-OPERATIVE SCRUTINY BOARD

AGENDA

PART I – PUBLIC MEETING

1. NOTE THE APPOINTMENT OF THE CHAIR AND VICE CHAIR

The Co-operative Scrutiny Board will be asked to note the appointment of the Chair and Vice Chair for the municipal year 2014/15.

2. APOLOGIES

To receive apologies for non-attendance submitted by Co-operative Scrutiny Board Members.

3. DECLARATION OF INTEREST

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

4. MINUTES (Pages 1 - 14)

The Co-operative Scrutiny Board will be asked to agree the minutes of the meeting held on 9 and 23 April 2014.

5. CHAIR'S URGENT BUSINESS

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

6. TERMS OF REFERENCE (Pages 15 - 16)

The Co-operative Scrutiny Board will note its terms of reference.

7. APPOINTMENT OF CO-OPTED REPRESENTATIVES

The Co-operative Scrutiny Board will consider the appointment of co-opted representatives for the municipal year 2014-15.

8. WORK PROGRAMMES (Pages 17 - 24)

The Co-operative Scrutiny Board will be asked to consider and approve the work programmes for each panel and receive a progress update from each Chair.

9. TRACKING DECISIONS (Pages 25 - 28)

The Co-operative Scrutiny Board will monitor the progress of its previous decisions.

10. FORWARD PLAN OF KEY DECISIONS AND PRIVATE BUSINESS (Pages 29 - 32)

To receive new items from the Forward Plan of Key Decisions and Private Business with a view to identifying items for scrutiny.

11. FINANCIAL OUTTURN 2013/14 INCLUDING CAPITAL PROGRAMME UPDATE (Pages 33 - 52)

The Co-operative Scrutiny Board will received the financial outturn 2013/14 including capital programme update report.

12. CALL-INS

The Co-operative Scrutiny Board will be advised of any executive decisions that have been called in.

13. URGENT EXECUTIVE DECISIONS

The Co-operative Scrutiny Board will be advised of executive decisions that have been deemed urgent with the agreement of the Chair (if any).

14. RECOMMENDATIONS (Pages 53 - 56)

To receive and consider recommendations from Panels, Cabinet and Council.

15. CO-OPERATIVE REVIEW (Pages 57 - 104)

The Co-operative Scrutiny Board will be asked to consider the co-operative review on Controlled Parking Zones – On Street Parking submitted by the Working Plymouth Panel.

The Co-operative Scrutiny Board will be asked to consider a request for a review of the Fairer Charging Policy and the Integrated Health and Wellbeing Transformation Programme submitted by the Caring Plymouth Panel.

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

PART II (PRIVATE MEETING)

AGENDA

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the Board 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.

Co-operative Scrutiny Board

Wednesday 9 April 2014

PRESENT:

Councillor James, in the Chair.

Councillor Mrs Aspinall, Vice Chair.

Councillors Mrs Beer, Bowie, Bowyer, Philippa Davey, Sam Leaves, Murphy, Kate Taylor and Tuffin.

Apology for absence: Councillor Darcy.

Also in attendance: Phil Morgan (Senior Policy, Performance and Partnership Adviser), Piers Newton (Programme Manager), Councillor Penberthy (Cabinet Member for Co-operatives and Community Development), Giles Perritt (Head of Policy, Performance and Partnerships), David Trussler (Interim Strategic Director for Corporate Services) and Helen Wright (Democratic Support Officer)

The meeting started at 4.00 pm and finished at 5.55 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.

145. **DECLARATION OF INTEREST**

In accordance with the code of conduct, Councillor Sam Leaves declared a private interest as she was employed by NEW Devon Clinical Commissioning Group.

146. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

147. **TRANSFORMATION PROGRAMME - CO-OPERATIVE CENTRE OF OPERATIONS (OUTLINE BUSINESS CASE)**

Councillor Penberthy (Cabinet Member for Co-operatives and Communities Development), David Trussler (Interim Strategic Director for Corporate Services) and Piers Newton (Programme Manager) provided an overview of the outline business case for the Co-operative Centre of Operations. The Board was advised of

–

- (a) the problems that the programme needed to address were –
- the Council's funding gap of £65m;
 - the insufficient integration of strategy and planning, joined up within the Council and its partners;

- the poor integration of intelligence, decision making and implementation;
- translating the Brilliant Co-operative Council vision into practice;
- the poor support and management of volunteers delivering services;
- the complex corporate services offerings not designed to meet internal customer needs;

(b) the overall aims of the programme were -

- corporate function transformation – establish an ‘Executive Office’ that –
 - provided leadership, direction and intelligence for the Council;
 - directed the organisation, deciding what to deliver, how to do it and ensuring value;
 - used intelligence and co-operative principles for improved decision making;
 - provided a framework for how the Council engaged with communities, its citizens and businesses;
- delivering management transformation – establish capabilities to -
 - commission services strategically and manage delivery through partners (intelligent client);
 - support the co-operative delivery for partners to develop and maximise commercial opportunities;
- support services transformation – setting up new delivery models for -
 - internal corporate services that deliver to the Council’s requirements;
 - appropriate alternative service delivery vehicle for services (eg HR, finance and legal);
 - transfer of appropriate services to shared delivery or co-operative partner (at lower cost);

(c) the specific projects included in the programme were -

- the ‘Executive Office -
 - design and establish the strategic brain for direction and intelligent client capability;
- commissioning and procurement -
 - develop and implement corporate co-operative commissioning framework;

- HR, finance and corporate services -
 - redesign, develop and implement new delivery models for internal corporate services;
 - ICT-Delt migration -
 - set up Delt services with CCG, restructure ICT, transfer operational ICT delivery to Delt;
 - facilities management and business support-
 - redesign, develop and implement new delivery models for facilities management, business and admin support;
- (d) specific issues excluded from the scope included -
- commissioning and transfer of other services to new delivery models -
 - to be done by service areas with other transformation programmes, prior to transfer to the executive office (intelligent client) model for ongoing management;
 - customer services (customer and service transformation programme);
 - corporate strategies that would be managed by the strategic brain to be developed by service teams or other programmes as appropriate;
 - joint commissioning framework and function for care services and health -
 - to be developed with NEW Devon Clinical Commissioning Group under the Integrated Health and Wellbeing Programme;
- (e) the programme would deliver substantial financial benefits;
- (f) there were a number of key desired non-financial benefits/outcomes which included -
- services were better tuned to the needs of people (citizens, visitors) and business (democratic, pioneering contribution to the Council's corporate plan);
 - better decisions for local needs form better intelligence and better public engagement (democratic and caring);

- improved customer satisfaction from more involvement, input to decisions and better targeted services (democratic);
 - more flexibility and choice, tailored to local needs, for citizen's access to services (democratic and pioneering);
 - support for local economy and jobs from using local suppliers (partners and growing);
 - leveraging local energy, ideas and commitment to achieve better services (democratic, partners, pioneering and caring);
 - less complexity of the Council's operations reducing overheads (pioneering);
- (g) the investment costs in the programme were anticipated to reduce over the course of the programme;
- (h) the main equality and diversity issues for the programme included -
- equality and diversity impact assessments would be conducted, including the impact on child poverty;
 - the programme would make changes to some public facing services and the Council's relationship with businesses which all had equality and diversity implications;
 - relevant recommendations from the Plymouth Fairness Commission would be incorporated as specific outcomes for the programme;
- (i) key partners were engaged in the development of the programme ensuring that -
- NEW Devon Clinical Commissioning Group included on the Chairs Delt Shadow Executive Group and Project Board;
 - working with transformation engagement leads for communities, partners, Members and staff;
 - working with transformation business change advisers to engage with service teams and staff;
 - plans for engaging with potential partner organisations being developed;
 - co-design of project outcomes with managers and staff in service areas affected as well as the service's customers;
 - Full stakeholder analysis and communications plan were planned;

- (j) a number of risks were associated with the programme which included -
- reputational risk to the Council, if services were impacted during or after migration to alternative delivery models;
 - there may be too few public sector partners willing to co-operate in shared delivery of internal support services, reducing the options for cashable savings;
 - Members may not support the proposed changes;
 - managers and/or service teams may not buy into transformation, the co-operative approach or external service delivery;
 - internal staff appointed as project managers or business analysts were inexperienced and may find it harder to manage the large, complex projects planned for the programme;
- (k) there were a number of key events/actions for the Board which included -
- stakeholder and partner engagement;
 - programme management -
 - complete programme definition (benefits profiles, full programme plan, stakeholder analysis, communications and engagement plan and equality and diversity assessment);
 - continue training and support for internal staff secondments to project roles;
 - project activities (with particular focus on 2014/15 saving targets) -
 - introduction of concierge system to main Council offices (June for move to Ballard);
 - preparation for and transfer of operational ICT to Delt with CCG (July);
 - complete HR service review and develop blueprint for service and delivery model;
 - identify and realise savings from corporate services business support;

- controlled initiation of all projects with full business cases, PIDs and plans;
 - initial blueprints (models) for the executive office and future corporate services;
- (l) scrutiny would add value to the programme over the next six to twelve months by -
- providing critical assurance of the programme aims, plans and progress, as part of the corporate finance and performance monitoring;
 - monitoring realisation of benefits;
 - ensuring the programme was engendering a co-operative approach and was aligned with the corporate plan;
 - facilitating engagement of Members in the programme aims and changes;
 - providing comment on key programme proposals (with particular focus on changes to democracy and governance as part of the programme).

In response to questions raised by Members, it was reported that –

- (m) the mapping of individual roles within the Council, at this stage would not be feasible, as this would commitment resources that would be required to deliver the programmes; a mapping exercise could be undertaken at the time that the service area was being reviewed;
- (n) in order to safeguard any adverse impact on the Council's customers during this process, a sequence change approach would be adopted which would be closely monitored;
- (o) the future structure of the Council had not been pre-determined at this stage; however it was anticipated that different service delivery models would be in place with much greater joined up pathways and dissolved internal boundaries;
- (p) delivery of services by the voluntary community sector would continue;
- (q) it was acknowledged that whilst in some areas of the Council there was a good level of customer knowledge, in other areas this was lacking; in order to address this imbalance good practice would be applied to those areas to achieve a higher level of knowledge across the authority;

- (r) all models for the delivery of Council services would be investigated; if services could be delivered better in house then the potential to sale those services to other local authorities would be explored;
- (s) in certain pockets of the Council, staff were being encouraged to develop plans to 'spin off'; however a more systematic approach was required for this specific work;
- (t) whilst there as a package of support available to members of staff relating to the different service models, it was acknowledged that more work was required to better signpost staff to access this information more easily;
- (u) profiling work had yet to be finalised regarding how to best monitor the benefits and outcomes of the programme;
- (v) a substantial piece of work would be undertaken to look at the process for carrying out equality impact assessments; the transformation programme would also assist in delivering the issues highlighted in the Fairness Commission's report;
- (w) each of the programmes had their own risk register which also looked at the process used to manage the risk; information was also provided in a dashboard approach and submitted to the Member Transformation Board;
- (x) an undertaking was given that at each Board meeting an updated risk position statement would be provided.

The Chair thanked Councillor Penberthy, David Trussler and Piers Newton for their overview and presentation.

148. **EXEMPT BUSINESS**

There were no items of exempt business.

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Co-operative Scrutiny Board

Wednesday 23 April 2014

PRESENT:

Councillor James, in the Chair.

Councillor Mrs Aspinall, Vice Chair.

Councillors Mrs Beer, Bowie, Philippa Davey, Sam Leaves, Murphy, Kate Taylor and Tuffin.

Apology for absence: Councillor Darcy.

Also in attendance: Mike Hirst (Head of Finance, Transformation/Portfolio Accountant), Phil Morgan (Senior Policy, Performance and Partnerships Adviser), David Northey (Head of Corporate Strategy), Giles Perritt (Head of Policy, Performance and Partnerships) and Helen Wright (Democratic Support Officer).

The meeting started at 4.00 pm and finished at 6.00 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.

149. **DECLARATIONS OF INTEREST**

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

Name	Reason	Interest
Councillor Samantha Leaves	Employed by NEW Devon Clinical Commissioning Group	Private
Councillor Mrs Beer	Employed by Devon and Cornwall Police	Private

150. **MINUTES**

Agreed that the minutes of the meeting held on 26 March 2014 are confirmed as a correct record.

151. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

152. **WORK PROGRAMMES**

The work programmes of the Co-operative Scrutiny Board and the Caring Plymouth Panel were submitted for consideration and approval.

The Chair of the Caring Plymouth Panel raised issues relating to the timeline for the submission of the Plymouth Hospitals NHS Trust Quality Accounts.

The Board agreed to –

- (1) activate its provisional meeting scheduled for 11 June 2014, in order to scrutinise fairer charging;
- (2) draft a letter to Plymouth Hospitals Trust relating to the timeline for the submission of the Quality Accounts.

153. **TRACKING DECISIONS**

The Board considered its schedule of decisions and noted the latest position.

154. **FORWARD PLAN OF KEY DECISIONS AND PRIVATE BUSINESS**

The Board considered the following executive key decisions in the Forward Plan which were scheduled to be discussed at the Cabinet meetings between 10 March 2014 – 10 July 2014 –

- concession for a wireless network in Plymouth;
- Strategic Economic Plan Heart of the South West Local Enterprise Partnership;
- award of building contract for Langage employment units and to agree any associated financial increases within the capital programme;
- review and prioritisation of capital programme;
- cost and volume for fostering;
- purchase of land from the Ministry of Defence at Seaton;
- award the contract for the provision of low energy street lighting luminaires;
- fairer charging.

The Board noted the key decisions.

155. **CORPORATE MONITORING REPORT**

The Board received the provisional outturn position which outlined the finance monitoring position of the Council and HR information. The Head of Corporate Strategy provided an overview of the report, which outlined the following key areas –

- (a) the provisional outturn position for the year end reported an overspend of £58,000 (compared to the previous month's figure of £885,000);
- (b) a worsening position had been reported for the Joint Commissioning and Adult Social Care, which was attributed to the following –

- the current overspend could be attributed to unexpected sustained pressures including winter and summer ‘spikes’ from Derriford Hospital;
 - an increase in the overall number and cost of Supported Living Learning Disability clients with increasing complexity of need and the increase to care home fees;
- (d) there had been a reduction in the number of days sickness against a target of 7.59 to 6.79 per full time equivalent post.

The Board noted the report.

156. **CORPORATE PLAN PERFORMANCE MONITORING REPORT**

The Transformation Programme Manager presented the corporate plan performance monitoring report, which highlighted the following key points –

- (a) the quarter four report outlined progress and emerging trends against key actions and the supporting performance measures;
- (b) the majority of the ‘key actions’ remained on target to achieve their milestones and outcomes by the end of 2016/17;
- (c) of the 42 ‘key actions’ reported, 10 percent were not on target and had challenges in achieving their milestones;
- (d) of the 42 Key Actions -
 - three (deliverables that are delayed but had mitigation in place)
 - 38 (on target to achieve outcomes)
 - one (not on target)
- (e) of the 25 performance measures tracking outcomes of the Corporate Plan, the majority were performing well; seven of the performance measures were able to be updated on a quarterly basis, however others were updated on an annual basis or other frequencies;
- (f) not all data for the seven quarterly updatable measures was available; therefore the latest position remained the same as reported in quarter three; there was one performance measure which was to be developed and currently no data existed;
- (g) the targeting of the Council’s efforts to win competitive bids for additional external funding for the city had become vital to offset the decline in conventional government funding for Council services;
- (h) in recent years the Council had a proven successful with bids to agencies such as –

- Big Lottery;
 - Sport England;
 - Coastal Communities;
 - Stepping Stones to Nature;
 - Sustrans;
- (i) due to the uncertainty over the next three years targets for future years had still to be set.

In response to questions raised by Members, it was reported that –

- (j) the success of the Council in winning external bids did not necessarily result in additional funding being brought into the city (as these bids were offsetting the core funding of the Council);
- (k) with regard to -
- P17 'percent of residents who believe they can influence decisions affecting their local area' a benchmarking exercise had been undertaken with other local authorities relating to this issue and as a result of this new measures would be proposed;
 - P19 'children's safeguarding timing of core assessments'; this target was 'amber' as there had been an unanticipated increase in demand for children requiring assessments and was also due in part to the availability of social workers; in the second quarter more capacity had been dedicated to this issue and the backlog of cases had been cleared;

The Chair thanked the Transformation Programme Manager for attending the meeting.

157. **PROGRESS UPDATE BUDGET SCRUTINY RECOMMENDATIONS 2013-2014**

The Head of Policy, Performance and Partnerships presented a progress update on the budget scrutiny recommendations for 2013-14.

In response to a question raised, it was suggested that the Your Plymouth Panel consider the resourcing issues surrounding the continuing provision of the Sexual Assault Referral Centre for Plymouth.

The Board agreed that the resourcing of the Sexual Assault Referral Centre, for Plymouth, is included on the Your Plymouth Panel.

The Board noted the current position regarding the budget recommendations.

158. **A PLAN FOR THE SCRUTINY OF THE TRANSFORMATION PROGRAMME**

The Board received a Plan for the scrutiny of the Transformation Programme, the aim of which was to map out the specific work that the four Panels and the Board would carry out in scrutinising the Programme in the 2014/15 municipal year. The Senior Policy, Performance and Partnerships Adviser provided an overview of the plan, which outlined the following key areas –

- the current arrangements;
- developing a scrutiny work programme;
- the allocation of work;
- protocol for effective scrutiny of the Transformation Programme;

The Head of Finance, Transformation/Portfolio Accountant provided a presentation regarding the monitoring of Transformation Programme's finances, which highlighted the following key areas –

- the role and responsibilities of the Head of Finance, Transformation/Portfolio Accountant;
- finance monitoring;
- modelling and forecasting tools;
- reporting on costs;
- reporting on benefits.

In response to questions raised by the Board, it was reported that –

- (a) monthly monitoring reports would be available (on request);
- (b) it was considered that the ICT-Delt project should be considered by the Board and not the Your Plymouth Panel;
- (c) information would be provided relating to the cost of providing all the appropriate technology required for the Transformation Programme.

The Board agreed –

- (I) the current alignment of the Panels and the Board to the five work programmes remains for -
 - (a) the purposes of relationship building between the Panel/Board and the Programme Manager;

- (b) ongoing monitoring of financial and non-financial benefits/outcomes, risks, etc;
- (2) Possible reviews of specific issues from each programme and of cross-cutting issues based on presentations provided at the April meetings, will be discussed and agreed at the first business meeting of the Board in the new municipal year, then scoped so that they can be started as soon as possible after that;
- (3) membership of all the reviews carried out of the Transformation Programme is taken from across all of the Panels with findings reported back to the Board;
- (4) the protocol outlined in section five of the Plan is discussed and agreed with the Transformation Portfolio Office.

159. **CALL-INS**

There were no call-ins to consider.

160. **URGENT EXECUTIVE DECISIONS**

The Chair informed the Board that there had been one urgent executive decision relating to the Strategic Economic Plan (SEP) – Heart of the South West Local Enterprise Partnership.

Approval had been given by Cabinet to delegate authority to the Leader to approve the final version of the SEP ahead of its submission to Government in March 2014. However, due to Cabinet preparation cycles there was insufficient time to submit the final SEP to Cabinet between it being approved by the LEP Board and submitted to Government.

161. **RECOMMENDATIONS**

There were no recommendations to consider.

162. **CO-OPERATIVE REVIEW(S)**

There were no co-operative reviews to consider.

163. **EXEMPT BUSINESS**

There were no items of exempt business.

CO-OPERATIVE SCRUTINY BOARD

Terms of Reference



OUR MISSION STATEMENT

To manage scrutiny in a way that ensures that the work that is undertaken is undertaken with a view to improving services, reducing inequalities and improving outcomes for the people of Plymouth.

ROLE OF THE CO-OPERATIVE SCRUTINY BOARD

- To hear call-ins, councillor call for action and petitions and to allocate work accordingly.
- To oversee workloads, including approval of work programmes, allocate work and the approval of co-operative scrutiny review requests
- To manage relationships between panels, cabinet members and partners to produce effective scrutiny
- To monitor performance against the relevant corporate priorities
- To receive finance and performance reports and to carry out the Annual Budget Scrutiny
- To agree recommendations to Cabinet, Council and partner organisations
- To produce an annual scrutiny report
- To agree appointments of co-opted representatives to panels
- Responsible for publicity and communications
- To monitor the forward plan
- To scrutinise corporate and cross cutting business

LINKED TO THE CABINET MEMBER AND DEPARTMENT WITH RESPONSIBILITY FOR

- The Corporate Plan
- Corporate Policy Development
- Human Resources
- ICT
- Business Continuity and Civil Protection
- Revenue Budget
- Capital Programme
- Strategic Procurement
- Corporate Property and Facilities Management
- Performance Management
- Transformation and Change Management
- Child Poverty
- Welfare Reform

MEMBERSHIP OF THE BOARD

The Co-operative Scrutiny Board will consist of the Chair and Vice-Chair of each of the Scrutiny Panels plus other Councillors appointed by Council at the annual meeting. Any Councillor who is not a member of the Cabinet can substitute on the Scrutiny Board. All members of the panel will adhere to the general rules of Overview and Scrutiny. There are 11 members of the panel including the Chair and Vice Chair. The Chair is from the opposition political group and is a Vice Chair of one of the panels.

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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		Peter Honeywell / 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	
	Safer Plymouth Partnership : Crime Figures	To monitor the city's crime trends		Sarah Hopkins
	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 / Chris Angle

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
	Customer Access Strategy and Customer Service Standards	To look at the Customer Access Strategy	Pre-decision scrutiny prior to consideration by Cabinet on 14 October 2014	Peter Honeywell
15.12.14				
16.03.15				
Cooperative Reviews		Consideration Priority	Description	
Personal Debt		1	Panel to look at level of personal debt and its impact in the City	
The effects of the expansion of Plymouth University and its students on the surrounding residential areas		2	<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>	

CO-OPERATIVE SCRUTINY BOARD

Draft Work Programme 2014 - 2015



PLYMOUTH
CITY COUNCIL

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 Co-operative Scrutiny Board.

For general enquiries relating to the Council's Scrutiny function, including this committee's work programme, please contact Helen Wright, Democratic Support Officer, on 01752 304022.

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
25.06.2014	Financial Outturn 2013/14 Including Capital Programme Update	To identify areas of concern (if any).		David Northey, Head of Corporate Strategy
23.07.2014	Corporate Monitoring (Finance and HR) May/June 2014	To identify areas of concern (if any).		David Northey, Head of Corporate Strategy
	Review of Corporate Plan	To identify areas of concern (if any).		Giles Perritt, Assistant Chief Executive
	Corporate Plan Performance Monitoring Report	To identify areas of concern (if any).		Peter Honeywell, Transformation Programme Manager
	Annual Scrutiny Report	To approve the Annual Scrutiny Report prior to submission to Council.	To meet the constitutional requirement	Giles Perritt, Assistant Chief Executive
	Strategic Centre Project Full Business Case (CCO) (Transformation)	Pre decision scrutiny.		Piers Newton, Co-operative Centre of Operations Programme Manager
	Commissioning and Procurement Project Full Business Case (CCO) (Transformation)	Pre decision scrutiny.		Piers Newton, Co-operative Centre of Operations Programme Manager
	Scrutiny E-Learning		To provide training for Members (and officers)	Lorraine Slinn, Senior ICT Trainer
	Costs and Benefits Monitoring Information for Transformation	To identify areas of concern (if any).		Mike Hirst, Finance Manager

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
13.08.2014	HR, Finance and Corporate Services Project Full Business Case (CCO) (Transformation)	Pre decision scrutiny.		Piers Newton, Co-operative Centre of Operations Programme Manager
	FM and Business Support Full Business Case (CCO) (Transformation)	Pre decision scrutiny.		Piers Newton, Co-operative Centre of Operations Programme Manager
	Child Poverty	The Board will receive a 12 month progress update.		Candice Sainsbury, Senior Policy, Performance and Partnership Advisor
25.09.2014	Corporate Monitoring (Finance and HR) July 2014	To identify areas of concern (if any)		David Northey, Head of Corporate Strategy
22.10.2014				
19.11.2014	Corporate Monitoring Report (Finance and HR)	To identify areas of concern (if any)		David Northey, Head of Corporate Strategy
	Corporate Plan Performance Monitoring Report	To identify areas of concern (if any)		Peter Honeywell, Transformation Programme Manager
17.12.2014				
07.01.2015	Budget Scrutiny (Day One)	The Board's recommendations will form part of the consultation process.	Pre decision scrutiny	Giles Perritt, Assistant Chief Executive
12.01.2015	Budget Scrutiny (Day Two)	The Board's recommendations will form part of the consultation process.	Pre decision scrutiny	Giles Perritt, Assistant Chief Executive
14.01.2015	Budget Scrutiny (Day Three)	The Board's recommendations will form part of the consultation process.	Pre-decision scrutiny	Giles Perritt, Assistant Chief Executive
21.01.2015				
18.02.2015				
11.03.2015				
15.04.2015				
Issues Identified for Scrutiny (no date agreed)				
	Plymouth Plan	Board to form part of the consultation process.	Pre-decision scrutiny	Paul Barnard, Assistant Director for Planning Services/Richard Grant, Local Planning Team Leader

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
	Flood Protection	Identified as a recommendation (15) from Budget Scrutiny.		Anthony Payne, Strategic Director for Development
	Review of Staff Engagement and Negotiation	Identified as a recommendation (17) from Budget Scrutiny.		Chris Squires, Assistant Director for HR and Organisational Development
	City MPs	Provide an overview of current issues and areas of joint working.		Helen Wright, Democratic Support Officer
	Leader and Chief Executive	Provide an overview of the council's priorities and progress		Helen Wright, Democratic Support Officer

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WORKING PLYMOUTH**DRAFT**

Work Programme 2014 - 2015


PLYMOUTH
CITY COUNCIL

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 Helen Rickman, Democratic Support Officer, on 01752 398444.

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
10.6.2014	Overview of Priorities for Working Plymouth	To help inform the work programme and cooperative review discussion.		Anthony Payne – Strategic Director for Place
	Presentation on G.A.M.E Transformation Business Case	To help inform Members of the G.A.M.E. business case	Overview presentation to update Members.	Nigel Gooding - GAME Programme Manager.
	Growth and Assets Full Business Case	To enable Members to scrutinise the business case before it is submitted to Cabinet on 17 June 2014.	Transformation Key Decision.	Nigel Gooding - GAME Programme Manager.
3.9.2014	Controlled Parking Zones: On Street Parking Scrutiny Report	To update Members of the result of the Controlled Parking Zones: On Street Parking Scrutiny Review.	Monitor progress	Mike Artherton
10.12.2014	Market Recovery Scheme		Performance Review	
	Get Plymouth Building – 2 nd Annual Report	For Members to be provided with the second annual report.	Performance Review	
	Plan for Homes – 1 st Annual Report	For Members to be provided with the first annual report.	Performance Review	
18.3.2015				
NEW – items not yet allocated a date				
Parking Strategy				
Waste Collection Reorganisation Final Business Case				
Enforcement Services				

Commercialism in PCC Full Business Case	
Street Services Review Full Business Case	
Plan for Jobs	
Highways Maintenance Services	
Items already agreed by the Cooperative Scrutiny Board 2013/14	
Plans for the coach hub (which formed part of the Taylor Maxwell House/Plan for the City Centre executive decision)	The Cooperative Scrutiny Board agreed in 2013/14 that the plans for the coach hub which formed part of the Taylor Maxwell House/Plan for the City Centre executive decision is included on the Working Plymouth scrutiny work programme for 2014/15.
Strategic Property Review	The Cooperative Scrutiny Board agreed at its 27 November 2013 meeting that the Strategic Property Review is included on the Working Plymouth work programme for 2014/15.
Scrutiny Review Proposals	Description

DRAFT

CO-OPERATIVE SCRUTINY BOARD

Tracking Decisions and Recommendations
2014 - 2015



Date, agenda item and Minute number	Resolution	Target date, Officer responsible and Progress	
18.12.2013 Forward Plan of Key Decisions and Private Business Minute 104	The Board <u>agreed</u> to formally request the Cabinet to re-adopt a four month forward plan of key decisions and private business, in order to facilitate effective pre decision scrutiny	Date:	January 2014
		Officer:	Giles Perritt, Assistant Chief Executive
		Progress:	Awaiting a response from Cabinet regarding this matter.
19.02.2014 Forward Plan of Key Decisions and Private Business Minute 122	The Board <u>agreed</u> to activate the provisional meeting scheduled for 12 March 2014 to consider Fairer Charging.	Date:	February 2014
		Officer:	David Simpkins, Assistant Director for Joint Commissioning and Adult Social Care
		Progress:	This item will be considered at the Cabinet Meeting scheduled for 17 June 2014. The consultation period has been extended until May 2014 and therefore will not be available to be scrutinised until June 2014. Due to the deferral of this decision by Cabinet the meeting scheduled for 17 June 2014 was cancelled. Completed
23.04.2014 Work Programme Minute 152	The Board <u>agreed</u> to – 1. activate its provisional meeting scheduled for 11 June 2014, in	Date:	June 2014
		Officer:	Giles Perritt, Assistant Chief Executive/Helen Wright, Democratic Support Officer

Date, agenda item and Minute number	Resolution	Target date, Officer responsible and Progress	
	<p>order to scrutinise fairer charging;</p> <p>2. draft a letter to Plymouth Hospitals Trust relating to the timeline for the submission of the Quality Accounts.</p>	Progress:	Action point 1 has been completed .
23.04.2014 Progress Update Budget Scrutiny Recommendations 2013-14	The Board <u>agreed</u> that the resourcing of the Sexual Assault Referral Centre for Plymouth is included on the Your Plymouth Panel's work programme.	Date:	April 2014
		Officer:	Helen Wright, Democratic Support Officer
		Progress:	This request was fed back to the relevant DSO. Completed
23.04.2014 A Plan for the Scrutiny of the Transformation	The Board <u>agreed</u> – 1. the current alignment of the Panels and the Board to the five	Date:	April 2014
		Officer:	Phil Morgan, Senior Policy, Performance and Partnership Officer

Date, agenda item and Minute number	Resolution	Target date, Officer responsible and Progress	
Programme	<p>work programmes remains for –</p> <ul style="list-style-type: none"> • the purpose of relationship building between the Panel/Board and the Programme Manager • ongoing monitoring of financial and non- financial benefits/outcomes, risks, etc <p>2. possible reviews of specific issues from each programme and of cross-cutting issues based on presentations provided at the April meetings, will be discussed and agreed at the first business meeting of the Board in the new municipal year. The scoped so that they can be started as soon as possible after that;</p> <p>3. membership of all the reviews carried out of the Transformation Programme is taken from across all of the Panels with findings reported back to the Board;</p> <p>4. the protocol outlined in section five of the Plan is discussed and agreed with the Transformation Portfolio Office.</p>	Progress:	<p>This has been implemented. However, GAME has changed to Working Plymouth Panel and POD has moved to</p> <p>This has been implemented. However, GAME has moved to Working Plymouth Panel and POD has moved to Ambitious Plymouth Panel (this was agreed under delegated authority in consultation with the Lead Scrutiny Officer, Chair and Vice Chair).</p> <p>Completed</p>

Grey = Completed item.

Red = Urgent – item not considered at last meeting or requires an urgent response.

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**CO-OPERATIVE SCRUTINY
BOARD**

Forward Plan of Key Decision and Private Business



PLYMOUTH
CITY COUNCIL

LIST OF KEY DECISIONS AND PRIVATE BUSINESS

Reference	Title	Decision Maker and Date of Decision
1059752	AWARD OF BUILDING CONTRACT FOR LANGAGE EMPLOYMENT UNITS AND TO AGREE ANY ASSOCIATED FINANCIAL INCREASES WITHIN THE CAPITAL PROGRAMME	Council Leader / Cabinet Member for Finance Between 30 May 2014 and 31 August 2014
1059756	REVIEW AND PRIORITISATION OF THE CAPITAL PROGRAMME	Council Leader Between 1 July 2014 and 30 September 2014
1061531	A FRAMEWORK FOR WORKING WITH OUR CITIZENS AND COMMUNITIES	Cabinet (on the recommendation of Councillor Peter Smith) 15 July 2014
1061478	CONTROLLED PARKING ZONES: ON STREET PARKING REVIEW	Cabinet (on the recommendation of Councillor Coker) 15 July 2014
1061430	CO-OPERATIVE CHILDREN AND YOUNG PEOPLE'S SERVICES - OUTLINE BUSINESS CASE	Cabinet (on the recommendation of Councillor McDonald) 15 July 2014
1061412	INTEGRATED COMMUNITY HEALTH AND SOCIAL CARE DELIVERY - DETAILED BUSINESS CASE	Cabinet (on the recommendations of Councillors McDonald and Tuffin) 15 July 2014
1059467	FAIRER CHARGING	Cabinet (on the recommendation of Councillor Tuffin) 15 July 2014
1061428	INTEGRATED COMMISSIONING - DETAILED BUSINESS CASE	Cabinet (on the recommendation of Councillor Tuffin) 15 July 2014
1061429	IMPLEMENTING THE CARE ACT 2014 - PROJECT BRIEF	Cabinet (on the recommendation of Councillor Tuffin) 15 July 2014
1061411	AWARD OF A CONTRACT EXTENSION FOR THE ONGOING MANAGEMENT OF LANDFILL GAS AT CHELSON MEADOW LANDFILL SITE	Cabinet (on the recommendation of Councillor Vincent) 15 July 2014
1060812	STREET SERVICES REVIEW PROJECT FINAL BUSINESS CASE	Cabinet (on the recommendation of Councillor Vincent) 12 August 2014
1060811	WASTE COLLECTION REORGANISATION PROJECT FINAL BUSINESS CASE	Cabinet (on the recommendation of Councillor Vincent) 12 August 2014

1060813	COMMERCIALISATION PROJECT FINAL BUSINESS CASE	Cabinet (on the recommendation of Councillor Vincent) 2 September 2014
1060966	CATEGORY MANAGEMENT: FLEET SERVICES PROJECT FINAL BUSINESS CASE	Cabinet (on the recommendation of Councillor Vincent) 2 September 2014

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Subject: Financial Outturn 2013/14 (including Capital Programme update)

Committee: Cabinet

Date: 17 June 2014

Cabinet Member: Councillor Lowry

CMT Member: Malcolm Coe (Assistant Director for Finance)

Author: David Northey, Head of Corporate Strategy
 Contact details Tel: 01752 305428
 email: david.northey@plymouth.gov.uk

Ref:

Key Decision: No

Part: I

Purpose of the report:

This report is the final monitoring, or outturn, report for 2013/14 and details the financial monitoring position of the Council as at the end of March 2014.

The Revenue position for the year, assuming the transfers to and from reserves as proposed in the report are approved, is a net spend of £212.618m.

As is normal practice, this report proposes a number of adjustments to the financial accounts following the financial health review always undertaken by the Section 151 Officer at the end of the year. Decisions made as part of this report will feed into the Council’s annual Statement of Accounts which is subject to external audit.

Following approval there will be a requirement for a transfer from the Working Balance, leaving a net working balance of £10.739m at 31 March 2014.

The final Capital outturn position for 2013/14 is £47.2174m.

The Brilliant Co-operative Council Corporate Plan 2013/14 – 2016/17:

In July 2013, the Council adopted a new Corporate Plan, to be a Brilliant Co-operative Council. The plan contains ambitious objectives around the themes of Pioneering, Growing, Caring and Confident Plymouth. It focuses on Co-operative values which will inform the way that the Council goes about its business.

This quarterly report is fundamentally linked to delivering the priorities within the Council’s Corporate Plan and sets out how the Council allocates its limited resources to key priorities to maximise the benefits to the residents of Plymouth.

Implications for Medium Term Financial Plan and Resource Implications:

The 2013/14 was the final year of our initial three year financial plan covering 2011/12 to 2013/14. The revenue budget set an ambitious target of reducing spend by £17.6m in year, which is over 8% of the total budget. The final outturn at the end of the year was just £0.058m more than the budget target that we set, which is a tremendous achievement and testament to the strong financial management and discipline across all areas of the council.

Balancing the budget without the need to draw down against our financial reserves provides us with a strong foundation to address the challenges ahead. However, there are specific areas of departmental service pressure that continue to present us with significant financial risk moving forward, mainly in relation to our Co-operative Commissioning and Adult Social Care programme where costs exceeded the budget by £2.1m at year end. With increasing client numbers linked to people living longer, there is even more need to join in partnership with colleagues from health to place our combined limited funding into preventative work, supporting people to live healthy live-styles within the community.

The Medium Term Financial Forecast will now be updated to take account of the outturn position as detailed in this report

Other Implications: e.g. Child Poverty, Community Safety, Health and Safety and Risk Management:

In considering the budget variations for the year, Directors will identify any potential risks to delivering the budget in future years. These will be monitored as part of the corporate reporting process.

All actions taken as part of the Corporate Health adjustments have been considered for their impact on: council priorities, legal obligations, customers and other services and partners.

Equality and Diversity

We have given due-regard to our Public Sector Equality Duty for all relevant management actions.

Recommendations and Reasons for recommended action:

That Cabinet:-

1. note the provisional outturn position as at 31 March 2014
2. note the additional, unbudgeted, income included as part of the “Corporate Health Adjustments” for 2013/14 from:
 - The Devon-wide Business Rates Pool £ (0.479)m
 - Small Business Rates Relief £ (1.004)m
3. approve the additional transfers to and from reserves reflected in the “Corporate Health Adjustments” within the outturn figures:
 - Transfer to Pensions Reserve £ 0.500m
 - Transfer to Redundancy Reserve £ 0.781m
 - Creation of a Skills Agenda Reserve £ 0.100m
 - Creation of a 100th Year Celebration Reserve £ 0.400m
 - Reduce the Insurance Reserve £ (0.454)m

4. note the adjusted revenue deficit for the year of £0.58m and approve that this be met by a transfer from the General Fund Working Balance.
5. approve the following net nil transfers between reserves and provisions:
 - Reduce Bad Debt Provision £(0.510)m
 - Creation of a “City Deal for Young People” Reserve £ 0.100m
 - Transfer to Waste Reserve £ 0.410m
6. Approve the following net nil transfers between reserves and provisions to top up the Transformation Reserve created in March 2013:
 - Reduce Icelandic Bank Reserve £(0.300)m
 - Delete Job Evaluation Contingency Reserve £(0.035)m
 - Reduce Job Evaluation / Equal Pay Reserve £(0.328)m
 - Delete Job Evaluation / Equal Pay Administration Reserve £(0.091)m
 - Delete VAT Repayment Reserve £(0.061)m
 - Delete Invest to Save Reserve £(0.135)m
 - Transfer to Transformation Reserve £ 0.950m
7. note the capital financing requirement of £47.217m and approve the borrowing requirement of £4.545m for 2013/14.
8. note the re-profiling changes to the capital programme identified during the outturn process subsequent to Council approval in February 2014.

Alternative options considered and rejected:

None considered.

Published work / information:

The Local Government Act 2003 and the Local Authorities (Capital Finance and Accounting) (England) [Regulations](#) 2003

Capital Financing [Regulations](#) (2012)

Background papers:

None

Sign off:

Fin	mc14 15.08	Leg	LT 2040 5	Mon Off	DS	HR		Assets		IT		Strat Proc	
Originating SMT Member: Malcolm Coe													
Have the Cabinet Members agreed the contents of the report? Yes													

**Plymouth City Council
Finance Monitoring – 2013/14
Quarter 4 Outturn at 31 March 2014**

I. Introduction

- I.1 This report reviews the Council's financial performance for the year ended 31 March 2014.
- I.2 It is appropriate, given the financial challenges facing the Council in the next financial year and the medium term, that as part of reporting the final position for 2013/14 further consideration is now given to future levels of the Working Balance and reserves. As is normal practice at this time of year, the Chief Finance Officer, the Assistant Director for Finance is recommending a number of adjustments to provisions and reserves within the report.
- I.3 The outturn figures will now feed into the Council's formal Statement of Accounts, which will include the balance sheet position. Under the Accounts and Audit Regulations 2011 the Assistant Director for Finance, as the Council's Section 151 Officer, is required to formally approve the accounts by 30 June 2014. The external auditor is required to audit the accounts by 30 September – the statutory deadline for their publication; the Audit Committee will be formally asked to approve the final accounts for the year following completion of the audit.
- I.4 This report contains the following sections and appendices:-
- **Section A Revenue Finance**
 - **Section B Capital Programme**

 - Appendix A Revenue outturn variances by department 2013/14
 - Appendix B Trading Account outturn 2013/14
 - Appendix C Movement in Reserves Summary 2013/14
 - Appendix D Movement in Provisions Summary 2013/14

SECTION A REVENUE FINANCE**2. General Fund Revenue Budget**

2.1 Council approved a net revenue budget of £212.560m for 2013/14 at its meeting on 25 February 2013. Table I below provides a summary of the Council's overall revenue expenditure and compares the draft outturn with the latest approved budget.

2.2 The trading accounts are all within the Place Directorates and a summary is provided at Appendix B.

2.3 Table I End of year revenue outturn by Directorate

Directorate	Latest Approved Budget	Actual Outturn 2013/14	Variance prior to adjustments	Corporate Health and other adjustments proposed	Adjusted Outturn 2013/14	Variation to budget post proposed adj.
	£m	£m	£m	£m	£m	£m
Executive Office	2.225	2.320	0.095	(0.098)	2.222	(0.003)
Corporate Items	6.285	6.098	(0.187)	(0.058)	6.040	(0.245)
Corporate Services	30.538	30.224	(0.314)	0.000	30.224	(0.314)
People	130.483	131.345	0.862	0.000	131.345	0.862
Place	43.029	42.787	(0.242)	0.000	42.797	(0.242)
Total	212.560	212.774	0.214	(0.156)	212.618	0.058

2.4 The monitoring report received by Cabinet on 11 February 2014 forecast a revenue outturn position of £0.993m over spend at the year end, and officers were tasked with continuing to take actions to reduce the overspend. Revenue spend has reduced by £0.779m over the last three months of the financial year which reduced the end of year overspend, before adjustments, to £0.214m.

2.5 The main overspend was Co-operative Commissioning and Adult Social Care, with a final outturn position of £2.1m overspend. Management action to contain this overspend included measures around sign off of spend at the front door and a review of high cost packages.

2.6 Other savings within the directorate reduced the overall People directorate overspend to £0.862m.

2.7 Across the Council, management actions to reduce the overspend included the introduction of a time-limited Voluntary Release Scheme (VRS) which resulted in 45 members of staff choosing to leave the authority's employment, produced savings in excess of £0.150m; all departments undertook a full review of their discretionary spend and delayed expenditure wherever possible.

- 2.8 The Corporate revenue contingency of £1.3m was established to fund one-off in-year budget pressures; as drawdown against this contingency have been authorised, we have released the unrequired balance of £0.500m has resulted in an increased underspend on Corporate Items.

3 2013/14 Financial Health Review

- 3.1 As part of consideration of the outturn position, and before officially 'closing the accounts', it is necessary to review the Council's overall financial health position, looking not only at the outturn position for the year, but reviewing the adequacy of reserves and provisions in the light of pressures identified over the short to medium term. Decisions made feed into the Council's statutory Statement of Accounts which is subject to external audit.
- 3.2 As an integral part of the financial health review the Assistant Director for Finance and Corporate Management Team (CMT) are recommending the following Corporate Health Adjustments, including transfers to and from reserves, which amount to a net £(0.156)m:

- a. Transfer to Pension Reserve £0.500m

The Council's contribution rate has increased for 2014/15 following the triennial review which concluded in March 2014. The contribution rate is based on a minimum funding contribution towards the legacy deficit position. With a reducing workforce, it is likely we will face a shortfall in our contribution in 2014/15. Any annual shortfalls are required to be met by the Council and this totalled £1.036m in 2013/14. It is proposed to top-up the balance from this outturn adjustment and a review of reserves and provisions to allow for potential payments in 2014/15.

- b. Transfer to Redundancy Reserve £0.781m

The balance brought forward 1 April 2013 of £1.722m was reduced to £0.922m following the transfer of £0.800m to the Waste Reserve as part of the 2014/15 budget recommendations. During the financial year 2013/14 we drew down £1.071m to fund redundancy payments with a further drawdown of £0.332m spent to fund our Voluntary Release Scheme (VRS), leaving an unadjusted closing balance of £(0.481)m. This transfer into the reserve of £0.781m will give a carry forward balance of £0.300m towards funding redundancies during 2014/15.

- c. Transfer to Skills Agenda Reserve £0.100m

The Council has made a commitment to looking at developing the skills agenda in the city with the expenditure planned during 2014/15.

- d. Creation of a 100th Year Celebration Reserve £0.400m

The Cabinet meeting 10 December 2013 approved the allocation of £0.395m to fund a series of significant events during July 2014, as part of Plymouth's 100 year celebrations. One of the events, which will showcase the very best that the city has to offer, has subsequently been confirmed as the Music TV channel (MTV) which will "crash" Plymouth with live concerts and inserts of the city being broadcast across the world.

e. Transfer from Insurance Reserve £(0.454)m

Following a full review of our claims history, as part of the closedown procedures, we are able to release the amount of £0.454m from our Insurance Reserve. This will leave a balance to carry forward into 2014/15 of £1.3m.

f. Additional Business Rates 2013/14 £(0.479)m

Following changes to the collection of National Non Domestic Rates (NNDR), more commonly known as Business Rates, all of the Local Authorities across Devon set up a Business Rates Pool. This allows the authorities to share any benefits as a result of growth within the Pool. Plymouth City Council did not include any estimated additional income in the 2013/14 budget; the benefit for the year has now been confirmed as £0.479m and is being recognised as part of the Corporate Health Adjustments.

g. Additional Small Business Rates Relief 2013/14 £(1.004)m

Following changes by Central Government to the allocation of the Small Business Rates Relief for 2013/14, Plymouth City Council did not include any estimated additional income in the 2013/14 budget; the benefit for the year has now been confirmed as £1.004m and is being recognised as part of the Corporate Health Adjustments.

Reserves and Provisions at 31 March 20143.3 Working Balance**Table 2 Working Balance**

Approval of the actions outlined above would leave a Working Balance at 31 March 2014 of £10.739m.

	31 March 2103	Less Outturn	31 March 2014
Working Balance	£10.797m	£0.058m	£10.739m

A working balance of £10.739m equates to approximately 5.2% of the net revenue budget for 2014/15 of £204.680m and remains in line with the approved Medium Term Financial Strategy (MTFS) which is to maintain a Working Balance of at least 5%.

3.4 Earmarked Reserves and Provisions

3.4.1 In addition to the Working Balance, the Council maintains a number of reserves which may be required for statutory purposes or set up voluntarily to earmark resources for future spending plans. Assuming the corporate health adjustments outlined above are approved, the Council's earmarked reserves will stand at £27.366m at 31 March 2014 (up from £24.271m at 31 March 2013). This includes schools balances and reserves of £9.516m (up from £6.428m). At this point the details of the Tamar Bridge and Torpoint Ferry accounts have not been received from Cornwall Council who prepare the accounts and so any balances relating to this activity cannot be updated.

3.4.2 These figures are subject to change as the final statement of accounts is produced over the next month but any changes should be minimal. Appendix C shows the provisional movement in the reserves over the year, together with the main purpose of the reserve.

3.4.3 The Council has a number of budget provisions set up to meet known liabilities. Provisions are compulsory and required to comply with accounting standards. The balance on the provisions at year end together with movement in the year is outlined in Appendix D.

3.4.4 Officers have undertaken a review of provisions and reserves to assess their adequacy to meet known or estimated commitments. As a result of this the following net nil transfers between reserves and provisions are suggested:

- Reduce Bad Debt Provision by £0.510m to reflect increased collection rates
- Transfer £0.100m to a “City Deal for Young People” Reserve

3.4.5 Transformation Reserve

As part of the 2012/13 Outturn Report and following a recommendation from Cabinet to full Council agreed on 10 June 2013, a Transformational Change Reserve was created with a balance of £0.250m. During the financial year 2013-14, up-front costs for the preparation of the Transformation Programme have been met from this reserve. A further recommendation was made by Cabinet on 3 September 2013 to review earmarked reserves and balances to ensure that the Transformational Change Reserve was adequate to cover cash flow requirements for the period of 2013/14 to 2016/17. This recommendation was agreed by Council on 16 September 2013. The 3 Year Sustainable Budget report to Cabinet on 10 December 2013 reported a Transformational Change Reserve of £1.7m, to be fully drawn down by the end of March 2014.

The funding of the £1.7m was made up of the original £0.250m reserve balance, plus £0.500m included as part of the Corporate Items for 2013/14 and the following transfers totalling £0.950m:

• Reduce Icelandic Bank Reserve	£(0.300)m
• Delete Job Evaluation Contingency Reserve	£(0.035)m
• Reduce Job Evaluation / Equal Pay Reserve	£(0.328)m
• Delete Job Evaluation / Equal Pay Administration Reserve	£(0.091)m
• Delete VAT Repayment Reserve	£(0.061)m
• Delete Invest to Save Reserve	£(0.135)m

3.4.6 Schools Balances

At the end of the year there was a total of £9.516m (£6.428m March 2013) unspent monies against schools’ delegated budgets and other reserves. The main reasons why schools hold balances are: anticipation of future budget pressures usually arising from pupil number variations; to fund specific projects such as building works and IT; and to provide for the balance of Government grants paid during the financial year (April–March) which cover expenditure occurring across the academic year (September – August).

Recommendations:

That Cabinet:-

1. note the provisional outturn position as at 31 March 2014
2. note the additional, unbudgeted, income included as part of the “Corporate Health Adjustments” for 2013/14 from:
 - The Devon-wide Business Rates Pool £ (0.479)m
 - Small Business Rates Relief £ (1.004)m
3. approve the additional transfers to and from reserves reflected in the “Corporate Health Adjustments” within the outturn figures:
 - Transfer to Pensions Reserve £ 0.500m
 - Transfer to Redundancy Reserve £ 0.781m
 - Creation of a Skills Agenda Reserve £ 0.100m
 - Creation of a 100th Year Celebration Reserve £ 0.400m
 - Reduce the Insurance Reserve £ (0.454)m
4. note the adjusted revenue deficit for the year of £0.58m and approve that this be met by a transfer from the General Fund Working Balance.
5. approve the following net nil transfers between reserves and provisions:
 - Reduce Bad Debt Provision £(0.510)m
 - Creation of a “City Deal for Young People” Reserve £ 0.100m
 - Transfer to Waste Reserve £ 0.410m
6. Approve the following net nil transfers between reserves and provisions to top up the Transformation Reserve created in March 2013:
 - Reduce Icelandic Bank Reserve £(0.300)m
 - Delete Job Evaluation Contingency Reserve £(0.035)m
 - Reduce Job Evaluation / Equal Pay Reserve £(0.328)m
 - Delete Job Evaluation / Equal Pay Administration Reserve £(0.091)m
 - Delete VAT Repayment Reserve £(0.061)m
 - Delete Invest to Save Reserve £(0.135)m
 - Transfer to Transformation Reserve £ 0.950m

SECTION B CAPITAL PROGRAMME

4. Capital Programme

4.1 The final outturn position for 2013/14 is £47.217m which is shown by Directorate in the table below

Table 3 – Capital Outturn 2013/14

Directorate	Latest Budget £m	Re-profiling £m	Variations £m	Year end £m	Change £m	Total %
Place	18.890	(4.603)	(0.007)	14.280	(4.611)	76%
People	30.257	(1.035)	(0.242)	28.980	(1.277)	96%
Corporate Services	5.436	(1.411)	(0.067)	3.957	(1.479)	73%
Total	54.583	(7.049)	(0.316)	47.217	(7.367)	87%

4.2 The 2013/14 programme has enabled investment in some notable schemes, including £20m on building and maintaining schools and academies, £4m on removing potholes in roads, £1.9m on Disabled Facilities Grants, a £2m contribution towards the regeneration and modernisation of Plymouth Theatre Royal, supporting £1.6m of Vehicle and Plant replacement on an invest to save basis.

4.3 The year- end position highlights £7.049m re-profiling of schemes into 2014/15, many of these relate to transactions planned to take place towards the end of the year that have not quite come to fruition in time. The main areas are:

- £2.0m of transport schemes
- £1.0m Seaton Land acquisition
- £0.8m settling final account re Chelson Meadow
- £0.4m vehicle replacement

4.4 The main variation relates to a reduction in education spend because some academies have directly procured elements of wider projects that the Councils originally planned to procure for them.

Capital Financing

4.5 Table 4 below shows the final financing position:

Table 4 – Financing of 2013/14 Capital Programme

Method of Financing	£m
Total Unsupported Borrowing	4.545
Capital Receipts	3.114
Grants	34.138
Contributions	0.992
Section 106 / RIF	1.186
Direct Revenue Financing	3.242
Sub-Total Other Financing	42.672
Total Capital Financing	47.217

Recommendations:

That Cabinet:-

7. note the capital financing requirement of £47.217m and approve the borrowing requirement of £4.545m for 2013/14.
8. note the re-profiling changes to the capital programme identified during the outturn process subsequent to Council approval in February 2014.

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OUTTURN VARIANCES BY DEPARTMENT 2013/14

APPENDIX A

DEPARTMENTS	Latest Approved Final	Actual Outturn	Health Adj.	Outturn	Outturn Variation
	£'000	£'000	£'000	£'000	£'000
Executive Office					
Chief Executives Office	1,535	1,549	(98)	1,451	(84)
Departmental Management	690	771	0	771	81
Total Executive Office	2,225	2,320	(98)	2,222	(3)
Corporate Items					
Capital Financing	9,458	8,800	0	8,800	(658)
Major Projects	0	9	0	9	9
Other Corporate Items	(3,173)	(2,710)	(58)	(2,768)	405
Total Corporate Items	6,285	6,098	(58)	6,040	(245)
Corporate Services					
Finance, Efficiencies, Technology & Assets	17,396	17,391	0	17,391	(5)
Democracy & Governance	4,933	4,919	0	4,919	(14)
Customer Services	5,030	4,834	0	4,834	(196)
Human Resources & Organisational Development	2,917	2,773	0	2,773	(144)
Departmental Management	262	307	0	307	45
Total Corporate Services	30,538	30,224	0	30,224	(314)
People Directorate					
Childrens Social Care	26,330	26,601	0	26,601	271
Co-operative Commissioning & Adult Social Care	73,849	75,990	0	75,990	2,141
Education, Learning & Family Support	18,214	17,544	0	17,544	(670)
Homes & Communities	11,849	10,949	0	10,949	(900)
Management and Support	241	261	0	261	20
Public Health *	0	0	0	0	0
Total People Directorate	130,483	131,345	0	131,345	862
Place Directorate					
Economic Development	1,903	1,966	0	1,966	63
Transport & Infrastructure	14,612	14,519	0	14,519	(93)
Planning	1,960	1,941	0	1,941	(19)
Environmental Services	25,121	24,871	0	24,871	(250)
Management & Support	(567)	(510)	0	(510)	57
Total Place Directorate	43,029	42,787	0	42,787	(242)
Total General Fund budget	212,560	212,774	(156)	212,618	58

* Public Health is a net nil budget as fully funded via Government Grant

TRADING ACCOUNT OUTURN 2013/14

APPENDIX B

Activity	Trading Estimates	Outturn	Variation	Comments
	£'000	£'000	£'000	
City Market (inc Street Trading)	0	0	0	City Market Activities are run on a net nil budget requirement basis and outturn position is as budgeted.
Off/On Street Parking	(1,657)	(1,629)	27	Customer demand affected by adverse weather conditions over later part of financial year.
Taxi Trade	(114)	(94)	20	Deficit on trading account due to a reduction in Private Hire licence fees in order to manage trading reserve levels in line with
Total Trading	(1,771)	(1,723)	47	

Movement in Reserves Summary 2013/14
Appendix C

High Level Summary group	Balance as at 31/03/2013 £000	Transfers to Reserves 13/14 £000	Transfers from Reserves 13/14 £000	Balance as at 31/03/2014 £000	
Trading Account & other statutory reserves	(268)	(2,513)	2,345	(436)	
Education/schools Earmarked reserves	(6,428)	(8,098)	5,010	(9,516)	
Commuted maintenance	(350)	(2,678)	39	(2,989)	
Earmarked General Reserves	(15,598)	(7,150)	10,016	(12,732)	
Other Ring fenced Reserves	(1,008)	(234)	195	(1,047)	
Other Reserves	(619)	(53)	26	(646)	
Working balance	(10,797)	0	58	(10,739)	
Total	(35,068)	(20,726)	17,689	(38,105)	

All figures in £000

Summary group	Balance as at 31/03/2013 £000	Transfers to Reserves 13/14 £000	Transfers from Reserves 13/14 £000	Balance as at 31/03/2014 £000	Purpose of Reserve
Trading Account & other statutory reserves					
Off Street Parking	0	(963)	963	0	Represents Accumulated trading position
On Street Parking	0	(1,342)	1,342	0	Represents Accumulated trading position
City Market	0	(86)	40	(46)	Represents Accumulated trading position
Taxis	(230)	(99)	0	(329)	Represents Accumulated trading position
Street Trading	(9)	(1)	0	(10)	Represents Accumulated trading position
Land Charges Development Fund	(29)	(22)	0	(51)	To fund improvements in the LLC service
Education/schools Earmarked reserves					
Education Carry Forwards	(14)	0	0	(14)	Schools ring-fenced resources mainly from grants
School Budget Share	(5,010)	(8,086)	5,010	(8,086)	Previously shown as a separate reserve. Represents schools balances under delegated budgets

Summary group	Balance as at 31/03/2013 £000	Transfers to Reserves 13/14 £000	Transfers from Reserves 13/14 £000	Balance as at 31/03/2014 £000	Purpose of Reserve
PFI reserves	(1,377)	(8)	0	(1,385)	PFI credits towards the schools PFI contract at Wood View are received in equal instalments over the course of the contract. This reserve enables the matching of the credits to actual expenditure incurred from year to year.
Beechwood Campus Drs Surgery Reserve	(27)	(4)	0	(31)	transfer from revenue account difference between rent rec'd and unsupported borrowing cost, this is needed to pay final year of rent (contract for 25 years but surgery only paying 24)
<u>Commuted Maintenance</u>	(350)	(2,678)	39	(2,989)	Revenue contribution from developers /section 106 agreements to provide for future maintenance over a period of years
Insurance and Risk Management Reserves	(1,617)	0	349	(1,268)	To meet any unforeseen/increased costs of insurance claims or works to minimise insurance risk. The fund is available to meet the costs of urgent health and safety works that cannot be contained within existing budgets.
Budget Carry Forwards	(696)	(589)	504	(781)	various agreed c/forwards in General Reserve code
JE contingency	(52)	0	52	0	Utilised in 2010/11 budget to fund successful appeals
Pensions Fund	(1,103)	(500)	1,036	(567)	Following the triennial pensions review the council's contribution rate has been held at current levels for the next three years. However, this is on the understanding that contributions into the fund remain at least at 13/14 levels. Any shortfall will require a one off lump sum payment in year 3. Given further outsourcing, transfer of schools to academies and the anticipated reduction in workforce, it is likely that a shortfall will be incurred.
Redundancies	(1,722)	(782)	2,204	(300)	To meet potential costs of redundancies, including strain payments to the pension fund
Urban Enterprise Fund	(702)	0	261	(441)	Match funding to ensure that Plymouth gains access to the European funding available to the region to support Urban Enterprise
Capital Reserve	(665)	0	647	(18)	To be used to support the capital programme and potential shortfall in capital receipts

Summary group	Balance as at 31/03/2013 £000	Transfers to Reserves 13/14 £000	Transfers from Reserves 13/14 £000	Balance as at 31/03/2014 £000	Purpose of Reserve
Job Evaluation/Equal Pay	(700)	(528)	328	(900)	To support the ongoing JE appeals process as well as potentially increased revenue costs if current claims are successful at tribunal. A sum of £0.350m has been set aside. In accordance with accounting regulations a provision for potential claims must be set up, but Capital Financing Regulations only require the Council to actually charge the revenue accounts when claims are actually paid. The provision is therefore offset by a negative reserve entry of £1.843m giving a net negative reserve of £1.493m.
Invest to Save Reserve	(135)	(17)	152	0	Reserve set up using balances released from other reserves. To be used to support/pump prime invest to save initiatives to deliver budget savings over the medium term.
Recovery costs - Icelandic Banks	(400)	0	315	(85)	Allowance for investment losses of the money invested in the Icelandic banks. Reserve currently meeting the ongoing legal costs and borrowing costs from utilising the capitalisation direction in 09/10.
Grants carry forward	(1,226)	(336)	815	(747)	Under IFRS all grant income must be released to revenue unless there are pay back conditions attached. Previously unspent balances at year end would have been carried forward as a creditor accrual. This is no longer permitted and authorities are required to use their locally approved reserve mechanisms to carry balances forward. This reserve therefore reflects unspent balances on ring-fenced grant income at the year end, where there are continuing commitments.
Waste Reserve	(800)	(892)	890	(802)	Reserve set up to proactively provide and manage the future budget shortfall due to increasing landfill tax liability pending the new energy from waste plant becoming operational.
Stock transfer residual liabilities	(1,005)	0	0	(1,005)	Stock transfer remaining liabilities
Life Centre Dowry	(450)	0	0	(450)	Creation of Life Centre Dowry to release Sport England Grant Retention for capital scheme

Summary group	Balance as at 31/03/2013 £000	Transfers to Reserves 13/14 £000	Transfers from Reserves 13/14 £000	Balance as at 31/03/2014 £000	Purpose of Reserve
Mortgage Rescue Scheme Reserve	(79)	0	79	0	Part of the wider homelessness prevention strategies, this reserve holds government funding received in relation to the Preventing Repossessions Fund and the balance of funding for the Mortgage Rescue Fund
Plan for Jobs	(500)	0	100	(400)	Revenue support to Plan for Jobs scheme
Investment Fund	(1,340)	(500)	181	(1,659)	Revenue reserve relating to Investment Fund
CEDT reserve	(50)	0	8	(42)	Reserve to support developing a new Community Economic Development Trust in the City
Transformational Change Reserve	(250)	(1,450)	1,484	(216)	Reserve to fund the acceleration of the Corporate Transformation Programme
Plymouth Plan reserve	0	(168)	0	(168)	Unspent part of funding from contingency in 13/14
100th Year City Celebration Reserve	0	(400)	0	(400)	For celebration events during 2014
Skills Agenda	0	(100)	0	(100)	
City Deal for Young People	0	(100)	0	(100)	
Tamar Bridge & Torpoint Ferry	(1,495)	(763)	0	(2,258)	Plymouth's 50% share of the operations ring-fenced reserves
Other Ring-fenced Reserves					
DRCP	(153)	0	63	(90)	Reserve set aside to meet future expenditure in Devonport, in lieu of grant funding in 2007/08, and fund DNM post
Tamar house - Commercial rents sinking fund	(276)	(235)	8	(503)	RDA rents sinking fund Tamar House - name changed to Commercial Property Client Account
A386 Park & Ride Leased Spaces	(490)	1	44	(445)	Upfront payment from PCT for leased spaces at George Park & Ride site. Released to revenue annually in lieu of rental income.
Other Reserves	(708)	(78)	106	(680)	All reserves have been reviewed and confirmed as required to meet specific policy commitments
Sub Total Earmarked Reserves	(24,271)	(20,726)	17,631	(27,366)	
Working Balance	(10,797)	0	58	(10,739)	General Balance available to meet unforeseen expenditure.
Total Reserves	(35,068)	(20,726)	17,689	(38,105)	

MOVEMENT IN PROVISIONS 2013/14

APPENDIX D

DESCRIPTION	Balance as at 31/03/2013 £000s	Provisions made in year £000s	Provisions used in year £000s	Balance as at 31/03/2014 £000s
Liability for Utilities	(270)		270	0
Outstanding judicial review	(22)		22	0
LATS Purchase for 2012/13	(33)		33	0
Music Tutors	(100)		1	(99)
Landfill Site Provision	0	(9,214)	420	(8,794)
Business Rate Appeals	0	(1,380)	704	(676)
Backdated equal pay	(872)		176	(696)
Liability for BMW Landfill usage	(274)	(3)	277	0
Other Provision Total	(1,571)	(10,597)	1,903	(10,265)
Insurance Provision Total	(6,404)	(1,754)	1,584	(6,574)
GF Bad Debts Total	(1,956)	(103)	737	(1,322)
Other Bad Debt Provisions Total	(5,495)	(400)	251	(5,644)
Grand Total	(15,426)	(12,854)	4,475	(23,805)

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CO-OPERATIVE SCRUTINY BOARD

Recommendations from Panels



Date/min number	Resolution / Recommendation	Response
Working Plymouth Panel		
10.06.2014 Minute 4	<p>Terms of Reference</p> <p>Members noted the terms of reference for the Working Plymouth scrutiny panel and discussed the impact that the scrutiny of the G.A.M.E Transformation Programme would have upon the current workload and terms of reference for the panel. It was highlighted that waste management, recycling and street cleaning, climate change and sustainability and parks (including playgrounds and green spaces) was currently listed on the terms of reference for the Your Plymouth scrutiny panel however these responsibilities would be included and referred to in the G.A.M.E Transformation Programme which was the responsibility of Working Plymouth. In order to avoid duplication of work Members agreed that the possibility of including these areas of responsibility to their terms of reference should be referred to the Cooperative Scrutiny Board for decision.</p> <p><u>Agreed</u> to recommend to the Co-operative Scrutiny Board that waste management, recycling and street cleaning, climate change and sustainability and parks including playgrounds and green spaces, as currently listed on Your Plymouth's terms of reference, are transferred to the Working Plymouth scrutiny panel's terms of reference.</p>	
10.06.2014 Minute 6	<p>Schedule of Meetings for Forthcoming Year</p> <p>Members noted the schedule of meetings for the forthcoming year for the Working Plymouth scrutiny panel and considered that due to the high level of work expected to be undertaken by the panel, that additional meetings are scheduled once a month on a provisional basis, to be activated if required.</p> <p><u>Agreed</u> that it is recommended to the Co-operative Scrutiny Board that the Working Plymouth scrutiny panel have permission to schedule additional meetings once a month on a provisional basis, to be activated by the panel if required, in order to undertake the high level of work anticipated. The short term urgency was for the scrutiny panel to be able to consider Transformation Business Cases and a number of other reports going to July, August and September 2014 Cabinet meetings.</p>	

Date/min number	Resolution / Recommendation	Response
10.06.2014 Minute 10	<p>Growth and Assets Full Business Case</p> <p><u>Agreed</u> that Members commend the Growth and Assets Full Business Case to the Co-operative Scrutiny Board.</p>	
10.06.2014 Minute 11	<p>Draft Work Programme</p> <p>Members discussed the draft work programme attached to the agenda.</p> <p><u>Agreed</u> to recommend to the Co-operative Scrutiny Board that –</p> <p>(1) the following items are included on the work programme for Working Plymouth:</p> <ul style="list-style-type: none"> • Market recovery Scheme • Get Plymouth Building – 2nd Annual Report • Plan for Homes – 1st Annual Report • Plan for Jobs • Commercialism in PCC Full Business Case • Street Services Review Full Business Case • Waste Collection Reorganisation • Parking Strategy • Mayflower Coach Hub • Category Management Fleet and Commercialisation • Enforcement Services • Highways Maintenance Services <p>(2) the Co-operative Scrutiny Board provide the four scrutiny panels with their scheduled work programme for the scrutiny of the Plymouth Plan in order to help panel's incorporate this work into their work programmes.</p> <p>Under this item the Chair advised Members of a review that she would like to undertake personally, which did not fall under the terms of reference for the Working Plymouth scrutiny panel, regarding electoral services and the help given to those who were unable to read or write but wanted to, and were eligible to vote. This request would be submitted by Councillor Murphy personally.</p>	
Your Plymouth Panel		
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>	

Date/min number	Resolution / Recommendation	Response
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 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; • 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 Strategy</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>	
09.06.2014 Minute 9	<p>Draft Work Programme 2014/15</p> <p>The panel <u>recommends</u> 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. 	

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CONTROLLED PARKING ZONES: ON STREET PARKING REVIEW



PLYMOUTH
CITY COUNCIL

A report of the Working Plymouth Cooperative
Review Scrutiny group following a review of
Controlled Parking Zones: On Street Parking

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APPENDICES

A. BACKGROUND DOCUMENTATION
A1. Consultation – summary of Residents Views
A2. Consultation – summary of Business Views
A3. Map of Current Controlled Parking Zones
A4. Benchmarking Data
A5. Witness Statements

I. **SUMMARY**

- I.1 The Working Plymouth Scrutiny Panel agreed to hold a scrutiny review into Controlled Parking Zones (On Street Parking), which was endorsed by the Cooperative Scrutiny Board via the delegated approval of Councillor James (Chair) and Councillor Mrs Aspinall (Vice Chair) in consultation with the Lead Officer (Giles Perritt).
- I.2 The review identified the need for a set criteria to determine when Controlled Parking Zones (CPZs) should be considered to manage parking in order to alleviate the concerns of local residents and businesses. It was recognised that, since the implementation of several of the CPZ zones many years ago, the city had changed along with the needs of local people. There was considered to be an increased number of cars per household in the city, more students in Houses of Multiple Occupation (HMOs) and an increased number of commuters. It was considered that there was simply not enough space within the city to meet the current demand for parking therefore a rationalisation of zones and uses of zones, parking bays and car parks was required to help this problem.
- I.3 Members, throughout the course of the review, highlighted that different areas of the city experienced different problems affecting parking due to area specific issues and raised concerns that this had a detrimental impact upon residents' quality of life. Several examples included that residents of the East End did not have a Controlled Parking Zone in place, and being within commuter distance from the city centre, this caused major disruption to parking on a daily basis; residents of Peverell, situated within walking distance of Home Park, experienced major difficulties in parking on match days due to football supporters taking up limited road space; those living within close proximity of the University of Plymouth had problems parking, specifically in term time, due to the high volume of students and residents trying to park on specific streets in the area. Members also raised concerns that parking problems were further exacerbated around the city due a variety of reasons including parents dropping off and picking up children from school, people attending church services and people living near major developments in which employees and patrons' parked on-street. The impact of both these localised issues and general problems experienced throughout the city was reflected in the Panel's belief that local residents, as a majority, should have an influence regarding the future implementation of Controlled Parking Zones in their street.
- I.4 Having read the results of the On Street Parking Review consultation from 2010 and having instructed officers to conduct a benchmarking exercise against other authorities with Controlled Parking Zones it was recognised that Plymouth had the greatest number of zones within the city by comparison and therefore rationalisation was required.
- I.5 Other recommendations arising from the review included investigating the feasibility of radically reducing the number of CPZs, for residents' parking schemes to be kept under review in order to assess their success and for permits to include vehicle dimensions for both length and height.

- 1.6 The Panel, in developing their knowledge of the current position of Plymouth's current on street parking was informed about the strategic context, parking policy and possible 'next steps' to be taken. To aid the panel's discussions a number of witnesses were also interviewed and Councillors, MPs and Neighbourhood Liaison Officers had the opportunity to provide their input on known issues arising from Controlled Parking Zones in their specific wards/areas.
- 1.7 The Panel, in analysing all of the information submitted by officers and witnesses, agreed to make a number of recommendations; these will be submitted to Cabinet, via the Cooperative Scrutiny Board and are presented in section 7 of the report.

2. INTRODUCTION

- 2.1 This report presents the findings from the Working Plymouth Scrutiny Panel's Cooperative Review on the topic of Controlled Parking Zones (On Street Parking).
- 2.2 The Cooperative Review took place on six separate dates throughout December 2013 and January, February, March and April 2014.
- 2.3 Members appointed to the Cooperative Review were as follows:
- Councillor Darcy (Chair)
 - Councillor Murphy
 - Councillor Nelder
 - Councillor Martin Leaves
 - Councillor Sam Leaves
 - Councillor Singh
 - Councillor Wheeler
- 2.4 Officers supporting the Cooperative Review were as follows:
- Zoe Anning (Parking Processing and Appeals Supervisor)
 - Mike Artherton (Parking and Marine Service Manager)
 - Pauline Burrows (Parking Systems Manager)
 - Gill Peele (Lead Officer)
 - Helen Rickman (Democratic Support Officer)
- 2.5 This report summarises the findings of the Cooperative Review and makes recommendations for improvements.

3. BACKGROUND INFORMATION

3.1 Introduction

- 3.1.1 An On Street Parking Review was undertaken by Plymouth City Council in September 2010; the review was in response to increasing demands upon on-street parking within the city. The review included consultation with residents and

businesses upon what was considered to work well, what didn't work well and where improvements could be made to on-street parking in the city. (Appendix A and B summarise the outcome of the consultation).

- 3.1.2 A Controlled Parking Zone (CPZ) is a defined area which has parking restrictions applied where, during the designated period the restrictions apply; parking is only permitted to vehicles displaying a valid permit. The purpose of a CPZ is to restrict non-residents to park but not guarantee a parking space.
- 3.1.3 The first CPZ was introduced within Plymouth in 1974 and further zones had been added over the years to the point that Plymouth now had 53 CPZ's (Appendix C is a map of Plymouth's CPZs). The current 53 CPZs comprise of a total of 22 variations to when restrictions apply.
- 3.1.4 There are no restrictions to the number of permits which a residential property may apply for within a CPZ however, in May 1997, to limit the detrimental impact on parking through developments, a decision was approved at the Plymouth Joint Highways Committee to exclude properties from residents parking schemes which obtained planning permission to either be demolished, or redeveloped, be changed from single occupancy to multi occupancy or be subject to any other change involving an increased parking demand.
- 3.1.5 Plymouth City Council provides permits for businesses which require to park within a CPZ, in order to operate/deliver their service.
- 3.1.6 Table 1: Number of permits issued to individual residential properties 2011/12 (the data is also representative of current figures).

Permits issued per property	Number of properties	Number of permits	Percentage Share
1	3313	3313	39.73%
2	1302	2604	31.23%
3	461	1383	16.59%
4	149	596	7.15%
5	56	280	3.36%
6	13	78	0.94%
7	6	42	0.5%
8	3	24	0.29%
9	2	18	0.22%
Total	5305	8338	100%

- 3.1.7 In 2011/12, 30 of the 53 CPZs were oversubscribed, that being a greater number of permits were in circulation than there were resident parking bays to park in; a situation which is no better today adding to negative media and residents' frustration.
- 3.1.8 The Local Transport Plan 3 states that 'as Plymouth's population grows so too will the demand for travel. Put simply, by 2026, without taking action now to increase the use of public transport, walking and cycling, demand for travel by car will far exceed the capacity of the road network, presently significant demand for parking will outstrip the availability.'
- 3.1.9 There is currently no policy which sets out the criteria for when a residential area should be considered for a CPZ.
- 3.1.10 Historically calls for residents parking schemes or restrictions to be introduced have come from groups and/or through elected members as a result of local concerns. Many restrictions, including residential parking schemes, have been implemented on the basis, often with mixed support, and no defined criteria or uniformity.
- 3.1.11 The absence of such a policy had led to a piecemeal approach to the introduction of the residents parking schemes resulting in inconsistency, inefficiency and confusion in many areas of the city.
- 3.1.12 Many of the current CPZs do not achieve their principal objective of deterring commuter and non-residential parking which in some cases can be attributed to how the city has developed however restrictions remain unchanged or reviewed for many years.
- 3.1.13 The Parking Service team receive a significant number of complaints, and requests, related to residents' parking; including requests for the introduction of a CPZ, and requests for amendments to existing schemes. The absence of a CPZ policy, or specified criteria to determine whether a CPZ is suitable, creates difficulty managing such complaints, requests, and expectations.
- 3.1.14 The current 53 CPZ and 22 variations in the timings of operation are known to cause confusion and cause for complaint. This is linked to only 8 of the 22 variations of time restrictions run until 6pm, meaning the other 14 zones allow anyone to park in the zones up to 6pm regularly resulting in bays being full when residents arrive home and that only 2 CPZs restrictions apply on Sunday. Historically this may have been acceptable however Sundays are widely accepted as normal working days and some resident's zones experience particular issues on Sunday's due to non-resident's use.
- 3.1.15 The current variations to restrictions create challenges and inefficiency to the management and enforcement of the CPZs. Enforcement officers are not always able to get around all zones within the allocated permit zones and, particularly where zones have one or two hour restrictions, enforcement patrols are predictable for motorists who know they can park for most of the day and need

only move their vehicle during a narrow window when enforcement officers will visit.

3.2 What has been delivered so far?

3.2.1 Dual use parking – The balance of on street parking across the city, that being the type and amount of parking allocated within a defined area, highlights a number of situations where the under supply of one type of bay is matched with an oversupply of another causing difficulties for residents, businesses and visitors.

3.2.2 Under the on street parking review a number of under-utilised pay and display streets were identified within CPZs experiencing high demand for residential parking. In May 2012 an amendment order was implemented to change these pay and display bays to ‘dual use’ bays which allows the pay and display bays to be used by residential permit holders. This has proved to be very successful and popular with local residents.

3.2.3 The dual use bay approach was proposed by the Cabinet Member for Transport to be expanded within the recent Review of Parking Charges. During consultation on this paper a number of representations were received in favour of this element of the overall proposal. Representations on these proposals are currently being reviewed and will be presented to the Cabinet Member for Transport in January 2014.

3.3 Management of Parking Bays

3.3.1 As part of the review a number of trials of technology to reduce abuse of short term parking, parking to support local businesses, has been undertaken to great success. Parking machines which require a motorist to obtain and display a free parking ticket have been introduced at a district car park in Crownhill, bays to provide parking to visit local shops on Union Street and Embankment Road. The impact of this technology has been powerful with some businesses directly attributing these measures to increased turnover. The machines will refuse to give another ticket to a vehicle which has already had the allocated time and an enforcement officer will issue a parking fine to a vehicle not correctly displaying a free pay and display ticket.

3.3.2 Whilst not the primary objective of the scrutiny review, consideration needs to be given to rationalising and simplifying the current CPZs in Plymouth to respond to residents’ concerns and questions over the effectiveness of a number of Controlled Parking Zones.

4. COOPERATIVE REVIEW PROCESS

4.1 The Cooperative Scrutiny Board approved a request for a Cooperative Review on the establishment of a review into Controlled Parking Zones (on Street Parking) via delegated authority.

4.2 **Review Aims and Objectives**

4.2.1 The aims and objectives of the Controlled Parking Zones (On-Street Parking) Review were to –

- review the current CPZs in order to come up with a proposed criteria for considering future CPZs;
- to analyse current zones;
- to undertake benchmarking exercises with other local authorities;
- to provide a clear criteria for the benefit of residents and businesses in Plymouth;

4.3 **Cooperative Review Methodology**

4.3.1 The review convened over six sessions to review the documentation submitted as evidence, receive benchmarking data and to hear from a number of witnesses.

4.3.2 Meeting dates –

- 16 December 2013
- 6 January 2014
- 6 February 2014
- 17 February 2014
- 20 March 2014
- 17 April 2014

4.3.3 At each meeting the group met to consider evidence, review background information and hear from witnesses.

4.3.4 The witnesses who presented evidence to the Panel were –

- Chris Bunce (Head of Estates and Facilities Management for the University of Plymouth)
- Rob Clark (Civil Enforcement Officer)
- Bob Cocker (Development Manager – Transport)
- Councillor Coker (Cabinet Member for Transport)
- Neil Cole (Civil Enforcement Supervisor)
- Simon Dale (Interim Assistant Director for Street Services)
- Phil Durrant (Parking Operations Coordinator)
- Peter Ford (Head of Development Management)
- David Parlby (Chief Executive of the Chamber of Commerce)
- Linda Trebilcock (Deputy Locality Manager for Plymouth Community Healthcare)

4.3.5 Written evidence provided to the Panel from –

- Councillors
- MPs
- Neighbourhood Liaison Officers

5. PROCEEDINGS FROM THE COOPERATIVE REVIEW

5.1 Meeting one – 16 December 2013

5.1.1 The panel met on 16 December 2013 where they received an introduction from Gill Peele (Lead Officer) highlighting the remit of the Cooperative Review and heard an explanation of the background report submitted by Mike Artherton (Parking and Marine Service Manager). Pauline Burrows (Parking Systems Manager) and Zoe Anning (Parking Processing and Appeals Supervisor) were also in attendance at the meeting to provide Members with an overview and answer questions regarding controlled parking zones. Members were advised of the amount of CPZs in Plymouth, the increased number of zones and variations in comparison to other local authorities, that a consultation had been undertaken in 2010 regarding on street parking, initiatives undertaken to alleviate the issue of parking in Plymouth and that a policy for controlled parking zones was required in order to aid the Council in determining eligibility and criteria for CPZs.

In response to Members' questions raised it was reported that –

- (k) residents that had permit parking were able to apply for a total of 19 permits per year for visitors;
- (l) there was a general misconception that parking permits would guarantee a parking space within the applicable CPZ zone, this was not the case;
- (m) the response rate for the customer survey regarding CPZs was approximately 30%; officers would provide more information to Members at their next meeting;
- (n) officers would clarify at the next scheduled meeting the legality of refusing parking permits for students living in student accommodation due to them not paying council tax;
- (o) officers were experiencing increased challenges relating to controlled parking zones in recent years';
- (p) officers researched controlled parking zones in local authorities such as Bournemouth, Southampton and Exeter and found that Plymouth had the highest number of zones by a significant margin; officers would provide Members with examples of controlled parking zones in other local authorities as well as information on their make-up and structure;
- (q) controlled parking zones were no longer achieving their aim to limit disruption to residents/business parking in the city as circumstances had changed;
- (r) parking permits were allocated based on the weight of the vehicle other than the size; the weight and length of vehicles were to be specified on the application for a CPZ permit; officers were working closely with the Fraud Investigation Team to scrutinise falsified applications;

- (s) three people had been interviewed and cautioned by police as a result of falsifying parking applications; their permits has been taken away and invalidated;
- (t) there was expected to be an impact to on-street parking with the closure of the Civic Centre however it was not known if this would be positive or negative; officers expressed it was difficult to gauge where members of staff were parking;
- (u) parking permits cost £30 per year; this price was set to cover the cost of operating and enforcing the scheme;
- (v) controlled parking zones were oversubscribed and in some cases up to 300%; more information on this would be provided to Members at a future meeting;
- (w) officers were in a position to implement paperless parking permits however it was considered that residents preferred to see permits on display in vehicles to justify them being parked in permit parking areas;
- (x) the Council employed 35 Civil Enforcement Officers that were allocated to a patrol which included a variety of zones; officers would work for seven days a week and their patrols were changed on a rotation basis. Officers would investigate the possibility of providing Members with data issued as part of PCNs issued however highlighted that the number of tickets issued was not an indicator as to extent of problems experienced with on street parking or how effectively areas were being enforced;
- (y) GPS trackers had been installed in the radio equipment carried by Civil Enforcement Officers; data from the tracking system could be used to prove the whereabouts of CEOs if required;
- (z) officers would provide Members with more information, contained within the results of the customer survey into CPZs, specifically with regards to feedback upon patrolling of controlled parking zones;
- (aa) Officers confirmed that residents of the East End had been consulted as part of the 2011 survey however had not received a great response from residents living in this area; Officers acknowledged the increased problems of parking in the city centre, specifically the East End, however stated that challenges had increased since the survey was undertaken and confirmed the importance of review to introduce a criteria for CPZs.

Under this item Members were encouraged to consider future parking problems including the importance of mapping the potential impact of the Civic Centre staff dispersal and issues of displacement. It was considered that the introduction of a parking policy would allow for greater control and clarity.

Agreed that the report is noted and that the following information would be provided to Members at a future meeting:

- The number of online respondents to the resident consultation regarding on-street parking that was undertaken in 2010;
- If it was legal to disallow residents from student housing, who don't pay council tax, to obtain resident parking permits;
- Benchmarking exercise to be undertaken with other Local Authorities to find synergies with how Plymouth's CPZ structured and controlled;
- More information regarding the requirement for parking permits to be linked to length and the weight of the vehicle to be provided;
- More information would be provided upon the oversubscription of CPZ parking permits, specifically with regards to the 300% oversubscription;
- The feasibility of getting data on Controlled Parking Zones from PCNs issued would be investigated;

The witness schedule was also discussed at this meeting.

5.2 Meeting Two – 6 January 2014

5.2.1 Mike Artherton (Parking and Marine Service Manager) advised Members that due to the restrictive timeframe between the last meeting and the Christmas close-down period, officers were unable to provide Members with all of the information requested at the last meeting; it was confirmed that further information would be provided at a future meeting in February 2014.

Members were also advised that –

- (a) officers had undertaken a new benchmarking exercise with other local authorities in order to obtain comparative data on Controlled Parking Zones, specifically with regards to policies in place to determine CPZs and permit limitations;
- (b) of the ten Local Authorities that responded, North Tyneside was the only Local Authority that had a policy in place to determine CPZs;
- (c) local interested parties could be local businesses, clubs, or groups working within the area and were not necessarily local residents;
- (d) Bournemouth confirmed that they had parking permit limitations to two permits per house however if off street parking was available, such as a driveway, then this would reduce the number of permits to one as it was considered that the driveway should be used as a parking space;
- (e) a breakdown of more information from the benchmarking exercise, such as limits and charges for permits as well as where a CPZ was situated would be provided to Members at a future meeting;

- (f) officers had drafted proposed criteria for the consideration of introducing a Controlled Parking Zone as detailed below; it was confirmed that this was merely a discussion point and the criteria was still in draft form:

Draft Criteria for consideration of Controlled Parking Zones (for discussion):

It is proposed that a CPZ can be considered under any of the following situations:

- (1) there is evidence of difficulty parking, where 40% or more of the available spaces are being regularly taken by other road users;
- (2) where less than 50% of residential properties have access to off street parking;
- (3) where there are specific instances where residents in a number of streets regularly park in another street because of its perceived favourable location;

Where a scheme does not fulfil any of the above criteria, its introduction will not be considered unless –

- (4) it will be the most effective and appropriate way to address access needs or road safety problems;
- (5) the scheme is necessary to address the adverse impact from new development in residential area;
- (6) the scheme is to be introduced as part of a wider integrated traffic or parking management scheme or to encourage use of alternative facilities such as off street parking;

It is proposed that a CPZ will not be considered under any of the following situations –

- (7) Where there is difficulty parking which is as a result of available parking for residents not meeting demand of residents parking;

In considering the introduction of a CPZ the following principles are proposed:

- A consultation to be undertaken with all residents impacted by the proposals – a scheme should not be imposed upon a community.
- B a minimum of 51% of residents responding must be in favour of the proposals for the CPZ to go ahead.

- C upon 51% or more of residents supporting proposals, the proposals are implemented in full (i.e. applied to those not in support).
- D in the event of 'less than 51%' a scheme proposal will not be split/dissected and applied to the smaller 'in favour' residents groups (all or nothing).
- E a zone is initially considered as a 24hour zone unless there is demonstrable reasons to justify why this would cause some detriment to a user of the zone. In such a case the hours be reduced to 8am to 8pm. A scheme should not be implemented with ad-hoc hours (1 or 2 hour type schemes).

Members discussed the following areas of concern and importance –

- (g) that recommendation 3 of the proposed criteria was not necessarily required as it was considered that residents had the right to park in a street other than their own if they chose to; officers agreed to produce a tangible example in Plymouth of where this recommendation would link;
- (h) that recommendation 2 of the proposed criteria could cause difficulties due to the numbers of cars per household requiring a parking space; officers agreed to produce a tangible example in Plymouth of where this recommendation would link;
- (i) Members questioned if recommendation 6 would link with planning considerations and if it could be integrated into future planning policies; it was considered that recommendation 5 would cover the impact of new planning developments on parking in the city;
- (j) that recommendation 5 should also refer to licensed events held in the city due to the disruption caused to local residents living nearby the venue of the event however it was considered that this would be covered by recommendation 1;
- (k) more information should be provided to Members on disruption caused to residents with regards to events in the city such as the Fireworks, Half Marathon, Armed Forces Day etc;
- (l) that the Sherford development might have an impact on nearby residential areas; the introduction of a CPZ in Sherford would be based on the proposal submitted;
- (m) with regards to recommendation number 7 that indicated that a CPZ would not be considered simply because available parking did not meet residents demands, it was questioned if it should be extended to say that this be the case unless there was capping to the number of permits supplied;

- (n) due to the controversial nature of CPZs it was questioned, in relation to principle 'A' of the proposed criteria, if the minimum of 51% of residents in favour of proposals was the correct percentage; Members considered that it might be beneficial to have a higher majority such as 80% of residents in favour of a CPZ to have a clear majority however it was considered in this instance that it would mean the minority of residents would be in a position to impose their views on the majority;
- (o) with regards to principle 'E' of the proposed criteria that stated a consultation should be undertaken with all residents impacted by the proposals and that a CPZ scheme should not be imposed upon a community, Members discussed that others could be affected by the implementation of a CPZ such as a congregation and parents dropping their children off at school; it was considered that the final decision was to be with the local residents however variations to timings might be a way forward to alleviate the concerns of the collective community;
- (p) parking variations such as restricting parking for one hour seemed to be a practical solution for preventing commuter parking in areas of the city; this caused least impact on local businesses and visitors;
- (q) it was important that the timing of adjacent zones was properly considered so that people did not move from street to street depending on the time restrictions of the zone;
- (r) time restrictions needed to be considered carefully as in certain areas of the city, including the East End, some people were known to park in an area leaving their car parked all day and then cycling to work, further adding to parking problems.

The Chair thanked officers for their attendance and the work that had gone into writing the report.

Under this item Members discussed the practicality of undertaking a site visit in order to witness the benefits and problems associated with controlled parking zones in different areas of the city.

It was agreed that Members would not undertake a site visit as Mike Artherton would provide Members with a report detailing the benefits and problems of different controlled parking zones across Plymouth.

5.3 Meeting Three – 6 February 2014

- 5.3.1 Members were provided with information, requested at the 16 December 2013 review meeting regarding the following –

- The number of online respondents to the 2010 residents consultation for on-street parking
- The legality of disallowing residents of student housing, that don't pay council tax, to obtain resident parking permits
- Benchmarking data from local authorities to find synergies with how Plymouth's Controlled Parking Zones are structured and controlled - limits and charges for permits as well as where a CPZ was situated would be provided
- Information regarding the requirement for parking permits to be linked to length and the weight of the vehicle to be provided
- More information regarding the oversubscription of CPZ parking permits
- The feasibility of getting data on CPZs from PCNs issued would be investigated

Members were advised that –

- (a) Members were provided with a considerable amount of data however this included responses to questions raised at a previous meeting as well as the total number of residents permits, business permits and PCNs with bay quantities for Plymouth as a whole;
- (b) the on-street parking residents consultation undertaken in 2010 was only provided to PCC permit holders via post, an online survey did not take place; it was considered that there was approximately 8338 properties that have residents permits within the scheme;
- (c) the survey posted to permit holders as part of the 2010 consultation, as well as responses received, was attached to the agenda for the panel's information;
- (d) officers were unable to find another local authority that refused parking permits to students; it was considered that this was discriminatory action against students. Members were advised that the University discouraged students from bringing their cars to Plymouth however this couldn't be enforced;
- (e) the issue of students parking and the feasibility of not providing students with parking permits would be forwarded to the Interim AD for Street Services for consideration;
- (f) Nottingham City Council provided student permits to tenants residing at a property within a scheme area whilst they are studying – some properties where previous single dwellings have been converted into flats may not be eligible due to planning restrictions. The maximum allocation to student permits per household was three and this was made up of any combination of residents or visitors permits. Student residential and visitor permits were valid for one academic year and were subject to a charge of £70 per permit; Officers would provide Members, at a future meeting, with the cost of

normal resident permits and if there was a difference in cost between the two;

- (g) a benchmarking exercise was undertaken with other local authorities including Derby, Portsmouth, Bristol, Dover, Bournemouth, Southampton, Cardiff, Oxford, Cambridge and Croydon; the majority of Councils operate a permit scheme during working and commuter hours with the number of permits restricted per zone;
- (h) the Kassam Stadium in Oxford had specific parking restrictions which were in operation on football match days; officers would advise Members, at a future meeting, how much Oxford charged for the Kassam Stadium parking permits and if these permits were different from their normal permit prices;

Members raised the following concerns and issues –

- (i) that some local residents were unaware that they were required to pay for residents parking if a Controlled Parking Zone was implemented;
- (j) the implementation of Controlled Parking Zones could disperse parking problems from street to street;
- (k) an improved transport system may be required to alleviate the problem of commuter parking in the city centre;
- (l) there were several anomalies within the report with regards to the CPZ data relating to the total number of residents permits, business permits, PCNs and bay quantities due to historic data from 2004;
- (m) the current system of CPZ was not successful in all areas as people were known to move their vehicles, in some cases from one side of the road to another, simply to avoid a CPZ time restriction;
- (n) if Controlled Parking Zones were implemented on a 24/7 basis Members questioned if this would add to the cost of the permit; Officers confirmed that this would not be the case as the cost was an administration fee which was associated with producing the permit;

In response to questions raised it was reported that –

- (o) officers would advise Members if catering vans needed to be licensed or if they could park anywhere;
- (p) residents parking bays were not marked out individually;

- (q) all information provided in the report relating to parking capacity data was calculated within the specific parking restrictions for the zone;
- (r) the information provided included business permit and essential worker permit data;
- (s) officers would provide Members with the criteria for business permits;
- (t) officers would not advise residents requesting for a parking permit if that CPZ area was already oversubscribed and may not be able to get a parking space however people are advised that a parking permit did not guarantee a parking space;
- (u) residents were required to surrender their parking permit if they moved out of the area; permits were required in an annual basis;
- (v) officers were unable to restrict residents receiving a permit unless they were on an electoral role due to the time delay of 2/3 months;
- (w) officers would provide Members, at a future meeting, with the a concise document detailing what the Members had heard, the importance of the benchmarking data and a summary;
- (x) it was considered that some people would rather receive a penalty notice fine of £25 as it was considered to be cheaper than getting a taxi or parking;
- (y) officers would consider the option for parking permits to be provided for six months if there was only six months left on the tax of the vehicle;
- (z) PCNs were a fixed sum.

5.4 Meeting Four – 17 February 2014

5.4.1 Several witnesses were in attendance from Plymouth City Council's Planning and Transport Department, Plymouth Community Healthcare, the Cabinet Member for Transport and Plymouth's Chamber of Commerce.

Phil Durrant (Parking Operations Coordinator), Rob Clark (Civil Enforcement Officer) and Neil Cole (Civil Enforcement Supervisor) informed the panel that –

- (a) Civil Enforcement Officers (CEO) currently had a mobile vehicle, undertook a foot patrol and had a response crew for policing Controlled Parking Zones across the city;

- (b) if having received a complaint relating to on-street/ off-street parking, a CEO would go to the specific area and observe the vehicle for five minutes to see if unloading was taking place and feedback any information to the supervisor; the complainant would be advised of the outcome and the individual involved may be liable to a penalty charge;
- (c) the time from when a complaint was received to when a CEO was at the scene was considered to be approximately 15 minutes;
- (d) approximately 25-35 parking complaints were received a day across the city; busy periods were predominantly in the summer;
- (e) CEOs managed all on street and off street parking as well as car parks; the enforcement of parking on verges was currently the responsibility of the Police due to obstruction;
- (f) CEOs currently found it very challenging to undertake their duties for the allocated rounds due to the size of the zone, the differing time limited restrictions and the number of staff; two CEOs were required to work on the entire Greenbank zone however the parking restriction only applied for one hour – this was not enough time for the zone to be monitored effectively; any areas that CEOs could not cover would be prioritised when they next worked that zone;
- (g) Officers in the mobile crew and the response crew were available to monitor a zone if required;
- (h) it was considered that the introduction of dual purpose bays was a success as it freed up more parking spaces;
- (i) vehicles parking on the pavement was obstruction of the footway which was a police issue;
- (j) there were 37 full time equivalent (FTE) Civil Enforcement Officers; CEOs worked on a two shift rota;
- (k) resident parking bays were not length specific;
- (l) current operational hours for residents parking across the city was very varied; 24/7 permits would provide ease of use and monitoring for members of the public and CEOs as it would provide more predictability;
- (m) CEOs often found parents to be very confrontational when enforcing parking restrictions near schools; static cameras were placed outside some schools to monitor road safety;
- (n) several people chose to park in residents parking in the city despite not having a parking permit in order to avoid paying parking fees;

- (o) CEO beats were flexible in that specific areas were prioritised if needed however the dedicated response team were able to react quickly to problems areas specifically if complaints had been received;
- (p) the service could be improved by recruiting more CEOs - the service was currently reactive and relied heavily on customer information; CEOs considered that it would be easier for residents and the enforcement of areas if CPZs were made into bigger zones.

Members raised a concern that Controlled Parking Zones were implemented several years ago and circumstances have changed since their implementation; a delicate balance was required between controlling parking to prevent is being abused by commuters and by allowing local residents to have visitors without being disadvantaged.

David Parlby (Chief Executive of the Chamber of Commerce) advised Members that he had not been provided with briefing papers for the meeting therefore was unsure as to how to aid Members in their review of Controlled Parking Zones. The Chair provided a brief summary of the Review confirming that the Council currently did not have a policy for CPZs therefore opinions were sought from a variety of witnesses including the Chamber of Commerce in order to advise them of known issues which may be alleviated by the implementation of a new policy.

Members were advised that –

- (r) the Chamber of Commerce had over 700 members encompassing the Plymouth travel work area;
- (s) a city wide policy with regards to controlled parking zones may be required in order to provide consistency; it was often confusing to know how and when to pay for parking as it seemed to be different rules across the city;
- (t) it was deeply frustrating for car users, when paying for parking at different areas across the city, that change was not provided if incorrect change was used to pay for a ticket; the implementation of improved ticket machine technology could help to alleviate this issue;
- (u) it was often the perception that car parking charges were used as a means for the Council to raise money even if this was not the case in reality;
- (v) David Parlby was aware of the consultation undertaken in 2012 with businesses with regards to parking; the results of this survey would be provided to David for his information;
- (w) the facility for on street pay and display parking was not considered to work;
- (x) the current CPZ zones were making it difficult for some businesses across the city to operate;

- (y) a one size fits all approach may be the best way forward however it was also important to take account of different areas across the city including the night time economy;
- (z) some businesses needed parking for customers and employees; the use of the Park and Ride bus service was raised as a possibility for employees across the city other than driving into the city centre to park;
- (aa) it may be advantageous to implement business zones specifically for employees/ customer parking.

Linda Trebilcock (Deputy Locality Manager for Plymouth Community Healthcare) advised Members that –

- (bb) Plymouth Community Healthcare (PCH) was the largest provider of community healthcare in Plymouth and had over 500 employees; PCH provided direct care to patients within their homes and employed a range of specialist nurses;
- (cc) PCH used the essential worker scheme to allow staff to park in controlled parking zones across the city to enable them to visit patients and provide essential care;
- (dd) the essential worker scheme was considered to be useful for PCH staff as it enabled them to park in CPZs across the city whilst undertaking visits;
- (ee) staff parking permits were renewed annually and were given back to the employer if a member of staff left the company;
- (ff) on the whole PCH workers were able to park in CPZs without hassle however encountered difficulties in finding a parking space at busier times and within busier areas such as St Judes and Mutley;
- (gg) if a CPZ was changed to 24/7 enforcement it was not considered to benefit PCH workers as they visited patients at a variety of times throughout the day and even in the night;
- (hh) staff often expected to have to park a far distance from the patients house in order to obtain a parking space;
- (ii) some residential zones stated that there was ‘no return within two hours’ of initially parking however this was difficult for health workers that had to return to care for a patient.

Peter Ford (Head of Development Management) and Bob Cocker (Development Manager – Transport) informed the panel that –

- (jj) the Council’s adopted policy from 1997 for the Joint Highways Committee excluded a property, requiring planning permission within a controlled parking zone, from having a parking permit;

- (kk) residents parking schemes were unable to be introduced through the Planning department or committee; existing policies could be reinforced however could not be considered;
- (ll) new housing developments should not displace parking into adjacent streets or have a severe impact on parking issues; transport officers may recommend to planning officers that the development be refused on that basis;
- (mm) officers would consider how a new development would be accommodated within the existing area however there was a limit to the powers of planning due to legislation; every application was considered on its own merits;
- (nn) if a planning application was submitted which was within a CPZ then the parking team would be advised of this;
- (oo) the introduction of a policy for CPZs may help to set criteria for larger developments specifying what needed to be provided;
- (pp) Officers would provide Members with a copy of the Supplementary 1997 planning guidance; this information would be incorporate into the Plymouth Plan.

Simon Dale (Interim AD for Street Services) and Councillor Coker (Cabinet Member for Transport) informed the panel that –

- (qq) Simon's role within the Council was to merge the transport and infrastructure role with environmental service and the operational side of environmental services within the Council;
- (rr) it was vital that the Plymouth Plan encompassed issues around new housing developments and the impact they were having on local communities, specifically with regards to parking;
- (ss) the implementation of a policy determining Controlled Parking Zones was integral to define that a CPZ was required because of safety issues or due the issue of parking on pavements;
- (tt) currently Plymouth had over 50 different controlled parking zones causing confusion and frustration amongst residents; the review was required to set a criteria for residents;
- (uu) non-payment parking metres had been installed, as a result of a successful trial, to help some businesses work;
- (vv) CPZs had an important role to play within the city to deal with parking issues however the current situation with over 50 CPZs was confusing and impracticable; measures needed to be included to reduce zones but to encourage shared parking; residents needed to be consulted to say what is

best for them;

- (ww) a balance was needed between providing parking for residents, visitors and shoppers. Councillor Coker would share the results of the consultation to the cttee;
- (xx) it was considered to be imperative that a policy for the implementation of CPZs was written, and supported by all Members, in order to provide stability going forward.

Under this item the Chair advised Members that a representative from the University was unable to attend this meeting however were keen to engage with the process and therefore indicated that they would like to attend the next meeting on 20 March 2014.

At this meeting Members were provided with supplementary information, requested at the 16 December 2013 review meeting regarding the following –

- Information upon Nottingham City Council's residents parking permits
- Permits for Kassam Stadium in Oxford
- Information upon parking restrictions for Catering Vans

5.5 Meeting Five – 20 March 2014

- 5.5.1 The Chair advised Members that he had received an email from Councillor Wheeler regarding proposals for a way forward in dealing with CPZs in the future. It was agreed that these proposals would not be discussed at the meeting however would be fed into the process at a later date.

Chris Bunce (Head of Estates and Facilities Management for the University of Plymouth) was in attendance, at the request of the panel, in order to provide Members with information relating to Plymouth University's parking policy and to answer questions.

Members were advised that –

- (a) Plymouth University had a Green Travel Plan that included targets for staff and students to increase the proportion of travel to campus by walking, cycling, bus, train and park and ride and decrease the proportion of staff and students driving to campus;
- (b) statistics had shown that there was a steady decrease in both staff and students driving into the city;
- (c) targets linked with the Green Travel Plan would be provided to Members;
- (d) there had been a 2% reduction in the number of students that drove a car to campus from last year; this 2% was considered to be a vehicular reduction in the city centre;

- (e) the University only provided parking on campus for blue badge holders and visitors;
- (f) the University had little control over students parking 'on-street' that lived in private rented accommodation; students were guided through the green travel plan but it was their choice of they chose to have and use their car;
- (g) the University offered to conduct some research into the issue of student parking, specifically 'hopping' from street to street when CPZ limitations affected their stay; as this problem was exacerbated during term time it was expected that students were partly to blame;
- (h) it was not expected that the University would be continuing with the 12 build, 800 bed project that had previously received planning permission, for the foreseeable future;
- (i) it was not known if students and lecturers were leaving the University during the course of the working day to move their cars from one street to another as the result of CPZ time restrictions however this would be investigated;
- (j) University staff members used one of the levels of the Mutley Plain car park however this was under-subscribed possibly due to the cost; it was considered that there could be an opportunity to lessen the amount of cars on street if the cost to drivers for parking could be reduced;
- (k) the University currently provided staff and students with direct buses from the Royal Williams Yard and the Tamar Science Park to the City Centre; this was considered to be quite expensive however there was potential to expand this service;
- (l) the University encouraged greater participation from staff and students in public transport by having a Green Travel Plan; the University prided itself on its environmental performance and had good ratings in 'green league' tables throughout the country; Chris would further investigate forthcoming schemes which may help to alleviate parking problems in the city centre.

The Chair thanked Chris for his attendance at the meeting and encouraged the Council and the University to work together with regards to tackling the issues of on street parking and undertaking the survey.

Members discussed the possible use for vacancies in car parks to help alleviate current problems experienced by residents with parking. The Parking and Marine Service Manager advised Members that the Mayflower West car park was due to be demolished imminently and that a surface level car park would be built in its place.

Under this item Members noted the witness statements provided by Neighbourhood Liaison Officers, local MPs and Councillors relating to the issue of on-street parking within their own wards. It was considered that information provided would aid the panel in forming recommendations.

Members were provided with the following information, requested at a previous meeting, for their information:

- An extract from the Council's Supplementary Planning Document, specifically relating to section 8 and Controlled Parking Zones;
- Data regarding the average occupancy in car parks in Plymouth

Members were advised that –

- (m) the extract of guidance was taken from the Council's website and was referred to in determining accessibility;
- (n) the strategy was developed as part of the Local Transport Plan 2 however was not refreshed as part of the Local Transport Plan 3 therefore the Strategic Director for Place had commissioned external consultants to undertake a survey regarding the parking strategy to feed into the Plymouth Plan;
- (o) Members would be provided with the range of the LTP coverage (dates);
- (p) it was a requirement for developers to provide a travel plan detailing possible detriments to the area;
- (q) the link to the Council's website to access the SPD would be provided to Members;
- (r) communication between the planning and parking departments had improved since the start of this review;
- (s) the multi-story carpark in Mutley Plain was managed privately;
- (t) the data provided to Members regarding the carpark occupancy levels were obtained by a manual count, the data was accumulated between November 2013 and February 2014;
- (s) for the final meeting in April 2014 officers would provide Members with information collated so far;

Members discussed that –

- (t) the current problems associated with parking in the city was very complex;
- (u) Members requested a fact sheet detailing the Council's policy;
- (v) CPZ did not seem to be considered when discussing planning applications;
- (w) CPZ were 'within' developers needed to consider how developments might create a problem outside of their development and not just within it;

- (x) an interim position was required to help alleviate problems experienced by residents now until waiting for the Plymouth Plan to fix problems in 2018;
- (y) the SPD referred to work being undertaken on an annual basis; Members questioned why the control of CPZs was not worked into this review;
- (z) Members questioned why, if Officers were undertaking annual reviews, the informational provided as part of the pack was dated 2009; Members questioned if the information contained on the website was correct;
- (aa) Members questioned if developers' travel plans for developments were subject to review and approval by the Council as some seemed only to contain limited information relating to bus timetables other than how parking would be managed;
- (bb) in some areas of the city parking permits seemed to be forced upon residents due to big developments encouraging parking problems and gridlocking an area;
- (cc) Members requested advice from planning and transport officers regarding the travel plans and if it was simply a box ticking exercise and considered useful; it was assumed that travel plans had to be accepted by the Council and checked;
- (dd) there was a possibility that other reviews in this area may need to be undertaken due to the scale of the issue;
- (ee) Members requested that the capacity and cost to park, relating to the car parking occupancy data information requested, would be useful;
- (ff) Members requested the number of properties in Plymouth that were classed as student accommodation and did not pay council tax;
- (gg) Members requested how many HMOs had parking permits;
- (hh) Members requested the travel plan for Council employees.

Under this item the lead officer provided members with a draft policy for their information.

5.6 Meeting Six – 17 April 2014

At this meeting Members received information relating to the Council's current Controlled Parking Zones regarding the following –

- (a) the total number of permits issued per zone, the number of business permits allocated per zone if applicable, the approximate number of parking bays available per zone and the capacity per zone;

- (b) the cost of the business support permit, the essential worker permit, the daily visitor permit, the yearly visitor permit and the resident visitor tickets;
- (c) benchmarking data with other Local Authorities to find synergies with how Plymouth's CPZ was structured and controlled.

Members were also provided with information requested at 20 March 2014 meeting regarding the accessibility graph contained within the Supplementary Planning Document, information received as part of Travel Management Plans and Councillor Wheeler's suggestions as to the Council's procedure for dealing with Controlled Parking Zones in the future. This document, as well as a draft criteria provided by Officers, prompted discussion as to what should be considered when implementing CPZs in Plymouth.

Members discussed the following:

- (d) the detrimental impact of experiencing parking problems upon the quality of someone's life;
- (e) rationalisation of the current CPZs needed to be undertaken however Members raised the importance that different areas of the city had different circumstances affecting parking therefore one scheme wouldn't necessarily suit everyone; CPZs should be designed for the needs of the residents;
- (f) residents should have an input into how, when and if a Controlled Parking Zone should be implemented therefore it would be beneficial for Ward Councillors to meet with local residents and those of neighbouring streets to discuss options and the way forward; it was considered that a good scheme would help both local businesses as well as local residents;
- (g) a CPZ should only be considered when there was a problem with parking identified other than being implemented simply because it was requested;
- (h) a review into CPZs across the city should be undertaken every 6-12 months and would monitor the effectiveness of zones; this would ensure that the number of zones would not dramatically increase;
- (i) the number of permits should not be capped per household at the present time;
- (j) a future parking strategy should consider existing zones as well as the potential for parking problems associated with new developments;

- (k) some residents expressed concerns that current parking permits were only limited because of the weight of the car resulting in larger vehicles parking in zones taking up several parking spaces and causing further problems; Members considered that permits should also include arrangements for length and height restriction also.

6. CONCLUSION

6.1 In reviewing all of the witness evidence and analysing all of the data provided the panel identified the following areas of concern/importance; these are summarised below:

6.2 The requirement and aim of a Controlled Parking Zone Criteria

6.2.1 It was evident from the review into Controlled Parking Zones that it was necessary, from both the perspective of a resident living within a CPZ and Civil Enforcement Officers enforcing zones, that the current number of Controlled Parking Zones and variations was causing confusion and frustration and was not considered to be working effectively. It was a common misconception that to have a parking permit guaranteed that individual with a right to park within a specified zone and in some cases directly outside their property however this was not the case. The intention of a CPZ was primarily to reduce the difficulties imposed upon local residents due to commuter parking therefore the possibility of adding further zones and restrictions would have a great impact upon those who drive into the city to commute, visit friends, relatives or patients.

6.3 Time Restrictions (dispersal of parking problem)

6.3.1 The number of Controlled Parking Zones and the variety of time restrictions were varied across the city, in some instances having a detrimental impact of one zone upon another due to the dispersal of parking. Therefore care needed to be taken when implementing/changing CPZs. Members were advised that Civil Enforcement Officers frequently witnessed people moving their car from one street to another due to the difference in time restriction (and therefore possible penalty) which would ultimately affect those with a paid permit for that zone.

6.4 The importance of residents' input into initiating CPZs

6.4.1 Members highlighted the importance of residents having an input into the process for setting up a new controlled parking zone as it would affect them as residents of a particular street/area and would also result in them having to pay a charge for the permit and visitor permits if applicable. It was considered that Ward Councillors should be involved in a two-part consultation process, first informally and then formally to assess if a CPZ was right to ease the problem of parking in a specific area and then if the majority of residents considered a CPZ to be the right approach.

6.5 Number of permits issues per zone

- 6.5.1 It was evident from information provided to Members that in several parking zones across the city, the number of permits issued far outweighed the number of parking spaces available. In order to help alleviate this problem Members discussed the feasibility of not supplying parking permits to those households that were exempt from paying council tax.

7. RECOMMENDATIONS

It is recommended to Cabinet that –

1. A resident's controlled parking zone must improve the quality of life, for residents of an identified area, where non-resident parking prevents residents from accessing reasonable on street parking relatively close their homes. A resident's controlled parking zone should only be considered after a significant number of evidence based on-street parking issues have been raised with Ward Councillors by residents. A controlled parking zone may not always be considered as the solution; especially if the issues raised by residents are not considered to be about solving parking.
2. The initial options for design, and the boundary, should be worked up by Ward Councillors together with local residents and businesses. When working through the options, Ward Councillors must consider street(s) affected, neighbouring streets, adjacent area(s), causes and possible remedies including appropriate time restrictions. Technical advice may be sought from officers to support initial outline design concepts. Ward councillors may consider opportunities for the rationalisation of existing resident controlled parking zones, and the creation of larger zones, or possibly merging existing zones, in order to address local residents' needs. When designing a scheme the impact on the needs of a wider group must be considered such as visiting friends and relatives, professional trades' people, business parking for customers and staff and general visitors.
3. The initial consultation with residents will be informal and undertaken by Ward Councillors. In doing this the Ward Councillors will use their Living Streets budgets to pay for incidental expenses. Where the cause or proposed remedy(s) will impact on residents of more than one ward, Ward Councillors will work together to seek to identify the optimum trans-boundary scheme for all residents.
4. The informal consultation will promote engagement and return of votes from as many residents as possible. A proposed scheme will not progress to the next stage, formal consultation, if the majority do not express their approval. A low turnout/low number of votes overall may indicate insignificant support for such scheme, and may result in the informal consultation not progressing to the next stage.

5. The city currently has a significant number of different zones, with various time restrictions. The panel will recommend a study to look at the feasibility of radically reducing this number, but meanwhile Ward Councillors should consider their proposals within the following framework of restrictions:
 - 10am to 6pm, 8am to 8pm or similar
 - 24 hr 7 day week
 - Minimum requirement (e.g. for one or two hours duration) but limiting the variation in the duration of times
 - Event led or very localised condition
6. If the proposals proceed to formal consultation via the Highways Authority the Cabinet member will receive the consultation feedback and make the final decision under delegated powers.
7. Residents controlled parking zones must be kept under review. It is recommended that new zones be reviewed after the first 6–12 months and then beyond the first year on an annual or bi annual basis. Reviews will be an assessment of whether a scheme is meeting its objectives or not. Only if users or ward councillors identify problems will a more detailed review be undertaken.
8. The panel have considered the current level of charges for residents parking permits and have benchmarked with other local authorities. The benchmarking also looked at differential charging and escalating costs with the number of permits issued. The panel considered however that the current charge of £30 per permit offers good value and should not be increased, and officers confirmed that the charge covers costs of administering the scheme.
9. The panel benchmarked whether other local authorities capped the number of permits per household. This was not regarded as practical however and the panel therefore recommend that capping should not be introduced at this stage.
10. The panel received information on the vehicle dimensions allowed for a resident parking permit. The current arrangements limit this to weight only. The panel recommend that this be extended to include a length and height restriction too.
11. The panel received information regarding the number of parking spaces available in the current controlled parking zones across the city. It was noted that in some areas the permits issued far exceed the capacity for parking. The panel recommend that clarification be sought on whether households currently exempt from council tax could be considered separately and, in particular, whether these houses could be exempt from parking permits in over-subscribed areas of the city.
12. There are currently 53 resident parking zones across the city. The panel received benchmarking information from other local authorities and how some have only 2 or 3 zones. The panel recommend that officers are asked to

undertake a feasibility study to look at how far the zones can be rationalised across the city and whether a more radical approach could be achievable. The study, however, must not lose sight of the needs of users by possibly imposing unnecessary restrictions in an area.

13. The panel received information from officers on the working policies and practices when considering parking or transport related aspects of planning applications. It was clear that closer discussions must take place between Planning, Transport and Parking and that the Supplementary Planning Guidance should be reviewed.
14. The panel agreed that the recommendations in this report, if approved by Cabinet, be forwarded to officers to be included for consideration in the development of the Parking Strategy as part of the Plymouth Plan.

Appendix A

CONSULTATION – SUMMARY OF RESIDENTS VIEWS**Satisfaction Survey Results**

How satisfied are you that the permit represents good value for money?

Satisfied	Not Satisfied	Other
43%	35%	22%

How satisfied are you with the availability of parking outside your property?

Satisfied	Not Satisfied	Other
22%	62%	16%

How satisfied are you with the availability of parking in your street?

Satisfied	Not Satisfied	Other
23%	61%	16%

How satisfied are you with the availability of parking in your zone?

Satisfied	Not Satisfied	Other
27%	50%	23%

How satisfied are you with the current time restrictions in your zone?

Satisfied	Not Satisfied	Other
39%	35%	26%

- Only 23% of residents in permit zones are satisfied with the availability of parking in their street, and only 27% satisfied with the number of spaces in the whole zone.
- Many residents have identified the main issue of not being able to park when they come home from work. Only 8 of our 22 different time restrictions run until 6pm, which is when many people identified as the time they arrive home from work. By this time, most spaces are full and they cannot park. Only 38% of residents are satisfied with the time restrictions in their zones.
- Feedback indicates a preference for a standardised approach to time restrictions. This could be either 24 hour, 7 days a week or at least 8am – 8pm.

- The feedback from residents indicates that a huge issue is that too many permits are issued to properties, specifically multi occupancy properties that are occupied by students. Many residents indicate how the parking problems are not as bad during the holidays when students have returned home.
- 30% of residents highlighted the fact there are too many permits issued per property and the increase in students parking their cars as the **main** reason for their dissatisfaction. This is the largest total.
- Residents indicated an acceptance to the need to limit the number of permits on offer to properties but also indicate that they would like to see resident permits issued to permanent residents only.
- It has **not** been an occurring theme from residents to suggest they would be happy to see a price increase in permits, even if this provided a better service.
- As a separate issue, many residents have indicated via the general online survey their dissatisfaction at the property they occupy being excluded from the scheme where they live.
- Residents identified that the current bay markings gives car users the opportunity to park in such a way that can reduce the number of available spaces. 18% of residents gave this reason to explain their dissatisfaction.
- It seems to common practice that motorist's park 'in the middle' of a double space so when there partner returns from work they move their car and both are able to park. This was reported quite a few times.

Specific Points/Comments Raised by Residents: -

- The number of commercial vehicles being brought home and parked in residential zones – taking up more than one vehicles worth of space.
- The abuse of the business permits system. Many business permits are in place but vehicles are remaining in the same place all day – therefore taking up spaces.
- The number of multi occupancy properties being shared by several taxi drivers and the subsequent parking of the taxis in the street.
- Commuter parking relating to the time restrictions. If someone works mornings then a 2pm-3pm permit only zone is perfect for the commuter.

- Confusing restrictions. P&D, single yellow lines, residential zone, and residential zone with visitor only bays that other permits are not eligible for. Some roads have permit only on 1 side of the road and P&D on the other side of the road.
- Limited Waiting Bays. The difficulty of enforcing cars parked in limited waiting bays. Need to have in place system to effectively patrol, manage & enforce if necessary. Ticket Machines, Pay and display and/or no return periods could resolve this.
- Too many controlled parking zones, too many restrictions within these zones.
- Natural boundaries of parking zones are not in place, therefore dispersal parking to the streets immediately outside of the zones have huge problems.
- Permit systems in place for Football & Rugby matches. To be enforced on match days only.

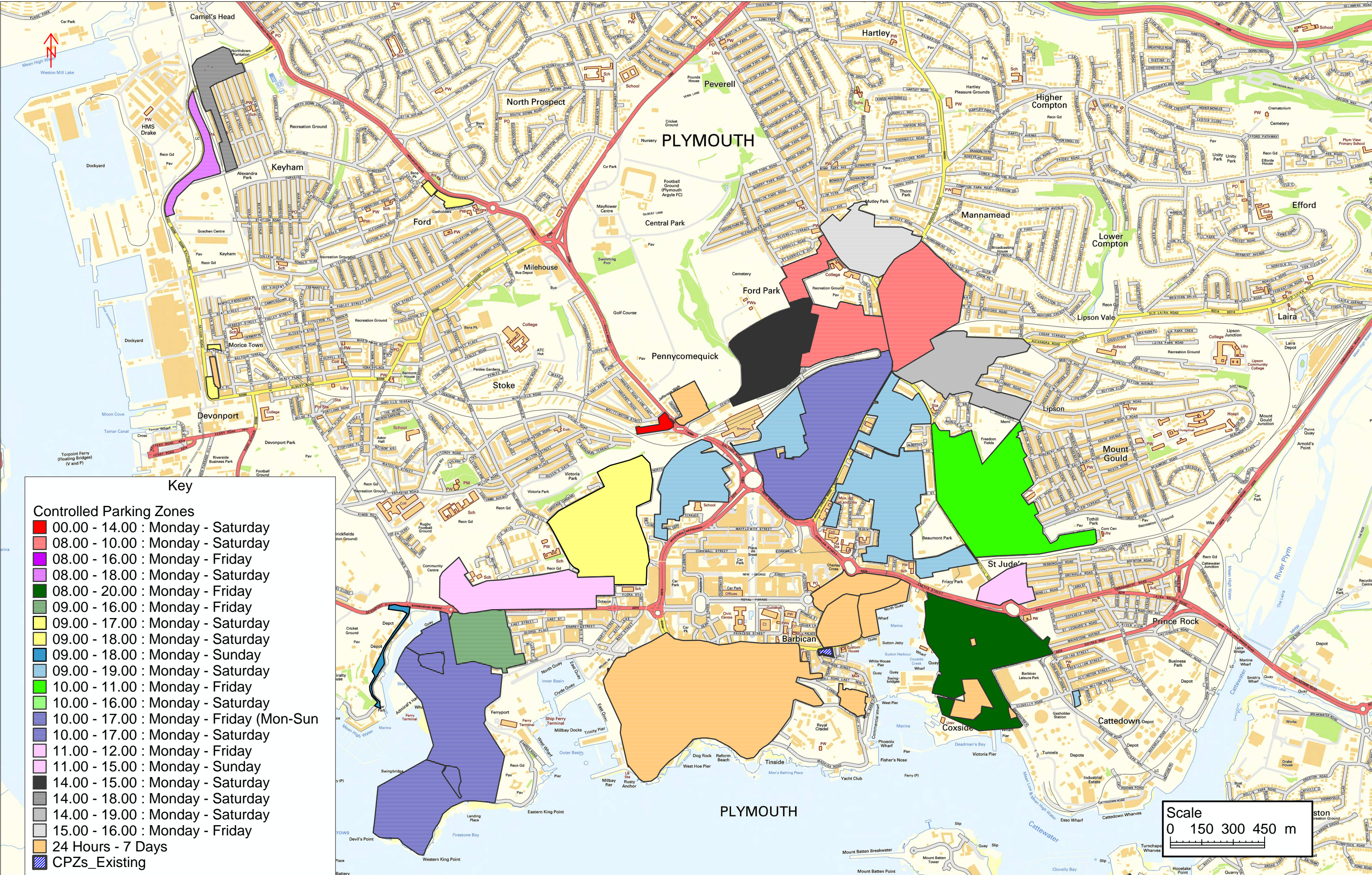
The following is a list of specific areas which came forward on a number of occasions during the consultation: -

- Requests for permit parking in Whittington Street
- Requests for permit parking in Amherst Road
- Requests for permit parking in Salcombe Road
- Request for permit parking in Peverell, particularly when Plymouth Argyle plays at home.

Appendix B

CONSULTATION – SUMMARY OF THE BUSINESSES VIEW

1. 46% of businesses responded that they were either satisfied or very satisfied in finding parking, 38% neither satisfied or dissatisfied and 15.5% dissatisfied or very dissatisfied (11.3% stated they did not know).
2. 13.9% of businesses highlighted that they used current businesses parking permits for commuting, 33.8% to visit clients or customers, 32.3% to collect goods or merchandise and 12.3% to deliver goods or merchandise (7.7% did not specify a purpose). Whilst the majority of businesses are using permits to support business needs was a concern that 13.9% of businesses use permits for commuting; as none of the permits available to businesses are for commuting.
3. The Local Transport Plan 2011-26 highlights that, whilst the car will continue to be an important mode of transport for a range of journeys, there is a need to have an emphasis on bringing about changes in travel behaviour; this includes encouraging commuters to use public transport, cycling and walking.
4. Whilst the survey indicated that current business permits continue to support those businesses for which they were introduced for, some businesses commented they had different needs and that they would like to see a permit which offered greater flexibility; such as a permit which allowed employees to park longer, ability to park outside their business and to allow customers and clients to use permits. Businesses also indicated they would be willing to pay for the ability to park outside their business, for clients and customers to use the permits, to be able to park longer and for permits which could be used by more than one vehicle.
5. Whilst the ability to park outside of the businesses was a popular choice, and one which businesses indicated as willing to pay for, this has to be balanced with the overall demand for parking within the specific residents parking zone.
6. A new 'Business Support Permit' was introduced in April 2012 which enabled businesses to park for longer and to be used by more than one vehicle at any one time in order to provide further support to businesses during the current challenging economic climate. These permits do not conflict with existing residents parking pressures as, for the first time; they enable parking within on street pay and display bays.



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CPZ



BENCHMARKING

Parking and Marine Service



I Benchmarking exercise to be undertaken with other Local Authorities to find synergies with how Plymouth's CPZ structured and controlled:

It is evident from the benchmarking results below that the majority of Councils now operate permit schemes during working and commuter hours i.e.: predominately starting at 8am and ending between 5pm and 6:30pm. Several Councils restrict the number of permits, vehicle weight and length to each permit zone; Southampton City Council permit parking fact sheet is attached for general information.

	Council	No of Zones	Hours of Operation
1	Derby City Council	12	Monday to Saturday 8am to 6pm x 9 Zones 1 Zone x has two separate restrictions, the area closest to the hospital operates Monday to Sunday 8am - 6pm, Monday to Friday 8am to 6pm for the other areas. Monday to Friday 8am to 4pm (1 September to 30 June) x 2 Zones
2	Portsmouth City Council	34	Parking schemes operate at all times
3	Bristol City Council	3	Monday to Saturday 8am to 6pm (part of the Outer Zone) or Monday to Saturday 8am to Midnight (all of the Central and Inner Zone and some of the Outer Zone).
4	Dover	12	Permit scheme operational hours are a mixture of 8.30am to 5.30pm or 10.30 to 5.30pm.
5	Bournemouth	9	All permit schemes operational hours at all times.
6	Southampton City Council	22	All permit schemes operational 8am to 6pm Monday to Saturday.
7	Cardiff Council	2	Central - 8am – 10pm Monday to Sunday 50% of the street Outer Central Areas 8am – 10pm Monday to Sunday 100% of the street
8	Oxford Council	30	Permit schemes are a mixture of 'at all times', 9am to 5pm, 8am to 6.30pm etc to cover all day working and commuter hours. Specific restrictions apply in the area of Kassam Stadium as below; permit schemes are also in operation on football match days. Kassam Stadium controlled parking zones

			Blackbird Leys West (BW)	Sunday 8:30am-1:30pm, and event days
			Brake Hill (BH)	Sunday 8:30am-1:30pm, and event days
			Fry's Hill (FH)	Sunday 8:30am-1:30pm, and event days
			Minchery Farm (MF)	Sunday 8:30am-1:30pm, and event days
9	Cambridge Council	15	Permit schemes are similar to Oxford – a mixture of schemes to cover all day working and commuter hours. Schemes operational predominately between 8am to 8pm and up to 9pm daily.	
10	Croydon	16	Permit schemes operate 9am to 5pm Monday to Friday in all but the Central Croydon area which operates 8am to 12 midnight on all days.	

2 To find out from other Local Authorities when they shifted to generally 24/7 control...Plymouth seems to have an organic CPZ system with 53 zones, did other Local Authorities experience this problem and then change to what they have in place now?

The Parking Service spoke to 4 authorities responded that CPZ operational times were mostly decided with and after consultation with residents and amended at their request. Portsmouth, whose operational residents permits are currently 24 hours daily Monday to Sunday are considering introducing additional short time CPZ's in outer areas of the City that have been impacted on by the 24 hour restrictions. Further information was gathered from 3 additional Councils who were asked if they had previously had short term operational times i.e.: 1 or 2 hours.

Council	Hours of Operation
Portsmouth	Portsmouth Council operates an 8am – 8pm policy which deters business owners from parking during the day. They are currently advertising several zones with shorter 2 hour restrictions (2pm - 4pm). It is a new zone to be created on the outskirts of an existing zone and is most likely due to residents complaining that their streets are being used for parking by commuters avoiding the restricted CPZ areas.
Nottingham	Nottingham Council has 1 or 2 residents parking zones with a 2 hour restriction. Some zones have “split” restrictions, for example 10am -12 noon then 2pm - 4pm. One zone increased operational hours from 8am – 6pm to 8am – 8pm at the request of residents.
Southampton	Operates long time restrictions but allows shorter 1-2 hour “visitor times” throughout the day in different zones. Because of the size of the City the Council fully consult with residents for their requirements for operational hours; no amendments are made without first consulting residents.

Cambridge	Has two zones where residents permits are fixed at 8am – 6pm and business permits fixed at 8am - 8pm. This was the result of a review where residents requested these times.
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Controlled Parking Zones: On Street Parking Review Witness Statements

Gary Streeter MP	'Not aware of too much pressure to introduce more schemes like this in Plympton/ Plymstock but am grateful for the opportunity to comment'
Alison Seabeck MP	<p>I am pleased that Plymouth City Council are carrying out a review into the current parking situation and the operational efficacy of Controlled Parking Zones. I welcome the opportunity to comment and share my views and experiences.</p> <p>Parking is an issue which certainly makes the top 10 of my postbag and is also regularly raised when I knock on doors. I have particularly been picking up concerns about parking problems in residential areas which are close to large public buildings, such as Derriford Hospital or Crownhill Police Station. When canvassing the area around Derriford Hospital, i.e. Rogate Drive and Challock Close, concerns were raised that Marjon and hospital staff were parking in residential roads and thus exacerbating the already tight parking situation. In a spot survey I asked constituents whether they thought that a residential parking permit might help. The outcome at the time was 50:50.</p> <p>Equal concerns were raised with me around Crownhill Police Station, with staff using residential parking in the area.</p> <p>Other regular concerns involve parking and drop-off points at schools, the blocking of driveways, parking on double yellow lines (particularly in the area around West Park shops/Parade Road) and associated lack of enforcement. Others have also raised issues around access and egress for emergency vehicles where there was tight and/or inconsiderate parking.</p> <p>No doubt, asking residents to pay for residential parking would not be a popular suggestion and if a scheme were to be implemented, it would only be as good as its enforcement – which is something many of my constituents feel is almost non-existent. There would have to be careful weighing up whether the benefits outweigh the costs and operational effort. However, given the generally rising number in vehicles in roads which were not built with that in mind, a long-term solution may only be possible when considering residential parking permits. Any scheme would have to be a low cost one and ideally offset against other measures so as to not penalise residents too harshly.'</p>

Councillor John Smith	Not aware of any issues in the Southway ward.'	
Councillor Rennie	Believes they have already been raised by Councillor Nelder.	
Councillor P Davey/ S Davey	We have a consistent issue with residents in Whittington Street, De La Hay Avenue and Amherst Road who want residents parking and attend every single Have Your Say meeting to see when the review will be complete and when they can or cannot have restricted parking to stop people parking and leaving their cars all day. This has been a neighbourhood priority for at least 3 years.'	
Neighbourhood Liaison Officer for Mount Gould	Road/Street	Known problem
	Mount Gould Road	There is currently a large number of vehicles parking on Mount Gould Road outside residents houses, these vehicles are mostly patients visiting Mount Gould Hospital. There is adequate parking in the hospital and it is free parking. Often residents have to park away from their houses.
	Freedom Fields area	It has been reported at various neighbourhood meetings that parking in and around the park there has been dangerous parking.
	Roseberry Close/Avenue	Residents have reported dangerous/inconsiderate parking in Roseberry Avenue/Roseberry Close and have been unable to access their houses and garages.
	Chaddlewood Avenue junction of Beaumont Road	Dangerous parking has been reported on the junction of Chaddlewood Avenue and Beaumont Road. There have been reports of the refuse lorries being unable to gain access to empty wheelie bins due to inconsiderate parking in this area.

	Greenbank Avenue/Lanhydrock Road	There have been problems with parking in the Greenbank Avenue/Lanhydrock Road area which has resulted in Refuse lorries being unable to gain access to empty bins.
Neighbourhood Liaison Officer for Egguckland	I'm a quite newly appointed NLO for Egguckland. I'm told we have no CPZ in the area'.	
Neighbourhood Liaison Officer for Stoke	<ul style="list-style-type: none"> • 'De La Hay Avenue and Whittington Street would like resident parking with restrictions on permit parking between 08.30 – 09.15am • Double yellow lines on Ford Hill and Milehouse Road need to be repaired so that they can be enforced. Vans park on the double yellow lines causing an obstruction.' 	
Neighbourhood Liaison Officer for Stonehouse	<p>'Stonehouse neighbourhood has various CPZs and the following issues persist:</p> <ul style="list-style-type: none"> • Inconsistent application of TRO across the area. Several areas have TRO's in place in some streets but then no TRO in neighbouring streets. This is particularly prevalent in Millbay where residents in Emma Place/Caroline Place/George Place have to pay for parking passes, but businesses appear able to park on pavements/incompletely marked areas without penalty just around the corner – this creates resentment and frustration; Claremont St has a CPZ on part of the street, but the rest is unrestricted – the whole street is used primarily by commuters and residents feel there is a strong case for it to all be residents parking. • TROs in place do not effectively manage the inconsiderate parking issues at all times when there are problems. E.g. Millbay area residents say that commuter parking/Cremyll Ferry parking use the residents bays outside of the 10-5pm restriction preventing them from parking when they get home. This could be exacerbated once Strand St carpark charges are brought in. • 2 Hour restricted bays are not enforceable – need metered parking free for 2 hours no return. • Adelaide Homezone area – TRO is only for 11am -3pm – may be a case to extend the timescale and also needs to extend the area to include lanes up to Toys R US as 	

	<p>these are being used/abused and are often completely blocked by local businesses parking/working on cars.</p> <ul style="list-style-type: none"> • Survey all existing TROs and ensure they are complete and enforceable e.g. Incomplete Yellow Lines on Manor St and unenforced 2 hour waiting zone allows relatively new and existing vehicle repair businesses to use the area as garage forecourts with vehicle recovery trucks regularly parked and cars being worked on in spaces outside the Children’s Centre. E.g. Claremont St has yellow lines in place but the TRO does not correspond with the lines to the end - therefore inconsistent enforcement – residents been lobbying to have it rectified for over 1 year – no response! • Need more targeted enforcement of particular hotspot areas. • Any further action that could be taken on persistent offenders e.g. Union St Car Sales received tickets almost daily for persisting in parking on pavement next to yellow lines on Rendle St – blocking access for parents/pushchairs who have to walk in the road to get by – but they still persist in this nuisance practice. • Areas such as Millbay/City Centre perimeter could be residents parking and 2 hour restrictions – then there is still an offer for quick visit parking but commuter parking is addressed, and residents have a better chance of parking when they want to – whilst other users get to use spaces when people are at work. (e.g. Durnford St is all residents parking but there are frequently lots of spaces during the restriction times). <p>There is also an important message that whilst we want to make it easier for people to park near their homes, by excluding all other parking, we give the message that there is an entitlement to park – which there isn’t and given there are more cars than spaces, we should avoid encouraging that expectation.’</p>
<p>Nick McMahon Neighbourhood Liaison Officer for the East End</p>	<p>There are real problems in the residential areas north and (especially) south of Embankment Road, that are often reported at neighbourhood meetings - in particular the lack of available on street parking for residents particularly during the day time, also some residents' reports of long term parking of vehicles from outside the area, and reports of congestion issues caused by parking on corners or in locations making it difficult for larger vehicles to</p>

	<p>manoeuvre. There are no alternative places for residents to park. There is a popular view that the area is used as a free car park for City commuters. That said, we have also heard two views as to whether CPZs would be favoured, this would need to be tested by a proper survey.</p>

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REQUEST FOR A CO-OPERATIVE REVIEW



<p>What is the name of the review?</p>	<p>Review of the Fairer Charging Policy and the Integrated Health and Wellbeing Transformation Programme</p>
<p>Please provide a brief outline of the subject and scope of the review?</p>	<p>The review will take place in four sessions over two days.</p> <p>Session One Fairer Charging Policy</p> <p>The session will seek to understand the details of the proposed policy and the potential impact service users and communities within Plymouth. The Panel will review the consultation process and seek assurance that the policy is fair and equitable.</p> <p>Session Two Integrated Commissioning</p> <p>The panel will review the detailed business case and receive evidence from officers and stakeholders. The session will examine -</p> <ul style="list-style-type: none"> • impact and outcomes of the proposed programme • the costs and benefits of the proposed programme • the link between the detailed business case and the Council's Values. • how the Council will or has engaged with partners, the community and other stakeholders to achieve the transformation objectives <p>Session Three Integrated Community Health And Social Care Delivery</p> <p>The panel will review the detailed business case and receive evidence from officers and stakeholders. The session will examine -</p> <ul style="list-style-type: none"> • impact and outcomes of the proposed programme; • the costs and benefits of the proposed programme; • the link between the detailed business case and the Council's Values; • how the Council will or has engaged with partners, the community and other stakeholders to achieve the transformation objectives. <p>Session Four</p>

	<p>Recommendations</p> <p>Panel will consider information provided by officers and witnesses and make recommendations to Cabinet.</p>
<p>Please outline the reasons as to why you believe a review needs to take place?</p>	<p>The three key decisions will have a potential impact on one or more sections of the community and is considered an issue of concern to the partners and stakeholders.</p> <p>The review satisfies the Co-operative Scrutiny Board and the current administration's request that the Transformation Programme and the Fairer Charging Policy are subject to pre-decision scrutiny.</p>
<p>What will the review attempt to achieve?</p>	<p>The review will –</p> <ul style="list-style-type: none"> • assist the Council's executive in transforming the Council and, thereby, delivering a balanced budget; • hold the executive to account for the quality and impact of specific projects and initiatives within the Transformation Programme; • ensure that the Transformation Programme is delivered in a way that is consistent with the Council's values, particularly the need to reflect the views of residents.
<p>Who will benefit from the review?</p>	<p>Communities and service users, members of the public, Councillors, Officers and Partners.</p>
<p>How long do you think the review might take?</p>	<p>Four sessions will take place over two days.</p>
<p>When do you think the review should commence and why?</p>	<p>The review should commence on the 2nd July 2014 in order to be completed in time for the planned consideration of Cabinet on the 15th July 2014.</p>
<p>When do you think the review should be completed by and why?</p>	<p>The scrutiny review will close on the 3rd July 2014. This is to ensure that adequate time is allotted to discussion and the preparation of a report, with recommendations, to be provided to Cabinet in order to assist with decision making.</p>
<p>Review requested by?</p>	<p>This review results from the planned scrutiny of the transformation programme as agreed by the Co-operative Scrutiny Board on the 23rd April 2014.</p>

Received in Democratic Support Section:

Reviewed by the Co-operative Scrutiny Board:

Date:		Date:	
Scrutiny Review Approved/Rejected			
If approved initial Project Plan meeting date:			

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