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#yourplymouth

YOUR PLYMOUTH

Monday 12 October 2015

4 pm

Council House, Armada Way, Plymouth, PL1 2AA

Members:

Councillor Jordan, Chair

Councillor Kate Taylor, Vice-Chair

Councillors Churchill, Damarell, Drean, Martin Leaves, Michael Leaves, Morris, Rennie, Riley and Sparling.

Co-opted Representative:

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

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

For further information on attending Council meetings and how to engage in the democratic process please follow this link - <http://www.plymouth.gov.uk/accesstomeetings>

Tracey Lee

Chief Executive

YOUR PLYMOUTH

AGENDA

PART I – PUBLIC MEETING

1. APOLOGIES

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

2. DECLARATIONS OF INTEREST

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

3. CHAIR'S URGENT BUSINESS

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

4. MINUTES (Pages 1 - 6)

To confirm the minutes of the meeting held on 13 July 2015.

5. CORPORATE PERFORMANCE REPORT - PERFORMANCE INDICATOR UPDATE (Pages 7 - 18)

Following referral by the Co-operative Scrutiny Board, the Panel will receive progress updates in respect of Performance Indicators K01, K02, K29 and K30.

6. EMERGENCY WELFARE SCHEME UPDATE (TO FOLLOW)

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

7. SAFER PLYMOUTH PARTNERSHIP - CRIME UPDATE (Pages 19 - 24)

The Panel will receive the latest update on crime.

8. TRACKING RESOLUTIONS (Pages 25 - 26)

The panel will monitor progress on previous recommendations.

9. WORK PROGRAMME (Pages 27 - 30)

To review the Your Plymouth work programme for 2015/2016.

10. EXEMPT BUSINESS

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve the likely disclosure of exempt information as defined in paragraph(s) of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II – PRIVATE MEETING

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL.

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Your Plymouth

Monday 13 July 2015

PRESENT:

Councillor Jordan, in the Chair.

Councillor Kate Taylor, Vice-Chair.

Councillors Churchill, Damarell, Drean, Martin Leaves, Michael Leaves, Morris, Rennie, Riley and Sparling.

Apology for absence: Steve Meakin, Co-opted Representative.

Also in attendance: Councillor Penberthy, Cabinet Member for Co-operatives and Housing, Matt Garrett, Head of Housing Services, Helen Morris, Lawyer, Faye Batchelor-Hambleton, Assistant Director for Customer Services, Peter Honeywell, Transformation Programmes Manager, Di Charlton, Lead Officer, and Katey Johns, Democratic Support Officer.

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

Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

1. **TO NOTE THE APPOINTMENT OF CHAIR AND VICE CHAIR**

The panel noted the appointment of Councillors Jordan as Chair and Kate Taylor as Vice-Chair, as agreed by City Council on 22 May 2015.

2. **DECLARATIONS OF INTEREST**

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

3. **MINUTES**

Agreed the minutes of the meeting held on 16 March 2015.

4. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

5. **YOUR PLYMOUTH TERMS OF REFERENCE**

The panel noted its terms of reference.

6. **APPOINTMENT OF CO-OPTED REPRESENTATIVE**

Members were advised that at the request of the Chair, Steve Meakin, Money Advice Co-ordinator, Devon and Cornwall, had been invited to continue in his role as co-opted representative. Unfortunately, as he was currently away on holiday, he was unable to attend today's meeting nor confirm his acceptance.

The panel recommends that, subject to his acceptance of the invitation, Steve Meakin, Money Co-ordinator, Devon and Cornwall, is appointed as its co-opted representative for the municipal year 2015/16.

7. **CUSTOMER SERVICES TRANSFORMATION PROGRAMME UPDATE**

The panel welcomed Faye Batchelor-Hambleton, Assistant Director for Customer Services, and Peter Honeywell, Transformation Programmes Manager, who were in attendance to provide an update on the Customer Services Transformation Programme. The panel received a presentation which highlighted –

- the Transformation Programme's successes so far;
- set out the requirements for Digital Services and Digital Delivery along with their benefits;
- other customer service benefits such as extended opening hours, improved telephony service and system and process improvements;
- that a project was under way to identify and explore opportunities for change within the library service;
- that the Registration Service improvement proposals had now been reviewed and assessed, and a number of identified work streams would be delivered this year;
- particular projects which the panel may wish to include for review within its work programme for 2015/16.

In response to questions raised, Members heard that –

- (a) the purpose of the web platform was to connect customers, staff and partners to council services in a way that met their needs whilst reducing staff effort and eliminating unnecessary back office work;
- (b) members of the public would still be able to access services via personal contact where customer services assistants would process their enquiry on their behalf through the same digital service platform so that all enquires, whether digital or non-digital, were contained within the same database;
- (c) the digital service platform had been purchased from a provider called 'Firmstep' and, whilst it was not currently envisaged that the system would be used to provide a breakdown of cases on a ward by ward basis, it was possible as it was something that the system was capable of doing;
- (d) whilst stakeholder involvement hadn't been extensive to date, staff within

the Corporate Communications and Customer Services Teams had been asked to work with those on the tender shortlist to come up with some ideas and develop a number of forms. Now that the contract had been awarded, training on the system was under way on the automated business process and a customer panel would be established prior to roll-out;

- (e) in order to ensure that any post coming into the Council was registered promptly, there would be reinvestment of savings to ensure timely data entry was embedded throughout the council. In addition, officers would explore why the customer was choosing to communicate that way and discuss the benefits of the digital service;
- (f) 'Firmstep' was also capable of allowing/recognising communications from different social media platforms , such as twitter and Facebook, however, social media could be unstructured and some fine tuning of the system would be required before this could be taken further;
- (g) a significant amount of work had been done to address the problems in the call centre. Staff rotas were checked to ensure adequate staff were in place to cover peak periods and the automated response service was working well to help reduce pressure. Callers could still opt to come out of the automated service at any time and speak to a member of staff;
- (h) there was high confidence that when Amey saw the benefits of the system they would want to use it too. Officers had seen it working in other authorities and it was in Amey's interests to follow. It would also have the benefit of providing one consistent face to the customer;
- (i) all libraries were seeing a decline in visitor numbers and it was therefore necessary to explore opportunities to extend their use by providing alternative customer services, such as registration of births, marriages and deaths, renewing parking permits etc.;
- (j) the City's most visited libraries were Central, Plymstock, Plympton and St. Budeaux;
- (k) performance relating to the processing of benefit applications was monitored every week and was currently at –
 - 7 days – 60%
 - 8-29 days – 30%
 - 30+ days – 10%

Delays were caused when further information was required;

- (l) initial problems with the First Stop Shop had now been resolved by a change in its layout and staff providing a meet, greet and complete service.

Councillor Kate Taylor thanked the officers for the presentation and congratulated them on the format which had made the project one of the easier transformation programmes to understand.

The panel recommended that in taking the project forward consideration would be given –

(1)	to enabling the Firmstep system to provide a breakdown of cases on a ward by ward basis for the benefit of councillors and their casework;
(2)	to including with libraries links to other government websites to help point customers using the facilities in the right direction.

8. **UNAUTHORISED ENCAMPMENTS UPDATE**

The panel welcomed Councillor Penberthy, Cabinet Member for Co-operatives and Housing, Matt Garrett, Head of Housing Services, and Helen Morris, Lawyer, who were in attendance to provide an update on the Unauthorised Encampments review.

In response to questions raised, the panel heard that –

- (a) with regard to the repeated encampment at Prince Rock, a fence would shortly be erected around the site. This chain-link fence option had been chosen as boulders on other sites had been moved;
- (b) prosecutions could only be pursued when criminal damage was actually witnessed taking place so although locks may have been broken to access sites unless the person physically breaking into the site is witnessed doing so the police cannot act;
- (c) once a court order had been obtained an eviction notice could be issued which was enforceable for up to three months. If an encampment were to return within that period another eviction notice could be issued immediately at any time within that three month period;
- (d) the council's processes had been speeded up following the last review and, on average, encampments were being moved on in 8 days instead of 10. However, dealing with the problem faster often resulted in the city having more encampments for shorter periods affecting more communities rather than fewer sites affecting fewer communities but for longer periods;
- (e) if members were aware of vulnerable sites where padlocks had been removed they should report them at the earliest opportunity;
- (f) once the City had an established transit site it would be possible to revisit the council's policies and procedures as having a transit site would give the Council and police more powers to move any unauthorised encampments on even quicker;
- (g) there had been some confusion by the police over who was responsible

for criminal damage caused on council land and they were now clear that it was their responsibility to deal with any incidents reported to them;

- (h) the council would clean up a site after it had been occupied by an unauthorised encampment and would try to identify those responsible for flytipping, however, as it was difficult to prove responsibility in a court of law the merits of taking any case forward had to be seriously considered;
- (i) Cabinet had rejected the panel’s recommendation to provide weekend staffing and resources to deal with unauthorised encampments due to the estimated £64,795 service cost;
- (j) a new transit site for the City would shortly be confirmed and announced.

The panel noted the report and thanked the Cabinet Member and officers for their attendance.

The panel recommended that –

(1)	where the council has placed locks on gates restricting access to its land, a sign is displayed providing contact details for the keyholder;
and <u>agreed</u> that –	
(2)	the link to the report’s background paper is circulated to the panel.

9. **WORK PROGRAMME**

The Chair invited members to put forward ideas for inclusion in the work programme and, in the absence of any proposals, suggested that, should they think of anything after the meeting, they e-mail himself and the Vice-Chair.

The panel noted its draft work programme.

10. **EXEMPT BUSINESS**

There were no items of exempt business.

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Your Plymouth Scrutiny Panel - Monday 12 October 2015 – PI progress report

Outcome	Action	PI	Plan	Resources	Milestones / deadlines	Progress toward
People are treated with dignity and respect.	Become a welcoming city that is diverse, inclusive and that combats hate crime and discrimination.	% of residents who believe Plymouth is a place where people from different backgrounds get on well together.	<p>Our strategy of “Building Strong and Inclusive Communities was agreed by Cabinet in December 2014. We record and take action on information related to people’s perceptions of ‘getting on well’ (usually collated from the PCC resident’s survey). From this we target diverse community activities in the relevant wards of the city.</p> <p>In liaison with the police, we also monitor and act on hate crime and incident reports and analyse intelligence across the city e.g. after identifying a spike in incidents via our council reports we asked the police to put on extra patrols in Ebrington Street. We measure our performance targets monthly and aim to maintain a high satisfaction rate regarding the quality our case work support. We undertake a range of work with the CVS and diverse Community Groups to develop ‘safe reporting’ centres.</p> <p>We are also coordinating a range of initiatives during Hate Crime Week (12/10/15 onwards). Small grants are provided to Diverse Communities to promote and celebrate our welcoming and inclusive city. We continue to monitor and respond to community tensions and the activities associated with this are formulated on a needs / problem solving basis and are always in partnership e.g. Devonport Multiagency Inclusion Day.</p>	Core officer time and contributions from partner agencies. Small levels of financial input.	<p>Monthly monitoring figures;</p> <p>Hate Crime Awareness week – October 2015.</p> <p>Action plan - March 2017.</p>	<p>In 2008 69.9% of people in Plymouth believed that ‘people from different backgrounds get on well together in their local area’. We were well below the national average of 75.8%. Analysis showed we needed to improve community cohesion in the North West (51%) and South West (58%) of our City.</p> <p>By 2014 our rating had improved to 76% - above the national average. Cohesion perceptions were up by 16% in the North West and 9% in the South West of the City. Community Cohesion figures by ward suggest that cohesion is lowest in Devonport (44.43%); followed by Honicknowle (56.97%), Budshead (63.01%), Stoke (63.71%) and Southway (69.07%). We have better scores in both Ham (71.44%) and St Budeaux (76.19%) with the highest score being recorded in St Peter and the Waterfront at 86.40% - way above the national average.</p> <p>During 2014/16, 617 incidents or crimes related to racism; homophobia; transphobia; disability or faith/belief/religion were reported against a target of 610. The bespoke interventions in response recorded a satisfaction rate of 89% (good and better). This</p>

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Agenda Item 5

Outcome	Action	PI	Plan	Resources	Milestones / deadlines	Progress toward
						<p>year our target is 621 reports and by August 2015 we have received 223 - slightly ahead of target. The satisfaction rate is running at 90%. As an under reported crime/area of concern, it is essential that actions to increase reporting are retained.</p>
<p>People are treated with dignity and respect.</p>	<p>Implement the findings of the Fairness Commission.</p>	<p>See above.</p>	<p>In September 2014, Full Council welcomed the final report of the Plymouth Fairness Commission's and endorsed its response to the 55 recommendations where the Council was specifically named. On the 8th September 2015 Cabinet noted the progress on the Council's response to the recommendations.</p> <p>http://www.plymouth.gov.uk/modgov?modgovlink=http%3A%2F%2Fwww.plymouth.gov.uk%2FmgInternet%2FieListDocuments.aspx%3FCId%3D254%26amp%3BMId%3D6249%26amp%3BVer%3D4</p> <p>The Plymouth Fairness Commission's final recommendations are aligned with the Child Poverty Matters strategy and action plan 2013-2016.</p> <p>They also reinforce strategic intentions in the Commissioning Plan for the Plymouth Domestic Abuse Partnership 2012-2019 and the Strategic Alcohol Plan for Plymouth 2013-2018.</p>	<p>Core Officer time. Accountants are ensuring other costs are factored into the 2016/17 budget.</p>	<p>Annual meetings of the commission commencing Oct 2015 and for 5 years.</p> <p>Quarterly reports to CMT and bi-annual to Cabinet.</p>	<p>Over the past 12 months, there has been significant progress in delivering many of the recommendations outlined in the Plymouth Fairness Commission's final report. See cabinet report.</p>

Caring - People are treated with dignity and respect.

Key Action Overview

Outcome	Portfolio Leads	Outcome Lead	Officer Leads	Key Action Description	RAG	2014/15 Key	Milestones due for completion during current quarter	Status	Proposed resolution (overdue Milestones)
People are treated with dignity and respect.	Pete Smith	Dave Simpkins	Judith Harwood	Become a welcoming city that is diverse, inclusive and that combats hate crime.	Green	K29	1. Work with partners on Social Cohesion framework (incorporating Welcoming City) agreed at Cabinet	1. Complete	
	Chris Penberthy		Giles Perritt	Implement the findings of the Fairness Commission.	Green	K30	1. AD's are aware of their roles and responsibilities to deliver.	1. Complete	
	Ian Tuffin		Dave Simpkins	Improve the quality of the care and support market	Green	K31	1. Hold Review Day for Leadership programme 2. Build business case for Leadership programme 3. Business case to Co-Operative commissioning 4. To have completed 100% of Quality Reviews within the Plymouth boundaries 5. Review QR cycle for Plymouth homes to ensure continuity of review process 6. Review accreditation of Leadership programme course (Leadership Programme for Care Home Managers)	1. Complete 2. Complete 3. Complete 4. Complete 5. Complete 6. Complete	
	Ian Tuffin		Dave Simpkins	Working with Partners to create a Dementia Friendly City	Green	K49	1. End of Life pathway to include Dementia 2. Number of carers registered to the Carers Emergency Response Service increased 3. Number of carers receiving Dementia training increased 4. Review of the support groups for carers of PWD to ensure there is equity of access and needs are addressed 5. Audit completed into primary care prescribing of antipsychotics 6. Review guidance sheet for care homes re management of antipsychotics in dementia completed 7. Dementia Champions on care of the elderly wards in place 8. Hospital Quality Standards in Contract 9. Increased Number of homes reviewed by QAIT team 10. Increased number of Dementia Quality Mark awards to care homes	1. Complete 2. Complete 3. Complete 4. Complete 5. Complete 6. Complete 7. Complete 8. Complete 9. Complete 10. Complete	
	Ian Tuffin		Dave Simpkins	Continue to work closely with the NHS to provide a seamless service for older people's care including smoother discharge from hospitals	Green	K50	1. Joint performance management of Delayed Transfers of Care in place with performance colleagues at Derriford Hospital 2. Develop discharge team with partners	1. Complete 2. Complete	

Performance Indicators linked to the “People are treated with dignity and respect.”

Outcome	Measure	Ref	Performance	Graph	Historic Performance against target, benchmark and influences	Current Performance and trajectory	Performance forecast (link to Action Plan)																																																																																																		
People are treated with dignity and respect.	Percentage of residents who believe Plymouth is a place where people from different backgrounds get on well together.	P20	<table border="1"> <thead> <tr> <th></th> <th>2009/10</th> <th>2010/11</th> <th>2011/12</th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>49%</td> <td></td> <td></td> <td>53%</td> <td></td> <td>53%</td> <td></td> <td></td> </tr> <tr> <td>Target</td> <td>60%</td> <td></td> <td></td> <td>60%</td> <td></td> <td>60%</td> <td></td> <td></td> </tr> <tr> <td>Forecast</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	Actual	49%			53%		53%			Target	60%			60%		60%			Forecast										<p>The 2012 Listening Plymouth survey showed that 53% of people agreed that their local area is a place where people from different ethnic backgrounds get on well together (note question changed to specifically ask about ethnicity). Where community engagement work has been targeted, community cohesion has shown marked improvement e.g. after holding a series of community events in North Prospect, the neighbourhood's "community cohesion" rating increased from 41% of people believing that people from different backgrounds get on well together to 57%.</p>	<p>This question reverted to the original 'Plymouth is a place where people from different backgrounds get on well together' in the 2014 Health and Wellbeing survey. 53% of respondents stated that they felt 'Plymouth is a place where people from different backgrounds get on well together'. This represents no change from the result in 2012 when the slightly different ethnicity question was asked in the Plymouth survey. Only 16% disagreed with this statement with a sizeable 31% neither agreeing or disagreeing. 53% did however represent a sizeable fall from 2009 performance, this fall is being investigated and may be in line with the national trend.</p>	<p>Future performance against this measure ties in with the welcoming city action plan that is currently being created by the social inclusion unit. The action plan will likely be signed off in quarter 4 and will look to improve performance in this area. New targets will be for then forthcoming year using 53% as a baseline.</p>		Overall satisfaction of people who use services with their care and support	P21	<table border="1"> <thead> <tr> <th></th> <th>2010/11</th> <th>2011/12</th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>62.1%</td> <td>70.3%</td> <td>68.1%</td> <td>67.8%</td> <td>Available June 15</td> <td></td> <td></td> </tr> <tr> <td>Target</td> <td></td> <td></td> <td>70.0%</td> <td>70.0%</td> <td>70.0%</td> <td></td> <td></td> </tr> <tr> <td>Forecast</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	Actual	62.1%	70.3%	68.1%	67.8%	Available June 15			Target			70.0%	70.0%	70.0%			Forecast									<p>Although the satisfaction target has not been achieved for the past two years we do benchmark very favourably and have among the highest satisfaction rates in the country. Since 2011/12 the satisfaction rates among clients has remained relatively steady around the 68 - 70% mark.</p>	<p>The 2013/14 satisfaction rate of 67.8% compares favourably to the national average of 64.9% and is the 26th highest satisfaction rate in the country.</p>	<p>Performance against this indicator is based on response to the annual adult social care statutory survey of clients so it is relatively hard to predict. As efforts continue to deliver against the quality improvement plan satisfaction rates will be expected to remain amongst the best in the country. We have retained the relatively tough improvement target of 70% so the forecast is currently amber.</p>						Influences?	Targeted Community Cohesion	Direction of current trajectory?	Static	Forecast?							Influences?	Quality Improvement Plan	Direction of current trajectory?	Static	Forecast?	Amber
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The Council provides and enables brilliant services that strive to exceed customer expectations.

Key Action Overview

Outcome	Portfolio Leads	Outcome Lead	Officer Leads	Key Action Description	RAG	2014/15 Key	Milestones due for completion during current quarter	Status	Proposed resolution (overdue Milestones)
The Council provides and enables brilliant services that strive to exceed customer expectations.	Pete Smith	Faye Batchelor-Hambleton	Pete Honeywell	Speed up the delivery of Customer and Service Transformation Programme service reviews through developing a Council wide Customer and Service delivery blueprint and Customer Access Strategy.	Green	K01	<ul style="list-style-type: none"> 1. Commence service review on libraries 2. Commence service review on Bereavement, Registrars and Coroners 3. Commence web site procurement 4. Business case on website procurement to be presented to Cabinet 	<ul style="list-style-type: none"> 1. Complete 2. Complete 3. Complete 4. Complete 	
	Pete Smith		Giles Perritt	Focus performance improvement on top priorities identified by Plymouth residents.	Green	K02	<ul style="list-style-type: none"> 1. Implement new refuse collection arrangements (returning bins etc to correct locations and improving recycling rates) 2. Commence the development the existing Street Cleansing and Grounds service by co-designing and co-producing with frontline staff through continued engagement to promote a multi-skilled approach (achieving a more flexible workforce and proactive service which can meet service demands across the city). 	<ul style="list-style-type: none"> 1. Complete 2. Complete 	

The Council provides and enables brilliant services that strive to exceed customer expectations.”

Outcome	Measure	Key	Performance	Graph	Historic Performance against target, benchmark and influences	Current Performance and trajectory	Performance forecast (link to Action Plan)	Links to outcome																																				
The Council provides and enables brilliant services that strive to exceed customer expectations.	80% of customer contacts with the Council will be managed through the single point of contact, with 80% of enquiries dealt with at first point of contact.	P1	<table border="1"> <thead> <tr> <th></th> <th>2009/10</th> <th>2010/11</th> <th>2011/12</th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td></td> <td></td> <td></td> <td>800</td> <td>800</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Target</td> <td></td> <td></td> <td></td> <td>800</td> <td>800</td> <td>800</td> <td>800</td> <td>800</td> </tr> <tr> <td>Forecast</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>800</td> <td>800</td> <td>800</td> </tr> </tbody> </table>		2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	Actual				800	800				Target				800	800	800	800	800	Forecast						800	800	800		<p>Baseline was set in 2013/14 by undertaking random samples of contacts and single point of contact. Issues with reporting from the Lync Telephony system have resulted in a distortion to this baseline and reportable performance levels moving forward.</p>	<p>Current performance is reported monthly, it indicates a high level of customer contacts however how we identify and capture First Contact Resolution (FCR) is currently under review and it is anticipated the time will soon have a much more transparent view of when FCR has been achieved.</p>	<p>The Customer Service Transformation Programme is systematically reviewing high contact volume services and migrating them to efficient channels. A new way of working has been trialled for Council Tax customers at First Stop which has delivered a 100% First Contact Resolution. This new process will now be rolled out to additional customer groups.</p>	Customer Transformation is working closely with customers (as panels and individual service users) to co-design solutions. In this way customers are defining what they need in order to deliver on and exceed their expectations.
		2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17																																			
Actual				800	800																																							
Target				800	800	800	800	800																																				
Forecast						800	800	800																																				
					<p>Influences? Welfare Reform Council tax bill accuracy/misread bills</p>	<p>Direction of current trajectory? Static</p>	<p>Forecast? Green</p>																																					
The Council provides and enables brilliant services that strive to exceed customer expectations.	Provide fully transactional services on the web – through a “Citizen Portal” with a target of the national average and 2% (from 3% to 25%) by volume.	P2	<table border="1"> <thead> <tr> <th></th> <th>2009/10</th> <th>2010/11</th> <th>2011/12</th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td></td> <td></td> <td></td> <td>2%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Target</td> <td></td> <td></td> <td></td> <td>2%</td> <td>2%</td> <td>2%</td> <td>15%</td> <td>25%</td> </tr> <tr> <td>Forecast</td> <td></td> <td></td> <td></td> <td></td> <td>2%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	Actual				2%					Target				2%	2%	2%	15%	25%	Forecast					2%					<p>As with 2013/14, questions remain about the accuracy of the baseline due to the sampling nature of the method used and the absence of Lync reporting. Despite this it is clear that Plymouth has not exploited the potential benefits of serving customers over the internet fully yet - and that some customers want this.</p>	<p>The gradual rise in volume of web traffic is based on a gradual release of new capability on the web site and increasing numbers of customers looking to transact with the Council online.</p>	<p>14% of current contacts are estimated to be by email suggesting many customers want to interact electronically but haven't found the service on our website or the service is too technical to use. The opportunity is there to design services on the internet for customers the way they want them and to promote this to customers whenever they interact with us.</p>	Electronic interactions are not right for all customers or all services. However, for many customers and many services electronic channels will increase the hours of service to 24 hours a day and provide greater visibility and convenience to customers to interact with the Council this way.
		2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17																																			
Actual				2%																																								
Target				2%	2%	2%	15%	25%																																				
Forecast					2%																																							
					<p>Influences? Volume of internet enabled households and internet confident customers</p>	<p>Direction of current trajectory? Gradual increase</p>	<p>Forecast? Green</p>																																					

Corporate Plan Review



Our Plymouth Scrutiny Panel
12th October 2015
Faye Batchellor Hambleton
Peter Honeywell

Key Actions K01 and K02

K01



Key Action:

Speed up the delivery of Customer and Service Transformation Programme service reviews through developing a Council wide Customer and Service delivery blueprint and Customer Access Strategy.

Supports outcome:

The Council provides and enables brilliant services that strive to exceed customer expectations.

What are we doing to improve services delivered by PCC?



Customer Service is changing from being like House of Frazer – multiple franchises – to more like Sainsbury's – where standardisation drives benefits.

From this:



- Inconsistent to the customer
- Expensive and inflexible to the Council
- Little value added by customer services

To this:



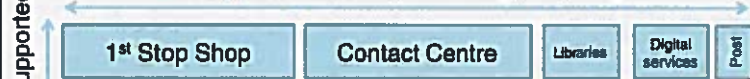
- Customer can see deeper into service delivery
- Consistent service delivery
- Systems and processes can be swapped in and out quickly and cheaply

How does the Customer Strategy improve service to customers?



The Customer Strategy offers customers more choice and control to customers over how, where and when they can access services provided by PCC

From this: Share of customer contacts (illustrative)



- Heavy dependence on expensive channels with limited opening hours
- Little value added by Customer Services

To this:



- Extended opening hours
- 24 hour availability of digital services
- Customer Service resolving more contacts

Note: whilst the share will move as illustrated, the volume of contacts is anticipated to rise as services are made more available

Action Plan and Resources



- The changes to Customer Services are being delivered with support from the Customer and Service Transformation Programme (CST)
- Key actions in the CST plan going forward include:
 - Release of first set of digital services on the new Firmstep platform – allowing the My Plymouth app to be decommissioned
 - Completion of Street Services service review
 - Replacement of Dynamics CRM with Firmstep as the corporate CRM system
 - Upgrade of the Revenues and Benefits systems to automate currently manual work
- The programme is structured as follows:
 - CST 01 – Revs and Bens
 - CST 02 – Libraries and Registration Service Review
 - CST 03 – Digital Services
 - CST 05 – Street Services Service Review

Note: CST 04 is a completed project the development of the Customer Strategy and CST blueprint

Milestones



Milestone	Due Date
Additional automation delivered into revenues and benefits	Q 4 FY 15/16
Digital services beta release	Q3 FY 15/16
Customer feedback policy drafted	Q3 FY 15/16
Customer feedback policy approved	Q4 FY 15/16
Street services service review analysis completed	Q3 FY 15/16
Street services service review implementation commenced	Q4 FY 15/16
Digital services CRM replacement functionality delivered	Q1 FY 16/17

K02



Key Action:

Intensify performance improvement on top priorities identified by Plymouth residents.

Supports outcome:

The Council provides and enables brilliant services that strive to exceed customer expectations.

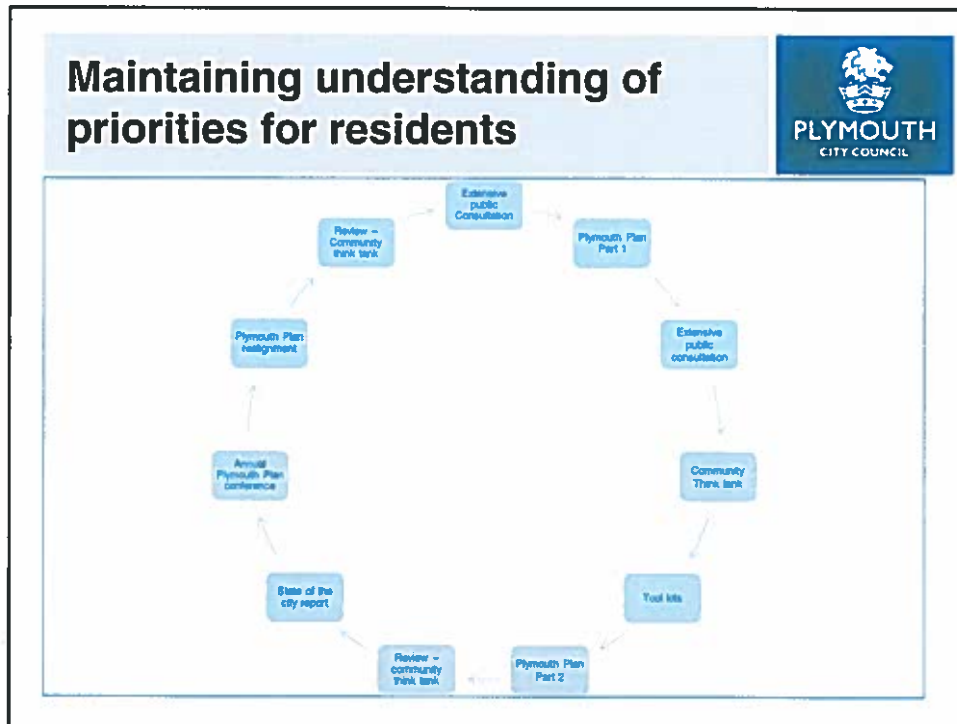
Plymouth Plan - What we want to achieve




Strategic City	Healthy City	Growing City	International City
A city fulfilling its role as a major economic driver for the heart of the south west	People live in happy, healthy, safe and aspiring communities	A city economy that has transformed and rebalanced, raised productivity and increased opportunities	Plymouth is internationally renowned as Britain's Ocean City and is the UK's premier marine city, famous for its waterfront.

Customer expectations - consultations

- Three major consultation stages have involved more than over 3,000 comments, from over 60 public events and involving over 30 different key strategic partners.
- The journey to creating the plan has involved debates, discussions, topic papers, interactive online discussions, a pop up shop in the city centre and a Plymouth Plan sofa tour moving around the city to encourage people to have relaxed conversations about their aspirations for the future.
- The plan is the result of thousands of conversations with people, communities and businesses and has rightly received national recognition for turning traditional planning on its head and putting people at the heart of the plan.
- The Plan has unprecedented buy-in and commitment that has broken down the barriers between departments, organisations and communities.



Milestones



Milestone	Due Date
Publish consultation response report	Q 1 FY 15/16
Prepare final Plymouth Plan Part 1 for Full Council	Q2 FY 15/16
Seek Cabinet approval to progress to Full Council	Q2 FY 15/16
Submit to Full Council (21st Sept 2015)	Q2 FY 15/16

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SAFER PLYMOUTH

Your Plymouth Scrutiny Panel – 12 October 2015



PLYMOUTH
CITY COUNCIL

INTRODUCTION:

This report provides the Your Plymouth panel with an overview of a new approach Safer Plymouth is taking along with activity and performance against crime reduction performance measures and levels of overall crime in Plymouth.

With regard to performance measures, the reporting period is from the beginning of April 2015 to the end of August 2015 (the latest data available at the time of writing this report).

CITY CONTEXT

Since 2006/7 when there were 28,209 crimes recorded, there has been a long term trend of reducing crime. In 2014/15 there were 18,796 crimes recorded, a reduction of 9,413 meaning there have been that many fewer victims in the city over that period of time.

Between April 2015 and August 2015 there have been 7,658 crimes recorded which represents a decrease of 212 crimes (-3%) compared to the same period the previous year. Levels of anti-social behaviour continue to fall, there have been 304 fewer incidents (down 6%). Also, levels of domestic burglary have reduced by 23 crimes (down 8%) and levels of vehicle related theft have reduced by 34 crimes (down 7%).

This means people in Plymouth are less likely to be victims of these crimes. (More details on our performance measures are shown in Appendix 1).

Since the last Your Plymouth Scrutiny Panel, Safer Plymouth has:

- Supported over 500 victims of domestic abuse in the first quarter of the year, including providing individual support, legal advice and refuge places.
- Trained over 50 additional front-line workers in “Domestic Abuse, Stalking and Honour-Based Violence (DASH)” in the first quarter in Plymouth.
- Supported over 31 vulnerable victims through our Anti-Social Behaviour Victim Champion Service, building their resilience and reducing their risk from harm.
- Continued with a programme of drug treatment for the most prolific offenders to try and prevent them from offending.
- Secured a successful application in respect of a closure of the legal high retailer “Highlife” who elected not to oppose our application and gave the court a legal undertaking that they would cease selling Legal Highs immediately and permanently, and pay our costs of £2,500.00.
- The new ASB Lawyer in the council’s Safer Plymouth team, has used the new ASB Tools and Powers to deal successfully with a number of very complex ASB cases including legal enforcement in respect of 18 Grand Parade. Under revised arrangements, he is also now providing legal advocacy for victims of domestic abuse seeking non-molestation orders from their abusive partner.
- Organised a well-attended open public meeting represented by Police, Planning, Public Health, Public Protection and the Fire Service, to hear and respond to the community’s views and answer questions in respect of the Quality Hotel. Since then, Safer Plymouth has continued to coordinate multi-agency action including successful prosecution of the owner and is continuing to press the owner to fully resolve the situation.
- Agreed a process with the Police for notifying/consulting Ward Members on dispersal orders (following this power being transferred to the Police).

- Responded to the consultation on the 'Draft Code of Practice for Victims of Crime'.
- Widely shared the Home Office Consultation on Police Funding Reform in England and Wales, which Plymouth City Council has responded to.
- Continued to support the re-commissioning process for SARC services in Plymouth at the Peninsula Sexual Assault Referral Centre (SARC) Board, who have just awarded a further year's contract for 2015/16.
- Held a steady position of 6th best out of 15 in our most similar family group for 'all crime' (as at end of July 2015 – latest available).

SAFER PLYMOUTH PARTNERSHIP: A NEW APPROACH

Whilst the progress above indicates generally favourable performance against indicators and the tackling of some key issues, Safer Plymouth Partnership (Plymouth's Community Safety Partnership) recognises that in order to fully realise its vision of "A city where people and communities feel safe and secure" a new approach is needed.

Systems Leadership and Safer Plymouth Development:

Safer Plymouth has, therefore, embarked on a period of review and development based on the principles of systems leadership. On 13 February 2015, Safer Plymouth underwent their first session of understanding the principles and theory of using a 'Systems Leadership' approach (an approach recommended by the Fairness Commission). A further session was held on 14 August 2015 where consideration was given to the direction that Safer Plymouth's development should take in the context of wider change.

Beyond the statutory requirements placed on the Community Safety Partnership, there is flexibility in the way Safer Plymouth can operate locally. Although legislation refers to a "strategy group" this does not require the establishment of a traditional partnership board. Safer Plymouth members have indicated a desire to move to a more dynamic and innovative way of working (and away from a "committee" style approach to meetings) where partners work effectively together towards agreed outcomes that benefit Plymouth whether or not they are top priorities for individual organisations. Members have also indicated their desire to work more collaboratively with wider partnerships and agendas.

Although the Partnership has adopted principles of systems leadership, it recognises that in order to fully realise the potential for this delivering the change in approach required.

In response, Safer Plymouth considered a number of options to help develop new ways of working, and have agreed on an approach that means they will now convene more dynamically and have a more effective conversation across crime and community safety topics that are important to the City.

The approach will be a 'support and challenge' one, with partners encouraged to have an honest conversation about the ways they can help each other agree how to address issues. It was also agreed that membership could be more flexible than previously, meaning other key stakeholders or specialists on specific issues could be invited to contribute to the conversation.

SAFER PLYMOUTH'S PERFORMANCE MEASURES AND FRAMEWORK FOR 2015/16:

The Devon and Cornwall Police (D&CP) approach has changed significantly in the last year in response to financial constraints, new emerging threats (including child sexual exploitation, modern slavery, and cybercrime) and a desire to prioritise resources and efforts towards protecting those most at risk of harm in the communities it serves. There is now a new D&CP mission “We detect and prevent harm; protect the vulnerable and reduce crime”, which is supported by 3 statements;

- We work together as one team to safeguard communities and neighbourhoods;
- We are sustainable and resilient and provide a high quality service to the public;
- We act in accordance with the national Code of Ethics and our Force standards of behaviour.

This change in focus is being embedded in all policing and in all police personnel's delivery of service. Working in partnership is a key policing goal and D&CP recognises that to protect the vulnerable and prevent harm there has to be effective community based partnership working. Therefore it is vital that the Safer Plymouth Partnership aligns its approach towards prioritising harm to those most at risk in its communities.

This has been taken into consideration by Safer Plymouth to a certain extent in setting its performance measures for 2015/16 but this will be subject of ongoing review over the coming months as we consider further aligning future performance measures which are more 'outcome' focused.

The following are the current performance measures for 2015/16:

- Closing the Gap in overall crime between the neighbourhoods with the highest crime and the city average.
- Increase reporting of Domestic Abuse.
- Increase referrals to Domestic Abuse Services.
- Number of professionals in receipt of DASH training.
- Reduce Anti-Social Behaviour.
- Number of vulnerable victims assessed as appropriate for support by the ASB Victim Champion Service, who get the service they need.
- Satisfaction rate of vulnerable victims of ASB with the service they receive.
- % of vulnerable ASB victims whose 'quality of life score' has improved.
- Increase number of racist, disablist, homophobic and faith incidents reported.
- Increase the % satisfied with outcome of reported racist, disablist, homophobic, faith & belief incidents.

Additionally, rather than have a specific performance measure for violent crime, there has been a review of the approach that Plymouth is taking as a partnership to addressing violence in the city. This has resulted in a new framework that will focus on the following areas:

- Plymouth Sexual Assault Referral Centre (SARC) and sexual offences
- Evening and Night Time Economy & Alcohol Harm Reduction
- Young People Violence

- Violence Behind Closed Doors (domestic abuse include under-16s)
- Violence in Public Places

Safer Plymouth has also been looking at broadening its scope of activity and taking a more holistic approach which aims to achieve a shared understanding of community safety outcomes across a broad range of partners' priorities with clear associated commitments. This will enable Safer Plymouth Partnership to support, but also challenge, each other in respect of their delivery. These may include performance measures in relation to, for example:

- The measure the Community Rehabilitation Company (CRC) has in relation to offenders on more than 1 day/less than 12 month licenses – who are known to be the most likely to reoffend. The CRC must ensure that a minimum of 75% of this cohort do not go back to court for revocation of an order at any time.
- A performance measure from the National Probation Service (NPS), with performance still to be identified via consultation with the NPS.
- Fire Safety

Due to considerable reductions in serious acquisitive crime over the last few years, and in order to maintain a focus on crimes affecting the most vulnerable and causing the most threat, risk and harm, Safer Plymouth continues to 'monitor' levels of serious acquisitive crime only.

In 2014/15, Safer Plymouth agreed to align to use the Police and Crime Commissioner's Performance Management Framework which indicates the general direction of travel. Each of the Safer Plymouth performance measures is reported in more detail below:

Closing the Gap in crime between neighbourhoods with the highest crime and the city average –Maintain good performance.

(2015/16 performance measure is to achieve a reduction in the crime gap between the ten neighbourhoods with the highest crime and the city as a whole based on the 2014/15 outturn of 77.4/1,000).

The latest crime gap update is for the end of July 2015 when the gap between the ten priority neighbourhoods and the city average was 23.5 against a target of 25.7. This means we are currently on target to close the gap.

Between April and the end of July crime has dropped across the ten priority neighbourhoods by 238 crimes, seven neighbourhoods have seen reductions compared to the same period in 2014/15, on average these seven neighbourhoods have seen a 13% drop in crime levels. These crime changes are shown below in table one:

Table one – Crime change in 10 priority neighbourhoods

Neighbourhood	April - July 14/15	April - July 15/16	Change in crime numbers	% change in crime
Plymouth City Centre	1137	1058	-79	-7%
Stonehouse	658	584	-74	-11%
Greenbank & University	294	331	37	13%
Stoke	319	296	-23	-7%
Devonport	312	253	-59	-19%
East End	278	228	-50	-18%
Whitleigh	168	209	41	24%
Honicknowle	216	187	-29	-13%
Mutley	213	180	-33	-15%
Barne Barton	125	156	31	25%

Source: Devon and Cornwall Police Universal Data set, July 2015

Increasing reporting of Domestic Abuse – Improvement in performance expected.

(2015/16 performance measure - more than 6,587 reports).

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

Between April and August 2015 overall there have been 2,792 domestic violence related incidents and crimes reported which represents a **decrease** of 6% (173 fewer incidents/crimes reported) compared to April to August 2014/15 (2,965).

Whilst there has been an **increase in domestic abuse crimes** recorded (+4%/ +43) this has been offset by a decrease in the number of non-crime domestic incidents (-11%/-196)¹.

Work continues with Police colleagues to fully understand the reasons why the levels of reported non-crime domestic abuse have reduced whilst domestic abuse crimes continue to rise. There have been a number of issues with police crime recording systems and processes which may have impacted on the level of crimes flagged correctly as domestic abuse, with further investigation required to fully understand the position and any impact on DA levels for Plymouth. There has also been recent work within the police which appears to indicate that generally there has been less incidents reported and less calls into the police (all types whether domestic abuse or not) over the last few months. Again further work is taking place to fully understand this, and how this may provide context around the trends in reporting of domestic abuse.

Increase referrals to Domestic Abuse Services – Improvement in performance expected.

(2015/16 performance measure – more than 2,665 referrals)

In quarter one there have been 542 referrals to the domestic abuse services, this is a reduction of 87 referrals compared to quarter one last year. IT problems within Devon and Cornwall Police have resulted in a drop off in Police referrals to the service, this has been resolved and the backlog of referrals have now been sent to the service. Increased numbers of professionals in receipt of DASH training mean we are likely to start seeing the number of referrals increase in quarter two (see indicator below).

Number of professionals in receipt of DASH training – Maintain good performance.

(2015/16 performance measure – at least 200 professionals to attend DASH training)

In quarter one, 58 people received DASH training. This means we are on course to have achieved the target to have trained an additional 200 front line professionals by the end of the year.

Reducing Anti-Social Behaviour – Maintain good performance.

(2015/16 performance measure - not more than 10,064 incidents).

There have been 4,380 ASB incidents recorded between April to August 2015/16 which represents a **decrease** of 6% (304 fewer incidents) compared to April to August 2014/15(4,684). ASB numbers dropped considerably towards the end of 2014/15, these drops will need to be replicated this year to ensure the target is met.

Number of vulnerable victims assessed as appropriate for support by the ASB Victim Champion Service, who get the service they need – Improvement in performance expected.

(2015/16 performance measure - more than 120).

In quarter one 14 vulnerable victims have been seen by the victim support service, referrals were lower than expected. Networking activities performed by project staff and new referral sources

¹ Please note, figures do not add up as they exclude a small number of non-notifiable DA offences

established with Routeways and the Zone and being established with Re-think. In quarter two to date, there have been 17 new referrals to the service showing an improving trend.

Satisfaction rate of vulnerable victims of ASB with the service they receive – Maintain good performance.

(2015/16 performance measure – 90% satisfaction)

In quarter one, it was only possible to gauge the satisfaction of a small number of service users via a service-user survey. This is because the survey is only conducted when their support ends, and most of the cases are still open/ongoing. However, of those cases that have closed where a client has completed a survey, 100% of the clients have stated they were satisfied with the service received.

% of vulnerable ASB victims whose quality of life score has improved

(2015/16 performance measure – 80% whose quality of life has improved)

This is a new indicator aimed at demonstrating the impact of the victim support service on the most vulnerable victims of Anti-Social Behaviour. Victim support staff has been subject to training in the new outcome tool with first baseline scores now taken on all new cases.

Levels of Hate Crime - Maintain good performance.

(2015/16 performance measure – Increase the reporting of hate crime incidents to 621 reports and 90% satisfaction rate)

It is well known that Hate Crime is an under-reported crime and it is, therefore, a priority for the Council and Police to increase reporting in order to better understand the level of the problem and deal with it effectively. The Council has set itself a stretching target to increase reporting of hate crime. For the period April to August 2015/16 there have been 276 reports of hate crime incidents reported via the Council's Hate Crime reporting system, which means we are performing well. For the same period, the satisfaction rate for how incidents have been dealt with stands at a monthly average of 88%, just below target.

Sarah Hopkins

Community Safety & Partnerships Manager

YOUR PLYMOUTH

12 October 2015

Tracking Resolutions Schedule
2015 - 2016**PLYMOUTH**
CITY COUNCIL

Date and Minute number	Resolution	Progress
13.7.15 6	<p>Appointment of Co-opted Representative</p> <p>The panel <u>recommends</u> that, subject to his acceptance of the invitation, Steve Meakin, Money Co-ordinator, Devon and Cornwall, is appointed as its co-opted representative for the municipal year 2015/16.</p>	<p>The Co-operative Scrutiny Board confirmed Steve Meakin's appointment as a co-opted representative at its meeting on 19 August 2015.</p>
7	<p>Customer Services Transformation Programme Update</p> <p>The panel <u>recommended</u> that in taking the project forward consideration would be given –</p> <ul style="list-style-type: none"> (1) to enabling the Firmstep system to provide a breakdown of cases on a ward by ward basis for the benefit of councillors and their casework; (2) to including with libraries links to other government websites to help point customers using the facilities in the right direction. 	<p>7.1 This requirement has been recognised by the project team and is being explored for delivery as part of the beta release.</p> <p>7.2 The libraries are involved now in the introduction of Universal Credit as digital champions, helping customers to locate debt advice etc. The libraries are already providing health care advice and staff are further being trained to support blue badge applications and benefits advice.</p>

Date and Minute number	Resolution	Progress
8	<p>Unauthorised Encampments Update</p> <p>The panel <u>recommended</u> that –</p> <p>(1) where the council has placed locks on gates restricting access to its land, a sign is displayed providing contact details for the keyholder;</p> <p>and <u>agreed</u> that –</p> <p>(2) the link to the report’s background paper is circulated to the panel.</p>	<p>8.1 On investigation, following the Panel’s recommendation, the cost of introducing signage on each locked gate within Plymouth is cost prohibitive. However we work closely with the emergency services and where teams and crews do not have access to the key there is an understanding that if access is needed this can be done by removing the lock and this is reported to the Council the next day for a replacement to be provided. This type of incident occurs on a limited basis and the council provide the emergency services with skeleton keys to make access easier.</p> <p>The council also has an out of hours emergency supervisor that can attend any situation such as this and can be contacted by contacting the council on 01752 668000 and the log reported to the officer on duty at the time to attend if access isn’t as urgent</p> <p>8.2 An e-mail was circulated to the panel on 1/10/15</p>

YOUR PLYMOUTH

Draft Work Programme 2015/16



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
13 July	Unauthorised Encampments Update	To update members on progress following the review undertaken in 2013	Increasing UE occurrences and community interest	Matt Garrett
	Customer Services Transformation Programme	Update on progress with Project delivery		Ross Johnston / Pete Honeywell
12 Oct	Safer Plymouth Partnership Update : Crime Figures	To monitor City's crime trends and Community Safety Partnership performance	The panel has a statutory role in scrutiny of the Community Safety Partnership	Sarah Hopkins
	Corporate Performance Monitoring (K01 / K02 / K29 / K30)	To monitor progress against KPI's falling within the Panel's terms of reference	Referred from Co-operative Scrutiny Board	Faye Batchelor-Hambleton & Craig McArdle
	Emergency Welfare Scheme Update	To monitor and review following its introduction in April 2013	Monitoring outcome of Social Fund Replacement task and finish review	Faye Batchelor-Hambleton
14 Dec	Corporate Performance Monitoring (K22 / K24 / K25 / K52)	To monitor progress against KPI's falling within the Panel's terms of reference	Referred from Co-operative Scrutiny Board	Craig McArdle David Draffan

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
	Enforcement	To review current practice and performance		
	Problem Debt	To review outcome of recommendations arising from co-operative review undertaken in 2014	To monitor progress of scrutiny recommendations	Laura Griffiths
14 Mar	Corporate Performance Monitoring (K26 / K43)	To monitor progress against KPI's falling within the Panel's terms of reference	Referred from Co-operative Scrutiny Board	Alison Botham, Andrew Hardingham/ Paul Barnard
	Safer Plymouth Partnership Update : Crime Figures	To monitor City's crime trends and Community Safety Partnership performance	The panel has a statutory role in scrutiny of the Community Safety Partnership	Sarah Hopkins

Cooperative Reviews	Consideration Priority	Description	Progress
The Summer Budget and Implications for Plymouth Residents	1	<p>On 8 July, Chancellor George Osborne delivered the first Conservative Budget since 1996.</p> <p>The review will focus on the elements considered to impact most keenly on the residents of Plymouth.</p> <ul style="list-style-type: none"> • Working age benefits • Benefits cap • Free childcare entitlement • The youth obligation • Social housing (right to buy, pay to stay, rental rates) • National living wage 	Two dates have so far been confirmed – 19 October and 13 November 2015.
The effects of the expansion of Plymouth University and its students	2	The expansion of Plymouth	To be commenced

<p>on the surrounding residential areas</p>		<p>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>	
<p>Sex Crimes on Campus</p>	<p>PID to be drafted and submitted to Co-operative Scrutiny Board</p>		

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