



**Democratic and Member Support**

Chief Executive's Department  
Plymouth City Council  
Ballard House  
Plymouth PL1 3BJ

Please ask for Helen Wright  
T 01752 304022  
E Democratic Support Officer  
[www.plymouth.gov.uk/democracy](http://www.plymouth.gov.uk/democracy)  
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## **PLACE AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE**

Wednesday 7 December 2016  
3pm  
Council House, Plymouth

**Members:**

Councillor Bowie, Chair  
Councillor Ball, Vice Chair  
Councillors Carson, Churchill, Sam Davey, Fletcher, Fry, Mavin, Morris, Penberthy and Storer.

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

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**Tracey Lee**  
Chief Executive

# **Place and Corporate Overview and Scrutiny Committee**

## **Agenda**

### **1. Apologies**

To receive apologies for non-attendance submitted by Members.

### **2. Declarations of Interest**

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

### **3. Minutes (Pages 1 - 10)**

To confirm the minutes of the meetings held on 31 August 2016 and 5 October 2016.

### **4. Chair's Urgent Business**

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

### **5. Child Poverty Action Plan Update (Pages 11 - 24)**

The committee will receive an update on the Child Poverty Action Plan.

### **6. The Council's Corporate Plan Monitoring Report and Commitments Progress Report (Pages 25 - 40)**

The committee will receive the Council's Corporate Plan Monitoring Report and Commitments Progress Report.

### **7. Plan for Parking (Pages 41 - 54)**

The committee will receive the Plan for Parking.

### **8. Plan for Libraries (Pages 55 - 60)**

The committee will receive the Plan for Libraries

### **9. Tracking Decisions (Pages 61 - 70)**

The committee will monitor the progress of its decisions.

## **10. Work Programme**

**(Pages 71 - 72)**

The Committee will be asked to consider and approve the work programme and give consideration to the prioritising tool.

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**Select Committee Review****Wednesday 31 August 2016****PRESENT:**

Councillor Bowie, in the Chair.  
Councillor Ball, Vice Chair.  
Councillors Fletcher, Morris and Storer.

Also in attendance: Jacky Clift (Plymouth Octopus Project), Lou Hayward (Assistant Director for Street Services), Ross Jago (Lead Officer), Michael Leaves (Cabinet Member for Streetscene and Environment), Penny Tarrant (Plymouth Food Waste Partnership) and Helen Wright (Democratic Support Officer).

The meeting started at 9.30 am and finished at 12.05 pm.

*Note: At a future meeting, the Panel 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. Declarations of Interest**

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

**2. Chair's Urgent Business**

There were no items of Chair's urgent business.

**3. Select Committee Review: Plan for Waste**

The committee received a presentation from Councillor Michael Leaves (Cabinet Member for Street Scene and Environment) and Lou Hayward (Assistant Director for Street Services) which highlighted the following key points -

- the current position;
- the Council's big challenges;
- the Council's vision;
- proposals;
- increase income generation;
- increase recycling rates;
- customer relations and enforcement team.

The committee heard representations from the following witnesses –

- (a) Jacky Clift (Plymouth Octopus Project) and Penny Tarrant (Plymouth Food Waste Partnership) advised that -

- the separate collection of food waste had previously been investigated but at that time had not been implemented;
- there were concerns that the proposed waste plan was not robust enough to bring about the improvements, reduction in waste and cost savings that were required;
- these proposals provided an opportunity to look at tackling food waste in Plymouth and the options available to address this issue;
- Plymouth City Council and Exeter City Council were the only local authorities in Devon that were not currently collecting food waste separately;
- there were significant challenges in achieving sustainable waste management in Plymouth, such as changing people's attitudes and behaviours towards food, cost implications, etc;
- significant reductions in general waste or improvements in recycling would not be achieved without the introduction of a high profile, interactive, creative, innovative and sustainable awareness programme;
- working with the Council would be key in the rolling out of a food waste education programme.

In response to questions raised by the Committee, the follow key points were reported –

- (b) it was not the intention under these proposals to close the Weston Mill recycling centre facility; following an assessment of the site by the Environment Agency, works would need to be undertaken to address drainage issues;
- (c) with the proposed reduction in household waste going to the incinerator, it was not envisaged that there would be any implications relating to the council's contractual commitments;
- (d) in locations where it was feasible to place containerised bins these would replace the use of bin bags; areas where this was not appropriate would continue to receive a weekly collection service;
- (e) it was recognised that in order to address the issue of fly-tipping a range of measures would need to be implemented such as improving community engagement, increasing the levy of charges, the roll out of education programmes, etc;
- (f) under the current proposals, there would be no change to the way in which garden waste was collected; however, options for the

future would need to be considered;

- (g) work was being undertaken to assess whether in certain locations it would be feasible to replace standard wheelie bins with steel bins which would be collected on a more frequent basis;
- (h) different methods of communications would be used as part of a community education programme;
- (i) in order to alleviate the problem, at times, of queuing traffic at the Weston Mill recycling centre, the operating methods and the layout of the site would be reviewed;
- (j) the 'Pickles' grant had been awarded to the Council in 2011 for the maintenance of a weekly waste collection service (for a period of five years); however the grant for this service was now due to end;
- (k) if the recycling targets for the City were not achieved, then the Council would incur financial penalties;
- (l) every effort would be made to minimise the impact of these proposals on members of staff.

The Committee wished to register its disappointment at the lack of detailed information provided regarding this complex issue.

*(Please note: this item was webcast)*

#### 4. **Recommendations**

The Select Committee agreed that –

- (1) it was unable to take a position on the proposed changes to waste collection at the meeting due to the lack of information presented;
- (2) the Cabinet Member for Strategic Street Scene and Environment should publish the Plan for Waste to provide clarity for councillors and members of the public on the future of waste management in the city;
- (3) prior to implementing a Plan for Waste containing proposals regarding waste collection, and education and communication plan should be shared with the Place and Corporate Overview and Scrutiny Committee for feedback from councillors; communication regarding changes to waste collection should be simple, pictorial, timely and permanent where appropriate;

- (4) detailed information to support assumed levels of savings and increased income should be provided to the Select Committee Review on budget and policy proposals under the Medium Term Financial Strategy.

*(Please note: this item was webcast)*



## Place and Corporate Overview and Scrutiny Committee

**Wednesday 5 October 2016**

### **PRESENT:**

Councillor Bowie, in the Chair.

Councillor Fry, Vice Chair.

Councillors Carson, Churchill, Sam Davey, Fletcher, Martin Leaves, Mavin, Morris, Penberthy and Storer.

Apology for absence: Councillor Ball.

Also in attendance: Councillor Bowyer (Leader), Paul Brookes (Executive Director History Centre), Mar Brunsdon (Head of Strategic Development Projects), Paul Cook (Head of Financial Planning and Reporting), (Councillor Darcy (Cabinet Member for Finance), David Draffan (Assistant Director for Economic Development), Ross Jago (Lead Officer), Councillor Jordan (Cabinet Member for Culture), Lou Hayward (Assistant Director for Street Services), Councillor Michael Leaves (Cabinet Member for Strategic Streetscene/Environment), Gareth Simmons (Strategic Project Director) and Helen Wright (Democratic Adviser).

The meeting started at 5.00 pm and finished at 7.00 pm.

*Note: At a future meeting, the Panel 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.*

**Please Note: This meeting was webcast and can be viewed at -**

<http://council.webcast.vualto.com/plymouth-city-council/home/?EventId=16914>

### 9. **Appointment of Vice Chair**

The committee agreed to appoint Councillor Fry as Vice Chair for this particular meeting.

### 10. **Declarations of Interest**

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

### 11. **Minutes**

The committee agreed that the minutes of the following minutes are approved as a correct record –

- Place and Corporate Overview and Scrutiny Committee 27 July 2016

- Co-operative Scrutiny Board 17 February 2016  
9 March 2016
- Working Plymouth Panel 16 March 2016

12. **Chair's Urgent Business**

The Chair advised that during the winter months the meeting time of the committee would be brought forward to commence at 3pm and not 5pm.

13. **Capital and Revenue Monitoring Report 2016/17**

Councillor Ian Bowyer (Leader), Councillor Darcy (Cabinet Member for Finance) and Paul Cook (Head of Financial Planning and Reporting) presented the Capital and Revenue Monitoring report 2016/17 (as attached).



Qtr1CabinetReportV4.pdf

In response to key areas of questioning by councillors, it was reported that more up to date information would be provided in the future.

Ross Jago (Lead Officer) advised that the issue relating to the loss of funding to the authority when schools converted to academy status (the adverse impact could be in the region of £400,000) would be raised with the Chair of the Wellbeing Committee.

The committee noted the report.

The committee agreed to receive financial monitoring information on a more regular basis.

*(Please note: this item was webcast)*

14. **History Centre**

Councillor Jordan (Cabinet Member for Culture), David Draffan (Assistant Director for Economic Development), Gareth Simmons (Strategic Project Director) and Paul Brookes (Executive Director History Centre) presented this report (as attached).



20160916 Scrunity Report V0 03.pdf

In response to questions raised by councillors, the following key points were reported –

- (a) the project was currently referred to as the History Centre, although it was not the intention to retain this name; however,

there was a need to ensure that the right name was chosen and that the public liked the name;

- (b) the cost of supplies for the project could be reported to the committee (officers to agree the best method for delivering this);
- (c) a decision from the Arts Council was imminent regarding the council's application for funding;
- (d) crowd funding would be utilised once the designs, ideas and concepts had been developed; members of the public would have the opportunity to raise money for the exhibits;
- (e) work would be undertaken to engage with the local sub-contractor to support the connection between education and the construction market regarding the skills that would be required for the delivery of this project;
- (f) discussions were being held with the preferred contractor regarding the best methods of communicating the progress of the project; proposals put forward included video screens in the hoardings, time lapse photography, filming the site with the use of drones and the website; the activity plan included hard hat visits, a viewing platform, school site visits and visits to schools by the construction team; an important part of this project was the engagement of the community.

The committee agreed to receive regular updates on the cost of supplies for this project.

The committee noted the report.

*(Please note: this item was webcast)*

### 15. **Quality Hotel Site Project Update**

Councillor Ian Bowyer (Leader), David Draffan (Assistant Director for Economic Development) and Mark Brunson (Head of Strategic Development Projects) presented the report (as attached).



Scrutiny Report Quality Site.pdf

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

- (a) community engagement was vital in the development of this project; the preferred developer had recognised this specific need and had produced a communications plan;

- (b) it was acknowledged that Ward Councillors would welcome the opportunity to work closely with officers and the developers on this project.

The committee noted the report.

*(Please note: this item was webcast)*

16. **Plan for Modernising Waste and Street Services**

Councillor Michael Leaves (Cabinet Member for Strategic Streetscene/Environment) and Lou Hayward (Assistant Director for Street Services) present this report (as attached).



Waste modernisation.pdf

In response to questions raised by councillors, the following key points were reported –

- (a) resident engagement was vital in ensuring the required behaviour change required to increase the household recycling rate across the city;
- (b) with the proposed reduction in household waste going to the incinerator, it was not envisaged that there would be any implications relating to the council's contractual commitments;
- (c) staff had been engaged at the earliest opportunity, with regard to the proposals for modernising the service; in order to achieve this there would need to be a change in culture of the workforce;
- (d) it was acknowledged that further work was required to inform residents of the reasons why their bins had not been collected;
- (e) a pilot scheme had been implemented within the Drake ward which had resulted in individual bins being replaced with commercial bins; a communications exercise had been undertaken with residents to provide them with useful information on recycling, a map of where the bins were located, etc;
- (f) the alignment and deployment of services to maximise efficiency would assist in the modernisation of the service;
- (g) the process of gathering intelligence relating to fly tipping would be streamlined by the use of smarter technology;
- (h) the council did have the powers to enforce the removal of rubbish on privately owned land;

- (i) the Plymouth Food Waste Partnership feasibility study would inform future options for food waste collection (however, food waste acted as an 'enabler' in the burning of waste at the Energy from Waste plant).

The committee agreed that -

- (1) the Cabinet Member instructs officers to produce a full business case at the earliest opportunity; it should contain –
  - (a) detailed assessments for the impact on staff, recycling and the city council's budget;
  - (b) how the preferred option reflects contributions made –
    - (i) through the detailed public responses put forward in the 'Time for Big Decisions' consultation;
    - (ii) by the Place and Corporate Overview and Scrutiny Committee;
    - (iii) the feasibility study from Plymouth Food Waste Partnership;
- (2) the Cabinet Member makes provision in the forward plan immediately for decisions regarding waste, so that –
  - (a) members of the public who are subject to any changes to waste services have early notification of any changes;
  - (b) staff who may be affected have clear view of the forward direction of the service;
  - (c) an education and communication plan can be adequately prepared and delivered to mitigate any adverse impact on the people of Plymouth;
- (3) scrutiny will consider all implementation, communication and education plans in relation to the new Plan for Modernisations of Waste and Street Services.

17. **Urgent Decisions**

The Chair advised that she had signed one urgent decision regarding the award of two contracts for the period 1 September 2016 to 30 September 2017 with an option to extend for up to three years.

The committee noted the decision.

18. **Tracking Decisions**

Ross Jago (Lead Officer) advised that the tracking decisions for this committee and the Wellbeing Committee had been combined for ease of reference.

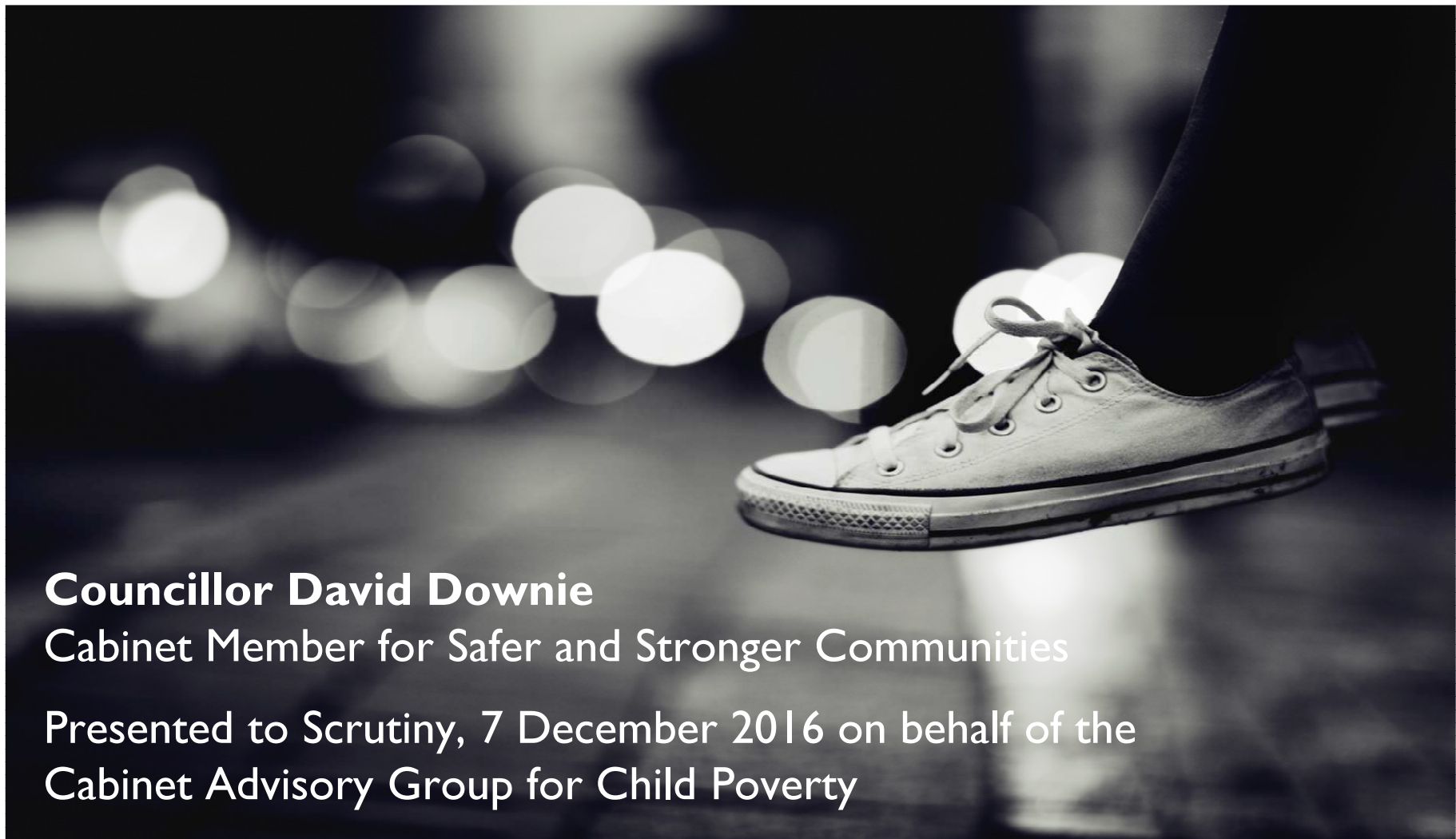
The committee noted the progress of the decisions.

19. **Work Programme 2016/17**

The committee agreed that the following items will be added to the work programme –

- Waterfront Business Improvement District; –
- Mayflower 400.

# PROGRESS WITH DELIVERING THE CHILD POVERTY ACTION PLAN 2016-2019



**Councillor David Downie**

Cabinet Member for Safer and Stronger Communities

Presented to Scrutiny, 7 December 2016 on behalf of the  
Cabinet Advisory Group for Child Poverty

# PURPOSE OF THIS REPORT IS TO UPDATE ON PROGRESS OF CHILD POVERTY ACTION PLAN 2016 - 2019



FAMILIES ON  
A LOW INCOME

SUPPORT FOR  
PARENTS

POOR DENTAL  
HEALTH

NARROWING  
THE GAP IN  
ATTAINMENT





# PROGRESS WITH FAMILIES ON A LOW INCOME



## Plymouth Plan Links:

### Healthy City

- Delivering the best health, wellbeing and social outcomes for children, young people and families; and reducing and mitigating the impact of child poverty. (SO 4, Policies 8, 9, 11, 12, 15, and 16)

### Growing City

- Developing a pipeline of skilled staff and supporting those who are outside of the labour market back into work. (SO 5, Policies 17 and 19)

## Corporate Plan Links:

### Caring Plymouth

- Focus on prevention and early intervention
- Keeping people protected
- Inclusive communities
- Reducing health inequalities

### Growing Plymouth

- Quality jobs and valuable skills

## OUTCOME

## Progress to Date

**Low income families are supported to find routes out of poverty through maximising their income**

### Growth is inclusive

Plymouth has hosted on behalf of The Royal Society for the Encouragement of Arts Manufacturers and Commerce (RSA) an Inclusive Growth Commission enquiry and evidence hearing on 28 September 2016. Findings and recommendations are expected over the next few months. These will be incorporated where appropriate into the inclusive growth activities.

The Employment and Skills Board continue to oversee a number of initiatives designed to improve inclusive growth, social mobility and inclusion (for example the Youth Deal).

### Plymouth's Alternative Finance Offer

Fair for You has now launched in Plymouth and Plymouth Community Homes are promoting this. Further marketing will take place in November 2016 and a press release is planned during the social enterprise festival week. Fair for You offer an alternative to the expensive rent to businesses. To date Fair for You has issued 40 loans with a total saving of £25,000.

City of Plymouth Credit Union is now the sole credit union for the city after a successful merger with HOPE. They have secured Proceeds of Crime Money from the National Illegal Money Lending Team to fund and incentivise credit union membership and savings.

### Information and advice offer to families in the city

The Health and Wellbeing Board are overseeing the development of a network of 'Health and Wellbeing Hubs', integrating resources and advice and information services to enable and support people in the local community. This will promote support services that are available for families on low incomes whilst also addressing negative stereotyping about poverty and the importance of seeking assistance. Funding has been secured to procure training to upskill frontline staff with a specific focus on welfare benefits.

# FAMILIES ON A LOW INCOME: OUR COMMITMENTS TO DELIVER BY 2019



## Plymouth Plan Links:

### Healthy City

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### Growing City

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OUTCOME	OUTCOME MEASURES	PRIORITY ACTIVITY
<b>Low income families are supported to find routes out of poverty through maximising their income</b>	<ul style="list-style-type: none"> <li>▪ Reduce the number of in work families claiming tax credits in Plymouth by 5% by 2019</li> <li>▪ Reduce the number of children in families in receipt of 'child benefit' and 'tax credits' in Plymouth, by 5% by 2019</li> <li>▪ Reduce the number of families claiming 'child tax credits' in Plymouth by 5% by 2019</li> </ul>	<p>Strategic work streams for the economy and growth within the Plymouth Plan will address the needs of families on a low income through the following:</p> <p><b>1. Growth is inclusive</b> - We will explore options with major employers to maximise social investment and engage with the Inclusive Growth Commission. This will create a more inclusive and resilient local economy that will help reduce disparities in income and unequal economy participation.</p> <p><b>2. Increased business engagement with social investment</b> – in partnership with the private sector, incentivise social investment and lead by example:</p> <ul style="list-style-type: none"> <li>▪ Promote the Social Enterprise Fund</li> <li>▪ Progress Building Plymouth, including Construction Industry Training Board (CITB) Framework</li> <li>▪ Continue Plymouth City Council's apprenticeship scheme</li> <li>▪ 1000 club, STEM /Digital Co-ordinators/Education/Business and Finance</li> </ul>

# FAMILIES ON A LOW INCOME: OUR COMMITMENTS TO DELIVER BY 2019



## Plymouth Plan Links:

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OUTCOME	OUTCOME MEASURES	PRIORITY ACTIVITY
<b>Low income families are supported to find routes out of poverty through maximising their income</b>	<ul style="list-style-type: none"> <li>▪ Increase credit union membership by 20% each year for the next three years</li> </ul>	<p><b>3. Maximise in-work support available</b> - Using an evidence-based approach, target in-work poverty and maximise opportunities to increase income streams:</p> <ul style="list-style-type: none"> <li>▪ Map existing data (in preparation) and identify in-work poverty hot-spots and sectors</li> <li>▪ Skills and Further Education Training – how to extend the focus further than 24+ and 50+; and</li> <li>▪ Review apprenticeship reform and formalise training</li> </ul> <p><b>4. Maximise out-of-work support</b> – Use evidence based approaches to support people far from the labour market to increase their ability to re-engage</p> <ul style="list-style-type: none"> <li>▪ Better co-ordinate efforts to tackle worklessness</li> <li>▪ Youth Deal – personalised mentors</li> <li>▪ Integrate employment and skills advice across the proposed Well-Being Networks</li> </ul> <p><b>5. Plymouth's Alternative Finance offer</b></p> <ul style="list-style-type: none"> <li>▪ Work with the City Credit Union to expand and promote their product offer to ensure future sustainability</li> <li>▪ Introduce 'Fair for You' to our partners as an alternative to high cost rent</li> <li>▪ Utilise the #fishyfinance campaign and create a separate webpage as part of this to raise awareness of the dangers of illegal money lending in the city</li> </ul>

# FAMILIES ON A LOW INCOME: OUR COMMITMENTS TO DELIVER BY 2019



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### Growing City

- Developing a pipeline of skilled staff and supporting those who are outside of the labour market back into work. (SO 5, Policies 17 and 19)

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OUTCOME	OUTCOME MEASURES	PRIORITY ACTIVITY
Low income families are supported to find routes out of poverty through maximising their income		<p><b>6. Information and advice offer to families in the city</b></p> <ul style="list-style-type: none"> <li>▪ Review advice and information services commissioned to support families to maximise income</li> <li>▪ Provide a clear joined up advice and information offer, including exploring opportunities for co-location with partners and ensuring that child poverty agenda is incorporated into the well-being network model</li> <li>▪ Promote support services that are available for families on low incomes that also addresses negative stereotyping about poverty and the importance of seeking assistance</li> <li>▪ Upskilling front line staff in benefits advice, knowledge and signposting to ensure that information is easily accessible to families directly as well as via support organisations identified through mechanisms such as the Plymouth Online Directory</li> <li>▪ Support (Universal Credit) benefit claimants with budgeting skills sessions</li> </ul> <p><b>7. Prevention work with children and young people</b></p> <ul style="list-style-type: none"> <li>▪ Encourage schools to maximise opportunities for young people to gain budgeting skills in preparation for adulthood, and ensure links with other initiatives like cooking healthy low cost food</li> <li>▪ Credit Unions will work with schools to encourage greater use</li> <li>▪ Carry out targeted work with young people via the WOW (Wiser Wonga) project, Citizens Advice and Housing Associations including the development a Young Person Leadership programme in order to improve confidence and resilience</li> </ul>

# PROGRESS WITH SUPPORT FOR PARENTS



## Plymouth Plan Links:

### Healthy City

- Delivering the best health, wellbeing and social outcomes for children, young people and families; and reducing and mitigating the impact of child poverty. (SO 4, Policies 8, 9, 11, 12, 15, and 16)

### Growing City

- Developing a pipeline of skilled staff and supporting those who are outside of the labour market back into work. (SO 5, Policies 17 and 19)

## Corporate Plan Links:

### Caring Plymouth

- Focus on prevention and early intervention
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- Reducing health inequalities

### Growing Plymouth

- Quality jobs and valuable skills

## OUTCOME

## PROGRESS TO DATE

### Parents at risk of poverty are enabled to:

- be more engaged with child learning
- obtain better qualifications and gain more sustainable employment
- have access to mental health support

This theme will identify parents most at risk of poverty and enable them to be more engaged with their child's learning; obtain better qualifications and gain more sustainable employment and have access to mental health support. We have begun to address this by:

- developing a Child Poverty Action Group to steer the work;
  - embedding this agenda into other strategic plans, influencing commissioning, consulting with parents and their children, developing the workforce across children and adult services,
  - developing two innovative projects and a network of peer and specialist support for families.
- This work is already in progress for example the DELL Community Shop and The Real Junk Food Project have now opened and a creative consultation project is being planned to start in February 17.



# SUPPORT FOR PARENTS: OUR COMMITMENTS TO DELIVER BY 2019



## Plymouth Plan Links:

### Healthy City

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### Growing City

- Developing a pipeline of skilled staff and supporting those who are outside of the labour market back into work. (SO 5, Policies 17 and 19)

## Corporate Plan Links:

### Caring Plymouth

- Focus on prevention and early intervention
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- Reducing health inequalities

### Growing Plymouth

- Quality jobs and valuable skills

OUTCOME	OUTCOME MEASURES	PRIORITY ACTIVITY
<b>Parents at risk of poverty are enabled to:</b> <ul style="list-style-type: none"> <li>▪ be more engaged with child learning</li> <li>▪ obtain better qualifications and gain more sustainable employment</li> <li>▪ have access to mental health support</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase Plymouth's average total points score (across all the Early Learning Goals) by 5% by 2019*</li> <li>▪ Increase the % of low income families where one or more in the household has NVQ4 qualification or above by 5% by 2019</li> </ul> <p><i>*may be subject to change</i></p>	<p>The support for a 'Parents' strategic group will oversee delivery of the 'Parent Engagement Plan'. This will ensure that a restorative strengths based approach to work with parents, children and families is consistently applied across the city. Development of the plan will include:</p> <ol style="list-style-type: none"> <li>1. Ensuring that partners and parents are fully engaged and contribute to this area of work</li> <li>2. Resources are allocated to ensure that parents across the city are better engaged with their child's learning</li> <li>3. Resources are allocated within the plan to allow parents to obtain better qualifications and more sustainable employment</li> <li>4. Commitments are made within the plan to facilitate and access mental health support for parents</li> <li>5. Ensuring the parent engagement plan is co-delivered with the Integrated Commissioning Strategies</li> <li>6. Developing a partnership approach and coordinated network of parental support, especially at points of transition for example when services change at the interface between child and adult services</li> <li>7. Multi-agency workforce development</li> <li>8. Designing a suite of evidence based tools to use with Plymouth families</li> <li>9. Ensuring parental success and achievement is celebrated</li> <li>10. Proactively raising awareness around Free Education places and the future increase of childcare entitlement from 15 hours to 30 hours</li> </ol>

# PROGRESS WITH POOR DENTAL HEALTH



## Plymouth Plan Links:

### Healthy City

- Delivering the best health, wellbeing and social outcomes for children, young people and families; and reducing and mitigating the impact of child poverty. (SO 4, Policies 8, 9, 11, 12, 15, and 16)

## Corporate Plan Links:

### Caring Plymouth

- Focus on prevention and early intervention
- Keeping people protected
- Inclusive communities
- Reducing health inequalities

## OUTCOME

## PROGRESS TO DATE

**By 2019 the dental health of children under the age of 16 has improved - with a reduction in the number of children having teeth removed**

**A strategic group is established involving key partners** covering aspects of Oral Public and Community Health. The CPOH Champion is an LA Learning and Communities Officer.

**A key objective of the (2016- 2019) Child Poverty – Oral Health Plan is that the reduction in dental extractions among targeted groups is to become a common objective that is shared across the city.** A key principle is that delivery will be achieved by coordinated partnership working where the emphasis is on shared and joined up service provision that relies on sharing skills and capacity when and where required. The intention here is to avoid duplication of operational output and to achieve objectives through existing structures and work streams of partners. E.g. Early Years and educational settings, school nurses and health visitors, community health providers, etc. To support this objective a task and finish operational group is now established.

# POOR DENTAL HEALTH: OUR COMMITMENTS TO DELIVER BY 2019



## Plymouth Plan Links:

### Healthy City

- Delivering the best health, wellbeing and social outcomes for children, young people and families; and reducing and mitigating the impact of child poverty. (SO 4, Policies 8, 9, 11, 12, 15, and 16)

## Corporate Plan Links:

### Caring Plymouth

- Focus on prevention and early intervention
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- Reducing health inequalities

OUTCOME	OUTCOME MEASURES	PRIORITY ACTIVITY
<b>By 2019 the dental health of children under the age of 16 has improved - with a reduction in the number of children having teeth removed</b>	<ul style="list-style-type: none"> <li>▪ 100% of Plymouth children have received a dental examination by the age of one, by 2019</li> <li>▪ Reduce the rate (per 10,000) of children under 10 in Plymouth who have been admitted to hospital for tooth extraction by 5% by 2019</li> <li>▪ 100% of the most deprived areas within Plymouth have received a supervised tooth brushing scheme by 2019.</li> <li>▪ Reduce the rate (per 10,000 population) of children aged under 12 who have been admitted to hospital for tooth extraction in the 20% (four) most deprived wards in Plymouth by 10% by 2019.</li> </ul>	<p>The 'Dental Health' strategic theme group will oversee delivery of the following:</p> <ol style="list-style-type: none"> <li>1. A 'Teeth on Tour' road show spearheads all dental health promotion initiatives where appropriate</li> <li>2. All children in Plymouth have access to a dental examination by the age of one year, to screen for risk factors for Early Childhood Caries (ECC)</li> <li>3. A fluoride varnish scheme that is accessible in targeted schools (schools with children most at risk of poor dental health) and other appropriate settings such as nurseries, children centres (extend healthy smiles)</li> <li>4. A supervised tooth brushing scheme to improve dental hygiene</li> <li>5. Access to oral health improvement for children aged 5-7 (via Immersive Vision Technology IVT)</li> </ol>



# PROGRESS WITH NARROWING THE ATTAINMENT GAP



## Plymouth Plan Links:

### Healthy City

- Delivering the best health, wellbeing and social outcomes for children, young people and families; and reducing and mitigating the impact of child poverty. (SO 4, Policies 8, 9, 11, 12, 15, and 16)

### Growing City

- Developing a pipeline of skilled staff and supporting those who are outside of the labour market back into work. (SO 5, Policies 17 and 19)

## Corporate Plan Links:

### Caring Plymouth

- Focus on prevention and early intervention
- Keeping people protected
- Inclusive communities
- Reducing health inequalities

### Growing Plymouth

- Quality jobs and valuable skills

## OUTCOME

**The attainment gap at Key stage 2 and 4 is reduced;**

**More children are able to read and write by the time they leave school.**

## PROGRESS

In order to break the cycle of poverty, it is crucial that the city enables young people to become equipped with the skills to improve their wellbeing, confidence and access to further education and employment. The Narrowing the Gap theme seeks to do this, in partnership, across the city, with schools and related agencies, by ensuring commitment to high standards for all children, through high quality teaching, particularly in the core subjects of reading, writing and mathematics, with targeted, fully researched support for the disadvantaged, that enables access to specialist support and interventions. These should be planned, personalised, safe and embedded within school development plans. The theme group will ensure children and young people have access to a wide, varied and engaging curriculum that provides them with opportunities to succeed and apply their learning in a variety of ways, through the arts, sciences, pupil voice and extra-curricular activity. This access will include opportunities for family learning. Health and wellbeing will be focused within the curriculum, especially when working with disadvantaged children from the most vulnerable families.

Current, planned activity includes a Pupil Premium survey, across all schools and Early Years settings, to ascertain a baseline of practice in the application of this stream of funding for disadvantaged children and young people and to seek out good practice to share. This is now in schools for completion. A Narrowing the Gap conference is in the planning stages for the summer of 2017 and this will be followed up through the formulation of a Child Poverty Narrowing the Gap Education Practitioners Hub. Schools and settings are also being encouraged to designate a Child Poverty Governor to take a strategic oversight of this theme across their school. This is work in progress with PCC Governor development team and our theme champion.

# NARROWING THE ATTAINMENT GAP: OUR COMMITMENTS TO DELIVER BY 2019



## Plymouth Plan Links:

### Healthy City

- Delivering the best health, wellbeing and social outcomes for children, young people and families; and reducing and mitigating the impact of child poverty. (SO 4, Policies 8, 9, 11, 12, 15, and 16)

### Growing City

- Developing a pipeline of skilled staff and supporting those who are outside of the labour market back into work. (SO 5, Policies 17 and 19)

## Corporate Plan Links:

### Caring Plymouth

- Focus on prevention and early intervention
- Keeping people protected
- Inclusive communities
- Reducing health inequalities

### Growing Plymouth

- Quality jobs and valuable skills

OUTCOME	OUTCOME MEASURES	PRIORITY ACTIVITY
<p><b>The attainment gap at Key stage 2 and 4 is reduced;</b></p> <p><b>More children are able to read and write by the time they leave school.</b></p>	<ul style="list-style-type: none"> <li>▪ The attainment gap at key stage 2 is reduced to 5% by 2019, because more disadvantaged children achieve better results</li> <li>▪ The attainment gap at key stage 4 is reduced to 5% by 2019, because more disadvantaged young people achieve better results</li> </ul>	<p>To address this theme, the 'Narrowing the Gap' strategic theme group will deliver a series of targeted engagement events/visits with schools and further education settings to: raise the profile of, generate buy in, and identify specific actions.</p> <p>Engagement activities will include:</p> <ul style="list-style-type: none"> <li>▪ Targeted visits to schools by elected member champions</li> <li>▪ Hosting a workshop event for schools and higher education settings</li> <li>▪ Establishing a forum for key learning stakeholder to contribute to this agenda</li> </ul> <p>Potential future actions in this area could include:</p> <ul style="list-style-type: none"> <li>▪ All School Development Plans in the city commit to high standards of teaching with targeted, fully researched support for disadvantaged children that enable access to specialist teachers and interventions that are planned, personalised and safe</li> <li>▪ Disadvantaged children have access to emotional and psychological support including: counselling, therapy, family liaison worker and subsidised access to school clubs and activities</li> <li>▪ All schools facilitate access to a wide and varied curriculum that engages all children and families. Application of this learning would be applied through a variety of channels: arts, sciences, pupils voices</li> <li>▪ Schools obtain the Bronze level (minimum) Healthy Child Quality Mark (HCQM) as a means to ensure appropriate health and wellbeing outcomes are embedded within school life</li> </ul>

# NEXT STEPS WITH DELIVERING THE CHILD POVERTY ACTION PLAN 2016-2019



- The plan will continue to remain an iterative plan delivered over the course of three years.
- The Cabinet Advisory Group for Child Poverty will continue to monitor progress with the delivery plan.
- Members Champions will continue to champion issues and unlock barriers.
- Partnership engagement will continue to be sought.
- Work will be completed around the basket of indicators to monitor progress. The deregulation of child poverty nationally has meant updated national statistics have been difficult to access a call has been scheduled with DFE to raise our concerns.



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**PLYMOUTH CITY COUNCIL**

<b>Subject:</b>	The Council's Corporate Plan monitoring report and Commitments progress report
<b>Committee:</b>	Cabinet
<b>Date:</b>	6 December 2016
<b>Cabinet Member:</b>	Councillor Ian Bowyer
<b>CMT Member:</b>	Giles Perritt, Assistant Chief Executive
<b>Author:</b>	Alan Knott, Performance and Research Officer
<b>Contact details</b>	Tel: 01752 307348, email: alan.knott@plymouth.gov.uk
<b>Key Decision:</b>	No
<b>Part:</b>	I

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**Purpose of the report:**

1. To report progress against the ambitions as set out in the Council's Corporate Plan 2016-19. This report provides a narrative summary of progress against the Council's ambitions as a Confident, Growing, Caring and Pioneering Council and is supported by a set of performance indicators which measure progress against specific targets. The Corporate Plan 2016-19 was agreed by full Council in September 2016. This report reflects progress made during quarter 1 and quarter 2 of 2016/17 (April – September 2016).
  2. To describe progress to date against the Council's Commitments. This report provides a narrative summary of progress being made against each of the commitments made by the Council following the election in May 2016.
- 

**The Corporate Plan 2016 - 19:**

This report outlines progress against the ambitions as set out in the Council's Corporate Plan 2016-19.

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**Implications for Medium Term Financial Plan and Resource Implications:  
Including finance, human, IT and land:**

The Council adopted a Medium Term Financial Strategy for 2017/18 to 2019/20 in November 2016, with requirements and resources based on delivering against the vision and themes set out in the Corporate Plan. The Corporate Plan allows the council to continue to manage its commitments within the revenue and capital envelope agreed.

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

The Corporate Plan complements the Council's existing policy framework with respect to the above.

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## Equality and Diversity

Where potential equality and diversity implications are identified from the implementation of any new activities arising from the Corporate Plan, assessments will be undertaken in line with the Council's policies.

**Recommendations and Reasons for recommended action:**

- Cabinet to note the Corporate Plan Q1 & Q2 monitoring report and Commitments progress report.

**Alternative options considered and rejected:**

None:- This report forms part of the Council's agreed performance management framework.

**Published work / information:**

Corporate Plan 2016-19  
Working Arrangement 2016 (item 14)

### Background papers:

[illegible]

**Sign off:** comment must be sought from those whose area of responsibility may be affected by the decision, as follows (insert references of Finance, Legal and Monitoring Officer reps, and of HR, Corporate Property, IT and Strat. Proc. as appropriate):

Fin		Leg	DVS26 824	Mon Off	DVS26 824	HR		Assets		IT		Strat Proc	
Originating SMT Member: Giles Perritt													
Has the Cabinet Member(s) agreed the contents of the report? Yes													



# CORPORATE PLAN 2016 – 2019 Quarter 1 and 2 (2016/17)

## Performance Report



### PIONEERING PLYMOUTH

**We will be innovative by design, and deliver services that are more accountable, flexible and efficient.**

Most Pioneering Themes indicate they are on target to support the Pioneering objective achieve its outcome. This is supported by the majority of outcome measures both improving and meeting their respective targets. Our transformation programme has been successful with customer engagement and improved digital services. Furthermore the return on investment for commercial properties evidences excellent value for money. The 2016/17 revenue budget is being actively managed with a reducing overspend forecast from Q1 to Q2.

### GROWING PLYMOUTH

**We will make our city a great place to live by creating opportunities for better learning and greater investment, with more jobs and homes.**

Every Growth Theme indicates it's on target to support the Growing objective achieve its outcome. This is supported by the majority of outcome measures both improving and meeting their respective targets. Most notably we have a city with more homes, more jobs and an increasing population, the majority of whom have more formal qualifications than last year.

### CARING PLYMOUTH

**We will work with our residents to have happy, healthy and connected communities where people lead safe and fulfilled lives.**

The majority of the Themes that support the Caring objective are on track, and the majority of measures are either improving or achieving target. The adult safeguarding improvement plan continues to make good progress although there is some slippage in terms of the delivery of actions. The Plan for Sport is on target for delivery, whilst performance pressures remain in relation to delayed transfers of care and the prevention of homelessness.

### CONFIDENT PLYMOUTH





**We will work towards creating a more confident city, being proud of what we can offer and growing our reputation nationally and internationally.**

All Confident Themes indicate they are on target to support the Confident objective achieve its outcome. However, some of the outcome measures have not met their targets, particularly engagement with residents. However, recent consultation with residents over budget pressures returned one of the biggest resident response rates ever received, contributing significantly to budget setting policy. Further work is underway to rationalise the Council's approach to seeking residents' views.

# PIONEERING PLYMOUTH

## OUTCOME

Enable quality services that are recognised as innovative; achieve value for money and exhibit an embedded customer focus.

OUTCOME MEASURES	PRIORITY ACTIVITY
<p>97% Occupancy Rate in PCC buildings. Target is to achieve and maintain a high level of occupancy above 95%.</p> <p>7.5% return on commercial estate investment. Target is 5% avg. (PA) return for all assets held purely for investment income.</p> <p>21% of adults in the city volunteer once a month.</p> <p>75% of Customers are satisfied with council services – achieving the target set for 2015/16.</p>	<p><b>Quality services focused on customers' needs – digital accessibility.</b> The Customer Service Transformation (CST) Programme and People and Organisational Development (P&amp;OD) merged in order to align objectives and outcomes to deliver quality services focused on customers' needs. The merged programme will improve access to services, enable more efficient and productive service delivery and creating common ways of working. The programme has delivered a digital project which has: Launched a new interactive and user-friendly website; Released a total of 45 self-service processes; Had over 5000 registered users on the new website who have undertaken 20,000 transactions.</p> <p><b>Quality services focused on customers' needs – Cemetery facilities fit for the future.</b> The project has moved into the design phase to support the development of a sustainable service for the future,.</p> <p><b>Best use of council assets – Deliver the medium term finance strategy.</b> The draft strategy has been considered by both Scrutiny Committees, and was agreed by the Council in November 2016. It now incorporates the new risk register, highlighting the rising costs facing the Council, particularly in providing adult and children's social care services as demand increases. The 2016/17 revenue budget is being actively managed with a reducing overspend forecast from Q1 to Q2. The 2016/17 revenue budget pressures are being actively managed.</p> <p><b>Working constructively with everyone – Deliver the cities of service vision.</b> The “making a difference for Mayflower 400” volunteering program was launched, recruiting 23 local businesses to provide a volunteer workforce.</p>
 <p><b>97% occupancy</b> in Plymouth City Council buildings</p>	<div> <div data-bbox="656 1177 810 1348">  </div> <div data-bbox="840 1177 1108 1289"> <p><b>75% customer are satisfied with council services</b></p> </div> </div> <div> <div data-bbox="1131 1177 1317 1332">  </div> <div data-bbox="1339 1177 1585 1289"> <p><b>7.5% Return</b> on commercial estate investment</p> </div> </div> <div> <div data-bbox="1624 1209 1780 1321">  </div> <div data-bbox="1814 1177 2157 1257"> <p><b>21% of residents volunteer</b> once a month</p> </div> </div>



# GROWING PLYMOUTH

## OUTCOME

We realise our full economic potential; outperforming the region by creating quality houses and jobs with a better educated and skilled population.

## OUTCOME MEASURES

107,700 jobs in the city. The Target is in line with the Plymouth Plan, to increase the number of jobs in the city by 18,600 by 2031.

55 empty homes were brought back into use during 2015/16, a slight decrease from the previous year (68).

We added an additional 1061 new homes in the city in 2015/16. The Target is to deliver 5000 homes over 5 years. Plymouth exceeds the national average.

More than 85% of the city's young people are in education, employment or training.

## PRIORITY ACTIVITY

**Quality Jobs and valuable skills - Work with the Growth Board to deliver the Local Economic Strategy creating jobs and investment.** The biggest inward investment in the city for over a decade has been agreed. 700 jobs will be created following a trade deal with Sitel. The multi-million-pound deal will see the business locate in the Ship building in Derriford. The city council has also been awarded local authority of the year at the South West Business insider property awards for being "open for business".

**Quality Jobs and valuable skills – Work with the Employment and Skills Board (ESB) to deliver the Plan for Employment and Skills.** The ESB has a new Chair and has been involved in adding members to the Board to represent each of the six Flagship programmes as well as key sectors of growth. A key piece of work for this year has been the review and development of a Science, Technology, Engineering and Maths (STEM) Plan: The STEM Strategic Plan. There are three key objectives; Grow, Keep and Attract STEM talent, and a communications plan is being prepared to achieve these.

**Broad Range of Homes - Accelerate plans to bring empty homes back into use –** We completed a review of all empty homes in the city. On 15 August 2016, we agreed a draft business plan which will propose how the £1 million of funding in the approved capital program will be spent on tackling empty homes faster.

**Increased levels of investment -Take forward and deliver major development schemes.** Current major planning application performance is 100% determined in time for 2016/17 (Q2). All applications have complied with the revised planning guarantee and the Council has been prioritising housing and commercial projects, working proactively with applicants to get schemes delivered. Plymouth Science Park is due for completion in 2016. Colin Campbell Court and a new high quality hotel for Plymouth Hoe have been marketed and the appointment of development partners will follow shortly.



**1061** additional homes in the city



**107,700** jobs



**100%** major developments determined in timescales



**85%** young people in education, employment and training

# CARING PLYMOUTH

## OUTCOME

Children, young people and adults live in healthy, safe and aspiring communities and are supported by a high quality health and care service for those who need it when they need it.

## OUTCOME MEASURES

Nationally the number of delayed transfers of care has been increasing; however the local trend is an improving one. A comprehensive action plan is in place and is overseen by the Urgent Care Partnership.

The timeliness of single assessment continues to be strong with Q2 performance of 94.7%.

Levels of homelessness (and demand for homeless prevention) continue to rise; the first two quarters of 2016/17 saw statutory homeless approaches rise 18% compared to the 2015/16 quarterly average.

1,080 2 year olds are taking up free early education places.

## PRIORITY ACTIVITY

**Inclusive communities - Deliver the Welcoming City Action plan.** Terms of Reference have been agreed. A steering group and action plan are in place and phase one is underway. A self-assessment leading to a peer assessment process is in place. This was presented at Scrutiny in September. Small grants have been awarded to diverse community groups and was well supported Hate Crime Awareness Week in October.

**Keeping people protected - Deliver the Safeguarding Improvement Plan for Adults.** The Plymouth Safeguarding Adults Board has agreed its priorities for annual review, and these are set out in the Board's strategic plan for 2016 – 19. There has been some slippage in the delivery of case audits to provide scrutiny of providers' safeguarding processes, however we routinely scrutinise every case for authorisation.

**Keeping people protected - Deliver the Safeguarding Improvement Plan for Children.** The Early Help Assessment Framework has been revised. Implementation and roll out has now begun, including quality assurance arrangements. There is improved access to intensive family support and continued evidence of positive impact of the Family Intervention Project, Family Group Conferencing and Intensive Support Team.

**Focus on prevention and early intervention - Deliver the Plan for Sport.** The Plan for Sport is currently in draft form and will provide the strategic direction for the development of sport in Plymouth. Key achievements to date include the adopting of the Plan for Playing Pitches and the drafting of the Sports and Leisure Facilities Plan.



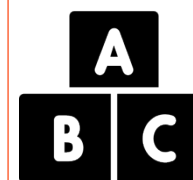
**94.7% of child safeguarding** assessment on time



**94% say their long term adult social care** package makes them feel safe



**24,227** attended Sports Development activities in the first quarter of 2016/2017







**1080** two year olds are taking up **free** early education places

# CONFIDENT PLYMOUTH

## OUTCOME

A city with an outstanding reputation where people choose to live, work and visit.

OUTCOME MEASURES	PRIORITY ACTIVITY
<p>The city's population has increased by 0.2% to 262,172 (latest ONS 2015 data). This compares to the national increase of 0.9% and the SW increase of 0.86%.</p> <p>The latest data reports the number of visitors decreasing but the annual target has still been reached with more than 4.9 million visitors arriving in the city.</p> <p>77 projects benefited from non-council funding from both Plymouth Octopus Project and Lottery funding to the tune of £2,711,542 during 2015/16. A £1.9M increase over the previous year, but 3 projects fewer.</p> <p>1.5% of city waste goes to landfill. A significant decrease compared to previous years.</p>	<p><b>Setting the direction for the south west.</b> All 17 councils have agreed 'in principle' to the establishment of the Combined Authority and are working collectively to develop a Scheme and Governance Review.</p> <p><b>Setting the direction for the south west - Continue to fight to secure better alternative rail and improved road links.</b> The Peninsula Rail Taskforce continues to lobby MPs and key stakeholders using the principles of the 3 point plan through the All Party Parliamentary Group and lobbying events that have taken place over the last 6 months.</p> <p><b>Council decisions driven by citizen need - residents help to inform Council priorities.</b> A Budget engagement exercise has been undertaken to capture residents' views to gather insight in relation to the budget pressures faced by Plymouth City Council. Residents' views have been analysed and were considered at a joint scrutiny review on the 22<sup>nd</sup> September 2016. Recommendations from scrutiny will help to inform the MTFS going forward.</p> <p><b>Improved Street Scene environment - Develop and deliver the Plan for the Modernisation of Waste and Street Services.</b> Plans to modernise the way Plymouth deals with household waste and increase recycling in the city were considered by Corporate Overview Scrutiny Committee in October and were agreed by Cabinet in November. The report described the city's need to modernise its waste collections in order to reach targets for recycling and make sure services can cope with the expected rise in Plymouth population over the next 20 years.</p>
 <p>Population <b>262,172</b></p>	<div>  <p><b>4.9 million</b> visitors</p> </div> <div>  <p><b>£2.7m</b> non-council funding to city projects</p> </div> <div>  <p><b>1.5%</b> waste to landfill</p> </div>

# PIONEERING PLYMOUTH

Priority Activity	Status
Quality services focused on customers' needs	On Track
Balancing the books	Some Slippage
New ways of working	On Track
Best use of Council assets	On Track
Working constructively with everyone	On Track

Outcome Measure	Direction	Target
Increase the uptake of digital services by our customers	Data available Q3	Target agreed
Maintain a high percentage of customers satisfied with our services	Declining	On Track
Maintain a high percentage of complaints responded to within timeframe	Improving	On Track
Increase in the (£m) value of income from commercial services	Data available Q3	Target agreed
Maximise ROI on each commercial estate investment	Data available Q3	On Track
Occupancy rates	Improving	On Track
Scrutiny is assured that partnership working is effective	Data available Q3	Target agreed
Residents volunteering at least once per month	Data available Q3	Target agreed

Priority Activity Status	Outcome Measure Direction	Outcome Measure Target Status
On track	Improving	On track
Some Slippage	Declining	Slippage
	Static	Target agreed (Baseline)

# GROWING PLYMOUTH

Priority Activity	Status
Quality jobs and valuable skills	On Track
Broad range of homes	On Track
Increased levels of investment	On Track
Meeting future infrastructure needs	On Track
Green and pleasant city	On Track

Outcome Measure	Direction	Target
Increase the number of jobs in Plymouth	Improving	On Track
Increase the value of the City's GVA	Declining	Slippage
Increase in NVQ4 and above per head of population	Improving	On Track
Increase the number of higher level apprenticeship starts	Improving	On Track
Decrease in number of residents with no formal qualifications	Improving	On Track
Increase proportion of young people in academic years 12-14 who are in Education, Employment or Training (EET)	Improving	On Track
Deliver 5000 new homes over next 5 years	Improving	On Track
Reduce carbon emissions	Improving	On Track

# CARING PLYMOUTH

Priority Activity	Status
Focus on prevention and early intervention	On Track
Keeping people protected	Some Slippage
Inclusive communities	On Track
Respecting people's wishes	On Track
Reduce health inequalities	On Track

Outcome Measure	Direction	Target
Improve safeguarding	Data available Q3	Target agreed
Increase 2 year olds taking up free early education places	Declining	On Track
Increase % of SEND in education, employment and training	Improving	On Track
Improve timeliness of single assessments	Improving	On Track
% of people who say services have made them feel safer and more secure	Improving	On Track
Increase % of people satisfied with adult social care services	Improving	On Track
Reduce Delayed Transfers of Care	Improving	Slippage
Number of households prevented from becoming homeless	Improving	Slippage
Reduce the number of category one hazards from homes	Declining	Slippage
Close the gap in life expectancy	Improving	On Track
Self-reported wellbeing – Reduce percentage with a low satisfaction score	Declining	Target agreed
Increase participation in sports activities	Improving	On Track

# CONFIDENT PLYMOUTH

Priority Activity	Status
Council decisions driven by citizen need	On Track
Plymouth as a destination	On Track
Improved street scene environment	On Track
Setting the direction for the South West	On Track
Motivated, skilled and engaged workforce	On track

Outcome Measure	Direction	Target
Increase in population	Improving	Slippage
Increase in visitor numbers	Declining	On Track
Increase in visitor spend	Improving	On Track
Local communities benefitting from non-Council funding	Improving	On Track
Increase the volume of residents registered to vote	Improving	On Track
Residents who are satisfied with Plymouth as a place to live.	Declining	Slippage
Residents who feel they can influence decisions (locality)	Declining	Slippage
City congestion is reduced below the national average	Declining	Slippage
Satisfaction with the condition of roads and pavements	Improving	Slippage
Improved recycling rates	Declining	Slippage
Less waste going to landfill	Improving	On Track
Reduce levels of fly-tipping	Improving	Slippage
Reduced rail journey times between Plymouth/London	Static	Slippage
Highly engaged Council staff promote the city and Council	Improving	On Track

## The Council's Commitments 2016

No	Commitment	Key activities undertaken so far.	Progress
1	Provide more jobs, apprenticeships, and work experience opportunities	The biggest inward investment in the city for over a decade has been agreed. 700 jobs will be created following a trade deal with Sitel. The multi-million-pound deal will see the business locate in the Ship building in Derriford. The city council has also been named "local authority of the year" at the South West Business insider property awards for being open for business.	On target
2	Support the Trident replacement programme. We will fight to maintain jobs and investment in HM Dockyard and Naval Base	<p>* Parliament agreed to renew the Trident weapon systems in Summer 2016.</p> <p>* Plymouth leaders are at the forefront of the city's lobbying campaign, including responding in strong terms to the proposed closure of Stonehouse barracks and the Citadel and seeking Government commitment to the long term future of HM Devonport Dockyard and Naval Base, as set out in the Royal Navy Devonport Vision for 2030, in order to safeguard the value to our local economy and underpin our overall marine offer.</p>	On target
3	Campaign for fairer public health spending for Plymouth	Plymouth's Director for Public Health is a member of a national group that has been convened to look at how Business Rates could be used to fund the public health grant in future. A key challenge will be to ensure a fairer Public Health deal for Plymouth.	On target
4	Maintain the campaign for better rail links and protect the airport	<p>The Peninsula Rail Task Force (PRTF) continues to lobby MPs and key stakeholders using the principles of the 3 point plan (resilient and reliable, with faster journey times and better connectivity, with sufficient capacity and comfort) through the All Party Parliamentary Group. The PRTF has completed its 20 Year Plan "Closing the gap: The South West Peninsula strategic rail blueprint" which was presented to the Secretary of State in November. Since the initial report published in 2015, the PRTF has undertaken extensive studies with partners Network Rail, the Department for Transport, Great Western Railway and the University of Plymouth to look at ways to achieve our aims. The PRTF, through this work, is now able to set out its immediate priorities up to 2019 and medium term priorities up to 2029:</p> <p>The PRTF's message to Government is plain: there must be real enhancements to our rail network, improving existing provision. Whilst the rail network cannot be transformed overnight, the PRTF's report shows how the decades of underinvestment must be tackled, starting from now."</p>	On target



5	Continue to deliver more homes for local people on suitable sites	We continue to focus on new homes delivery on the 33 City Council sites released under the Plan for Homes to deliver a range of new and affordable homes; six sites have been completed, eight are under construction and eight are due to start on site by December 2016. We are awaiting the outcome of our Starter Homes Proposal to DCLG that will support our plans to acquire identified stalled and lapsed sites to further increase and accelerate delivery. With over 1000 homes under construction as at April 2016, we are on target to achieve our commitment of 5000 homes over five years.	On target
6	Actively pursue and bring forward plans to regenerate Colin Campbell Court	Colin Campbell court has been marketed and the appointment of development partners will follow shortly.	On target
7	Seek a new high quality hotel for Plymouth Hoe	Marketing for a new high quality hotel for Plymouth Hoe has commenced, and appointment of development partners will follow shortly.	On target
8	Accelerate plans to bring more empty homes in Plymouth back into use	We have completed a review of all empty homes work in relation to this commitment. On 15th August 2016, we agreed the draft business plan which will propose how the £1 million of funding in the approved capital programme will be spent on tackling empty homes faster. This was reported to the City Council Investment Board on 13th September 2016.	On target
9	Prioritise development on brownfield sites	Brownfield site development has progressed by reviewing all plans for homes developments. Action has been taken to ensure quicker delivery. We are looking at driving forward the entire Plan for Homes sites to ensure that we focus on delivering the majority of new homes on previously developed, rather than green field, sites. With regard to City Council green field sites previously proposed for housing, these have been stopped.	On target
10	Review traffic light operations and tackle traffic bottlenecks to keep Plymouth moving	A thorough review has been undertaken of all traffic lights, junctions and locations where traffic signals could be removed. This has been accompanied by an extensive safety audit.  Cabinet has refocused on projects that address priorities, thereby freeing up opportunities for funding our infrastructure priorities on the Eastern and Northern corridors.  Cabinet has also reviewed all the existing projects to ensure that only schemes that help deliver the growth agenda in the Plymouth Plan are supported. (Helping deliver Policy 22 of the Plymouth Plan).	On target
11	Improve our pavements	The agreed virement from carriageways to pavements of £400K from last year is being spent on pavements improvement, repairing or replacing those in priority need. Going forward, a new funding bid is being prepared to ensure that this priority activity has resources to deliver expectations.	On target

12	Promote volunteering and recognise individual effort and personal responsibility	The “Making a difference for Mayflower 400” volunteering programme launched and recruited 23 local businesses to provide a volunteer workforce. Grow, Share, Cook was recommissioned in partnership with Plymouth Community Homes, and ‘Energy Champions’ has been picked up by Plymouth Energy Community via their successful Big Lottery Bid. There has been an increase in Right to Read volunteers. Early planning is taking place for a Diabetes volunteering programme with the CCG/Beacon Medical Group.	On target
13	Put customers and our local communities first	Budget consultation was undertaken with support from the Voluntary, Community and Social Enterprise sector (VCSE). The ‘Our Plymouth’ project, sponsored by city leaders, has now commissioned a provider for IT improvements in Civic Engagement. Octopus continues to support transformation projects, which have delivered more than £1 million in funding for the VCSE.	On target
14	Invite local residents to be more involved in council budget setting plans	An engagement exercise - ‘Time for Big Decisions’ - was undertaken in August/September to generate feedback from residents and other stakeholders about the difficult decisions to be taken to set the budget. Analysis of the results was undertaken and reported to scrutiny, and has been considered as part of the medium term finance strategy and budget setting process.	On target
15	Introduce a city wide initiative to tackle our growing littering problem	An Initiative scoping exercise has been undertaken with the Portfolio holder. Proposals have been developed and consultation has taken place with shadow members. Initiatives under consideration include a specific focus on enforcement. Replacement bins with larger capacity are already in place.	On target
16	Continue to support our voluntary, community, and social enterprise sector	We are currently scoping the process for re-commissioning infrastructure and funding support for the sector, to start in April 17.	On target
17	Freeze parking charges in the city centre until April 2017	Commitment has been secured to ensure that no charges are increased within this period.	On target
18	Keep council tax low and balance the books	Current projections indicate a potential overspend by year end 2016/17. Managing this position is a corporate priority. Part of this process includes delivering the medium term finance strategy (MTFS). The draft strategy has been considered by both Scrutiny Committees, and now incorporates the new risk register, highlighting the rising costs facing the Council, particularly in providing adult and children’s social care services as demand increases. The final version of the MTFS was presented to Cabinet and agreed by the Council in November 2016. To help keep Council Tax charges low, changes are being considered to the Council Tax Support scheme and residents’ views are being sought. Continuation of the current scheme as it is will be more expensive, which potentially means less money would be available for other vital council services.	Some Slippage

19	Produce an options appraisal to investigate the re-introduction of the "committee" system of governance in April 2017	The Constitutional Review Group has put in place an action plan that sets key milestones for delivery of this work over the next 6 months.	On target
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**PLYMOUTH CITY COUNCIL**

<b>Subject:</b>	Parking Modernisation Plan
<b>Committee:</b>	Cabinet
<b>Date:</b>	6 December 2016
<b>Cabinet Member:</b>	Councillor Ricketts
<b>CMT Member:</b>	Anthony Payne (Strategic Director for Place)
<b>Author:</b>	Mike Artherton, Parking & Marine Service Manager
<b>Contact details</b>	e-mail: <a href="mailto:mike.artherton@plymouth.gov.uk">mike.artherton@plymouth.gov.uk</a> Tel: 01752 305582
<b>Key Decision:</b>	N/A
<b>Part:</b>	I

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**Purpose of the report:**

As part of the Council's ongoing modernisation and improvement agenda, this report presents a number of changes to parking services. The Parking Modernisation Plan includes a package of measures and new features covering business and hotelier permits; Blue Badge tariffs; the standardisation of on-street parking charging periods; simplification of off-street parking tariffs; and the revision of parking charges. This Plan follows on from previous work to modernise the service and is expected to generate an additional net income of £655,000 in 2017/18.

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**The Corporate Plan 2016 - 19:**

The Parking Modernisation Plan supports the Council in achieving the Corporate Plan objectives of a **Growing** and a **Pioneering Plymouth**. The proposals include the adoption of innovative technology to improve service delivery and customer experience, providing modern, efficient services that support businesses and residents.

In 2016 the Service won an award in recognition of support for people with Dementia by introducing 'dementia friendly parking bays' and carrying out training for front-line staff in Dementia awareness. This demonstrates the Service commitment to the Council's objective of being a **Caring Plymouth**.

The Plan supports the Council's values, and is **Democratic** as it will enable a responsive service to meet the needs of residents, businesses and visitors.

It is **Responsible**, in that the impact of the changes will be carefully considered and clearly communicated.

It demonstrates Plymouth City Council's commitment as a **Partner** through working with Plymouth Chamber of Commerce, Plymouth Waterfront Partnership, Plymouth City Centre Company, Association of Barbican Businesses, Plymouth Hospitality Association, and PADAN (Plymouth Area Disability Action Network) and others to develop and deliver the changes in the Plan.

---

**Implications for Medium Term Financial Plan and Resource Implications:  
Including finance, human, IT and land:**

The changes described in the Plan are expected to cost £25,000 to implement as a one-off cost in the first year, to replace signage and prepare Traffic Regulation Orders, and will generate an additional net income of £655,000 in 2017/18.

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

Any measures introduced will fully comply with health and safety and risk management procedures.

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**Equality and Diversity**

Has an Equality Impact Assessment been undertaken? Yes - attached

**Summary of Equalities Impact Assessments**

Groups that are likely to be impacted by these changes will be directly involved as part of the Council's ongoing engagement and consultation, over and above the required statutory consultation.

---

**Recommendations and Reasons for recommended action:**

Cabinet agrees –

1. to undertake 21 day consultation beginning January 2017 on proposals for change as set out in the Parking Modernisation Plan;
  2. That following consultation and consideration at scrutiny, final recommendations will be considered by Cabinet for decision in February 2017.
- 

**Alternative options considered and rejected:**

The Parking Modernisation Plan comprises a carefully balanced package of measure that are designed to simplify and standardise the Council's parking offer. Failure to agree the proposals will mean that the service will not keep pace with customer expectations, and opportunities to update processes with the introduction of new technology will be missed.

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**Published work / information:**

List (and include a hyper link) to published work / information used to prepare the report

**Background papers:**

Title	Part I	Part II	Exemption Section Number						
			I	2	3	4	5	6	7

None									
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**Sign off:** comment must be sought from those whose area of responsibility may be affected by the decision, as follows (insert references of Finance, Legal and Monitoring Officer reps, and of HR, Corporate Property, IT and Strat. Proc. as appropriate):

Fin	djn16 17.48	Leg	LS/2 6954 /JP/ Nov 16	Mon Off	DV S 26 96 6	HR		Assets		IT		Strat Proc	
Originating SMT Member Lou Hayward, Assistant Director – Street Services													
Has the Cabinet Member(s) agreed the contents of the report? Yes													

# The Parking Modernisation Plan

## 1. Executive Summary

As part of the Council's on-going modernisation and improvement agenda, a number of changes are being introduced to make parking services clearer, simpler and more convenient for customers. The parking service has already undergone significant modernisation over the last seven years, including a £1.3million investment in systems and technology for items such as online permits and payments, and CCTV. The next phase of service improvements includes measures such as standardising and simplifying charging periods, issuing parking permits online, and providing greater flexibility for customers to select the best parking options for their needs.

On street and off street parking charges have remained static since 2011. The proposal includes increasing charges by just 10 pence per hour, but this is coupled with far greater flexibility through the introduction of new features such as transferrable tickets, a clearer pricing structure, and the ability to 'over-pay' and extend parking stays incrementally to suit individual circumstances at less cost. All of these measures will result in a fairer, more transparent, modern and convenient service for motorists living and working in, or visiting the City.

The modest increase in charges is projected to generate additional income equivalent to £655,000 net, with an initial one-off implementation cost of £25,000. (See Appendix A for the breakdown of income).

## 2. Plymouth Plan

The Plymouth Plan sets out the overarching long term vision for the city to 2034 and beyond. The City's ambition is for the population to grow from the current level of 262,172 to over 300,000 by 2034, and for the number of households to rise from 117,432 to circa 132,926 over the same period. The on-going modernisation of parking services supports the objectives of the Plymouth Plan by ensuring that the City prepares for growth in a sustainable way, supporting access to businesses and services, and encouraging visitors, whilst reducing congestion and providing safe, affordable parking.

## 3. Corporate Plan

The Parking Modernisation Plan supports the Council in achieving the Corporate Plan objectives of a **Growing** and a **Pioneering Plymouth**. The proposals include the adoption of innovative technology to improve service delivery and customer experience, providing modern, efficient services that support businesses and residents.

In 2016 the Service won an award in recognition of support for people with Dementia by introducing 'dementia friendly parking bays' and carrying out training for front-line staff in Dementia awareness. This demonstrates the Service commitment to the Council's objective of being a **Caring Plymouth**.

The Plan supports the Council's values, and is **Democratic** as it will enable a responsive service to meet the needs of residents, businesses and visitors.

It is **Responsible**, in that the impact of the changes will be carefully considered and clearly communicated.

It demonstrates Plymouth City Council's commitment as a **Partner** through working with Plymouth Chamber of Commerce, Plymouth Waterfront Partnership, Plymouth City Centre Company,



Association of Barbican Businesses, Plymouth Hospitality Association and PADAN (Plymouth Area Disability Action Network) and others to develop and deliver changes in the Plan.

#### 4. Plymouth's Current Parking Services

The Councils' Parking Service provides parking for 5,800 vehicles across 47 car parks, and 15 city centre sites, including 4 multi-storey car parks, and a further 32 outer and district locations.

The Service also manages over 1,500 on street pay and display spaces and disabled bays and 55 Controlled Parking Schemes, as well as issuing permits for residents, business and visitors, and administering the Blue Badge Scheme and disabled driver parking spaces. Last year the Service processed over 25,000 parking permits and 5,000 Blue Badge applications, and issued 65,000 fines.

#### 5. The approach to modernising the service

The changes to the service cover a number of areas:

- a. Business Permits
- b. Hotelier Permits
- c. On-Street Tariffs
- d. Blue Badge Tariffs
- e. Parking Charges

##### a. Business Permits

The Council provides various concessionary parking permits to support local businesses, the costs of which have not increased since 2007/8. As part of the ongoing service improvements, a number of changes are being introduced that will make the permitting system faster, simpler and more flexible.

In future, business permits will be processed and registered online, in the same way as DVLA vehicle tax discs. This avoids the need to visit the council offices to make applications, and means that the process is faster with permits being valid as soon as the payment is received. It also means that permits don't have to be displayed in the vehicle, and the system will issue an automatic renewal reminder.

In addition, the choice of permits will be reduced from four to two, as shown below, and a new business visitor permit will be available, providing up to 2 hours parking within the zone of the registered business which can be used for pick-up and drop-off of goods, or by visiting tradesmen for example.

<b>Business Permit (Short Stay)</b>	<b>Business Permit (Long Stay)</b>
2 Hours Max Stay 2 hours no return	No Maximum stay outside zone of registered business. 5 Hours Max Stay, no return 2 hours, within Zone of Business
£150 per Permit (Annual) £40 per Permit (Weekly)	£300 per Permit (Annual) £75 per Permit (Weekly)

## **b. Hotelier Permits**

*The Council provides hotels and guest houses with concessionary parking permits known as a Daily Visitor Permits (DVTs) which they can issue to their guests. The cost of visitor permits has not increased since 1994 and currently stands at £2 per day, which is significantly cheaper than the full day parking rate of £14.*

*A recent review found that there was a lot of inconsistency across the City, with some hoteliers selling permits on for more than the original price. In the future, hotelier permits will also be issued online, making it much fairer, faster, simpler and more convenient. The new permits will be valid until 10am instead of the current 8am, allowing guests more time to check out of their hotel or guesthouse, and the cost will be standardised at £5.*

## **c. On-Street Tariffs**

The hourly rate for on street parking is consistent across the city, however there are eleven different variations of the hours when charges apply. These variations can cause confusion, with charging times varying from one street to another, and even along different parts of the same street. Every variation requires separate signage which can be misleading for the public, and costly for the Council to maintain.

In order to standardise hours, on street parking charges will apply between 8am and 6pm, and a flat rate of £2 for evening/overnight parking will apply between 6pm and 8am. The exception to this will be areas around the waterfront along Hoe Road and Madeira Road, which will remain free to allow people to take advantage of access to the foreshore.

A further enhancement will be to introduce 'transferrable tickets'. A ticket purchased in one location will be valid for parking in another location if there is time left on it, and as long as it doesn't exceed the maximum stay rules for that location.

A final new feature will be the introduction of 'smart meters' to enable customers to extend their stay to exactly match their requirements by 'over-paying' for parts of an hour. Instead of motorists paying for up to the nearest hour, they will be able to top up incrementally to increase their length of stay.

## **d. Blue Badge Tariffs**

Plymouth City Council currently provides free parking to Blue Badge holders within all pay and display car parks, which is at odds with council practices elsewhere in the South West, and with private car parks in Plymouth. The exceptions to this are in the Theatre Royal, Regent Street, Mayflower East and Western Approach car parks where charges currently apply. Feedback from PADAN has suggested that Blue Badge holders would be prepared to pay for parking, or for an annual permit, providing that the Council supports disabled access to essential services such as doctors' surgeries and pharmacies.

In future, car park charges will apply to all Blue Badge holders but motorists will be allowed extra time, up to an hour after the expiry of the purchased ticket, by way of a 'reasonable adjustment'. In addition, residents who are eligible to receive a Blue Badge and who live with the Plymouth City boundary will be able to buy a permit that will allow free parking in all the Council's pay and display car parks for just £40 per year. The permit will be registered to a specific vehicle.

### **e. Parking charges**

Council parking charges have not increased since March 2011, and these will now increase by just 10p per hour, and will be accompanied by some adjustments to provide a more tailored offer in a number of the City's car parks.

The one hour tariff in the City's long stay car parks will be removed (affecting Theatre Royal, Regent Street, Western Approach, Mayflower West, Mayflower East, Derry's Cross, Elphinstone and North Hill car parks) as these car parks are not intended for short stay parking which is catered for in other car parks or on-street.

The increase in charges will mean that the cost of parking in the Guildhall, Colin Campbell Court, Mayflower Court, and Woolworths East car parks will rise to £1.30 per hour, up to a maximum of £3.30 for a three hour stay.

For all long-stay City centre car parks, including the 'premium' car parks, Regent Street and Theatre Royal, the costs will range from £2.40 for the minimum 2 hour stay, to £3.30 for 3 hours. For Mayflower West, Mayflower East, Derry's Cross, Elphinstone and North Hill long-stay car parks, the cost of the maximum stay of 'up to 6 hours' will be reduced from £4 to £3.50

## **6. Communications and engagement**

**The changes in this Parking Modernisation Plan** will be subject to statutory consultation under the Road Traffic Act. Details of the proposed changes will be published in the local media and at the specific locations affected (i.e. On Street and within car parks), setting out what the Council is proposing to do, why, and how to make comments on any of the proposals during the 21-day consultation period.

However, alongside the statutory consultation the Council will also carry out effective and meaningful engagement with residents, the public, businesses and other stakeholders to help ensure the successful implementation of the Parking Modernisation Plan, which includes a wide range of proposals.

In order to convey the key messages and ensure effective engagement, meetings will be arranged with key stakeholder groups including, but not limited to: -

- Plymouth City Centre Company
- Plymouth Chamber of Commerce
- Plymouth Waterfront Partnership
- Plymouth Hotelier Association
- PADAN (Plymouth Area Disability Action Network)
- Association of Barbican Businesses
- Plymouth Hospitality Association
- Destination Plymouth
- Bed and Breakfast Association.

Front line Parking Services staff will act as 'communications champions' to provide help and advice on the proposals. Staff and Member briefings, and good engagement will be key to the successful implementation of these changes.

### **3. Conclusion**

The changes introduced by this Plan will ensure that the Council's Parking Services keep pace with changing demands and make best use of modern technology so that they are convenient, responsive and cost effective for customers. The changes provide greater clarity and fairness, and despite the modest increase in charges, the Council still provides an extremely good value for money and competitive service.

**Appendix A**

Breakdown of expected increased income resulting from the changes in the Parking Modernisation Plan

<b>Measure</b>	<b>Projected additional income</b>
Business Permits	£120k
Hotelier permits	£40k
On-street Tariffs	£50,000
Blue Badge	£270,000
Parking charges:	
On street	£30,000
Off street	£170,000
<b>Total income</b>	<b>£680,000</b>
<b>One-off year 1 costs</b>	<b>£25,000</b>
<b>Total net income</b>	<b>£655,000</b>

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# EQUALITY IMPACT ASSESSMENT



## STAGE 1: What is being assessed and by whom?

What is being assessed - including a brief description of aims and objectives?	The Parking Modernisation Plan
Responsible Officer	Mike Artherton
Department and Service	Place, Street Services
Date of Assessment	24 <sup>th</sup> November 2016

## STAGE 2: Evidence and Impact

Protected Characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact?	Actions	Timescale and who is responsible?
Age	None	None	Proposals are subject to a consultation process under the Road Traffic Act where information on all the proposals will be made available. Consultation will be	The Council will consult for a period of 21 days, through publication of these proposals and consultation with stakeholders, inviting all to submit representations to all/any of the proposals.
Disability	A total of 31,164 people (from 28.5% of households) declared themselves as having a long-term health problem or disability (national	The proposals do not impact on the current provision and accessibility of disabled parking. The proposal do		

STAGE 2: Evidence and Impact				
Protected Characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact?	Actions	Timescale and who is responsible?
	<p>figure 25.7% of households).</p> <p>10% of our population have their day-to-day activities limited significantly by a long-term health problem or disability.</p> <p>Self-assessment of health yields percentages of fair, bad, and very bad health of 13.9%, 5.1% and 1.4% respectively.</p> <p>1,224 adults registered with a GP in Plymouth have some form of learning disability (2010/11).</p> <p>17.5 per 1,000 children in Plymouth have a learning difficulty reported by schools.</p>	financially impact on blue badge holders through expanding the number of car parks where charges will apply to blue badge holders.	undertaken with the Plymouth Area Disability Action Network (PADAN) in relation to proposals around disability.	
Faith, Religion or Belief	None	None		
Gender - including marriage, pregnancy and maternity	None	None		



<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
Gender Reassignment	None	None		
Race	None	None		
Sexual Orientation -including Civil Partnership	None	None		

<b>STAGE 3: Are there any implications for the following? If so, please record 'Actions' to be taken</b>		
<b>Local Priorities</b>	<b>Implications</b>	<b>Timescale and who is responsible?</b>
Reduce the inequality gap, particularly in health between communities.	No implications	None
Good relations between different communities (community cohesion).	No implications	None
Human Rights	No implications	None

STAGE 4: Publication			
Director, Assistant Director/Head of Service approving EIA.		Date	24 <sup>th</sup> November 2016

# PLAN FOR LIBRARIES

Scrutiny Briefing Report



## I. INTRODUCTION

In order to prepare correctly for any future changes to the library network the Library Service have reviewed:

- the recommendations and advice set out in the Red Quadrant Report – ‘The Future Shape of Plymouth’s Library Service’;
- the March 2014 report ‘Creating a Sustainable Library Service’ approved by Cabinet, where the Council signed up to a method of conducting the Library Review, with the specific mention of Plymouth City Council consulting extensively to inform the strategic design of the revised library network;
- The Charteris Report, a review into the approach Wirral Council took in conducting the Library Review on the report’s recommendations to consider.
  - the needs of those who live work and study in the area;
  - an assessment of accessibility;
  - the views of existing users;
  - an assessment of whether any specific communities or groups would suffer adverse impacts;
  - Information from partner organisations and other departments.

Following this advice the Library Service held a ‘conversation’ over the summer of 2016 to assess the views of existing users.

## 2. WHAT WE’VE DONE SO FAR

### 2.1. The Library Conversation

**The Library Conversation** ran from 27 June until 17 September 2016. In that time 3327 were completed and processed, 2241 online and 1086 paper based.

The Library Conversation took place between 27 June and 17 September 2016. A questionnaire was put together using SurveyMonkey, an online survey tool chosen for its ease of use, responsiveness and reporting abilities.

Printed copies of the questionnaire were available for those who preferred them or who were unable to complete online. These were sent to all libraries, 1st Stop, Registration Service and other council buildings.



As an added incentive, all those who completed the survey were entered into a prize draw to win an iPad Mini.

Branding for the conversation was designed to work in print, online, including social media. Plus on the digital screens in the Central Library, 1st Stop and Ballard House.

### 2.2. Key Findings

The Library conversation provided the following key findings:

- 66% of respondents visit the library at least once a month. 35% visited infrequently or never.
- 88% of respondents used Central, Plympton and Plymstock Libraries.
- Most respondents travelled to their library by car (44%) or walked (62%)
- Books (92%), Computers (78%), the 247 Library (76%) and Wi-Fi (68%) were the services respondents most used now. Digital skills training (71%), help with job seeking (72%), access to council services (63%) and finding health information (62%) were the services respondents could see themselves using in the future.
- 90% said the current library opening hours were convenient.
- Of those who identified as non-users 76% had used library services in the past.
- 86% of non-users last visited between 1 and 10 years ago.
- 57% of non-users think that they don't have need to visit the library
- Free membership (85%) and free books to borrow (84%) were the most recognisable of the library offers. Awareness was low for online resources.

The results are being used with other comparators and data sets to inform the Library Plan that will form part of Statutory Public Consultation.

### **2.3. Equality Impact Assessment**

We must be able to demonstrate that we properly understand the needs of people being affected by any changes before making any proposals for changes to the service. This must be comprehensive in its approach and take account of the needs of all groups of users, including the impact on equality groups who are likely to be affected by the changes. We have already completed an EIA for the "Conversation" and will be completing one as part of the development of the Library Plan.

### **2.4. Vision and Strategy Development**

In 2014, Plymouth City Council's Cabinet recognised the need for fundamental changes to the statutory service. The Plan for Libraries, when drafted, will set out proposals for these changes and help support the financial pressures and challenges to transform the delivery of local services.

Our vision and strategic aims for a new approach to these essential community facilities have been determined by a combination of community needs, the Plymouth Plan and lengthy community engagement.

Our vision is that "Plymouth Libraries will deliver modern digital services that inspire learning and improve health and wellbeing".

The following five strategic aims have been identified as integral to the delivery of a modern library service:

#### **1. Reading and Literacy**

We'll provide free access to books and literature for all, promoting reading for pleasure. Through initiatives including the Summer Reading Challenge, Bookstart and Reading Ahead the library service aspires to raising literacy levels across the city.

#### **2. Information and History**

We will ensure that everyone has access to information and services to help them make informed decisions. We will contribute to economic development, providing support for job seekers and small businesses through work clubs and PatLib.

We will make the most of the library's history collections ensuring access and preserving for future generations.

### **3. Digital**

We will provide free Wi-Fi and computers with skilled staff on hand to help people make the most of the internet and digital world. An active digital inclusion programme will ensure that no-one is left behind.

### **4. Health and Wellbeing**

We will provide access to public health information, including signposting and referrals. Through creative and social activities and initiatives such as Books on Prescription, Memory Cafes and Feel Better with a Book we will contribute to the health and wellbeing of communities.

### **5. Learning**

We will provide space, resources and opportunities to support lifelong learning for all. The Library Service to Schools supports learning in schools by providing quality resources, expertise and advice.

## **3. WHAT WE WILL BE DOING NEXT**

### **3.1. Developing a Plan**

We are developing a 'Plan for Libraries' to meet the demands set from the Libraries Taskforce and align to the Council's Customer Service Strategy 2015 – 2018, which sets out 3 aims to the way Plymouth City Council interacts with and provides services to its customers;

1. To improve the way we understand our customers
2. To better serve our customers
3. To listen and respond better to our customers

Now is the time to ensure the Library service and our Library Plan aligns to the future of the City and achieves its Strategic Aims and delivers a consistent and sustainable service for our residents and communities.

### **3.2. Designing a Communication and Engagement Approach – the Consultation**

Any proposals to change the library service must be taken through a statutory consultation exercise and it is vital the Council has a clear offer and vision which can be communicated to the communities affected. It is also important that local communities have the opportunity to consider whether the libraries can be run as community assets rather than by the Council.

The Plan for Libraries aims to outline the key activities and timescales for communicating the proposals and the consultation process to all stakeholder groups. This will inform the Consultation plan.

### **3.3. Delivering the Consultation**

Involving and consulting with the community is essential in preparing and delivering an effective and sustainable future for the Library Service. The Consultation is proposed to run from 16 January – 10 April 2017, and will be communicated via various channels including online, via social media, and in all libraries around the City.

The next stage is to consult on options that we believe will:

- deliver services that are fit for purpose, reliable, quality and efficient that are relevant for local communities
- improve accessibility and availability of the library service by offering better library facilities in the correct locations
- develop the library workforce and improve the skills, tools and abilities
- build on the online library experience for all our residents; increasing the opportunities for self service delivery and access to council services
- provide a vibrant physical Library spaces for a variety of activities; improving layout and design and encouraging a more relaxing, creative environment
- increase the number of events and outreach programmes in collaboration with partner organisations
- Make best use of council resources in way that provides the best outcomes for both the authority and the customer.

The plan sets out the approach to consulting with stakeholders on the options for delivery of the Plan for Libraries. The focus of the consultation will be around the Plan which will detail the new service offering and rationale for any proposed changes.

The full consultation will abide our organisational objectives, by being open, democratic, fair and partnership focussed. It is intended that the communication and consultation with all stakeholders including partners will bring about the following:

- An evidence base on which robust, democratic decisions can be made with regards to the future of the library service
- A Plan for libraries which is widely supported by all stakeholders and supports the delivery of the Plymouth Plan
- Identification of gaps in service provision and/or areas of underperformance along with measures to address these.
- A library service which provides the infrastructure to enable vibrant and relevant community hubs.

## **4. RECOMMENDATIONS**

### **4.1. Support the development of the Consultation plan**

It is recommended that the Place and Corporate Overview and Scrutiny Committee review the existing stakeholder detail to inform the Consultation Plan and make recommendations on any omissions in order to ensure all affected groups have the opportunity to be included.

### **4.2 Support the Vision and Strategic Aims**


It is recommended that the Place and Corporate Overview and Scrutiny Committee note the Vision and 5 Strategic Aims as outlined in this report for inclusion in the final 'Plan for Libraries' to go to public consultation in January 2017.

#### 4.3 Note the outcomes of the Library Service conversation

It is recommended that the Place and Corporate Overview and Scrutiny Committee note the outcomes from the Library Service conversation held over the summer of 2016.

In addition, we would welcome any suggestions for improved engagement activities that the Place and Corporate Overview and Scrutiny Committee can provide.

### 5. BACKGROUND PAPER

Background Papers					
 Final report Future of Libraries.pdf	<a href="#">Creating a Sustainable Library Service</a>	<a href="#">Charteris Report</a>	 	 CST_08 Library Conversation EIA CB	 Key Stakeholders.docx



# Wellbeing Overview and Scrutiny Board and Corporate and Place Overview and Scrutiny Board

Tracking Resolutions – 2016 - 2017

Wellbeing Overview and Scrutiny Committee			
	Resolution	Target date, Officer responsible and Progress	
20.07.16  Plymouth City Council Corporate Plan  Minute 4	The Committee noted the report and <u>agreed</u> the following recommendations;  1. the Welcoming City Action Plan will be available for scrutiny.  2. Scrutiny members would take an active role in the consultation on budget setting priorities.	Date:	September 2016
		Officer:	Kristin Barnes (Democratic Support Officer)
		Progress:	Relevant officers have been advised. The Welcoming City Plan is scheduled to come before the Wellbeing Overview and Scrutiny Committee on 21 September 2016 - <b>Complete</b>
20.07.16  Success Regime and Sustainable Transformation Plan  Minute 5	The Committee <u>agreed</u> to –  1. support the strategic direction of the Sustainable Transformation Plan. However, it should not impact on the programme of change in Plymouth and Health and Care Organisations in Devon should be encouraged and supported to keep pace with the shift to new models of care.  2. delegate to small working group to monitor progress of the Sustainable Transformation Plan and bring back to the committee proposals which have a significant impact and/or risk to services and people in Plymouth.  3. report on progress against opportunities for	Date:	March 2015
		Officer:	Ross Jago (Lead Officer)

Wellbeing Overview and Scrutiny Committee			
	Resolution	Target date, Officer responsible and Progress	
	accelerated implementation of service delivery and quality improvement as part of the integrated fund monitoring report.	Progress:	Chair and Vice Chair have met with scrutiny colleagues from across the Devon area. New models of care are being consulted upon throughout the Devon area.  Minute 5 (I) will be dealt with through standing item on the Integrated Fund Monitoring Report.
20.07.16  Integrated Commissioning Action Plans  Minute 6	The Committee <u>agreed</u> to –  1. review the action plan aim “ <i>Deliver and integrated education, health and care offer: ensure the delivery of integrated assessment and care planning</i> ” at the next meeting of the committee. 2. request that the integrated commissioning scorecard will made available as a standing agenda item. 3. establish a Select Committee review on the Urgent Care System.	Date:	March 2016
		Officer:	Kristin Barnes (Democratic Advisor)
		Progress:	1. the action plan aim “ <i>Deliver and integrated education, health and care offer: ensure the delivery of integrated assessment and care planning</i> ” will be considered at the meeting of 21 September. 2. Integrated Commissioning Scorecard has been added as a standing item on the agenda. 3. Select Committee review into Urgent Care is on the Work Programme.

Wellbeing Overview and Scrutiny Committee			
	Resolution	Target date, Officer responsible and Progress	
20.07.16  Medium Term Financial Strategy  Minute 7	<p>The Committee agreed that -</p> <ol style="list-style-type: none"> <li>Improvements were required to the MTFS to make visible how risks and opportunities were being identified through scenario planning and to make the management of risk more explicit.</li> <li>The corporate strategic risk register should be emailed to members as soon as possible</li> <li>Mitigation plans for the “overheating” in Adult and Children’s Social Care as to be made available as part of the Integrated Fund Monitoring Report.</li> </ol>	Date:	September 2016
		Officer:	Andrew Hardingham / Carole Burgoyne
		Progress:	<p>7 (1) Officers have been tasked with highlighting levels of risk within the Medium Term Financial Strategy. This will be considered at the 22<sup>nd</sup> September 2016 consideration of the MTFS.</p> <p>(2) The corporate risk register has been emailed to members. If members require further updates this can be arranged as officer briefings or as a work programme item.</p> <p>(3) The Integrated fund monitoring report will be subject of ongoing scrutiny.</p>
21.09.16  Integrated Fund Monitoring Report  Minute 14	<p>The Committee <u>agreed</u> the following recommendations;</p> <ol style="list-style-type: none"> <li>a briefing and training session for members of the committee on NHS financing would be provided;</li> <li>a briefing on guardianship would be provided for members of the committee via email;</li> <li>figures for the full year cost of the school transport service would be provided to members of the committee via email.</li> </ol>	Date:	November
		Officer:	Ross Jago
		Progress:	<p>A. A briefing has been organised for the 17<sup>th</sup> November.</p> <p>B. Yet to be actioned</p> <p>C. Yet to be actioned</p>

Wellbeing Overview and Scrutiny Committee			
	Resolution	Target date, Officer responsible and Progress	
21.09.16  Integrated Commissioning Scorecard  Minute 15	The Committee <u>agreed</u> the following recommendation;  National indicators relating to the happiness score would be removed from the data a local mechanism for providing that data would be developed.	Date:	March
		Officer:	Ross Jago
		Progress:	Officers are currently reviewing how this data may be obtained.
21.09.16  Welcoming City Action Plan  Minute 16	The Committee <u>agreed</u> the following recommendations;  a) to receive an update on the action plan post February 2017;  b) members would be provided with a list of small budgets issued to diverse groups via email;  c) members would be provided with guidance on the “Members Room” for the third party reporting of hate crime.	Date:	
		Officer:	Ross Jago / Pete Aley
		Progress:	a) Added to the committee work programme b) Details have been sent to members c) Details have been sent to members

Wellbeing Overview and Scrutiny Committee			
	Resolution	Target date, Officer responsible and Progress	
21.09.16  Special Educational Needs and Disability  Minute 17	The Committee <u>agreed</u> the following recommendation;  a) the Committee would receive an update on SEND services at the end of the municipal year.	Date:	21.09.16
		Officer:	Kristin Barnes (Democratic Support Advisor)
		Progress:	SEND has been added to the Work Programme

Place and Corporate Overview and Scrutiny Committee			
	Resolution	Target date, Officer responsible and Progress	
27.07.2016  Plymouth City Council's Draft Corporate Plan 2016-19  Minute 4.	The committee <u>agreed</u> that –  1. It should be explicit within the Corporate Plan that the move to increased digital accessibility is based on an approach of digital be preference;  2. A focus on fly-tipping should be added to the priority activity on littering;  3. The Corporate Plan Performance Framework is made available as a standing item on the committee;  4. Net yield and occupancy rates from the Council's Commercial Estate and information on stalled sites will be monitored by the committee through the most appropriate mechanism;  5. A report on the UK's withdrawal from the European Union and the Impact on and response by the City Council to be provided to the committee at a future meeting.	Date:	August 2016
		Officer:	Ross Jago (Lead Officer)
		Progress:	Information has been fed back to officers for inclusion into the Corporate Plan where appropriate. The Corporate Plan will be considered at full Council on the 19 September 2016.
27.07.2016	The committee <u>agreed</u> that –	Date:	August/September 2016
		Officer:	Ross Jago (Lead Officer) and Helen Wright (Democratic Advisor)

Place and Corporate Overview and Scrutiny Committee			
	Resolution	Target date, Officer responsible and Progress	
<p>Medium Term Financial Strategy</p> <p>Minute 5.</p>	<ol style="list-style-type: none"> <li>1. A Select Committee Review will be held in early September 2016 on the Plan for Waste;</li> <li>2. A joint Select Committee Review will be held, at the most appropriate time, to enable pre-decision scrutiny of the budget, efficiency proposals, the next iteration of the Medium Term Financial Strategy, consultation feedback on the proposals and the findings from the Select Committee Review on waste, prior to decisions being taken by Cabinet and Council.</li> </ol>	Progress:	<ul style="list-style-type: none"> <li>the Select Committee Review on the Plan for Waste was held on 31 August 2016. Recommendations will be submitted to the Select Committee Review on the Medium Term Financial Strategy on 22 September 2016.</li> <li>a Joint Select Committee Review on the Medium Term Financial Strategy has been arranged for 22 September 2016.</li> </ul>
<p>27.07.2016</p> <p>Plymouth Plan/Local Joint Plan</p> <p>Minute 6.</p>	<p>The committee <u>agreed</u> that the Lead Officer, in consultation with the Chair and Vice Chair will prepare a consultation response on behalf of the committee.</p>	Date:	August/September 2016
		Officer:	Ross Jago (Lead Officer)
		Progress:	There were no further comments from Members of the committee therefore a response was not made. Minutes supporting discussion at the meeting will be forwarded to the Plymouth Plan team.

Place and Corporate Overview and Scrutiny Committee			
	Resolution	Target date, Officer responsible and Progress	
05.10.2016 Capital and Revenue Monitoring Report 2016/17 Minute 13.	The committee <u>agreed</u> to receive financial monitoring information on a more regular basis.	Date:	December 2016
		Officer:	Ross Jago (Lead Officer)/Andrew Hardingham (Assistant Director for Finance)
		Progress:	Lead Officer is working with officers to provide financial monitoring information on a more regular basis
05.10.2016 History Centre Minute 14.	The committee <u>agreed</u> to receive regular updates on the cost of supplies for this project.	Date:	December 2016
		Officer:	Ross Jago (Lead Officer)/David Draffan (Assistant Director for Economic Development)
		Progress:	Information would be provided to the committee as and when it became available.
05.10.2106 Plan for Modernising Waste and Street	The committee <u>agreed</u> that –	Date:	December 2016
		Officer:	Ross Jago (Lead Officer)/Lou Hayward (Assistant Director for Street Services)



Place and Corporate Overview and Scrutiny Committee			
	Resolution	Target date, Officer responsible and Progress	
<p>Services</p> <p>Minute 16.</p>	<p>(1) the Cabinet Member instructs officers to produce a full business case at the earliest opportunity; it should contain –</p> <ul style="list-style-type: none"> <li>a. detailed assessments for the impact on staff, recycling and the city council's budget</li> <li>b. how the preferred option reflects contributions made – <ul style="list-style-type: none"> <li>(i) through the detailed public responses put forward in the 'Time for Big Decisions' consultation;</li> <li>(ii) by the Place and Corporate Overview and Scrutiny Committee;</li> <li>(iii) the feasibility study from Plymouth Food Waste Partnership;</li> </ul> </li> </ul> <p>(2) the Cabinet Member makes provision in the forward plan immediately for decisions regarding waste, so that –</p> <ul style="list-style-type: none"> <li>(a) members of the public who are subject to any changes to waste services have early notification of any changes;</li> <li>(b) staff who may be affected have clear view of the forward direction of the service;</li> <li>(c) an education and communication plan can be adequately prepared and delivered to mitigate any adverse impact on the people of Plymouth;</li> </ul>	<p>Progress:</p>	<p>The Modernisation of Waste and Street Services was considered by Cabinet on 8 November 2016; Cabinet approved Option 2; the modernisation of Waste and Street Services as set out in the summary business case which incorporated the citywide roll out of alternate weekly collections of household waste and associated interventions to support the increase in recycling across the city.</p>

Place and Corporate Overview and Scrutiny Committee			
	Resolution	Target date, Officer responsible and Progress	
	(3) Scrutiny will consider all implementation, communication and education plans in relation to the new Plan for Modernisation of Waste and Street Service.		
05.10.2016 Work Programme 2016/17 Minute 19.	The committee <u>agreed</u> that the following items will be added to the work programme – <ul style="list-style-type: none"> <li>• Waterfront Business Improvement District</li> <li>• Mayflower 400.</li> </ul>	Date:	December 2016
		Officer:	Helen Wright (Democratic Adviser)
		Progress:	The work programme has been updated to include these items.

# PLACE AND CORPORATE OVERVIEW SCRUTINY COMMITTEE

Work Programme 2016-2017



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.

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	Prioritisation Score	Reason for consideration	Responsible Officer
<b>27 July 2016</b>	<del>Plymouth City Council Corporate Plan</del>			
	<del>Corporate Finance Monitoring Report</del>		Standing Item	
	<del>Plymouth Plan Part 2</del>			
<b>5 October 2016</b>	Corporate Finance Monitoring Report		Standing Item	
	<del>Quality Hotel</del>			
	<del>History Centre</del>			
	<del>Plan for Waste</del>			
	Corporate Plan Performance Framework		Standing item	
<b>7 December 2016</b>	Capital and Revenue Monitoring Report 2016/17 – Quarter 2		Standing Item	
	The Council's Corporate Plan Monitoring Report and Commitments Progress Report		Standing item	
	Child Poverty Action Plan			
	Plan for Parking			
	Plan for Libraries			
<b>11 January 2017 (Budget)</b>				
<b>1 March 2017</b>	Corporate Finance Monitoring Report		Standing Item	
	Corporate Plan Monitoring Report		Standing Item	
	Corporate Plan Performance Framework		Standing Item	

Date of meeting	Agenda item	Prioritisation Score	Reason for consideration	Responsible Officer
	<i>Community Item (if forthcoming)</i>			
<b>19 April 2017</b>	Corporate Finance Monitoring Report		Standing Item	
	Corporate Plan Performance Framework		Standing Item	
	Corporate Plan Monitoring Report		Standing Item	
	<i>Community Item (if forthcoming)</i>			
<b>Items to be scheduled</b>				
	Mayflower 400			
	Waterfront Business Improvement District			
	Council Commercial Estate Monitor Net Yield and Occupancy and Monitor Stalled Development Sites			
	Impact on the UK leaving the European Union			
<b>Select Committee Reviews</b>				
<b>31 August 2016</b>	Plan for Waste			
<b>Joint Select Committee Reviews</b>				
<b>22 September 2016</b>	Budget and Policy Decisions			
<b>30 November 2016</b>	Council Tax Support Scheme			