

# Place and Corporate Overview and Scrutiny Committee

**Wednesday 3 January 2018**

## **PRESENT:**

Councillor Bowie, in the Chair.

Councillor Ball, Vice Chair.

Councillors Carson, Churchill, Dann (substitute for Councillor Sam Davey), Fletcher, Fry, Mavin, Morris, Penberthy and Storer.

Apologies for absence: Councillor Sam Davey.

Also in attendance: Mike Artherton (Parking, Marine and Highways Policy Service Manager), Councillor Bowyer (Leader), Paul Barnard (Assistant Director for Strategic Planning and Infrastructure), David Draffan (Assistant Director for Economic Development), Chris Hackett (Chief Executive Officer (Mayflower 400)), Faye Hambleton (Assistant Director for Customer Services), Lou Hayward (Assistant Director for Street Services), Ross Jago (Lead Officer), Councillor Jordan (Cabinet member for Culture), Amanda Lumley (Chief Executive (Destination Plymouth)), Councillor Nicholson (Cabinet Member for Strategic Transport, Housing and Planning), Helen Prendergast (Democratic Adviser), David Saunders (Strategic Development Manager) and Alison Ward (Regional Partnerships Manager).

The meeting started at 2.00 pm and finished at 4.35 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.*

### 37. **Declarations of Interest**

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

### 38. **Minutes**

Agreed that the minutes of the meeting held on 1 November 2017 are confirmed as a correct record.

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

The Chair wished to thank those Members that had supported her in attending the meetings at the earlier time of 2pm. As the winter months were now drawing to a close, the meeting scheduled for March 2018 would commence at 3pm.

40. **Mayflower 400 Update**

Councillor Bowyer (Leader), Councillor Jordan (Cabinet Member for Culture), David Draffan (Assistant Director for Economic Development), Charles Hackett (Chief Executive Officer (Mayflower 400)) and Amanda Lumley (Chief Executive (Destination Plymouth)) provided this update.

The key areas of questioning related to –

- (a) the involvement of the Lord Mayor in this event;
- (b) whether the Council had received feedback as to why its Heritage Lottery Fund bid had not been successful;
- (c) the impact/risk to the event of not being successful in winning other Heritage Lottery Fund bids/grants;
- (d) the perception of neighbouring authorities that insufficient work was being undertaken to maximise their opportunities with this event;
- (e) the work being undertaken to tell the story of this historic event from differing perspectives;
- (f) whether work could be undertaken with Pride in Plymouth in order to secure Plymouth Pride in 2020;
- (g) how the event would be marketed internationally (in particular to America).

The Committee agreed –

- (1) to support the continuing delivery of the Mayflower 400 programme in Plymouth and nationally;
- (2) to support the required bids into grant funding opportunities to secure additional funding for the overall programme;
- (3) to support the work growing international relationships up to and beyond 2020 for the long term economic and community benefit of the city;
- (4) engage with the Civic Office to investigate a greater role for the Lord Mayor within the event's programme.

41. **Controlled Parking Zone Policy Review**

Councillor Bowyer (Leader), Lou Hayward (Assistant Director for Street Services) and Mike Artherton (Parking, Marine and Highways Policy Service Manager) presented this item.

The key areas of questioning related to –

- (a) the cost involved in undertaking a Highways Impact Assessment as part of this process;
- (b) whether wide pavements could be used to increase parking capacity within the City;
- (c) the lack of public consultation regarding the new policy;
- (d) concerns regarding who should be included in the formal consultation process (ie whether each resident had a vote, or one vote per household, or residents on the electoral register);
- (e) the measures being put in place to encourage more people to use public transport;
- (f) concerns regarding the minimum percentage (51%) of balloted residents that needed to be in favour of a Controlled Parking Zone, in order to pursue the scheme;
- (g) the need for clear communications during the process to ensure residents were aware and understood the impact of implementing a scheme, or not;
- (h) concerns that in mixed areas of the City only residents were involved with the informal/formal consultation process thus excluding businesses and schools;
- (i) the need to have a process within the policy for medium term schemes which were strategically driven;
- (j) whether schemes currently being assessed through the existing policy would now need to be considered using the new policy.

The Committee agreed –

- (1) that a clear communication strategy focussing on the impact on residents of a Controlled Parking Zone is required, in order to ensure awareness and understanding of the impact of such a scheme;
- (2) that consideration is given to the informal/formal consultation process in mixed areas, in order that not only residents but businesses and schools are able to vote on such schemes;
- (3) the inclusion within the policy of a process for medium term schemes which are strategically driven;

- (4) to consider who should be included in the formal consultation process (ie whether each resident had a vote, or one vote per household, or residents on the electoral register) and the inclusion within the policy of a process for counting the consultation responses.

42. **Plymouth - Torbay Draft Strategic Planning Collaboration Agreement**

Councillor Nicholson (Cabinet Member for Strategic Transport, Housing and Planning), Paul Barnard (Assistant Director for Strategic Planning and Infrastructure) and Alison Ward (Regional Partnerships Manager) presented this report.

The key areas of questioning related to –

- (a) whether an assurance would be given that no resources would be diverted from the work relating to the examination of the Plymouth and South West Devon Joint Local Plan, in order to undertake the initial collaboration stage of due diligence/strategic options analysis;
- (b) how would this agreement impact on Plymouth's reputation;
- (c) concerns regarding the lack of involvement from elected members relating to the termination of the collaborative agreement;
- (d) whether all members and in particular Shadow Cabinet Members could be involved in the briefings;
- (e) whether there would be conflict of interests regarding the planning process.

The Committee agreed the recommendations contained within the report, subject to the inclusion of the following -

- (1) the involvement of elected members in the termination of the collaboration agreement;
- (2) cross party working in Plymouth (including briefing Shadow Cabinet Members).

43. **Customer Services**

Councillor Jordan (Cabinet Member for Culture), Faye Hambleton (Assistant Director for Customer Services) and David Saunders (Strategic Development Manager (Customer Services)) presented this item.

The key areas of questioning related to –

- (a) what period the 'waste only – customer call demand and percentage answered graph (quarter 3 2017/18)' related to;

- (b) how customer complaints were handled in the First Stop shop when the cash machines had been removed;
- (c) the capacity of the system to deal with an influx of out of hour calls;
- (d) the length of time it took to speak to a Call Centre adviser (in some cases 20 minutes);
- (e) the lack of performance data (other than waste) regarding the calls handled through the contact centre.

44. **Capital and Revenue Monitoring Report 2017/18 - Q2**

The Chair advised that this item had been included on the agenda for information, and as no issues had been identified for consideration prior to the meeting, no Cabinet Members or officers had been invited to attend.

Councillor Morris highlighted that within the report 'Woolwell to the George scheme had been included within the 'securing growth in the eastern corridor' rather than 'securing growth in the northern corridor' section.

The Committee wished to register its disappointment regarding the continuing lack of monthly financial monitoring information.

45. **Corporate Plan 2016/19**

The Chair advised that this item had been included on the agenda for information, and as no issues had been identified for consideration prior to the meeting, no Cabinet Members or officers had been invited to attend.

46. **Tracking Decisions**

The committee noted the progress of its decisions.

47. **Work Programme**

The Chair reiterated that the meeting scheduled for 7 March 2018 would commence at 3pm.

The Committee agreed to include Customer Services (performance data on the Contact Centre) on the agenda for the meeting on 7 March 2018 and to arrange a date for the Universal Credit review in March 2018.