

CITY OF PLYMOUTH

Subject: Customers and Communities Overview and Scrutiny Panel Quarterly Report

Committee: Customers and Communities Overview and Scrutiny Panel

Date: 23 November 2009

CMT Member: Director for Community Services

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Ref:

Part: I

Executive Summary:

This report sets out a review of the Customers and Communities Overview and Scrutiny Panel for the second quarter of 2009/10.

Corporate Plan 2009-2012:

The Customer and Communities Overview and Scrutiny Panel provides strategic scrutiny of the following Corporate Improvement Priorities and key areas:

- CIP1 - improving customer service
 - CIP6 - providing more and better culture and leisure activities
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Implications for Medium Term Financial Plan and Resource Implications: Including finance, human, IT and land

None.

Other Implications: e.g. Section 17 Community Safety, Health and Safety, Risk Management, Equalities Impact Assessment, etc.

None.

Recommendations and Reasons for recommended action:

That the report is noted

Alternative options considered and reasons for recommended action:

N/A

Background papers:

Customers and Communities Overview and Scrutiny Panel minutes.

Sign off: N/A

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Customers and Communities Overview and Scrutiny Panel Quarterly Report

1. Introduction

- 1.1 This report sets out a review of the Customers and Communities Overview and Scrutiny Panel for the second quarter of 2009/10, incorporating the meetings of 27 July, 28 September and 26 October 2009.

2. Scope of the Overview and Scrutiny Panel

- 2.1 The Customers and Communities Overview and Scrutiny Panel is primarily concerned with the strategic scrutiny of the following Corporate Improvement Priorities and key areas –

- CIP1 - Improving customer service
- CIP6 - Providing more and better culture and leisure activities

- 2.2 The detailed terms of reference for the panel are contained in Appendix 1.

- 2.3 The panel consists of the following members and officers

Title	Name	Attendances (3 meetings)
Councillor (Chair)	Fox	3
Councillor (Vice Chair)	Wildy	3
Councillor	Berrow	3
Councillor	Mrs Foster	3
Councillor	McDonald	3
Councillor	Mrs Nicolson	2
Councillor	Roberts	3
Councillor	Smith	2
Councillor	Mrs Stephens	2
Lead Officer	Pete Aley	2
Democratic Support Officer	Helen Wright	3

- 2.4 The Panel, through strategic and operational scrutiny, supports the following cabinet members and Council Management Team members -

Title	Name
Cabinet Member for Safer and Stronger Communities	Councillor Brookshaw
Cabinet Member for Leisure, Sport and Culture	Councillor Jordan
Cabinet Member for Street Scene, Waste and Sustainability	Councillor Leaves
Cabinet Member for Customer Services, Performance and Partnerships	Councillor Ricketts
Director for Community Services	Carole Burgoyne

2.5 The panel submitted a recommendation to the Overview and Scrutiny Management Board that the relevant CIPs and cross cutting CIPs were included on its Terms of Reference. It was essential for the panel to look at cross cutting CIPs to avoid silo working.

2.6 The panel has a budget of £2,000 to support the scrutiny work.

3. Key Achievements to Date

3.1 The panel has now met on three occasions. Meetings have been well attended by panel members. A positive contribution has been made to support the strategic and operational overview in particular the following achievements have already been made –

- The panel has approved a work programme focusing on the CIPs.
- The panel has recommended that feedback from the Overview and Scrutiny Management Board is a standing item on its own agenda, enabling the panel to ensure it operates effectively and maintains a good working relationship with the Overview and Scrutiny Management Board and other Overview and Scrutiny panels.
- The panel has recommended to the Overview and Scrutiny Management Board that it provided a 'tool kit' outlining the process and procedure for a Councillor Call for Action and the 'tool kit' is made available to Members, departments and interested parties within the next committee cycle. A further recommendation was made for the strategic partners to make resources available to undertake research on the national indicators 17 and 21 and enhance the delivery of the mapping of the intergenerational work within the City;
- The panel has recommended to Cabinet following its scrutiny of the 12 month review of the cumulative impact policy that –
 - ▶ it did not accept the conclusion of the consultation process;
 - ▶ the existing policy should remain in place;
 - ▶ a full review should take place together with the three year licensing review for 2011.
- The panel formed part of the consultation process for the development of the Plymouth Sports Facility Strategy. It was agreed by the panel to bring the strategy back to a future meeting after the conclusion of the public consultation process on 22 January 2010.
- Two successful meetings of the joint task and finish group on Localities Working have taken place on 2 and 5 November 2009. Witnesses that attended included the police, representatives from the council and the third sector, members of the public and the Chairs from two Area Committees.

The joint report was currently being drafted and would be submitted to the Overview and Scrutiny Management Board on 2 December 2009. Members of the joint task and finish group were –

Councillor Fox (Chair)
Councillor Wildy (Vice Chair)
Councillor Purnell
Councillor Roberts
Councillor Mrs Stephens
Councillor Mrs Watkins

4. On the Horizon

- 4.1 Localities working will be considered prior to recommendations being made to Cabinet on 19 January 2010 and Council on 1 February 2010.
- 4.2 The panel will be receiving an update and agreeing the future scrutiny arrangements for the Life Centre and related leisure projects at its panel meeting on 23 November 2009.
- 4.3 The panel agreed to bring back to a future meeting the Tackling Anti Social Behaviour Strategy including the Councillor Call for Action.
- 4.4 With the council facing challenging budget pressures in the year ahead, the panel queried the 'value' of producing a quarterly scrutiny report. The report needs to be more focused on monitoring the outcomes of the panel's recommendations.

5. Recommendation

- 5.1 That the progress of the Customers and Communities Overview and Scrutiny panel is noted by the Overview and Scrutiny Management Board.

Customers and Communities Overview and Scrutiny Panel

Terms of Reference

- To review new and existing policies and consider how they may be improved and developed;
- To monitor the budget and performance of the Cabinet Member, Department and partners to ensure that the priorities for the area are being delivered upon;
- To monitor performance against the relevant Corporate Improvement Priorities;
- To review Policies within the Budget and Policy Framework;
- To consider Equality Impact Assessments against new and existing policies;
- To investigate local issues to find out how the council and its partners can improve to meet the needs of local people;
- To make recommendations about service delivery to the Cabinet (via the Board)
- To review and scrutinise the performance of partner organisations
- To set up Ad-Hoc Working Groups as and when required;
- To produce quarterly progress reports to go to the management board

Policy areas

- Customer Services
- Environmental Services
- Safer Communities
- Leisure, Culture and Sport
- Environmental regulation
- Crime and Disorder (This Panel will take on the role of the Crime and Disorder Overview and Scrutiny Panel)

Cabinet Members

- Street Scene, Waste and Sustainability
- Customer Services, Performance and Partnerships
- Safer and Stronger Communities
- Leisure, Culture and Sport

Directorates

- Community Services
- Corporate Support

Corporate Improvement Priorities (CIPs)

- Customers Service (CIP 1)
- Culture and Leisure (CIP 6)

LSP Link

- Safe and Strong

Membership

The Chair of the Panel shall serve on the Overview and Scrutiny Management Board. The Customers and Communities Overview and Scrutiny Panel will be chaired by a Member of the majority political group with the vice-chair from the opposition political group. All Members of the panel will adhere to the general rules of Overview and Scrutiny.