

**DRAFT  
CITY OF PLYMOUTH**

**Subject:** Customers and Communities Overview and Scrutiny Panel Quarterly Scrutiny Report

**Committee:** Customers and Communities Overview and Scrutiny Panel

**Date:** 29 March 2010

**CMT Member:** Director for Community Services

**Author:** Pete Aley (Customers and Communities Overview and Scrutiny Panel Lead Officer)

**Contact:** Tel no: 01752 304321  
Email: pete.aley@plymouth.gov.uk

**Ref:**

**Part:** I

---

**Executive Summary:**

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

---

**Corporate Plan 2010-2013:**

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
- 

**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

## CITY OF PLYMOUTH

### 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 third quarter of 2009/10, incorporating meetings held on 13 January 2010 and 25 January 2010.

#### 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 (2 meeting)
Councillor (Chair)	Fox	2
Councillor (Vice Chair)	Wildy	2
Councillor	Berrow	2
Councillor	Mrs Foster	2
Councillor	McDonald	1
Councillor	Mrs Nicolson	2
Councillor	Roberts	0
Councillor	Smith	0
Councillor	Mrs Stephens	2
Lead Officer	Pete Aley	2
Democratic Support Officer	Helen Wright	2

- 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 had a budget of £2,000 of which it has spent £311.05 in supporting the Localities Working task and finish group.

### **3. Key Achievements to Date**

- 3.1 The panel has now met on two 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 recommendations from the joint task and finish group on Localities Working were submitted to Cabinet on 19 January 2010 and virtually all approved, and full Council on 1 February 2010 subsequently approved the Locality Working model.
  - Following a recommendation from the panel, a draft tool kit for the Councillor Call for Action had been circulated by the Overview and Scrutiny Management Board to all Members for comments, to be considered at its meeting on 31 March 2010.
  - As part of the consultation process for the development of the Plymouth Sports Facility, the panel requested at its meeting held on 25 January 2010 that further work was undertaken to ‘match’ the data provided by Sport England to that of the Council’s such as the Local Development Framework, Action Plans, localities working and also the six strands of diversity.
  - A successful meeting of the panel was held on 13 January 2010 to scrutinise the following -
    - ▶ the Life Centre and related projects programme
    - ▶ the award of the construction contract
    - ▶ the funding/finance of the project

The panel submitted nine recommendations to the Cabinet of which six were accepted, and comments were made on recommendations two, three and six.

The Cabinet extended thanks to the panel for the quality of scrutiny review work undertaken.

### **4. On the Horizon**

- 4.1 The panel would be scrutinising the refresh of the action plan for the Financial Inclusion Strategy. Membership of the task and finish group had been approved as follows –

Councillor Berrow  
Councillor Fox  
Councillor Mrs Nicholson  
Councillor Wildy

- 4.2 The panel agreed to scrutinise the national indicator 192 for recycling levels in conjunction with waste collection policy at its meeting on 29 March 2010.
- 4.3 The panel further agreed to invite the Chair of the Safe and Strong Theme Group to attend the March meeting to scrutinise the reporting of domestic violence incidents indicator which was currently off target. The panel requested the lead officer for Children and Young People Overview and Scrutiny Panel to provide a written update on the actions being taken to address the following issues that were currently off target –
- the stretch target for the long terms stability of looked after children;
  - the national indicator 60 core assessments for children’s social care carried out within 35 days of commencement;
  - the national indicator 64 child protection plans lasting two years or more.

## **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.