

# Customers and Communities Overview and Scrutiny Panel

Monday 7 June 2010

## PRESENT:

Councillor Ball, in the Chair.  
Councillor McDonald, Vice Chair.  
Councillors Mrs Beer, Fox, Mrs Nicholson, Smith and Vincent.

Apologies for absence: Councillors Mrs Bragg and Martin Leaves.

Also in attendance: Councillors Michael Leaves, Councillor Brookshaw, Carole Burgoyne, James Coulton, Jayne Donovan and John-Paul Sanders.

The meeting started at 10.00 am and finished at 12.15 pm.

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

## 1. **APPOINTMENT OF CHAIR AND VICE CHAIR**

Agreed that Councillor Ball is appointed as Chair and Councillor McDonald is appointed Vice Chair of the panel for the forthcoming municipal year 2010/11.

## 2. **DECLARATIONS OF INTEREST**

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

## 3. **MINUTES**

Agreed that the minutes of the meeting held on 29 March 2010 are confirmed as a correct record subject, to the following amendment (minute 70(ii) refers) 'Blandford Road'.

## 4. **CHAIR'S URGENT BUSINESS**

There were no items of chair's urgent business.

## 5. **TERMS OF REFERENCE**

The panel received, for its information, a copy of its terms of reference.

Agreed that the panel's terms of reference are noted.

## 6. **TRACKING RESOLUTIONS AND FEEDBACK FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD**

The panel received, for its information, a copy of the tracking resolutions schedule.

Agreed that the report is noted.

#### 7. **APPOINTMENT OF CO-OPTED REPRESENTATIVES**

The panel considered the appointment of co-opted representatives.

Agreed that –

- (1) confirmation is sought from the panel's existing co-opted representative, Mr C Singh, that he is willing to continue in this role;
- (2) nominations for co-opted representatives are brought to the next committee meeting.

#### 8. **OVERVIEW OF PRIORITIES FOR COMMUNITY SERVICES AND CORPORATE SUPPORT (CUSTOMER SERVICES)**

The Director for Community Services gave a presentation together with the Cabinet Members for Community Services (Street Scene, Waste and Sustainability), and Community Services (Safer and Stronger Communities and Leisure, Culture and Sport) and the Assistant Directors for Leisure, Culture and Sport and Community Services (Environmental Services), on the key areas of work of the department and how it linked with the panel as follows –

(a) the service areas within the department -

- Environmental Services
- Adult, Health and Social
- Leisure, Culture and Sport
- Safer Communities
- Business Support

(b) Cabinet Members informed the panel of the key areas within their portfolios and provided an update on proposals for the forthcoming year, as follows –

*Community Services (Street Scene, Waste and Sustainability)*

(c) ► key areas –

- waste management
- cleansing, waste disposal and recycling

- fleet management
- parks including playgrounds
- public open space
- climate change and sustainability
- public protection

(d) proposals for the forthcoming year –

- additional resources to tackle fly tipping;
- investigate proposals for a waste to energy plant to reduce the landfill;
- increase the provision of allotments within the city;
- review the Licensing Act including the cumulative impact policy and sex establishments;

*Community Services (Safer and Stronger Communities and Leisure, Culture and Sport)*

(e) key areas –

- anti social behaviour
- community safety
- communities cohesion and equalities
- leisure/sports facilities
- events
- cultural activities
- heritage, museums and libraries
- Mount Edgcumbe country house and park
- licensing hackney carriages
- localities

(f) proposals for the forthcoming year –

- implementation of localities working;
- crime reduction including anti social behaviour, offender management and violent/sexual abuse;
- increase the number of transit and permanent sites for gypsies and travellers within the city.

The Assistant Director for Customer Services and Business Transformation gave a presentation on the key areas of work of the department and how it linked with panel as follows –

(g) key areas –

- customers services

- business continuity
  - ICT
  - media, public relations and communications
- (h) proposals for the forthcoming year –
- web services to allow access to all Council services 24/7, with easy links to appropriate information and related services;
  - branded self-help points within key Council facilities, such as libraries;
  - consistency of service for the customer;
  - clear, published standards of service for Council staff;
  - customers to be offered the opportunity to leave feedback after every interaction;
  - regular consultation on all aspects of the Council's services;
  - increasing the number of issues resolved at the first point of contact;
  - customer satisfaction regularly monitored and a Plymouth City Council satisfaction index published monthly on the website.

Members of the panel put forward questions to which the following responses were provided –

- (i) the provision of a further 100 allotments would be achieved this financial year;
- (j) the Council had been successful in securing three convictions for fly tipping; the use of covert cameras for what were considered low level crimes was considered controversial;
- (k) the expansion of the allotments at Plympton St Maurice was problematic, however the Council had entered into negotiations to secure a piece of land at Plymstock;
- (l) it continued to be the desire of the Council to provide a glass collection service if resources permitted;
- (m) following the withdrawal of the strategic partner from the scheme, work was being undertaken to find a way to secure additional resources; the cost of the lease for the temporary

library was covered by the insurance money, although this would cease early next year; the cost of the lease was £60,000 per annum; work was being undertaken to ascertain the feasibility of extending the lease to develop the scheme;

- (n) the new system that was due to replace Flare would provide access to councillors.

The Chair thanked the Cabinet Members and officers for attending.

9. **DRAFT WORK PROGRAMME 2010/11**

The panel considered its draft work programme for 2010/11.

Recommended to the Overview and Scrutiny Management Board that the following items are included on the panel's work programme for 2010/11 –

- (1) Life Centre and Related Projects (including Management Contract) – Updates/Scrutiny;
- (2) Plymouth's Sports Facility Strategy – Update;
- (3) Licensing Act (including Cumulative Impact Policy – Review 2011 (task and finish group);
- (4) Localities Working 12 Month Review – (Position Statement 3 Months);
- (5) Sex Establishments;
- (6) Public Confidence in Tackling Crime and Disorder;
- (7) Assisted Waste Collection;
- (8) Allotments;
- (9) Quarterly Scrutiny Reports;
- (10) Safe and Strong Theme Group – Update;
- (11) Joint Finance and Performance Monitoring including LAA Performance Monitoring (subject to the Overview and Scrutiny Management Board referring issues to the panel);
- (12) Monitor CIPs that the panel is responsible for –

CIP 1 (improve customer satisfaction by providing services designed around customer needs)

CIP 6 (to enhance the quality of life of Plymouth residents by

widened and improved opportunities to participate in cultural and leisure activities):

(13) the panel would receive written update reports for –

- Plympton Library Replacement
- Councillor Call for Action Tool Kit
- Election Annual Review

10. **FUTURE DATES AND TIMES OF MEETINGS**

Agreed that the dates and times of the panel's future meetings are noted, as follows –

Monday 7 June 2010  
Monday 19 July 2010  
Monday 6 September 2010  
Monday 18 October 2010 (provisional)  
Monday 15 November 2010  
Monday 17 January 2011  
Monday 14 March 2011  
Monday 18 April 2011 (provisional)

11. **EXEMPT BUSINESS**

There were no items of exempt business.