

## CITY OF PLYMOUTH

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

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

**Date:** 6 September 2010

**CMT Member:** Director for Community Services

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**Ref:**

**Part:** I

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### Executive Summary:

This report sets out a review of the Customers and Communities Overview and Scrutiny Panel for the first quarter of 2010/11.

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### 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

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**Implications for Medium Term Financial Plan and Resource Implications:**  
Including finance, human, IT and land  
None.

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**Other Implications: e.g. Section 17 Community Safety, Health and Safety, Risk Management, Equalities Impact Assessment, etc.**  
None.

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**Recommendations and Reasons for recommended action:**  
That the report is noted.

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**Alternative options considered and reasons for recommended action:**  
N/A.

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### Background papers:

Customers and Communities Overview and Scrutiny Panel minutes.

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**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 first quarter of 2010/11, incorporating meetings held on 29 March 2010, 7 June 2010 and 19 July 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;

29 March 2010 meeting –

Title	Name	Attendance (1 meeting)
Councillor (Chair)	Fox	1
Councillor (Vice Chair)	Wildy	1
Councillor	Berrow	1
Councillor	Delbridge	1
Councillor	Mrs Foster	1
Councillor	McDonald	1
Councillor	Mrs Nicolson	1
Councillor	Smith	1
Councillor	Mrs Stephens	1
Lead Officer	Pete Aley	1
Democratic Support Officer	Helen Wright	1

7 June 2010 and 19 July 2010 meetings –

Title	Name	Attendance (2 meeting)
Councillor (Chair)	Ball	2
Councillor (Vice Chair)	McDonald	2
Councillor	Mrs Beer	2
Councillor	Mrs Bragg	0
Councillor	Delbridge	1
Councillor	Martin Leaves	1
Councillor	Mrs Nicholson	2
Councillor	Smith	2
Councillor	Vincent	1
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 member -

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

- 2.5 The panel had a budget of £2,000 to support the scrutiny work. The panel had spent a total of £311.05 in supporting the Locality Working task and finish group in 2009/10.

### 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 approved its work programme for 2010/11 which focused on CIPs 1 and 4.
  - The panel continued to monitor the progress on the Plympton Library replacement. The panel expressed its disappointment that the funding from the PCT had been withdrawn and noted that alternative options were currently being investigated.
  - The panel continued to monitor the Life Centre and related projects. A further update would be provided at its 6 September meeting which would include proposals for the timetable to scrutinise the leisure management contract.

- Following the decision of the Cabinet to undertake a 12 month review of Locality Working, the panel agreed the evaluation criteria for this process.

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

- 4.1 The Overview and Scrutiny Management Board approved the preparation by the Chair and lead officer of the Project Initiation Document (PID) on a Councillor Call for Action and authority to approve it was delegated to the lead officer and Chair.

#### **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.