

CITY OF PLYMOUTH

Subject: Support Services Overview and Scrutiny Panel Second Quarterly Report
Committee: Support Services Overview and Scrutiny Panel
Date: 13 January 2011
CMT Member: Adam Broome (Director for Corporate Support)
Ian Gallin (Assistant Chief Executive)
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Part: Part I

Executive Summary:

This report sets out a review of the Support Services Overview and Scrutiny Panel for the second quarter of 2010/11.

Corporate Plan 2010-2013:

The Support Services Overview and Scrutiny Panel provide strategic scrutiny of the following priorities and key areas:

- Value for Communities
-

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 & Reasons for recommended action:

That the report is noted

Alternative options considered and reasons for recommended action:

N/A

Background papers:

Support Services Overview and Scrutiny minutes and forward plan

Sign off: To be Noted

CITY OF PLYMOUTH

Support Services Overview and Scrutiny Panel Quarterly Report

1. INTRODUCTION

1.1 The second quarterly report sets out a review of the Support Services Overview and Scrutiny Panel for the second quarter of 2010/11, incorporating the meetings of 2 September and 3 November 2010 respectively.

2. SCOPE OF THE OVERVIEW AND SCRUTINY PANEL

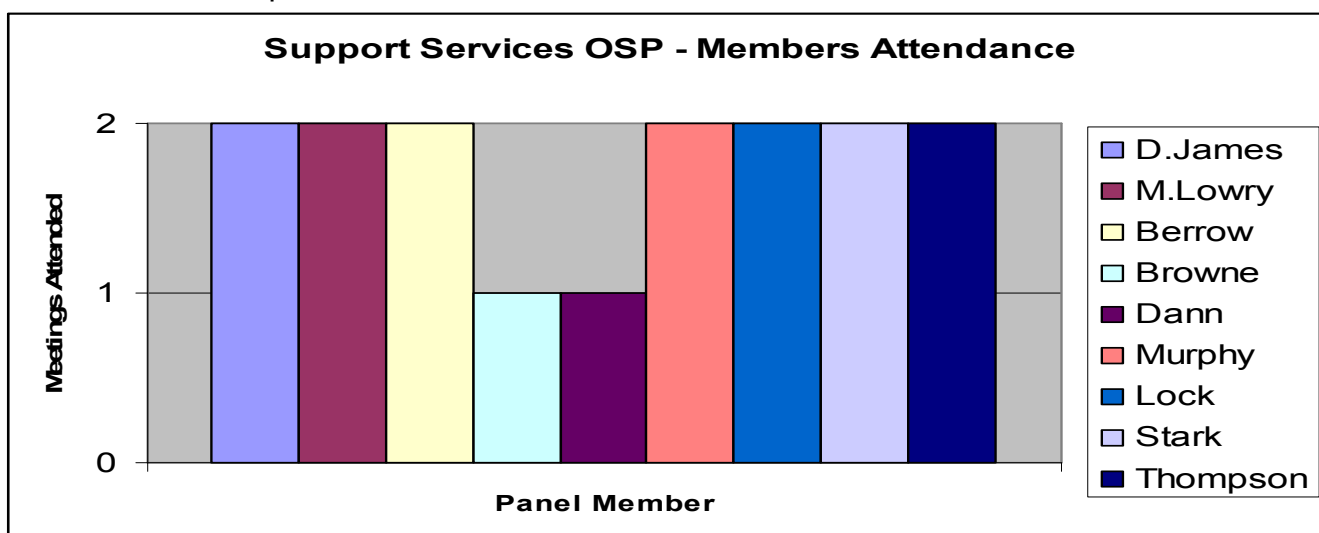
2.1 The Support Services Overview and Scrutiny Panel is primarily concerned with the strategic scrutiny of the following City and Council Priorities and key areas:

- “Value for Communities” (Achieve efficiency through transforming our service delivery and support arrangements, and our approach to customers)
- The strategic and operational activities of the Chief Executives and Corporate Support Departments

2.2 The panel consists of the following members and officers:

Councillor David James (Chair)
Councillor Mark Lowry (Vice Chair)
Councillor Peter Berrow
Councillor Thomas Browne
Councillor Sue Dann
Councillor Pauline Murphy
Councillor John Lock
Councillor David Stark
Councillor Jack Thompson
Janet Isaac, Co-opted Representative (University of Plymouth)
Paul Chapman, Lead Officer
Ross Johnston, Democratic Support Officer

2.3 The below graph demonstrates the attendance of panel members at the Support Services OSP for this quarter:



2.4 The Panel, through effective strategic and operational scrutiny, supports the following cabinet members and CMT officers:

Councillor Ian Bowyer, Cabinet Member for Finance, Property, People and Governance
Councillor Glenn Jordan, Cabinet Member for Customer Services
Councillor Sam Leaves, Cabinet Member for Performance and Transformation
Adam Broome, Director for Corporate Support
Ian Gallin, Assistant Chief Executive

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

3. KEY ACHIEVEMENTS TO DATE

3.1 The panel has met on two occasions in the second quarter of 2010/11. The meeting's were well structured, managed efficiently and well attended by panel members. A positive contribution has been made to support an effective strategic and operational overview.

3.2 The table below sets out the panel's achievements, recommendations and resolutions for this quarter:

First Quarter Progress Table 2010/2011	
Achievement	The panel continues to manage and resolve it's tracking resolutions promptly.
Achievement	Following the withdrawal of CIP's the panel has amended its work programme to review the scope, remit and key performance measures of the two city and council priorities it is responsible for scrutinising.
Achievement	The panel has formally welcomed Janet Isaac, Head of Strategic Planning, University of Plymouth as a Co-opted Representative on to the Panel. <i>(Janet Isaac's first meeting was on 2 September 2010)</i>
Achievement	The panel has received updates or reports on and scrutinised the following work areas. <ul style="list-style-type: none"> ○ CIP 14 – Informing and Involving Residents presented by a Policy and Performance Officer ○ CIP 13 – Supporting Council Staff to Perform Better presented by the AD for HR and Organisational Development ○ Appraisal Review presented by the AD for HR and Organisational Development ○ CIP 14 – Providing Better Value for Money presented by the Head of Value for Money and Efficiency ○ Internal and External Communications Strategy presented by the Head of Communications ○ Accommodation Strategy–Office/Building Rationalisation presented by the AD for Finance, the Head of Capital and Assets and the Assistant BSF Director

	<ul style="list-style-type: none"> ○ The Plymouth Report presented by a Policy and Performance Officer ○ Environmental Policy 2009/2013 presented by the Sustainability Manager ○ Climate Change Action Plan 2009/2011 presented by the Sustainability Manager ○ Carbon Management Plan 2008/2013 presented by the Carbon Manager
Recommendation	That the Head of Value for Money looks at ways to communicate to the public on delivering value for money.
Resolution	Due to the Panel's concern about how the council is communicating with staff internally a request be made to Richard Longford, Head of Communications in respect of the Communications Strategy asking for a report highlighting the strengths and weaknesses of the Communications Strategies through a SWOT analysis to be provided by 10 September 2010.
Resolution	To receive a report on the results from the current round of appraisals at the panel's meeting on 13 January 2011.
Resolution	That a written response from David Northey be requested and emailed to panel members providing a breakdown of the £691k efficiencies in Corporate Support core services.
Resolution	That the Panel promote the 'Invest to Save' project regarding the Council's website and request that the report on this project be submitted to the Panel in the future once completed.
Resolution	That the Panel call upon the Chief Executive and Directors to lead by example in the cultural change necessary to deliver the Accommodation Strategy and efficiencies required by the Council.
Resolution	That the function of the Local Strategic Partnership (LSP) and its resource plan for asset resource and finance be submitted to the Panel.

4. ON THE HORIZON

4.1 Having received an overview of the CIP's and now City and Council priorities, scrutinised the various support plans/strategies and received inputs on the Accommodation Strategy, Internal and External Communications Strategy the panel has updated its work programme which sets out the following objectives:

- To further scrutinise the links between Accommodation, People's and ICT strategies and how they will work together.
- To receive an update on the progress of the Corporate Transformation programme.
- To review the VFM programme.
- To review the Procure to Pay initiative.
- To receive an update on the Appraisal Review as part of the People's Strategy.
- To review and monitor Member Learning and Development.
- To scrutinise the success rates and work undertaken by Legal Services.
- To scrutinise the Corporate Plan 2011 – 2014.
- To review the Invest to Save project initiatives.
- To review the Local Strategic Partnership resource plan for asset resource and finance.

5. RECOMMENDATION

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

Paul Chapman
Lead Officer Support Services Overview and Scrutiny Panel
4 January 2011