

YOUR PLYMOUTH

12 October 2015

Tracking Resolutions Schedule
2015 - 2016



PLYMOUTH
CITY COUNCIL

Date and Minute number	Resolution	Progress
13.7.15 6	Appointment of Co-opted Representative The panel <u>recommends</u> that, subject to his acceptance of the invitation, Steve Meakin, Money Co-ordinator, Devon and Cornwall, is appointed as its co-opted representative for the municipal year 2015/16.	The Co-operative Scrutiny Board confirmed Steve Meakin's appointment as a co-opted representative at its meeting on 19 August 2015.
7	Customer Services Transformation Programme Update The panel <u>recommended</u> that in taking the project forward consideration would be given – (1) to enabling the Firmstep system to provide a breakdown of cases on a ward by ward basis for the benefit of councillors and their casework; (2) to including with libraries links to other government websites to help point customers using the facilities in the right direction.	7.1 This requirement has been recognised by the project team and is being explored for delivery as part of the beta release. 7.2 The libraries are involved now in the introduction of Universal Credit as digital champions, helping customers to locate debt advice etc. The libraries are already providing health care advice and staff are further being trained to support blue badge applications and benefits advice.

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8	<p>Unauthorised Encampments Update</p> <p>The panel <u>recommended</u> that –</p> <ul style="list-style-type: none"> (1) where the council has placed locks on gates restricting access to its land, a sign is displayed providing contact details for the keyholder; <p>and <u>agreed</u> that –</p> <ul style="list-style-type: none"> (2) the link to the report's background paper is circulated to the panel. 	<p>8.1 On investigation, following the Panel's recommendation, the cost of introducing signage on each locked gate within Plymouth is cost prohibitive. However we work closely with the emergency services and where teams and crews do not have access to the key there is an understanding that if access is needed this can be done by removing the lock and this is reported to the Council the next day for a replacement to be provided. This type of incident occurs on a limited basis and the council provide the emergency services with skeleton keys to make access easier.</p> <p>The council also has an out of hours emergency supervisor that can attend any situation such as this and can be contacted by contacting the council on 01752 668000 and the log reported to the officer on duty at the time to attend if access isn't as urgent</p> <p>8.2 An e-mail was circulated to the panel on 1/10/15</p>