

**PLEASE NOTE THE
TIME AND VENUE
OF THE
MEETING**



**COMMUNITY SCRUTINY COMMITTEE - TUESDAY, 9 NOVEMBER 2010 AT
4.30 PM IN THE CHURCHILL ROOM, GATEHOUSE THEATRE, EASTGATE
STREET, STAFFORD**

COMMUNITY SCRUTINY COMMITTEE MEMBERSHIP - 9 NOVEMBER 2010

Chairman - Councillor Mrs C A Baron

Councillors:

Mrs C A Baron

Mrs M Bowen

D J Bowyer

E T Cartwright

Mrs A P Edgeller

D B Price

T J Reeves

P M Rowlands

D J Skelland

A H Stafford Northcote

Mrs J E Tabernor

Cabinet Member - Councillor P M M Farrington

NOTE FOR MEMBERS:

Members are reminded that contact officers are shown at the top of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

A G E N D A

A Minutes

B Apologies

C Public Question Time

Mr T Harris has submitted an item for consideration by the Community Scrutiny Committee in accordance with paragraph 2.6 of the Scrutiny Committee Procedure Rules as follows:-

"When Stafford and Rural Homes was established, the make-up of the Board was designed to reflect an equal partnership of stakeholders.

Equal numbers, five from each sector of the Council, Tenants and those with experience in the field of social housing went to make up the board.

Indications show Stafford and Rural Homes has provided a good service, so it seems clear that this fair and balanced arrangement of the board has worked well.

The proposed change reduces the number of tenant and council board members to two each, thereby changing the balance fundamentally.

Would it not be a betrayal of the original concept of equal partnership if this change were to go ahead?"

D Councillor Session - Nil

E Members' Item

Councillor P M Rowlands has submitted the following item under Paragraph 2.8 of the Scrutiny Committee Procedure Rules:-

"I should like the Committee to consider the provision of social housing in Stafford Borough."

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HEAD OF POLICY AND IMPROVEMENT

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HEAD OF LAW AND ADMINISTRATION

ITEM NO F1

ITEM NO F1

COMMUNITY SCRUTINY COMMITTEE – 9 NOVEMBER 2010	
Contact Officer:	Norman Jones
Telephone No:	01785 619199
Ward Interest:	Nil
Report Track:	Community 9/11/10 (Only)

The People's Panel

Report of Head of Policy and Improvement

The following matter was published in the Members' Digest No 147 of 17 September 2010 and has been **CALLED IN** to this Committee by Councillors P M Rowlands, S O' Connor and G O Rowlands for the following reason:-

"I wish the Committee to give full consideration to Citizen Consultation in the Borough"

1 Purpose of Report

- 1.1 To inform the Cabinet of an opportunity to undertake a shared service with the Police in relation to citizen consultation.

2 Decision of the Cabinet

- 2.1 That the merging of the People's Panel with the Police Citizens Panel be approved.

3 Key Issues

- 3.1 The People's Panel has been in operation for the past two years and was due to be refreshed this year replacing the original members.
- 3.2 It is important that we engage and consult with all of our customers and use feedback obtained to help shape our future services and keep them relevant, particularly at a time of financial restraint.
- 3.3 We currently send out two questionnaires a year. We also need to engage further with our customers in relation to specific services issues. Therefore, in addition to the two questionnaires, focus groups are identified - particularly where services are being inspected. The last Focus Group held related to our Benefits Service.

- 3.4 The Customer Services Manager is responsible for operating the People's Panel and draws on assistance from other officers in this work. Resources are limited in relation to refreshing the Panel. Therefore, alternative solutions for providing this function have been investigated.
- 3.5 The most cost effective solution will be for the Authority's own People's Panel to merge with the Police Citizens Panel.

4 Relationship to Corporate Priorities

- 4.1 Communications and customer engagement cuts across all Corporate Priorities.
- 4.2 Our priority is to improve the quality of life for the people of Stafford Borough. Our approach in using a citizens panel will focus on giving people a voice in key decisions made by Stafford Borough Council to improve services.

5 Background

- 5.1 Stafford has 124,000 residents and we currently have 1100 residents on the People's Panel. The Panel was initially set up based on a gender and urban/rural split. It now needs to be refreshed to ensure it continues to be representative of our community.
- 5.2 Our recent audit reports suggest we should engage more with our residents, as we should deliver services based on the needs of community. Along with this the Government's modernising agenda is about engaging with a wide range of people in order to involve them and better meet their needs.
- 5.3 The Customer Service Manager with the Policy and Improvement Service is responsible for the People's Panel. The cost of operating it is £5,000 per annum.
- 5.4 Recently an examination was undertaken on how best to provide this service in the future bearing in mind that the present Panel must be refreshed. Staffordshire Police are part of the Countywide Engagement Networks. They operate on a panel of 600 residents in Stafford which would still enable the Council to consult with a high degree of confidence in terms of results and outcomes.
- 5.5 The Borough Council would be offered two sides of A4 within a questionnaire which is sent out to the Panel members three times a year. In addition, following an analysis of results, a focus group is held to go through the findings. The Borough Council would be invited to take part in these focus groups in relation to the questions specific to the Authority.
- 5.6 As part of the service offered by the Police, an analysis of our part of the survey would be completed which could then be presented to the Cabinet, the appropriate Service and Scrutiny Committee.

- 5.7 Two sides of A4, three times per year, would meet the needs of this Authority as at times we have struggled to construct a 12 side questionnaire twice a year for our own People's Panel.
- 5.8 Another solution examined was for private companies to refresh and maintain our Panel, which proved costly - over £10,000 per annum just to maintain our Panel after it had been refreshed.
- 5.9 At £3,000 per annum the shared service with the Police represents value for money and produces a saving of £2,000 per annum.

6 Financial Implications

- 6.1 There will be a financial cost of £3,000 per annum to the Council. This cost includes three surveys, design and analysis, reports and four focus groups. The budget for this provision at present is £5,000 - this represents a saving of £2,000.

7 Risk Management Issues

- 7.1 There is a high risk of the Council committing to unnecessary expenditure if the People's Panel is not outsourced. In doing this we are ensuring that we are targeting our resources and finances in the relevant areas based on the needs and requirements of our customers.

8 Equality Issues

- 8.1 The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-

Race, gender, disability, sexual orientation, religion or belief, age.

This report has been produced having considered the following additional issues: Strategic Plan Implications, Sustainability Issues, Human Rights Issues, Crime and Community Safety Issues, Data Protection Act Implications, Legal Implications, Human Resource Implications.

Previous Consideration

Cabinet - 16 September 2010 - Minute No CAB34/10

Background Papers

File available in **Policy and Improvement**

ITEM NO G1

ITEM NO G1

COMMUNITY SCRUTINY COMMITTEE - 9 NOVEMBER 2010	
Contact Officer:	N Jones/J Dean
Telephone No:	01785 619199/619209
Ward Interest:	Nil
Report Track:	Community 9/11/10 (Only)

Police Boundaries - Presentation

Report of Head of Policy and Improvement

1 Purpose of Report

- 1.1 To consider the presentation provided by Superintendent Adrian Bloor, Staffordshire Police.

2 Recommendation

- 2.1 That the presentation be received.

3 Key Issues

- 3.1 To present to the Committee an overview of the changes to Staffordshire Police boundaries, particularly with in the Borough.

4 Relationship to Corporate Priorities

- 4.1 This report is most closely associated with Priority 2, Cleaner, Greener, Safer in particular CGS03. Make Stafford Borough a Safer Place.

5 Background

- 5.1 The Chairman of the Community Scrutiny Committee invited a presentation detailing the changes to Staffordshire Police boundaries.
- 5.2 Accordingly Superintendent Bloor from Staffordshire Police has been invited to this meeting to provide said presentation.

6 Equality Issues

6.1 The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-

Race, gender, disability, sexual orientation, religion or belief, age.

This report has been produced having considered the following additional issues: Strategic Plan Implications, Sustainability Issues, Human Rights Issues, Crime and Community Safety Issues, Data Protection Act Implications, Legal Implications, Human Resource Implications, Financial Implications and Risk Management Issues

Previous Consideration

Nil

Background Papers

File available in **Policy and Improvement**

ITEM NO G2

ITEM NO G2

COMMUNITY SCRUTINY COMMITTEE - 9 NOVEMBER 2010	
Contact Officer:	J Dean
Telephone No:	01785 619209
Ward Interest:	Nil
Report Track:	Community 9/11/10 (Only)

Youth Initiatives Presentation

Report of Head of Law and Administration

1 Purpose of Report

- 1.1 To consider the presentation of Ms Jo Gore, Alcohol Arrest/At Risk Referral Team Leader, Crime Reduction Initiatives (CRI).

2 Recommendation

- 2.1 That the presentation be received.

3 Key Issues

- 3.1 To present to the Committee an overview of Youth Initiatives in the Borough.

4 Relationship to Corporate Priorities

- 4.1 This report is most closely associated with Priority 4, Leading and Delivering for our Community in particular reference LD01, to work in partnership for the benefit of our community.

5 Background

- 5.1 The Chairman of the Community Scrutiny Committee invited a presentation detailing Youth Initiatives in the Borough.
- 5.2 Accordingly Ms Jo Gore from CRI has been invited to this meeting to provide said presentation.

6 Equality Issues

6.1 The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-

Race, gender, disability, sexual orientation, religion or belief, age.

This report has been produced having considered the following additional issues Strategic Plan Implications, Sustainability Issues, Human Rights Issues, Crime and Community Safety Issues, Data Protection Act Implications, Legal Implications, Human Resource Implications, Financial Implications, Risk Management Issues

Previous Consideration

Nil

Background Papers

File available in Committee Services

ITEM NO G3

ITEM NO G3

COMMUNITY SCRUTINY COMMITTEE - 9 NOVEMBER 2010	
Contact Officer:	N Jones
Telephone No:	01785 619199
Ward Interest:	Nil
Report Track:	Community 9/11/10 (Only)

Partnership Working in Stafford Borough - Presentation

Report of Head of Policy and Improvement

1 Purpose of Report

- 1.1 To consider the presentation provided by Mr Norman Jones, Head of Policy and Improvement.

2 Recommendation

- 2.1 That the presentation be received.

3 Key Issues

- 3.1 To present to the Committee an overview of partnership working within the Borough.

4 Relationship to Corporate Priorities

- 4.1 This report is most closely associated with Priority 4, Leading and Delivering for our Community in particular reference LD01 to work in partnership for the benefit of our community.

5 Background

- 5.1 The Chairman of the Community Scrutiny Committee invited a presentation detailing partnership working within the Borough.
- 5.2 Accordingly the Head of Policy and Improvement has been invited to this meeting to provide said presentation.

6 Equality Issues

6.1 The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-

Race, gender, disability, sexual orientation, religion or belief, age.

This report has been produced having considered the following additional issues: Strategic Plan Implications, Sustainability Issues, Human Rights Issues, Crime and Community Safety Issues, Data Protection Act Implications, Legal Implications, Human Resource Implications, Financial Implications and Risk Management Issues

Previous Consideration

Nil

Background Papers

File available in **Policy and Improvement**

ITEM NO G4

ITEM NO G4

COMMUNITY SCRUTINY COMMITTEE - 9 NOVEMBER 2010	
Contact Officer:	J Dean
Telephone No:	01785 619209
Ward Interest:	Nil
Report Track:	Community - 09/11/10 (Only)

Work Programme - Community Scrutiny Committee

Report of Head of Law and Administration

1 Purpose of Report

- 1.1 The purpose of this report is to present the Community Scrutiny Committee's Work Programme.

2 Recommendation

- 2.1 That the Community Scrutiny Committee consider and comment upon their Work Programme.

3 Key Issues

- 3.1 One of the fundamental philosophies behind the creation of Overview and Scrutiny is that the process should be Member-led and the first stage in achieving this is to develop a Work programme that is:-
- Owned by all Members of the Scrutiny Committee;
 - Flexible to allow the Committee to react to urgent items;
 - Contain aspects of both Overview and Scrutiny.
- 3.2 Accordingly, an up-to-date copy of the Community Scrutiny Committee's Work programme is provided for Members to consider and comment upon.

4 Relationship to Corporate Priorities

- 4.1 Not Applicable.

5 Background

- 5.1 At the meeting of the Community Scrutiny Committee held on 27 September 2007, Members agreed the principle, timing and format of their forthcoming Work Programme.
- 5.2 Subsequently, at each ordinary meeting of the Community Scrutiny Committee, an up-to-date copy of the Work Programme will be provided for Members to consider and comment upon.

5.3 Accordingly, attached at **APPENDIX** is the Community Scrutiny Committee's current Work Programme.

6 Equality Issues

6.1 The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-

Race, gender, disability, sexual orientation, religion or belief, age.

This report has been produced having considered the following additional issues Strategic Plan Implications, Sustainability Issues, Human Rights Issues, Crime and Community Safety Issues, Data Protection Act Implications, Legal Implications, Human Resource Implications, Financial Implications, Risk Management Issues.

Previous Consideration

Nil

Background Papers

File available in Law and Administration

COMMUNITY SCRUTINY COMMITTEE

WORK PROGRAMME

THURSDAY 16 DECEMBER 2010 AT 4:30 PM	
Minutes of Last Meeting:	9 November 2010
Officer Items by:	Tuesday 30 November 2010
Call-in Deadline:	Tuesday 16 November 2010
Member/Public Items by:	Monday 6 December 2010
Agenda Despatch on:	Wednesday 8 December 2010
OFFICER REPORTS	<ul style="list-style-type: none"> • Care and Repair Presentation by Orbit Heart of England Housing Association (TBC) Head of Environment • Stafford and Rural Homes Presentation Head of Environment/Lead Officer • In Pursuit of Success Head of Policy and Improvement • Portfolio Budget Head of Finance • Work Programme Head of Law and Administration
TUESDAY 22 MARCH 2011 AT 6:30 PM	
Minutes of Last Meeting:	16 December 2010
Officer Items by:	Friday 4 March 2011
Call-in Deadline:	TBC
Member/Public Items by:	Thursday 10 March 2011
Agenda Despatch on:	Monday 14 March 2011
Officer Reports	<ul style="list-style-type: none"> • Domestic Violence Refuge Presentation Head of Environment • In Pursuit of Success Head of Policy and Improvement • Work Programme Head of Law and Administration

FORTHCOMING MEETINGS 2011/12

Wednesday 6 July 2011
 Tuesday 23 August 2011
 Tuesday 22 November 2011 (4.30 pm)
 Thursday 22 December 2011 (4.30 pm)
 Tuesday 21 February 2012

FUTURE ITEMS

- **Staffordshire Police Partnerships Officer Presentation (as appropriate)**
Head of Policy and Improvement/ Head of Law and Administration
- **Eagle House Presentation (as appropriate)**
Head of Environment