



**MINUTES OF A MEETING OF THE
STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE
HELD IN THE
BOURGES and VIERSEN ROOMS, TOWN HALL, PETERBOROUGH
ON
WEDNESDAY 10 MARCH 2016**

Present: Councillors: P Faustino, A Iqbal, J Johnson, R Bisby, S Martin, and J R Fox

Officers in Attendance:

Adrian Chapman	Service Director for Adult Services and Communities
Gary Goose	Head of Community Services
Belinda Child	Head of Housing and Health Improvement
Hayley Thornhill	Intelligence Manager
Ian Phillips	Social Inclusions Manager
Lisa Roberts	Culture and Leisure Partnership Manager
Gary Wright	Market Development Manager
Karl Bowden	Safer Peterborough Partnership Manager
Annette Joyce	Service Director, City Services and Communications
Alison Stuart	Assistant Director Legal and Democratic Services
Paulina Ford	Senior Democratic Services Officer

Also Present:

Kevin Tighe	Chief Executive of Vivacity
Shelagh Smith	Chairman of Vivacity
Councillor Serluca	Cabinet Member for City Centre Management, Culture and Tourism
Councillor Thulbourn	

The Senior Democratic Services Officer opened the meeting and advised the Committee that apologies had been received from Councillor Forbes the Chairman and Councillor Ash the Vice Chairman and therefore in the absence of both the Chairman and Vice Chairman nominations would need to be sought for the position of Chairman before the meeting could commence.

Councillor John Fox, seconded by Councillor Bisby nominated Councillor Faustino. There being no other nominations Councillor Faustino was appointed Chairman. Councillor Faustino agreed to take the position of Chairman.

1. Apologies for Absence

Apologies for absence were received from Cllr Forbes and Cllr Ash. Councillor Johnson was in attendance as substitute for Cllr Forbes.

2. Declarations of Interest and Whipping Declarations

There were no Declarations of Interest and Whipping Declarations.

3. Minutes of the Meeting Held on 20 January 2016

The minutes of the meeting held on 20 January 2016 were approved as an accurate record.

4. Call-In of any Cabinet, Cabinet Member or Key Officer Decisions

There were no call-ins for this meeting.

5. Vivacity – Performance Report and Draft Business Plan

The report was introduced by the Cabinet Member for City Centre Management, Culture and Tourism who was accompanied by the Chief Executive of Vivacity and the Chairman of Vivacity. The report provided the Committee with an annual review of the work of Vivacity and performance during 2015-16.

Questions and comments were raised around the following areas:

- Had any dates been identified for the Arts Festival and Heritage Festival and when would these be advertised? *Members were informed that the dates were not yet available for publication. The Heritage Festival would be held around the third weekend in June and would be the same quality as before but with some change. There would be a slightly different approach to the Arts Festival this year and it would be presented in three parts across the year. There would be a set of events based around theatre, sculpture and visual arts.*
- How is Vivacity engaging with ethnic and other minority groups within the city and how can this be demonstrated? *Members were informed that across the year approximately 2 million visitors attended Vivacity facilities. 1.2 million of those visitors attended the sports facilities. Most of the Vivacity facilities were representative of the different communities in the city. The matrix for analysing the numbers attending were not as accurate as they could be however Vivacity was committed to providing a range of facilities aimed at the wider community. Vivacity worked with Peterborough Inspire which was a project that promoted sports and leisure activities for people with disabilities. Grant money was also being used on a pilot project in libraries to target people with English not as their first language to assist with literacy and learning.*
- Members asked if the three month reduced rate membership for gym use could be extended to six months for those people disabilities. It was felt that three months was not generally long enough and people who were not in work may find it difficult to afford further membership. *Members were informed that exercise and fitness was part of a lifestyle change and the three month reduced membership was designed to give people a taster and then participants may wish to take on a lifetime membership, although the uptake was currently very low. It was explained that there were two parts to the programme, those referred by their GP and a service for those with acute medical problems such as diabetes, heart conditions and those who had suffered a stroke, for which the programme was also subsidised. After the three months subsidised membership it then became a lifestyle choice.*
- Is Vivacity engaged with or have plans to be engaged with RAF Wittering to advise servicemen with both physical and mental illnesses of the facilities available through Inspire Peterborough? *Members were informed that Vivacity had engaged with RAF Wittering and confirmed that mental health and general wellbeing was also an area of work that Vivacity covered. A great deal of work in this respect was done with Inspire Peterborough who were the Gateway and communication network for Vivacity for people with disabilities.*
- The Chief Executive of Vivacity thanked Peterborough City Council for having the foresight to put its services out to contract. The value for Peterborough had gone from strength to strength in terms of cost and that was down to the way Vivacity and Peterborough City Council worked together. Over the next five years Vivacity would give £1million back to the council for future investment and it was mainly sport which generated the money to enable other events to occur. Vivacity was sitting in a positive place with a good relationship with the council.

- Are Vivacity engaged with small and medium enterprises and with larger organisations such as Queensgate? *Members were advised that Vivacity were strongly involved with small and medium sized enterprises. The Chief Executive was a Member of the Chamber of Commerce which enabled Vivacity to engage with a wide range of small and medium sized businesses.*
- The Cabinet Member for City Centre Management, Culture and Tourism wished it noted that Shelagh Smith who had been integral in the formation of Vivacity five years ago and who had worked tirelessly in a voluntary position as Chairman would be stepping down as Chairman this year. The Cabinet Member wished to express her thanks to Shelagh for her hard work and dedication over the period she had been involved with Vivacity.
- As the Business Plan is currently in a draft format when could scrutiny expect to see the final version of 2016-21 plan? *Members were advised that the draft business plan was currently with the council for comment and formal approval and was due to be signed off by the Board on 21 March 2016. Once the approval and sign off had taken place it could then be presented back to Scrutiny.*

The Chairman thanked the Chief Executive and Chairman of Vivacity for attending the meeting and presenting an informative report and responding to questions from the Committee. The Chairman also thanked the Chairman of Vivacity for all her hard work and dedication to Vivacity.

ACTION AGREED

The Committee agreed to note the report.

6. City Services – Performance of City Centre Events

The Cabinet Member for City Centre Management, Culture and Tourism wished to inform the Committee that the report referred to the Italian Festival and explained that the festival was organised by the Italian Community. The Cabinet Member advised that even though she had a small Italian shop in the city and participated in the festival as part of the community Members should be aware that she took no part in the organisation of this event.

The Service Director, City Services and Communications introduced the report which provided an update on the progress, outturn and impacts of city centre events organised within the last 12 months.

The Service Director also wished to acknowledge and give thanks to Perkins who supported the Perkins Great Eastern Run through sponsorship. Acknowledgement and thanks were also given to the 300 Vivacity volunteers who worked hard to make the event happen and to the core stakeholder group consisting of Tim Cook, Dick Hughes, Tony King, Simon Lovell, Gary Thurgood, and Samuel Hailford. Acknowledgement and thanks were also given to Councillor Thacker and Ray Dobbs who without them the Classic Car Show would not take place.

Questions and comments were raised around the following areas:

- It was noted that the Portuguese Festival would need to move from its current location as it was getting too big for its current location. Was there any way it could be retained within the city centre? *The Service Director explained that the festival had been a victim of its own success and unfortunately it could not be expanded into anymore of the side streets on a weekend due to the volume and size of the festival and heavy footfall. The embankment has been considered as an alternative location but had been dismissed as it was too large. It was understood that the event would be moving to the rugby club this year. Support and marketing of the event would still continue.*
- There is no mention in the report of the income generated from the Portuguese Festival. Do stallholders pay a subscription to participate? *Members were advised that no money*

had been received directly from the organisers to put the event on. It was believed that money had been raised to subsidise the event by charging traders to take part in the event. It was acknowledged that there was a contribution from these outside organisations in the time and effort taken to organise such events for the benefit of the city and the visitors the events attracted.

- *What steps are being taken to secure additional sponsorship? Members were informed that there was continual engagement with local businesses and there were already some businesses who had potentially pledged sponsorship for some of next year's events which should make the events cost neutral. The Perkins Great Eastern Run had the potential to increase the income generated by increasing the number of entrants.*

ACTION AGREED

The Committee agreed to note the report.

7. Peterborough City Market Update Report

The report was introduced by the Service Director, City Services and Communications accompanied by the Markets Development Manager. The report provided the Committee with an update on the progress of Peterborough City Market during the last 12 months.

Questions and Comments from Members of the Committee:

- Members congratulated officers on the increased occupancy of the market.
- Werrington Neighbourhood Council have been trying for a Farmer's Market for some time and the question was raised if Tesco could be approached to allow the vacant shops at the Werrington Centre to be utilised? *Members were informed that a Farmer's Market was perceived to be a good idea and consideration should be given to using the councils own empty properties units. Stallholders occasionally moved on, not because their business had failed but because they were successful and their business had grown and therefore required a larger base. Work could be done to help move these people into empty units.*
- What is being done to link the market with city centre events? *Members were advised that a market presence was provided at every city centre event to try and showcase the city market and in particular the diverse range of foods offered.*
- Can people who have attended the various festivals such as the Portuguese and Italian Festival be allocated a market stall for a couple of weeks to enable the public to purchase the foods following these events? *Members were advised that this idea needed developing further and ways were being investigated to encourage more food traders to the main market.*

ACTION AGREED

The Committee noted the report and requested that Officers investigate the use of empty council properties as venues to hold a Farmer's Market.

8. Customer Experience Programme – Front Door Transformation

The Service Director for Adult Services and Communities introduced this report which was being presented following on from a recommendation made at the Scrutiny of the Budget Joint Meeting of Scrutiny Committees and Commissions held in November 2015. The report set out the overall direction of travel for the Front Door project. The Service Director provided further context to the project and advised that further reports would be forthcoming over the year as the project developed.

Questions and comments were raised around the following areas:

- Members agreed that it would be a good idea to return to scrutiny several times as the project developed rather than once a year to keep members informed of progress and enable them to put ideas forward. *The Service Director responded that the Front Door project was a major change in the way the council engaged with its customers and there was a commitment to ensure that the customer experience would be improved. Appropriate scrutiny at each stage of development would be key.*
- Enquiry and caller handling was discussed at length and key elements identified as a requirement for good customer service included good training, identifying the relevant skill sets required and taking ownership of a call.
- Will English as a foreign language be taken in to account? *Members were informed that it would be and this had been taken into account by having customer service agents with different languages. Translation facilities had also been built into the model. The Front Door project was about encouraging people to access services in the right way and there needed to be a choice for people to access services through different points of access which could be the library, Parish Council, email, website or an app and that the information accessed is consistent whichever way they choose to access it.*
- Members commented that the new model looked like a good model however there was concern about the time it took to respond to and resolve complaints and this needed to be addressed. There was currently no mechanism to track the progress of the call and hoped this process could be speeded up and resolved within a pre-determined time scale. *The Service Director acknowledged that the current model did not have the facility to track calls once they had been passed on and therefore if the issue had been resolved. The new model would address this.*

ACTION AGREED

The Committee agreed to note the report.

CRIME AND DISORDER SCRUTINY COMMITTEE FOR ITEM 9 ONLY

9. Safer Peterborough Partnership – Community Safety Plan Review

The report was introduced by the Safer Peterborough Partnership Manager and provided the Committee with an update on the progress of delivering the Safer Peterborough Partnership (SPP) Plan during 2015/16 and set out proposed priorities for the three-year period commencing April 2016. The Service Director for Adult Services and Communities advised Members that the SPP Plan being presented was a review of the current plan and a draft of a new three year plan for 2016-2019.

Key achievements for the Partnership over the last year included:

- the reductions in those killed or seriously injured on our roads
- the work of the Victims' Hub in supporting 6000 victims of crime across Cambridgeshire and Peterborough
- Continued reductions in offending linked to prolific offenders who form part of the Integrated Offender Management Scheme.

Questions and comments were raised around the following areas:

- Members commented that it was an excellent report.
- Members felt that there was less of a police presence on the street due to the volume and variety of crime that police now had to deal with an example of which was cybercrime.
- Members asked if the Victim's Hub was still using neighbourhood watch co-ordinators and volunteers as well as professionals? *Members were advised that the Victims Hub*

was supported by volunteers and that a more informed reply could be supplied at a later date.

- Which victim based crime are you prioritising? *Members were advised that victim based crime was a crime that affected a person. It also covered the management of reducing repeat offenders in order to reduce victim based crime.*
- Members felt that there was an imbalance of support available to victims with a bias towards more support for offenders. *Members were informed that the Victims Hub was put in place to address this issue and provide more support to victims.*
- Do support workers support the victims through court and assist them afterwards? *Officers present advised Members that they did not have the full details of the Victims Hub available at the meeting but could provide this at a later date. The Service Director responded that one of the reasons the Victims Hub had been set up was to assist victims through the court process in the hope that more victims would come forward and go to court to give evidence, ultimately leading to more convictions and the subsequent reduction in crime.*
- Members referred to page 47, paragraph 6.2, Gangs and expressed disappointment in there being only two paragraphs dedicated to Gang Culture and invited comment. *Members were informed that there was little evidence of any organised Gang Culture being found in the area although public perception did not always agree. Safer Schools officers from the Safer Peterborough Partnership were being introduced into the majority of schools to attempt to eliminate any ideology around gang culture and prevent gangs from forming in the first place. A piece of work had been commissioned to map the offer of the different services that work with young people of an adolescent age to provide a new type of service which could work with communities who were feeling troubled by groups of young people and engage with young people in a more positive way.*
- Members referred to page 47, paragraph 6.3, Child Sexual Exploitation and Missing from Home and were pleased to see that attention was being given to children going missing from home.

RECOMMENDATION

The Committee noted the report and progress made by the Safer Peterborough Partnership over the past year and provided feedback on the proposed Safer Peterborough Partnership priorities for the forthcoming year. The Committee also recommended:

1. That the work of the Victims Hub be the subject of an All Party Policy meeting so that all Councillors could be made aware of the work of the Victims Hub.
2. That paragraph 6.2, Gangs be expanded and provide more detail on the work that is being done around this subject.

10. Alternative Governance Arrangements

The Assistant Director of Legal and Democratic Services accompanied by Councillor Thulbourn introduced the report which provided the Committee with an update on the next steps following Council's decision on 27 January 2016 to confirm its earlier decision to adopt a hybrid model of governance to take effect from the Annual Council meeting in May 2016.

Questions and comments were raised around the following areas:

- Members were asked if the training programme should be all day or one or two evenings and invited suggestions. Members expressed that flexibility would be appreciated and the training should be open to all Councillors. It was then suggested and agreed that the training be on two sessions, one evening and one afternoon were preferable, not necessarily on the same day. *Members were informed that attention needed to be given to the content of the training given and that the Hybrid Model was a fundamental change in the way information would be presented to scrutiny. Training sessions would be made available to all Councillors and officers as well.*

- Members were advised that the new Hybrid Model would improve the outcomes of scrutiny and provide in-depth challenge and more involvement in pre decision scrutiny allowing scrutiny to have more influence in the decisions being made.
- Concerns were expressed that small political groups would not be selected to have a seat on the three committees. Seats should be allocated to those with the most experience and not based on proportionality. *Members were advised that the committees would be based on proportionality and the political groups will need to ensure that the people selected to go onto the committees are interested and engaged in the remit of that committee.*

ACTION AGREED

The Committee agreed to note the report.

11. Forward Plan of Executive Decisions

The Committee received the latest version of the Council's Forward Plan of Executive Decisions, containing key decisions that the Leader of the Council anticipated the Cabinet or individual Cabinet Members would make during the course of the forthcoming month.

The Commission noted the latest version of the Council's Forward Plan of Executive Decisions and requested further information on the following:

- Delegation of Authority under ASB, Crime and Policing Act 2014 to Registered Social Landlords as it was anticipated there would be many questions from residents regarding this.

ACTION AGREED

It was agreed that a briefing note and contact information would be provided by the Adult Services and Communities on Delegation of Authority under ASB, Crime and Policing Act 2014 with regard to Registered Social Landlords.

The meeting began at 7.00pm and ended at 8.31 pm

CHAIRMAN