

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE

**WEDNESDAY 9 MARCH 2011
7.00 PM**

Bourges/Viersen Room - Town Hall

AGENDA

Page No

1. Apologies for Absence

2. Declarations of Interest and Whipping Declarations

At this point Members must declare whether they have an interest, whether personal or prejudicial, in any of the items on the agenda. Members must also declare if they are subject to their party group whip in relation to any items under consideration.

3. Minutes of Meeting Held on 19 January 2011

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

The decision notice for each decision will bear the date on which it is published and will specify that the decision may then be implemented on the expiry of 3 working days after the publication of the decision (not including the date of publication), unless a request for call-in of the decision is received from any two Members of a Scrutiny Committee or Scrutiny Commissions. If a request for call-in of a decision is received, implementation of the decision remains suspended for consideration by the relevant Scrutiny Committee or Commission.

5. Vivacity Progress Report and Draft Business Plan

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6. Homelessness Prevention

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7. Section 75 Pooled Funding Agreement

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CRIME AND DISORDER SCRUTINY COMMITTEE

For item 8 only the Strong and Supportive Communities Scrutiny Committee will be acting as the Council's designated Crime and Disorder Scrutiny Committee.

8. Safer Peterborough Partnership Plan 2011 - 2014

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9. Review of the Citizen's Power Programme

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Emergency Evacuation Procedure – Outside Normal Office Hours

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Committee Members:

Councillors: M Todd (Chairman), S Day (Vice-Chairman), M Collins, G Simons, J R Fox,
S Goldspink and C Burton

Substitutes: Councillors: D Over, B Saltmarsh and G Murphy

Co-opted member when Committee Acting as Crime and Disorder Scrutiny Committee:
Ansar Ali – Policy Authority Representative

Further information about this meeting can be obtained from Paulina Ford on telephone 01733 452508 or by email – paulina.ford@peterborough.gov.uk

**MINUTES OF A MEETING OF THE
STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE
HELD IN THE
BOURGES & VIERSEN ROOMS, TOWN HALL, PETERBOROUGH**

19 JANUARY 2011

Present: Councillors Todd (Chairman), C Burton, Simons, Peach, JR Fox and Goldspink

Co-Opted Member: Ansar Ali – Cambridgeshire Police Authority

Also Present: Councillor Sandford Representing the Leader of the Liberal Democrat Group
Sam McLean Head of Public Participation and Citizen Power Peterborough, RSA
Benedict Dellot Researcher, RSA
Louise Thomas Senior Researcher, RSA

Officers in Attendance: Paul Phillipson Executive Director - Operations
Adrian Chapman Head of Neighbourhood Services
Julie Rivett Neighbourhoods and Community Engagement Strategic Manager
Karen Kibblewhite Safer Peterborough Manager – Cutting Crime
Graeme Clark Project Lead for Citizens Power: Peterborough
Paulina Ford Performance Scrutiny and Research Officer
David O'Connor Long Solicitor

1. Apologies

Apologies had been received from Councillor Day and Councillor Peach was in attendance as substitute.

2. Declarations of Interest and Whipping Declarations

The following declarations of interest were made:

Item 8 – Citizen Power Peterborough - Project Initiation Document

As the report had made reference to the Peterborough Environment City Trust Councillor Sandford declared a personal interest in that he was a member of the Board of the Peterborough Environment City Trust.

3. Minutes of the meeting held on 10 November 2010

The minutes of the Strong and Supportive Communities Scrutiny Committee meeting held on 10 November 2010 were approved as a correct record subject to the correction of the spelling of Paul Phillipson's last name on page 2.

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

There were no requests for Call-in to consider.

5. Portfolio Progress Report from Cabinet Members Relevant to the Committee

Councillor Walsh Cabinet member for Community Cohesion and Community Safety was unable to attend the meeting and had sent her apologies. In the absence of Councillor Walsh Adrian Chapman, Head of Neighbourhood Services presented the Portfolio Progress Report on her behalf. The portfolio given to Councillor Walsh was newly created at the beginning of the municipal year and covered Community Cohesion and Community Safety.

Community Safety crime rates had continued to reduce in the city year on year with an overall reduction of 9%. The areas that were still of concern was violent crime and domestic violence. The work of the Cohesion team was overseen by the Cohesion Board and a Cohesion Plan for 2010/11 had been agreed along with a set of priorities. The planning and preparation for the demonstrations that took place in the City in December 2010 had been a particular success for the Cohesion team. The future in relation to cohesion was about how the agenda could be taken forward within the context of a reducing budget and the team would be looking creatively at how this work would continue.

Observations and questions were raised around the following areas:

- Violent Crime – the report had stated that there had been a slight increase in violent crime and suggested that it might have been as a direct result of police activity where they were targeting those getting drunk earlier in the evening. Members wanted to know why this was happening. *Officers advised that the words in the report had not given an accurate explanation. The reality was that increased police activity had been aimed at tackling crime relating to the night time economy and as a result of that there had been increased reports of violent crime so it had not been a direct result of police intervention but a result of increased police activity which detects violent crime.*
- Financial resources to the Police and Council were being cut so how would this affect dealing with low level Anti social behaviour (ASB). *The cuts on the budget across the public sector had forced officers to look creatively at how they dealt with ASB across the City. A new approach to ASB was to combine pieces of legislation and resources in terms of the people delivering that legislation e.g. Police, Local Authority, Cross Keys. The economies of scale that came out of that would help to maintain a focus on ASB at low level and above. The Head of Neighbourhood Services advised that he would provide the Committee with a table showing the amount of ASB related interventions that had been taken through the court system which was the highest it had been for some time. There was an intention to maintain this level of performance by better engagement with Members to understand where the problems were in their wards.*
- Members wanted to know if the Cohesion Board could include an additional priority which looked at the exploitation of tenants in rented accommodation. *Officers advised that the current plan was drawing to a close. The restructure of the neighbourhood service would bring the Cohesion Manager into the Neighbourhood Service team which would provide a better working relationship between teams that covered housing and housing related issues. This work was already being picked up through the relevant housing teams.*
- Was there legislation to protect tenants? *Yes there was. The report that would come to the Committee at a future meeting on the Cohesion Strategy and Action Plan would include the work being done around tenants and landlords.*
- Members suggested holding a celebration cohesion event for those people in the community who were not normally recognised and who had helped to achieve the successful outcome at the recent demonstration march. *Adrian Chapman welcomed and thanked the Committee for the suggestion and would speak to the Cohesion Manager about organising such an event and report back to the Committee through the Scrutiny Officer.*

The Chair acknowledged the good work that had been achieved under the portfolio of Councillor Walsh.

ACTIONS AGREED

- (i) To note the current progress on the portfolio for Community Cohesion and Community Safety.

That the Head of Neighbourhood Services:

- (ii) Contacts the Community Cohesion Manager to discuss the organisation of a celebratory event for people from the local communities who had helped to ensure community cohesion during the demonstrations in the City in December.
- (iii) Circulate to the Committee via the Scrutiny Officer a table showing the amount of ASB related interventions that had been taken through the court system.
- (iv) Includes in the report on the Cohesion Strategy and Action Plan work being done around tenants and landlords.

CRIME AND DISORDER SCRUTINY COMMITTEE ITEM 6 ONLY

6. Safer Peterborough Partnership Adult Drug Treatment Plan 2011-2014

Karen Kibblewhite, the Safer Peterborough Manager for Cutting Crime introduced the report. The report included the draft Adult Drug Treatment Plan 2011-14 and the draft Adult Drug Needs Assessment 2010/2011. The plan was based on the Adult Drug Needs Assessment which showed what was happening with drug use in the city and where there was a need to focus treatment services. A detailed plan would then be submitted to the National Treatment Agency for Substance Misuse (NTA) where the majority of funding came from and would be for a period of three years. There was no draft budget allocation as this had not yet been received from the Department of Health. The plan had been sent for consultation through local stakeholders, specialist service providers, the service user group -SUGA and the Adult Joint Commissioning Group for Drugs and would also go to the Safer Peterborough Board. The plan only covered adults over 18 and drug use.

Observations and questions were raised around the following areas:

- Is there a link to the Citizens Power programme? *There was a link and the two would support each other and be aligned.*
- Can some of the work for drugs treatment be funded partly by this new Social Impact Bond initiative? *The prison received a separate pot of money and they had to do a similar piece of work with a needs assessment and treatment plan. The Social Impact Bond was a national pilot working with adult male offenders released from prison after less than 12 months in custody. The work would address a range of issues around their offending behaviour and around the resettlement path ways but would not pick up things that would ordinarily be picked up through the drug treatment. Officers were working very closely with the Social Impact Bond by sharing information and making sure there was no duplicate work. Officers made sure that people accessing services through the community were able to pick up and continue there treatment in the prison and visa versa when they come out.*
- How would recent announcements about closures of some of the GP surgeries affect the action plan regarding shared care arrangements with GPs? *The piece of work around shared care arrangements was being led by the Primary Care Trust (PCT). The Council would work very closely with the PCT over the next 12 to 18 months as they also had to consider the move towards GP commissioning as well as the GP closures, The money which currently comes down for drug treatment would be ring fenced.*
- Members requested that in future reports there should be a glossary for all the abbreviations?

The Chair thanked Karen Kibblewhite for the excellent piece of work completed by officers on producing the draft Adult Drug Treatment Plan 2011-14 and the draft Adult Drug Needs Assessment 2010/2011.

ACTION AGREED

To note the progress and work completed on the Adult Drug Treatment Plan and Adult Drug Needs Assessment 2010/2011.

The Chair requested on behalf of the Committee that item 8 was presented before item 7 on the agenda.

7. Citizens Power Programme – Civic Health and Peterborough Curriculum Strands

The Head of Neighbourhood Services introduced the officers from the Royal Society of Arts who were in attendance to help present the report. Graeme Clark introduced the report and gave a brief overview of the Citizens Power Programme. The report informed the Committee of two strands which were Civic Health and Peterborough Curriculum. The Civic Health Strand was about a new way of building community spirit and the Peterborough Curriculum Strand was about connecting what we learn with where we live.

Observations and questions were raised around the following areas:

- Members wanted to know if the Peterborough Curriculum strand was duplicating what was already being done across the City. *Officers advised that this strand provided added value to what was already being done and was the key to improving educational standards in Peterborough. The first added value was that the project focused on the curriculum; the guided learning that took place in schools on a day to day basis. The government was freeing up to 60% of the curriculum in schools to enable more flexibility on how it could be delivered. The project was focusing on five pilot schools by going really deep and finding out what children in these schools really needed. The second added value was a mapping exercise to identify all the excellent work that was going on in all of the schools across Peterborough. The map of all of the activities would then highlight any gaps or overlaps in areas of work that would need to be focused on. The third added value was providing the capacity to ensure schools lined with other schools, local businesses, heritage centres and other places to enrich the lives of the children.*
- How would the work carry on when the project finished given that we did not have the resources? *Louise Thomas from the RSA advised Members that the difference with an Area based Curriculum approach was that it was about local people from the local community sitting down with schools to design the local curriculum and it was about working with local businesses to help deliver the curriculum. Sustainability was about the way of doing things not about funding. One example that is being worked on at the moment was with the Cathedral on a project where the Cathedral facades could be used to teach maths and geometry. The Peterborough Football Club had worked with students on literacy.*
- Members felt that the curriculum outcomes were vague and had no supporting data. *Officers advised that they were currently gathering information which would form the baseline data and once this was gathered they would be able to put figures to the outcomes. Mel Collins advised that the examination data would be used as baseline data and that she would be looking at the end of years one and two at the impact of this project on children's literacy and numeracy outcomes.*
- Members felt that the funding for the project would be better spent on improving standards.
- Can we have a breakdown of funding for this programme? *Sam McLean advised Members that the money generated was £250K from Peterborough City Council, £250K from the Arts Council, £250k from the Arts and Humanities Research Council, £35K from*

the Tudor Trust and a further additional funding of between £250K to £750K was expected to be generated for the programme.

- Where does the Arts Council generating its funding from? *Generally from the subscription of the RSA Fellows. A proportion of the money would come from tax payers' money.*
- Your report stated that in finding out where these projects had been tried in other areas of the country one of the outcomes from the health strand was a survey done by IPSOS Mori. The Primary Care Trust already does these kind of surveys so why did we have to come to the RSA to do a survey or we could go directly to IPSOS Mori? *One of the major consequences of the cuts to local government was the abolition of the place survey which was used to get a sense of what Civic health was like in Peterborough however the City needs a tool to collect similar information that was collected by the Place Survey. This tool will be better as it would be focused on capabilities which make it different to other surveys. It looks at what capacity or capability an individual or community have to get involved in their communities and that is where the Civic pulse will add massive value. Not everyone has the capability to take part in the Big Society and this needs to be acknowledged. The survey is a diagnostic tool to help the Authority identify areas which are in most need. The RSA has expertise in research in public participation and IPSOS Mori have expertise in designing surveys and undertaking them that is why the RSA working with them.*
- The Council is developing the Neighbourhood Council initiative and the Neighbourhood Managers are working out in the community so why do we need a separate process? *The reality is that they are not separate and the development of the whole ethos of Neighbourhood Councils was to really push the agenda of Neighbourhood Councils around the Big Society and Localism. However they would need hard evidence to take it forward and this programme would help Neighbourhood Councils to achieve this.*
- When reading about projects that are proposed by the Citizens Power programme they are ideas that do not seem to have been suggested by local people. Reading the programme it would appear to be written by people who are not listening to what the people of Peterborough want. The language of the programme is a problem for people to understand. *Sam McLean advised that a lot of the RSA communications could be problematic for some people and that needed to be looked at and changed to meet the needs of local people. These projects were the culmination of four months intensive research which included 25 interviews with people working in public services in the City, five workshops with local people to get a sense of what their issues were and data already available. The work being done would have a positive impact on local people. The Civic Commons project has massive potential and was based on types of participation practice that had been very successful in America, Sweden and Finland and comprised of three parts. The first part was a public deliberation forum bringing 30 people together with experts that the RSA could leverage in to see how they could learn from the experts. The second part was capacity building and the group would work with the Parliamentary outreach team who would give them campaigning skills. The third was about building a network that grew.*
- The system of local government in America and Sweden would be different to here and therefore the Civic Commons would have more interest there. *The direction of local government here was moving in a similar way. Civic Commons was about how we build together with the voluntary sector and the public on the work that we currently want to deliver.*
- Are you committed to involving Members of this Committee in the different strands? Some Members advised that they had only had one initial meeting with the Project Manager and no contact since. *Adrian Chapman advised Members that officers were absolutely committed to engaging with Members and that the Project Manager had tried to engage individually with each member of the Committee. The Project Manager responded by saying that he accepted Members comments and that more work needed to be done on engaging with them.*
- Mel Collins commented that the Governance for the Curriculum Project was the Enjoy and Achieve Partnership and they met monthly and had a newsletter which included

information on the Curriculum Project. Mel Collins invited a Councillor from the Committee to be on the Enjoy and Achieve Partnership and would circulate through the Scrutiny Officer the news letter which gave a regular up date on the Curriculum Project. Councillor Collins advised that he was the Councillor for the Curriculum Strand.

- Why was the project seen as a priority when there were public expenditure cuts? *The Curriculum Project was about getting more funding and resources and linking things up that already exist.*

ACTION AGREED

That officers of the Royal Society of Arts and Peterborough City Council should proactively engage and communicate with all Councillors and in particular Members of the Committee assigned to each strand. The purpose of this would be to ensure Members had a clear understanding of the aims, objectives and outcomes of the Citizens Power Programme.

8. Citizens Power Programme – Project Initiation Document (PID)

Graeme Clark introduced the report and reminded the Committee that the Project Initiation Document (PID) had been requested by the Committee at its last meeting and that Councillor Goldspink had agreed to work with him on the production of the PID as a critical friend.

Councillor Goldspink had submitted a list of questions prior to the meeting to obtain further information and a written response to these had been provided prior to the meeting.

Observations and questions were raised around the following areas:

- What is the history of ownership and sponsorship of this project? Councillor Goldspink had checked the Councils project management record system and it had listed Paul Phillipson as the Project Sponsor and Adrian Chapman as the Project Owner however the draft PID had not listed a project sponsor and Adrian Chapman was listed as the Project Owner with Graeme Clark as the Project Manager. The latest version of the PID stated Adrian Chapman as Project Sponsor and Julie Rivet as Project Owner. *Adrian Chapman advised Members that Kevin Tighe was the original Project Sponsor but there had been several reorganisations since then and that he was now confirmed as Project Sponsor.*
- Why had you not followed the Councils project methodology and produced a PID? *Adrian Chapman informed Members that Officers had worked very closely with the Corporate Project Management team and had been advised that the PID was an optional document.*
- Members requested that the Council Project Team be challenged as to why the PID which was a crucial document was optional as no project should ever be started without a PID. *Adrian Chapman advised that he would go back to the project team and report back to the Committee in between meetings.*
- Members were concerned that the programme had not been treated as a key decision and published in the Forward Plan and wanted to know if it had been the subject of a Cabinet decision. *Paul Phillipson informed Members that the figure of £125K a year for two years, which was the Council's contribution, was set out in the Medium Term Financial Strategy which is what is being currently worked to this year. It was therefore part of the budget setting process and ratified at Council. There were several Cabinet members that this comes under and they are kept informed.*
- Members asked the Legal Officer present to confirm that if a project had a value of over £500,000 or affected a significant area of the city it would become a key decision and therefore had to be published in the Forward Plan. If this was the case then the procedure had not been followed. *The Legal Officer informed Members that this was correct but there were several items which went through the Medium Term Financial Strategy and were consulted on and then ratified at Council.*

- Sam McLean advised Members that the programme was not a PCC project but it was a partnership project with the RSA and the Arts Council and therefore needed to be equally accountable to them as well as PCC.
- How many reports on the progress of the programme have been presented for scrutiny to the other two funders? *Members were informed that part of the governance structure of the project was to report on a monthly basis on the progress of each of the projects to the Operations and Communications Board. The board consisted of each of the partners. An additional layer of governance was a report on progress to a Senior Management meeting held every quarter which consisted of Matthew Taylor, Chief Executive of RSA, Marco Cereste, Leader of the Council, Gillian Beasley, Chief Executive of PCC and Andrea Stark, Executive Director of the Arts Council, England.*
- Have they raised any questions regarding the quality or content of documentation of this project? *Sam McLean informed Members that they had not raised any questions but he sensed that the Committee may not have seen all of the documents for the project including the scoping report. Adrian Chapman advised that all documents for the project were produced in partnership with the RSA and the Arts Council and were signed off before publication.*
- Councillor Goldspink expressed concern about the project and the assumption that Councillors had not read all the documents. *Adrian Chapman advised the Committee that he would carry out a full audit of all documents that had been produced and confirm what had been provided to the Committee.*
- Members wanted to know the outcomes of each project and the cost to ensure it was value for money. Members wanted to ensure that the public agreed that the project was value for money.
- Councillor Goldspink commented that the Citizens Power Programme had already had three opportunities to convince the Committee that the project was worth while and yet the Committee still had to ask the same questions about aims, objectives, outcomes and measures which was not acceptable. He felt that the project should be stopped immediately before the Authority spent any more money as he believed that it did not offer value for money. He proposed that the Committee recommend to the project sponsor that the project be stopped.
- Councillor Burton advised that he supported Councillor Goldspink's proposal.
- Councillor Sandford commented on the fact that Councillor Goldspink had given a press release with regard to his views on stopping the project prior to the Committee meeting and wanted to know if this procedure was correct.
- Councillor Goldspink understood his concerns but commented that everything he had commented on was in the public domain and it was only his desire to raise interest.
- Paul Phillipson thanked the Committee for its effective scrutiny.

Councillor Goldspink requested that his proposal be put to a vote as it had been seconded by Councillor Burton. The proposal was to recommend to the Project Sponsor that the joint venture between the RSA, City Council and Arts Council be disbanded. The reason for the recommendation was that there had been no clear evidence received by the Committee on the aims, objectives, outcomes and measures and therefore the Committee were unable to establish whether the project provided value for money. Councillor Collins, Councillor Todd and Councillor Fox advised that they would prefer to pause the project to allow it to be reviewed. Councillor Burton advised that as Councillor Goldspink had put a proposal forward and it was seconded that it would need to be voted on.

The proposal was put to the vote and four Members (Councillors Peach, Simons, Burton and Goldspink) voted for the proposal and three Members (Councillors Todd, Collins, Fox) voted against, therefore the proposal was carried.

Paul Phillipson expressed his disappointment at the recommendation being put forward and he advised Members that the recommendation would be put to the project sponsors for a decision on whether they wished to continue or not. The Committee would be informed of the outcome when the decision had been made.

RECOMMENDATION

That following consideration by the Committee of the Citizen's Power Programme it is recommended to the Project Sponsor, Adrian Chapman that the Citizens Power Programme, which is a joint venture between the Royal Society of Arts, Peterborough City Council and the Arts Council, be immediately disbanded.

ACTIONS AGREED

That the Head of Neighbourhood Services and Project Sponsor for the Citizens Power Project:

1. Challenge the Council's Project Team as to why a Project Initiation Document is classed as an optional document under Peterborough City Council project methodology guidelines.
2. Undergo a review of all documentation produced for the Citizen's Power Programme and identify which documents had been presented to Members of the Committee.

9. Establishment of the Neighbourhood Council Scrutiny Review

The Scrutiny Officer presented the report which informed the Committee of the establishment of a Scrutiny Task and Finish Group to conduct an in-depth review of Neighbourhood Councils. The Task and Finish Group had been formed at the request of the Committee at its meeting on the 10 November 2010. The report listed the members of the Task and Finish Group and the Terms of Reference of the Review for approval.

ACTIONS AGREED

The Committee agreed:

1. The establishment of a Task and Finish Group to conduct an in-depth review of Neighbourhood Councils
2. The Terms of Reference of the Task and Finish Group
3. The Membership of the Task and Finish Group

10. Neighbourhood Council Review – initial report and Recommendations

Councillor Burton lead member of the Neighbourhood Council Scrutiny Task and Finish Group presented the report and thanked officers, Members and key witnesses who had taken part in the first part of the review.

Observations and questions were raised around the following areas:

- Councillor Goldspink requested that the text in the report which referred to survey results from the Neighbourhood Council meetings be amended. It had not been made clear that the responses were made up of a mix of people and not just members of the public. It needed to be made clear that the 36% who had responded were a mix of residents and representatives of other bodies. *Adrian Chapman advised that most of the surveys were completed anonymously but Neighbourhood Managers had informed him that the surveys had been completed predominantly by members of the public. He would recheck the results and change the wording accordingly in the report before being presented to Cabinet.*
- Councillor Sandford commented that he approved of all the recommendations within the report and that he particularly approved of recommendation 5:

That mainstream revenue budgets are disaggregated, wherever possible, feasible and legal, and delegated to Neighbourhood Councils to prioritise and control in order to best meet local needs. To facilitate this as early as possible, a pilot programme should be implemented focussing on a specific part of Council activity before a more expansive roll-out programme.

He had been impressed when the group had interviewed Councillor Cereste and Councillor Seaton and felt that they had expressed a genuine commitment to make Neighbourhood Councils work. *Adrian Chapman advised that he had already had a conversation with the Cabinet Member for Resources and the Head of Corporate Finances about the concept of disaggregating budgets. The Cabinet member for Resources was very keen to see this recommendation taken forward. The recommendation would need to go through Cabinet first but if approved Adrian Chapman would like to start the Pilot at the beginning of the next financial year.*

- Councillor Peach commented that the report had highlighted areas of duplication and in particular with regard to Parish Councils and Neighbourhood Councils. He asked if the group had considered removing Neighbourhood Councils in areas where there were Parish Councils. He also referred to recommendation 7 (That the Community Leadership Fund is maintained at £10,000 per ward, but that 25% of that budget is allocated by Councillors to meet needs identified through the Neighbourhood Council Neighbourhood Planning process). He suggested that the Community Leadership Fund should remain the same in that it be left up to the Ward Councils to decide how this fund should be spent and not have 25% given over to the Neighbourhood Councils. *Councillor Burton responded by clarifying that recommendation 7 did not say that 25% of the Community Leadership Fund would be spent by the Neighbourhood Councils. It meant that Ward Councillors be guided by what they learn at the Neighbourhood Councils and consider using up to 25% of their budget on projects suggested by Neighbourhood Councils. Councillor Burton confirmed that Stage two of the review would be looking at the relationship of Parish Councils and Neighbourhood Councils and would be engaging with Rural Councillors for their feedback. Adrian Chapman advised Members that recommendation 10*

ACTION AGREED

To endorse the recommendations made in the Review of Neighbourhood Councils – Part One report from the Strong and Supportive Communities Scrutiny Task and Finish Group and refer them to the Cabinet.

RECOMMENDATION

That the Cabinet consider the recommendations at their meeting on 7 February 2011.

11. Forward Plan of Key Decisions

The Committee received the latest version of the Council's Forward Plan, containing key decisions that the Leader of the Council anticipated the Cabinet or individual Cabinet Members would make during the course of the following four months. Members were invited to comment on the Plan and, where appropriate, identify any relevant areas for inclusion in the Committee's work programme.

ACTION AGREED

The Committee noted the Forward Plan and agreed that there were no items for further consideration.

12. Work Programme

Members considered the Committee's Work Programme for 2010/11 and discussed possible items for inclusion.

ACTION AGREED

To confirm the work programme for 2010/11 and the Scrutiny Officer to make any amendments as discussed during the meeting.

- Citizens Power Programme – response to recommendation made by Committee at tonight's meeting
- Neighbourhood Council Review – Stage 2 Report

13. Date of Next Meeting

Wednesday 9 March 2011

The meeting began at 7.00 and ended at 9.20pm

CHAIRMAN

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 5
9 MARCH 2011	Public Report

Report of the Executive Director – Strategic Resources

Contact Officer(s) – John Harrison
Contact Details – 01733 452398

VIVACITY – PROGRESS REPORT AND BUSINESS PLAN

1. PURPOSE

- 1.1 To enable the current performance and future targets for Vivacity to be considered as part of the delivery of its contract with the council.

2. RECOMMENDATIONS

- 2.1 The Committee is asked to scrutinise current and proposed performance of Vivacity.

3. LINKS TO COUNCIL PRIORITIES

The councils approved Medium Term Financial Plan to 2014/15 as approved at council in February 2011 specifically prioritises:-

‘Supporting Peterborough’s Culture Trust, Vivacity, to continue to deliver arts and culture in the city’

4. BACKGROUND

- 4.1 In May 2010 Vivacity commenced the contract for the provision of cultural and leisure services to the council.

This contract was considered by the Strong and Supportive Communities Scrutiny Committee at its meeting on 18 March 2011 prior to the award of the contract to Vivacity by Cabinet on 22 March 2010.

5. KEY ISSUES

The first 12 months of any new organisation are extremely difficult and this is the opportunity for the committee to hear from the Trust’s Chair Shelagh Smith and the Chief Executive Kevin Tighe.

It will enable members to examine its performance to date and comment upon its proposed business plan for the future.

6. IMPLICATIONS

- 6.1 No specific issues to bring to members attention

7. CONSULTATION

- 7.1 None

8. NEXT STEPS

8.1 The comments of the Scrutiny Committee will be considered by the portfolio holder and discussed further with the Trust.

9. BACKGROUND DOCUMENTS

9.1 None

10. APPENDICES

- 10.1
- Vivacity Draft Business Plan
 - Fishbone Diagram – Appendix A of the Draft Business Plan
 - Business Plan Timeline – Appendix B of the Draft Business Plan
 - Risk Register – Appendix C of the Draft Business Plan

VIVACITY DRAFT BUSINESS PLAN

Executive Summary And Overview By The Chief Executive

This business plan presents a clear picture of how Vivacity will invest its staffing and financial resources to provide increasingly better services to more people in Peterborough.

The day to day work of Vivacity remains unchanged- lending almost 1 million items through our libraries; teaching 1500 children a week to swim; providing 1million people the opportunity to take part in sport; approaching 100,000 people learning about their local heritage and increasing numbers enjoying our arts offer.

This business plan concentrates its attention on the areas where we are changing our ways of working either because of financial imperatives, changing demands or new opportunities. These changes can be summarised through five main areas.

Controlled And Stable Growth. This includes the addition of Flag Fen, the enhancement of our arts offers through more staff and increased investments into the Key Theatre performances and other arts programmes. All areas of our work will, in like for like terms have increased resources. Fundamental to Vivacity's ability to grow in this way are the surpluses from our work in health and fitness (gyms). In addition there is an increasing focus on using the charitable status of Vivacity to drive income up through fundraising (including a new fundraising post). Our stability and security will be enhanced through the creation of a reserve fund, which aims to generate unrestricted reserves of £500,000 over the life of this business plan.

Marketing. Clear branding, focused promotions, adjusted pricing, and better management information will drive the growth of our business. Practical examples include a further appointment to the marketing team and the creation of the Vivacity Card with links to an improved business management system.

Capital Investment. Significant staff time is being applied to ensure that the maximum benefit is achieved from the Council's programme of capital investment-some £3,924,000 over the next five years, into our buildings.

Re-commissioning. The first year of the business notes the re-commission of services through new providers generating savings without reduction of quality in services.

Enabling Others. Supporting other organisations to better deliver their contribution to sports, the arts and heritage in the City, while always part of our work is re-emphasised.

The overall picture is one of an organisation that is seeking business stability while achieving tangible growth. This is set against a reduction in management fees provided by the City Council (planned at a 3% drop year on year) and the generation of additional income through better marketing and reducing spend by being more efficient.

Our Aim

Vivacity is a not for profit organisation that delivers cultural and leisure services for the people of and visitors to Peterborough. It is in the business of enriching people's lives. Vivacity does this by working in partnership with a number of organisations and stakeholders. The most important of these partnerships is with Peterborough City Council and together we will:

...deliver and enable inspiring cultural and leisure activities to the residents of and visitors to Peterborough.

Our Objectives – What We Will Achieve?

During the next five years it is the objective of the Board and Staff of Vivacity to:

- ✓ Increase the number and range of people who enjoy our services
- ✓ Deliver services of greater quality
- ✓ Improve the value for money for all our customers and for Peterborough City Council as our primary funder
- ✓ Bring new financial resources and skills to the city through providing new and improved services supported by regional, national, European and international bodies
- ✓ Support and encourage other organisations and charities working in Peterborough who contribute to the sport, arts and heritage life of the city
- ✓ Transform our style of working

The Vivacity Way – Our Values

To achieve this we must provide great experiences, broaden horizons through activity, learning, discovery, challenge and fun by having a focus on doing and 'doing things right' - the Vivacity Way.

The Vivacity Way is captured through a number of key words:

Customer Focused	Effective
Respect	Efficient
Integrity	Outward looking
Accountability	Embracing
Fairness	Can do
Listening	Engaged

How We Will Achieve Our Objectives?

We are one team working across four main areas: arts, heritage, libraries, and sport, supported by a small number of 'back room' staff. In each of these areas we are looking to:

- provide better programmes and activities;
- focus on quality services for customers
- better focus our marketing;
- develop new business ventures;
- create better business and financial support systems;
- develop better ways of working including enabling others

How these development programmes inter-relate is shown in 'fishbone' format in (appendix A) and through a timeline (appendix B). An assessment of the main risks, Vivacity faces, together with mitigations is captured in a risk register (appendix C).

Sports – Participation For All From Early Years Through To Excellence.

Vivacity will continue to place people's health and well being at the heart of its work and contribute to developing "healthy communities" in partnership with a wide range of agencies. People will have the opportunity to participate at the level of their choice in either a recreational, playing, competing, coaching or voluntary capacity and thereby gain health benefits from physical activity, access new skills and compete if they so wish. This will be delivered through facilities which include:

- Regional Fitness and Swimming Centre
- Bishop's Road Lido
- Jack Hunt Swimming Pool and Gym
- Bushfield Leisure Centre
- Werrington Leisure Centre
- Embankment Athletics Arena & all weather pitch
- Other community settings such as schools and open spaces

We will continue to engage and work with Peterborough's communities to develop additional sport and recreation opportunities within local settings. We will also continue to work extensively in partnership with regional agencies and local sports clubs to ensure a quality experience, irrespective of the provider.

We will continue to provide:

- Programmed public swimming and sports sessions catering for all popular sports
- Bespoke sessions to cater for different cultures and under represented groups
- A comprehensive teaching and education programme across a wide spectrum of activities
- Venues for staging local and regional sports and recreation events
- Programmed time for competitive sports events and club activities
- A school swimming programme for Peterborough schools
- Technical advice and training to sports clubs and community groups
- Technical advice to Peterborough City Council in all sports related matters
- High quality accessible gym provision that rivals anything provided in the private sector
- A comprehensive GP referral scheme
- Support to the Great Eastern Run, through the recruitment, training and support of volunteers

Better Programmes And Activities

Swimming- In 2011 Vivacity will launch a new SwimSchool which will create a new pathway for people to learn to swim, stay with swimming and continue to be the feeder system for the City of Peterborough Swimming Club. We will re-create opportunities for people to get involved with high board diving, water polo and other aquatic activities. Most importantly there will be a strong focus on teaching children to achieve key stage 2 in swimming (age 7-11). By 2015 we will have increased the number of children achieving this target by 10%.

GP Referral Schemes- Vivacity currently works with around 200 clients each year who suffer life threatening medical conditions. We will explore, in 2011, the creation of a programme of work, targeting those people at greatest risk of

developing these conditions, in other words addressing the cause rather than the final stages of the symptoms. It is anticipated that in 2013 we will deliver a programme that is capable of working with at least 1000 referred clients each year. This will include the employment of a project team to implement and deliver the programme.

Athletics- Vivacity will work with Peterborough City Council to support the capital development of the existing athletics track pavilion in 2011. The improved facility which will facilitate shared use of the site between adults and juniors will be used as a catalyst to increase public access to the facilities and extend the current activities programme. We will increase attendance and participation in activities by 10% in 2012 and a further 5% in 2013.

Bridging The Gap Between School And Community- Over 34% of young people drop out of sport at age 16. If we can help retain them participating in sport at this point there will be a dramatic affect on their lifestyles and well-being for years to come. By 2012 we will have refocused the majority of our sports development resource to work at enabling young people to stay with sport. In 2011 we will have re-directed our sports development resource to specifically work on this key area and increase participation rates amongst the 16+ age range by 10% in 2013.

The Olympic Games- We will deliver a City Games in 2012 for young people to celebrate the sporting spirit of the games and link this event to local sports organisations to create a legacy in terms of continued participation. We will continue to work closely with local sports clubs in 2011 and beyond. During 2011 we will work with local youth groups to develop an arts project within our sports facilities to create high quality art work celebrating the 2012 Olympiad.

Better Ways of Working

Sports Development Through Others - Currently the sports development team have stretching income targets (in excess of £20,000 per year) which leads them to spend a significant amount of their time directly delivering services (such as school holiday activities). By 2011 this way of working will have seen a significant shift towards enabling and supporting others to deliver activities by providing training, advice, equipment, motivation, and marketing resources.

Better Support Systems

Sports Forum- There is currently no mechanism to pull together the many groups that provide sport across the city. By 2012 Vivacity will create a forum to champion sport, co-ordinate efforts and support major sporting initiatives in the City. This initiative will also increase the number of charter standard clubs within the city by a further 5% by 2013.

New Business Ventures

Sports Village- We will play our part in enabling the development of a sports village which, amongst other things, will replace the Regional Pool by 2020. In 2011 Vivacity will become an active and leading member of the project team to develop this network of facilities and way of working.

Pools Plus- There are a considerable number of privately operated and residential swimming pools in or around Greater Peterborough. Vivacity will offer a programme of support including staff training (teachers, pool carers) by 2014. In

addition a full technical support and advice service will be commercially developed to support the many private and commercially operated pools within the region.

Woodlands- We will produce a business plan for the re-commissioning of Woodlands Leisure Centre by 2011 with a view to reopening the facility in 2012 (subject to business case and support of current owners and interested parties).

A Focus On Quality

Quest – Vivacity will continue to seek quality accreditation for the sports service and will achieve Quest accreditation for Bushfield and Werrington Leisure Centres in 2012 and both Regional and Jack Hunt swimming pools in 2013; once secured this accreditation will be regularly renewed through subsequent re-evaluation.

Better Marketing

Gym Memberships- By 2011 we will have gathered specific market intelligence to identify postcodes for those people with the greatest propensity to buy gym memberships and other sports services. We will use this to draw up databases and create targeted marketing campaigns.

Arts - Enjoy Engaging With Art In All Its Forms Whether As A Practitioner, Performer Or Member Of The Audience.

Our work is about enriching and changing people's lives through the arts in all its various forms. We will engage, entertain and educate through inspiring arts activities. Moreover, we will endeavour to ensure access for all working with local, regional and national partners to raise the creative profile of the city. Arts will take a central role in contributing to the positioning, vibrancy and economic regeneration of Peterborough. We will:

- Deliver a high quality creative programme of artistic projects
- Provide a varied programme of high quality theatrical entertainment at the Key Theatre, studio space and the Cresset
- Mount regular exhibitions of high quality at the visual arts gallery within the museum
- Deliver The Peterborough Festival including, the Mayor's parade and a more arts based programme of events supported by the Arts Council.

Better Programmes And Activities

Key Theatre Main Auditorium- Our main aim is to improve the quality of the programming for the main house focussing on dramatic theatre and repertory performance. Investing a further £50,000 per annum (starting in 2011) to support this change and develop new audiences.

Key Studio – We will establish a discrete profile for the studio as a space for creative and challenging performance. This change will be achieved by investing £25,000 into the studio programme, in order to bring more diverse performances and artists to the studio and to build new audiences. In 2011 a modest programme will be delivered, working with the Arts Council's Regularly Funded Organisations, which we will grow year on year.

Visual Arts – We will make a step change in the way visual arts are exhibited in the city. Specifically we will deliver a number of significant art exhibitions each

year within the newly opened city art gallery. In addition we will work closely with local groups such as Peterborough Open Studios. A dedicated post within the new arts team will focus on delivering this programme.

Festivals – We will develop The Peterborough Festival, working with The Arts Council and their Regularly Funded Organisations to develop the artistic content supported by an Arts Council funding bid of £100,000 over two years. From 2012 we will extract strands of the festival and grow them into discrete arts events and festivals, beginning with a distinct music event by 2012 and a literary festival, working in partnership with the library service.

Musical Youth – In 2011 we will launch a three year music project aimed at increasing opportunities for young people to engage in orchestral and musical activity. Project partners will include; Orchestras Live, Arts Council and Britten Sinfonia working with The Voyager school, current home of Peterborough Youth Orchestra to create a long term legacy.

Music in the City – We will work with local music groups, organisations and champions to encourage and develop musical activity in the city, such as the Peterborough Music Making's showcase, City Services world music day and the Bandstand Marathon culminating in an annual 'festival of sound' by 2013.

Better Ways Of Working

Arts Development Team – 2011 will see the creation of a dedicated arts development team. It will primarily work to increase arts activity within the city through direct delivery, partnership working and 'light touch' support enabling others to deliver arts events. This will start with the appointment of an Arts Services Manager in 2011 and a further 1.5 additional posts in the same year. The arts revenue budget will be increased by £140,000, including funding from the Arts Council.

Better Support Systems

Arts Forum- In 2011 we will work with the Royal Society for the encouragement of arts, manufactures and commerce (RSA) in supporting and facilitating artistic activity as part of the 'Citizen Power' project. In particular we will seek to grow an Arts Forum from the RSA's Creative Gatherings in order to maximise participation and involvement in the arts, develop the service and provide support and capacity for major artistic initiatives in the City.

Capital Development Key Theatre – In 2011 we will support Peterborough City Council in delivering a £1.1 million capital re-development of The Key Theatre. This will enable us to effect programming changes and our ability to run the main house alongside a fully functioning studio. The capital scheme will deliver additional rehearsal rooms and workspace enabling us to continue supporting the education and creative skills development work with Peterborough Regional College.

New Business Ventures

Creative Hub – PCC and the Arts Council are looking at the feasibility of developing an Arts centre of some kind in the city. We will conduct evidence based research to establish whether there is an appetite for a new large arts

venue and/or a venue to provide an intimate space for performance /exhibition and meeting place for creative people to operate in the city.

Better Marketing

Theatre Audience Development – In 2011 we will develop specific databases to attract new users to the Key's studio and theatre. We will extensively exploit social networking sites to promote and sell to new markets. This will be supported by a new post within the marketing team.

Website – We will look to increase the percentage of Theatre and arts event/festival tickets purchased on line to an average of 20% across all shows, by 2012.

Heritage – Connecting With The Rich Historical Heritage Of The City.

Vivacity brings heritage to life for the benefit of all through our unique heritage venues, creative programmes and objects which tell a thousand stories. As guardians we care for and conserve the collections making Peterborough's unique heritage accessible and relevant to current society. We bring heritage to life through inspirational environments, creative events and participative activities which encourage personal development and love of lifelong learning. We make heritage and history entertaining, enjoyable and educational. Our work is all about connecting people to the rich historical heritage of the city, promoting a sense of place, identity and civic pride whilst contributing to promoting Peterborough as a cultural city.

We will provide:

- Guardianship and care of Peterborough's Heritage and Collections
- Management and operation of Peterborough Museum and Flag Fen Bronze Age Visitor Centre.
- A creative programme of exhibitions and events
- The Heritage Identification and enquiries services
- A programme of walks, talks and tours at our venues and around the city
- A Heritage Festival to celebrate our heritage and history.
- An education and learning programme for school children through the Museum, Flag Fen and an outreach service
- Tailored sessions, workshops and activities for informal learning and personal development

Better Programmes And Activities

Museum On Tour 2011 – As part of the Heritage Lottery Fund (HLF) project, a comprehensive activity programme, with specific targets and measures, will be delivered out in the community via outreach, The Pop Up and Mobile museum. The 'Pop Up' will reach out to and develop new audiences in non traditional venues. The mobile museum will be going out to city primary schools to engage teachers and students in active consultation sessions designed to develop the heritage schools programme. In addition 8 oral histories will be taken from new communities and a medical exhibition staged at the new Peterborough hospital.

Heritage Festival – We will continue to develop with the Cathedral Chapter, the Heritage Festival as a unique regional and national festival helping to put Peterborough on the map as a destination of choice. From 2012 we propose to make the Heritage Festival a discrete event, separate from the main

Peterborough Festival and we will evaluate the use of Flag Fen as part of this heritage event.

Better Ways Of Working

Heritage Online - In 2011 we will work to establish a heritage website with ability to post video content, teaching resource downloads and provide for schools to post content. By 2012 the website will support online bookings and in 2013 further development will establish an online learning platform.

Better Support Systems

Heritage Forum- We will review the remit and objectives of existing heritage support groups and in 2012 establish a single forum to support the development of heritage in Peterborough, provide expertise, raise funding and provide a forum for debate.

The 'New Museum' – In 2012, the museum will reopen as a unique heritage venue with redesigned galleries, interactives, immersive environments and inspiring displays. Newly accessible areas will include the Victorian kitchen and operating theatre, improved visitor facilities, and café to provide a quality visitor experience. The redevelopment project will establish Peterborough museum as a nationally significant heritage venue, increase schools sessions and use by 10%, grow audiences, host debates led by renowned speakers and sustain user numbers in excess of 75,000 per year.

New Business Ventures

Flag Fen – In 2011 Vivacity will take over the management of Flag Fen making it part of a dual site heritage service for Vivacity. We will deliver a solid quality programme in year one, whilst working with partners and agencies to develop a new vision and business model for the site. Over the following two years we will aim to establish Flag Fen as a unique visitor destination of choice locally, regionally and nationally.

A Focus On Quality

Vaqas - Vivacity will continue to assure quality accreditation for the heritage service, continuing to achieve and maintain the VAQAS accreditation for the Museum, and to regain it for Flag Fen by 2012, as quality visitor destinations from VisitEngland.

Museum Accreditation – The museum will maintain collections management standards to ensure continuing museum accreditation and work toward accreditation for Flag fen by 2013.

Libraries And Archives - Enjoy Creative And Innovative Opportunities For Learning, Gaining Knowledge And Information Through Library And Archive Services.

Vivacity puts libraries at the heart of communities where they are ideally positioned to make a difference to the lives of people in Peterborough. This is achieved through the provision of high quality, creative and innovative opportunities for learning, cultural activity, knowledge and information services. By building on the strong partnerships and links already in place, libraries open

doors for personal growth, raise aspirations, improve quality of life and empowering people. Vivacity will continue to provide free, safe, inclusive and welcoming spaces for all - children, young people, families and the older people through the libraries in Bretton, Dogsthorpe, Eye, Hampton, Orton, Stanground, Thorney, Werrington, Woodston, the Central library and archives service as well as through a mobile library service.

We will continue to provide:

- Free membership to people living and working in Peterborough to a wide range of books, talking books on tape, CD and MP3
- Request service
- Renewal of books 24hrs per day by phone or internet
- Reading advice and an Enquiry and information service
- 24/7 access to online information and resources – newspapers, reference books, journals and encyclopaedias
- Access to council information
- Use of PCs and free access to the internet
- Archives, local history / family history service
- A defined children's area
- Copying and fax facilities
- Adaptive technology which allows access to computing for those with disabilities
- Activities and events for all ages including story times for the under 5yrs
- Class visits for schools
- Summer reading schemes

Better Programmes And Activities

Reading For Wellbeing - We will develop a programme using reading as route to wellbeing and as therapy. This will start in 2011 with a pilot in two Care Homes where we will provide training for sharing books with sufferers of dementia. We will also develop reading aloud sessions as part of bibliotherapy in partnership with MIND.

Literary Festival-We will grow our programme to connect readers to writers; in 2011/12 we will supplement the ad hoc publisher sponsored author visits with two scheduled visits by authors hired in by Vivacity. The longer term aim is to deliver a week long literary element to the festival in 2013.

Digital literacy- In 2011 we will double the number of people learning how to use computers and online resources. We will seek £26,000 external funding to support this.

Family Learning- We will work with the Family Learning Co-ordinator at the Regional College to create a family learning programme with the goal of enabling third parties to deliver sessions using our venues, to be rolled out in 2011 and 2012. Primarily working through volunteers we will attract around 15 families.

Libraries And Schools- We will revise and improve our class visit offer to schools to grow the uptake and love of recreational reading along with introducing young people to editorial integrity of online resources. In 2011 we will pilot the new scheme with 5 primary schools ready to roll out across the city in 2012. As part of the Forty Years On project (see below) we will establish (in 2013) an online learning platform aimed at introducing at Key Stage 2 pupils to their local history along with resources for delivering on site class visits.

Job Clubs In Libraries – Working with Job Centre Plus and other providers we will set up job clubs in libraries, linking them in to our digital literacy programme. In 2011 we will set up 3 job clubs in our libraries.

Better Ways Of Working

Volunteers In Libraries- We will be concentrating on building our volunteer base starting with Bookstart (free packs of books for young children). In the first half of 2011 we will build up the support for the administrative side of the book bag gifting. In 2012 we will start to move these programmes to being delivered by third parties. In 2011 we will pilot the use of volunteers to increase our opening hours by at least 5 hours per week.

Library Stock -In 2012 we will purchase evidence based stock management software, in 2013 this new 'smart' system will provide improved information on the optimum mix of books to buy.

E-book And E-audio -Starting in 2011 in we will be working on a number of programmes to improve service delivery and customer experience. This will include the introduction of new reading formats in the form of E-book and E-audio downloads. Around 500 books will become available.

Google Style Searching -We will create a simple 'google-style' search system with the capability of looking across all our online resources, from encyclopaedias to music journals and have the results shown alongside the 255,000 items of physical stock we hold.

Micro-Libraries - We will explore different ways to improve access to our service by developing at least three more micro libraries in 2011/12. It is planned to have a further two micro-libraries a year in subsequent years.

Forty Years On- in partnership with Eastern Angles, we will be working on a two and a half year project to capture the modern history of Peterborough and present it back to the communities that have taken part. A team of volunteers will work with original archive documents and be involved in oral history and theatre based activities to bring the City's contemporary history to life.

Better Support Systems

Radio Frequency Identification- using capital funding from Peterborough City Council we will introduce self service in all library venues. This will start in 2011 with the procurement and installation of the hardware along with a programme of tagging of stock. This will mean we will have the opportunity for greater community involvement in the running of libraries and better stock management.

Archives Store- in 2011 we will support Peterborough City Council in the extension of our archives store, which in 2012 will lead to a project ensuring easier access to the archive and museum material.

New Business Ventures

Archives Courses- In 2011 we will explore the commercial market for archive courses by developing and delivering a programme to external providers.

A Focus on Quality

Archives- in 2013 we will meet the Standard for Archive Repositories.

Customer Excellence- using the work done to achieve the current Charter Mark for Customer Excellence we will achieve the new standard in 2012.

Better Marketing

New Library Users- In 2011 we will use data from the Beyond Boundaries project and our library management system to analyse the profiles of users and potential users to draw together a programme of outreach and targeted promotion.

Cross Cutting Initiatives- Ensuring That Vivacity Can Flourish By Taking Decisions Based On Business Intelligence, Using Resources Most Effectively And Driving Cross Cutting Programmes Of Work.

Better Ways Of Working

Re-commissioning Of Major Contracts- We have seven Service Level Agreements (SLA's) with Peterborough City Council, in addition we have significant cleaning contracts at a number of our facilities. All of our SLA's are subject to notice in December 2011. We will undertake a review of all major contracts in 2011 so that, should we wish, we can procure new contracts by January 2012.

Volunteers- In 2011 we will complete the Volunteers Development strategy, which will include strategies for starting to change the culture within Vivacity towards volunteers and the expansion of opportunities. In the first year we will increase the range of roles by one third. We will establish an accurate baseline for the numbers currently working within the organisation.

Maximising Hire Of Venues – A number of our venues are not currently used to full capacity. We will address this from 2011 with a programme designed to target other business users in order to increase capacity and generate additional revenue.

Fundraising – As a charity, fundraising is going to become increasingly important for us as an organisation, to help support the development and growth of our services. A fundraising programme will be introduced, on a small scale, in 2011 with the launch of a cross-service raffle. For future years, a fuller programme of fundraising will be explored, and will include the appointment of a dedicated post to support this in second half of 2011.

Better Support Systems

Integrated Management System And Vivacity Card -We will develop an integrated management database system – one single Vivacity-wide database across all service areas - which will enable us to efficiently analyse our current customers in order to inform our ongoing business decisions and drive forward effective customer communication.

The new system will make possible the launch of a Vivacity card, which will act as a 'one-stop shop' for all Vivacity services and deliver cross service benefits to users. The card will reward existing Vivacity customers, so encouraging retention and loyalty, and drive customer (and database) growth through acting as an incentive to engage with Vivacity to non-users. In 2011 we will replace our

current booking and till system (flex). By 2013 we will have reviewed the effectiveness of Sage- our accountancy and payment management system with a view to its replacement in 2014.

The new system and Vivacity Card will be in place before 2012.

New Business Ventures

New Contracts- The market place for sports and leisure management contracts is well established. Vivacity will seek to break into this market by gaining one new contract by 2014. In 2013 we will bid for three contracts in order to benchmark our service offer and systems to meet prospective client's requirements. Vivacity will invest £30,000 in this area of work during 2012/13.

Hampton- In 2011 we will work with Peterborough City Council to explore the delivery of a new library and sports centre in the Hamptons.

Boat Service- A feasibility study will be completed into the running of a summer boat service between Flag Fen, the Key Theatre and Nene Park. This will include market testing for a third party to deliver the service and costings for the development of a mooring point at Flag Fen.

Shop- A business plan for a charity shop selling second hand books, art material and sports goods will be completed with the intention of opening a shop in the spring of 2012.

A Focus On Quality

Customer Care – We will work with staff to design a tailor made 'Vivacity Way' and customer care induction and training programme that will be delivered to every member of staff.

Mystery Shoppers- We will introduce a programme of mystery shopper visits which will use volunteer customers to assess the quality of our services. This work will start in 2011.

Better Marketing

Understanding Our Audiences - In early 2011 we will draw a clear picture of who is using our services at present through an audience segmentation exercise.

The starting point is likely to be through existing profiling mechanisms (eg. Mosaic, Acorn), but adapted to be bespoke to Peterborough and the services offered by Vivacity. This work will run in tandem with the development of an integrated management database system – one single Vivacity database (see above).

Audience profiling of this kind will enable all services to take a pro-active and targeted approach to all marketing communications, improving the overall cost-effectiveness of each communication through the delivery of the most appropriate messages for each target group. In this way we will identify and attract new users.

This market segmentation will be undertaken by 2011.

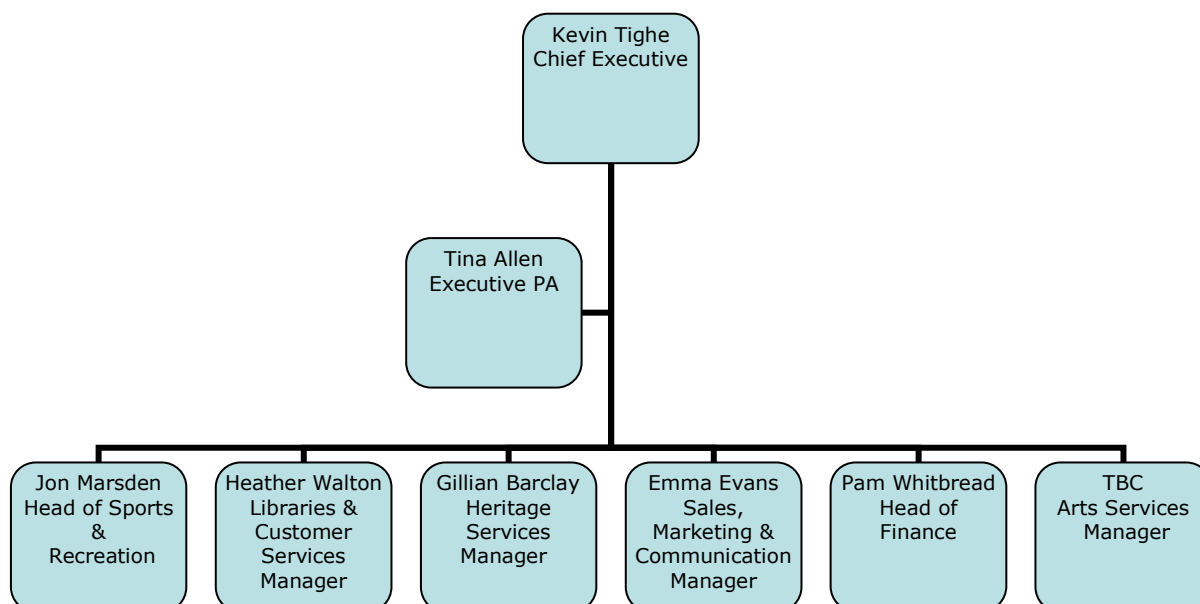
[Developing Our Online Profile](#)- A priority is the development of Vivacity's online presence, which will enable us to increase the use of digital communications across all areas of Vivacity and reduce reliance on printed material.

The key focus will be the development the Vivacity website to:

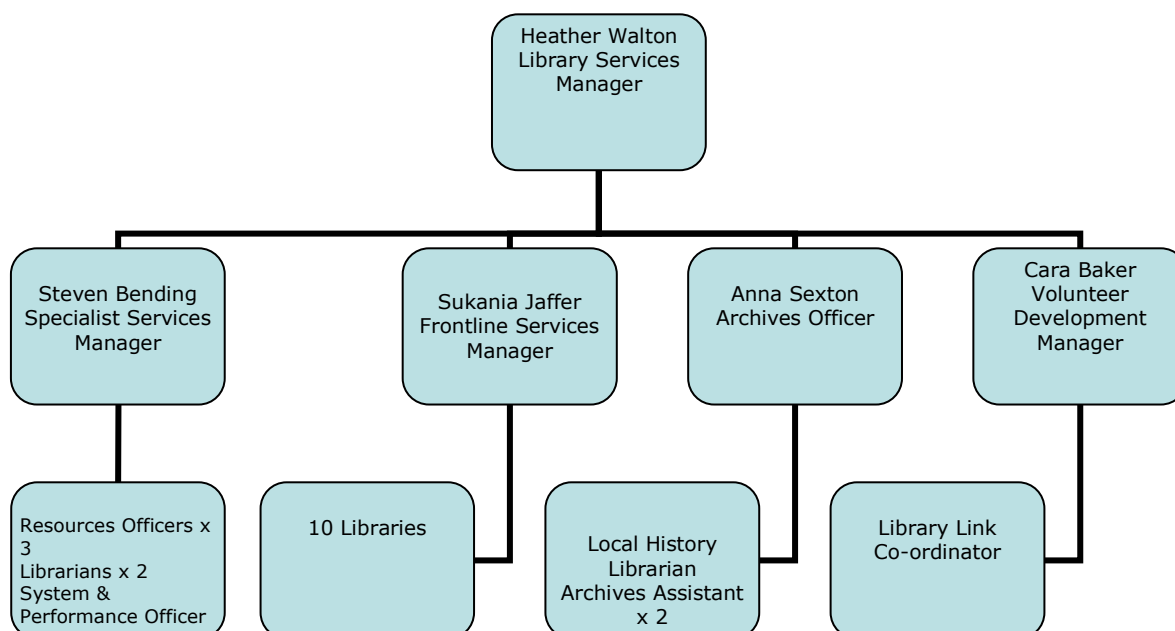
- ✓ provide a user-friendly experience for all target users - 2011
- ✓ become an integral part of our marketing-led approach, particularly with regard to building and developing our audiences-2011
- ✓ provide an interactive and dynamic culture and leisure hub for Peterborough- 2012.

Best Use Of Resources- Staffing

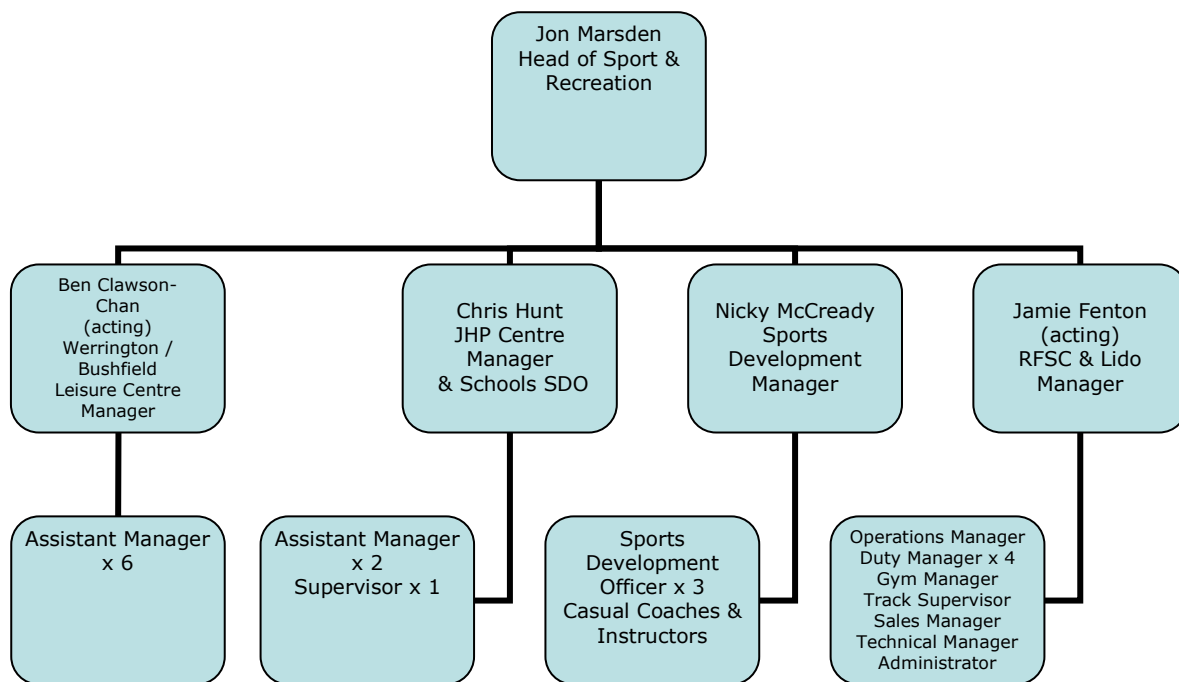
While the structures below capture how we formally deploy staff the reality is that, particularly for middle and senior managers, they are expected to work in any part of the organisation. The programmes and initiatives above will be project managed by individuals who are best placed to deliver irrespective of their formal role.



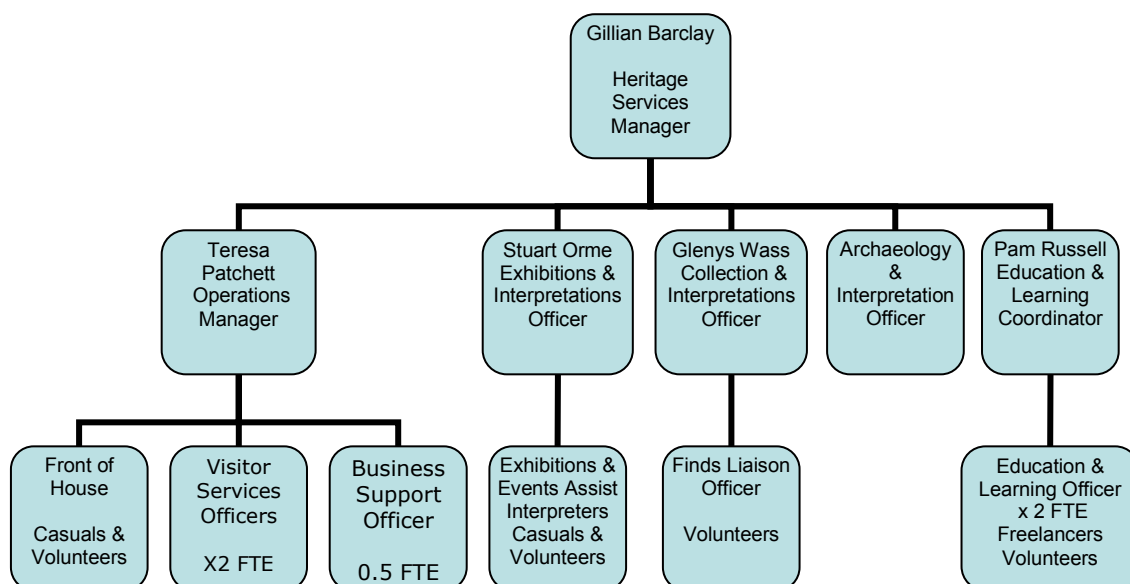
Library Services



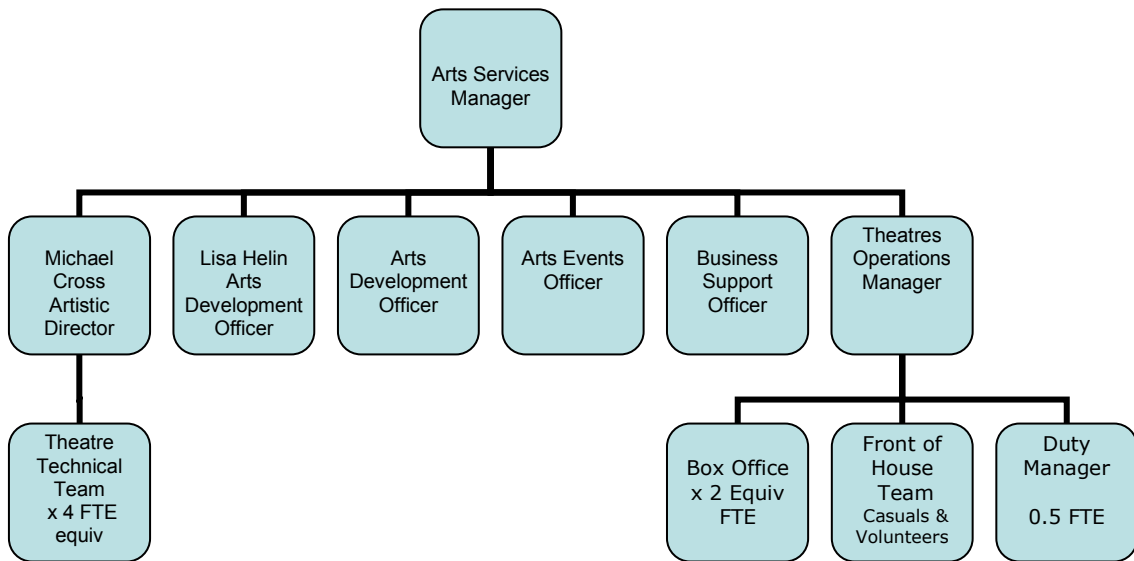
Sport Services



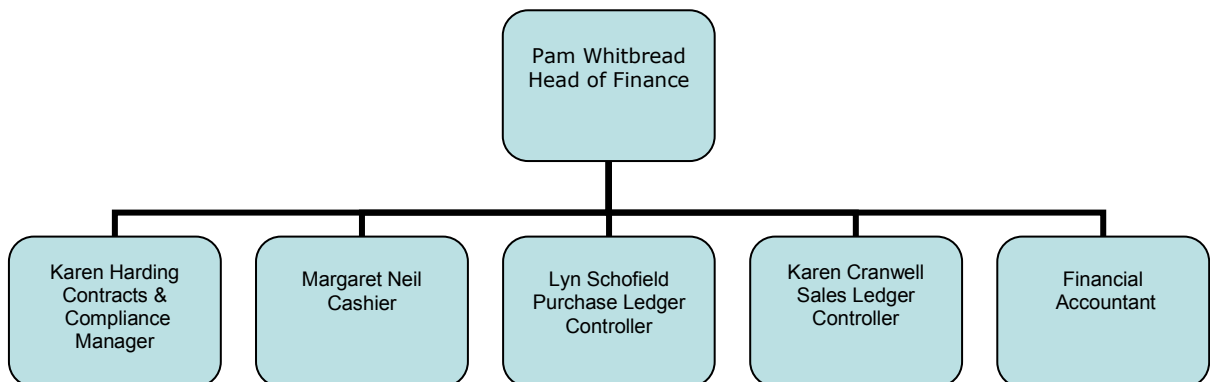
Heritage Services



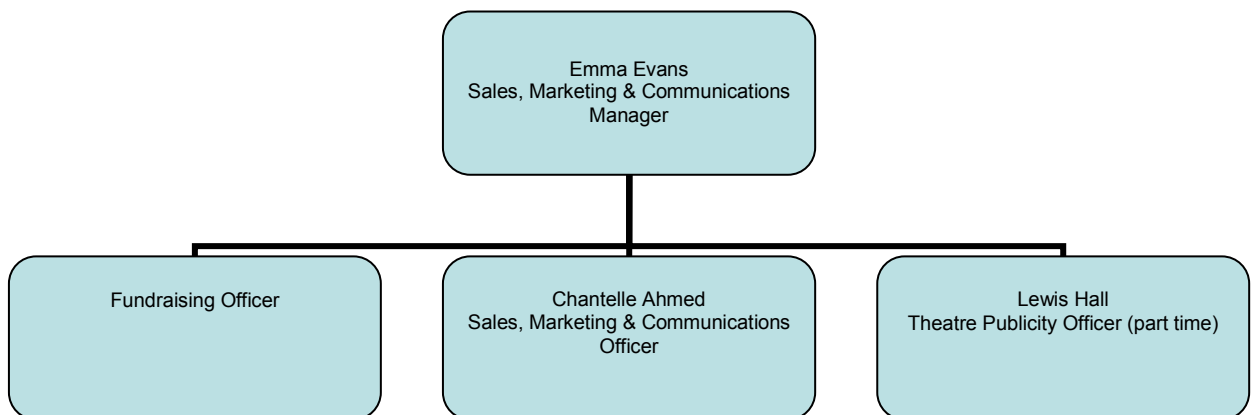
Arts Services



Finance

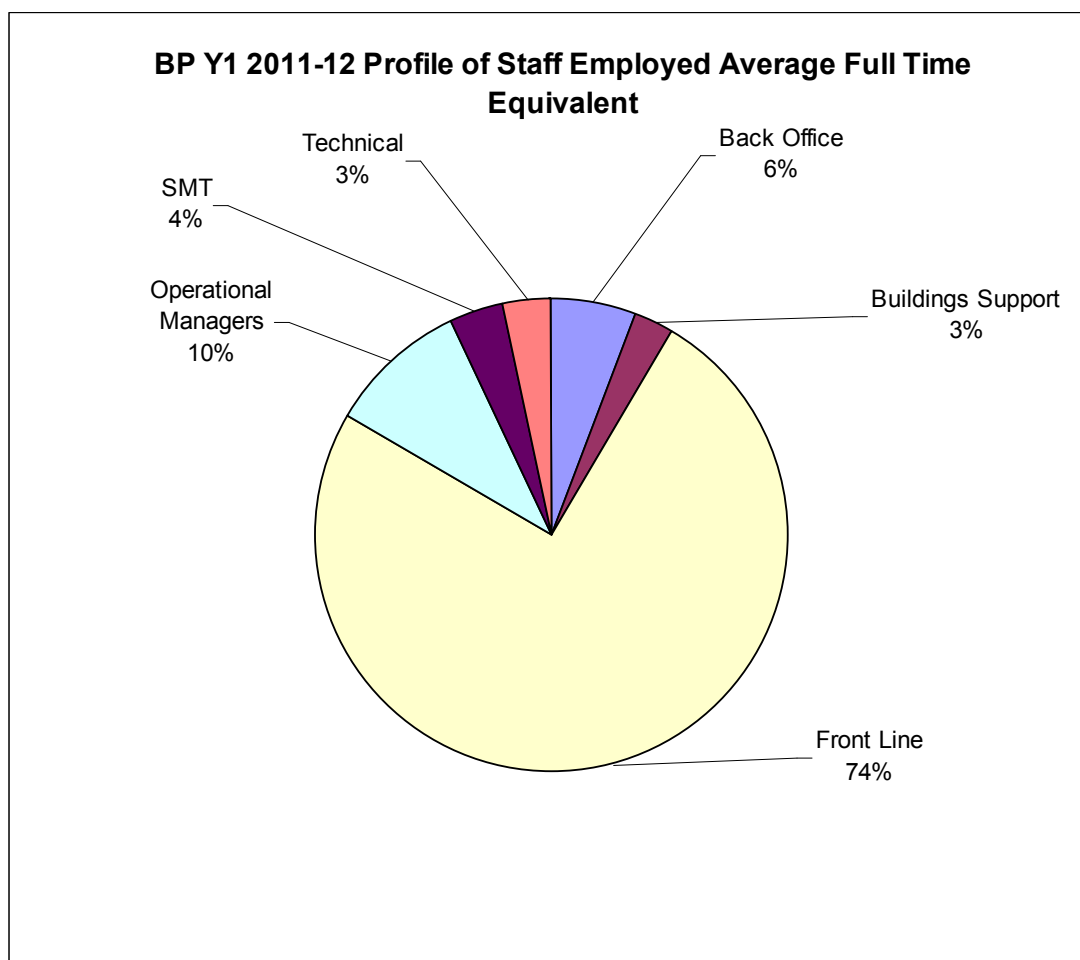


Sales, Marketing & Communications



How Do We Utilise Our Staff Resources?

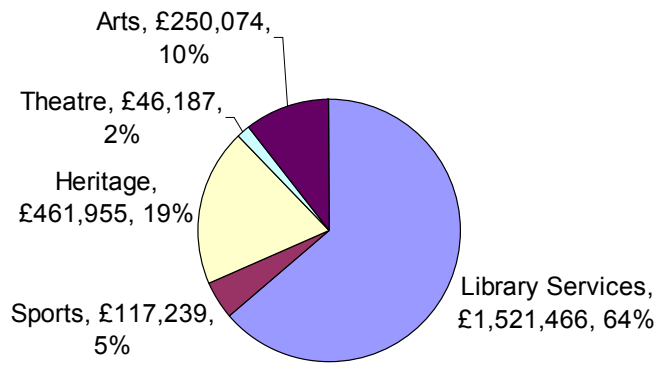
The profile of staff by full time equivalent is set out in graphic form below. The majority of resource (74%) is applied to front line services- in reality this focus is even greater than presented as many of those people classed as Operational Managers also provide some front line services. Furthermore every one of the Senior Management Team (SMT) is involved in delivery through their direct management of major projects.



Best Use Of Resources- Finance

Vivacity invests approximately £6 million per year to deliver the front line services. The profile of investment is presented by strategic theme below. The profile of investment does not significantly vary between business years, but of note is the positive financial contribution which sports services makes by business plan year three (almost £140,000). The continued growth in sports income and positive financial contribution is a significant factor which allows Vivacity to achieve business growth and improvements to the quality of our activities. It is also worth noting, following the capital investment in the Key Theatre and a focus on marketing in business plan year one, that by year three it is forecast to 'breakeven'.

BP Y1 2011-12 - Investment by Strategic Theme
(Direct Income less Direct Expenditure)



BP Y3 2013-14 - Investment by Strategic Theme
(Direct Income less Direct Expenditure)

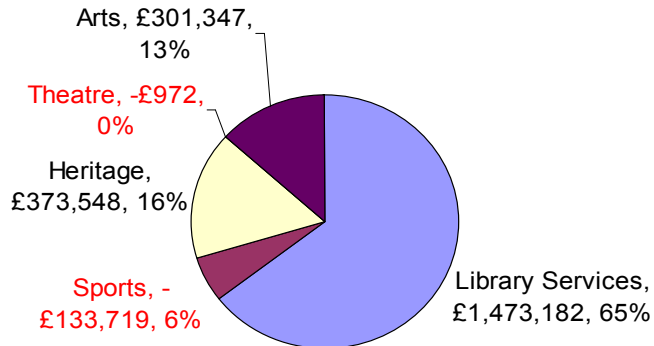
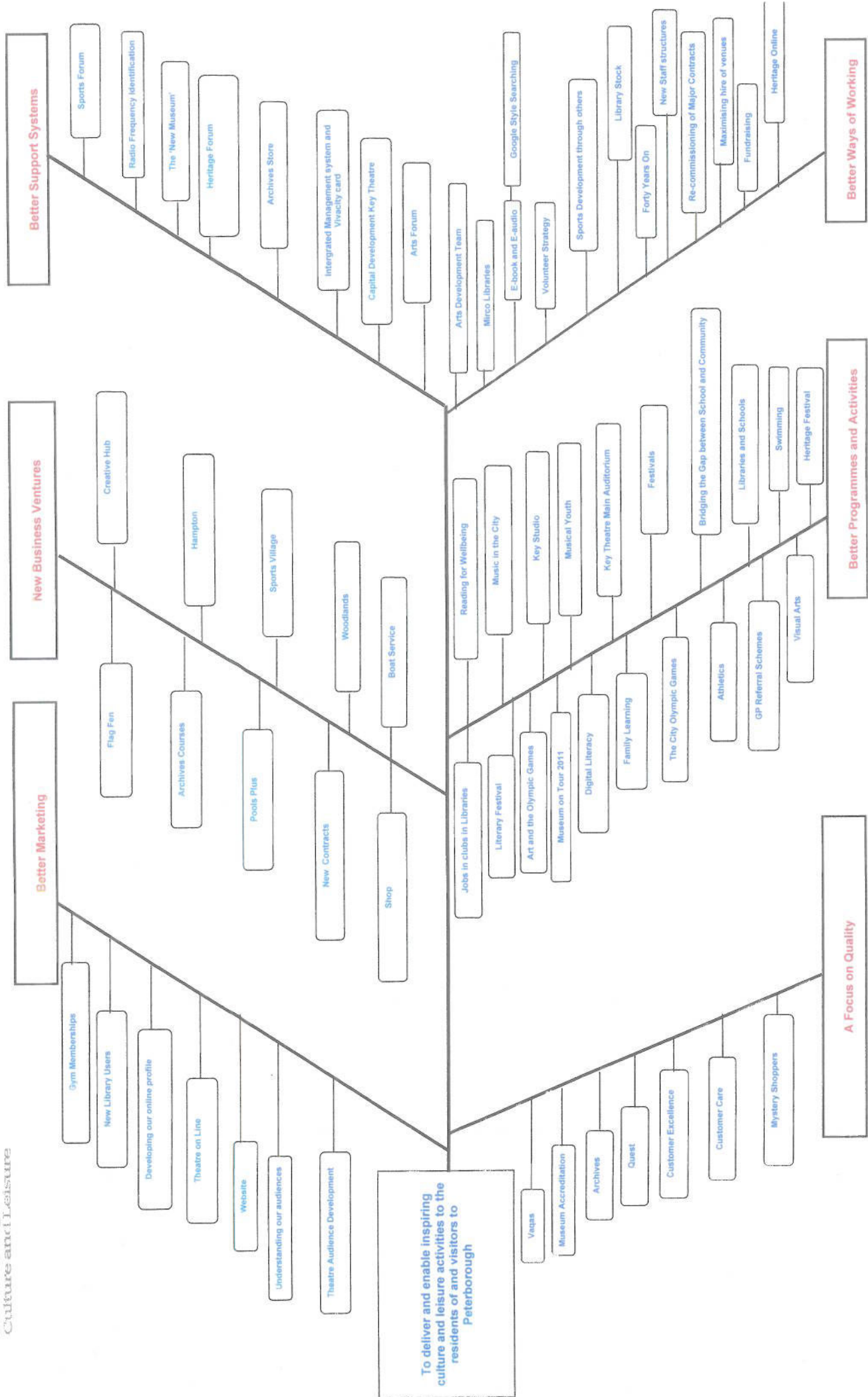


Table 1 below sets out income and expenditure for Vivacity and is broken down by strategic theme:

	Forecast 2010-11 £000	Year 1 2011-12 £000	Year 2 2012-13 £000	Year 3 2013-14 £000	Year 4 2014-15 £000	Year 5 2015-16 £000
Income						
FMA Service Fee	3590	3268	3067	2864	2565	2629
SLA Fees	477	477	477	477	477	477
Library Services	188	164	189	189	193	197
Sports	1530	2253	2361	3007	3067	3128
Heritage	79	142	189	214	218	223
Theatre	891	890	933	977	997	1017
Arts	17	83	84	34	35	36
Fundraising and Publicity	11	25	80	80	82	83
Other Income		3	3	3	3	3
PCC Redundancy Recharge	190					
Total Income	6973	7305	7384	7846	7638	7794
Direct Expenditure						
Library Services	(2035)	(1686)	(1682)	(1662)	(1696)	(1729)
Sports	(2032)	(2370)	(2327)	(2873)	(2931)	(2989)
Heritage	(470)	(604)	(579)	(588)	(599)	(611)
Theatre	(982)	(936)	(960)	(976)	(996)	(1016)
Arts	(186)	(333)	(382)	(336)	(342)	(349)
Redundancy costs	(278)					
Total Direct Expenditure	(5981)	(5929)	(5930)	(6435)	(6564)	(6695)
Support Costs	(366)	(486)	(496)	(503)	(483)	(472)
SLA's	(557)	(557)	(557)	(557)	(557)	(557)
Fundraising and Publicity	(170)	(326)	(360)	(374)	(381)	(389)
Central contingency		(50)	(40)	(30)	(20)	(10)
Areas of Growth and/or Efficiency identified		83	280	313	313	313
Surplus/(Deficit)	(102)	39	281	261	(54)	(17)
Support Costs as a % of direct costs	6.12%	8.20%	8.36%	7.81%	7.35%	7.05%

Table 1



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Business Plan - Timeline



	2011	2012	2013	2014	2015
Better Programmes and Activities					
Swimming - launch SwimSchool, increase the number of Children achieving Key Stage 2 by 10%					
GP Referral Schemes - anticipated that in 2013 we will deliver a programme of working with at least 1000 referred clients					
Athletics - work with PCC to support development and increase attendance by 15%					
Bridging the Gap between Schools and Community -to enable young people (age 16) to stay in sport					
City Olympic Games - deliver City Games					
Art and the Olympic Games - work will youth groups to develop arts project within sport faculties					
Key Theatre Main Auditorium -improve quality of programming for main house - invest £50,000					
Key Studio - invest £25,000 to establish a discrete profile					
Visual Arts -deliver an annual programme of high end art - new post dedicated within the arts team					
Festivals - develop Peterborough festival working with Arts Council Support from Arts Council funding £100k					
Musical Youth - launch three year project to increase opportunities for Young people					
Music in the city - develop musical activity and Bandstand Marathon on 2013					
Museum on Tour 2011 deliver out to the community Pop Up Museum and Mobile Museum					
Heritage Festival - develop Heritage Festival on the map - 2012 Heritage Festival will become separate from main festival					
Reading for Wellbeing - develop a reading programme as a route to wellbeing and as a therapy - pilot in 2 Care Homes					
Literary Festival - grow our programme to connect readers to writers leading to a year long event in 2013					
Heritage on Line - establish a heritage website,2012 website will support online bookings, 2013 establish online learning platform					
Digital Literacy - double the number of people learning how to use computers.					
Family Learning - create family learning programme to enable third parties to deliver sessions using our venues					
Libraries and Schools - create new partnerships with primary schools and form link to local history.					
Job Clubs in Libraries - working with Job Centre Plus and other providers set up job clubs in libraries, linking them to our digital					
Better ways of Working					
Sports Development through others - Significant shift towards enabling and supporting others to deliver activities					
Library Stock - purchase stock management software,this will provide improved information on the optimum mix of books to buy.					
E-books and E-audio- introduction of E-book and E audio downloads					
Google Style Searching - create a simple Google style search interface with the capability of searching across all resources.					
Mirco - Libraries - develop at least 3 more mirco libraries					

Forty Years on - working with Eastern Angles project to capture the modern history of Peterborough and present it to communities					
Re-commission of Major Contracts - all of our SLA's are subject to Notice in December review all major contracts					
New Staff Structures - review how all 4 service area teams interrelate, teams providing building services will be re-organised					
Arts Development Team - creation of a dedicated arts development team					
Fundraising - introduce a fundraising programme in 2011, explore a fuller programme and then dedicated post to support this in 2012/13					
Maximising Hire of Venues - increase venue hire to full capacity					
Volunteer Strategy - complete the Volunteers Development Strategy start to change the culture within Vivacity towards volunteers.					
Better Support Systems					
Sports Forum - create a forum to champion sport					
Radio Frequency Identification - introduce self service in all library venues					
Archives Store - support the Council in extension of archives store					
Integrated Management System and a Vivacity Card - develop an database system across all service areas.					
Arts Forum - work with RSA to grow an arts forum					
Heritage Forum - establish a single forum to support the development of heritage					
Capital Development Key Theatre - 1.1 Million capital development of the Key Theatres					
The 'New Museum'- re-open as a unique heritage venue, redesigned galleries					
New Business Ventures					
Sports Village - become an active and leading member of the project team and seek to replace three Regional Pool by 2020					
Pools Plus - deliver a programme of support including staff training teachers, pool carers, full technical support.					
Woodlands - produce a business plan for re-commissioning of Woodlands					
New Contracts - market bid for three contacts to benchmark our service and gain one new contract					
Hampton - explore the delivery of new Library and Sports Centre in the Hamptons					
Flag Fen - take over the Management of Flag Fen					
Archives Courses -explore the commercial market for developing and delivering archive courses to external providers					
Creative Hub - provide evidence for developing an Arts Centre.					
Shop -a charity shop selling second hand books, art material and sports goods					
Boat Service -the running of a summer boat service between Flag Fen, the Key Theatre and Nene Park					
A Focus on Quality					
Quest -Bushfield and Werrington sport centres achieve Quest accreditation.					
Quest - Regional Fitness and Swimming Centre and Jack Hunt pool achieve Quest accreditation					
Archives make necessary improvements to meet standard for Archive Repositories					
Customer Excellence - achieve the current Charter Mark for Customer Excellence					

Customer Care - work with staff to design a 'Vivacity Way and Customer care induction & delivered to every member of staff					
Mystery Shoppers - introduce a programme of mystery shoppers using volunteers to access quality of our services					
Vaqas Museum- continue to assure accreditation for the Heritage Service					
Vaqas Flag Fen - regain VAQAS for Flag Fen					
Museum Accreditation - accreditation for Flag Fen by 2013					
Better Marketing					
Gym Memberships - gather market intelligence for people with greatest propensity to buy gym membership.					
Understanding Our Audiences - who is using our services using audience segmentation exercise.					
Developing our Online Profile - develop Vivacitys online presence - provide user- friendly experience					
Theatre Audience Development - develop specific databases to attract new users to the Key Theatre					
New Library Users - use Beyond Boundaries data for promotions					
Website - increase the percentage of tickets purchase on line to an average of 20%					

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RISK REGISTER

- A. Better programmes of work
- B. Better ways of working
- C. New business ventures
- D. A focus on quality
- E. Better marketing

On a 1 - 5 scale where 1 is low and 5 is high

(a) Ref No.	(b) Short Description	(c) Description of the risk	(d) Category	(e) Objective's) at risk	(f) Owner	(g) Current Position			(h) First Review			(m) Mitigation / Action To Address	(n) Target Risk Score	(p) Date of Last Review	(q) Date of next reviews
						L'hood	Imp	Residual Risk Score	L'hood	Imp	Residual Risk Score				
1	SERVICE DELIVERY	Failure to secure appropriate staff resources to plan, manage, deliver and monitor adequate service provision resulting in a poor performance outturn, customer dissatisfaction, and low staff moral	Professional	All	Kevin Tighe							What: Robust business planning and service priority setting. Performance monitoring, and exploration of external funding opportunities Who: SMT When: Ongoing.			
2	CUSTOMERS	Failure to develop and maintain effective stakeholder/customer relationships leading to disengagement, and services not being aligned to community priorities	Political Customer	A,B,D,E	Emma Evans	2	5	10				What: Create time to nurture groups and draw up specific communication programme. Apply Vivacity best practice, evaluate effectiveness, and implement improvements where required Who: SMT When: Ongoing			
3	PROJECT MANAGEMENT	Lack of effective project management skills leading to failure of projects, increased costs, poor performance outturns, customer dissatisfaction, and loss of external funding	Professional	All	Kevin Tighe	3	4	12				What: Training. Staff development Who: Laura Nightingale / SMT When: Ongoing			
4	FAILURE TO RETAIN OR RECRUIT KEY STAFF	Inability to retain and recruit in key posts with consequential impact on service delivery	Economic Professional	A,B,D,E	Kevin Tighe	2	5	10				What: Continue to work with HR to develop retention packages and recruitment approaches Who: SMT/HR When: Ongoing			
5	IMPACT OF LEGISLATIVE CHANGES	Failure to evaluate and plan for legislative changes resulting in an inability to capitalise on new opportunities, poor performance against PI's and reputational damage	Legislative Professional Customer	A,C	Kevin Tighe	3	5	15				What: Evaluate full impact of legislative changes at least quarterly. Identify resources Who: Kevin Tighe When: Ongoing			
6	FINANCIAL PRACTICE	Failure to maintain good financial practices leads to inefficient use of resources, and potential breach of financial procedures	Political Customer	A,B,C,D,	Pam Whitbread	1	4	4				What: Ensure financial controls are implement throughout Vivacity. Provide financial training. Monitor via SMT. Who: Pam Whitbread. When: Ongoing			
7	FINANCIAL INFORMATION	Lack of financial information resulting in inadequate financial planning and decision making for the medium term	Financial	A,B,C,D,	Pam Whitbread	4	4	16				What: Develop better business planning and review information through quarterly business review meetings Service Heads, Head of Finance. Seek clarity where ambiguity exist Who: SMT			
8	TRAINING AND STAFF DEVELOPMENT	Failure to adequately train and develop staff, leading to poor performance, low moral, poor staff retention, and customer complaints. Compliance with H & S	Economic Professional Legal	A,C.	Kevin Tighe	5	4	20				What: Full 3PDR. Training Budget and processes Who: SMT/ Laura Nightingale When: Ongoing			
9	BUSINESS CONTINUITY ARRANGEMENTS	Lack of or inadequate 'Business Continuity' arrangements significantly impairing service delivery following emergency incidents	Political Customer	A,B,C,D,	Jon Marsden	2	3	6				What: Develop, implement, test, review and revise a range of business continuity plans. Who: Jon Marsden and Service Heads. When: Ongoing			
10	MAJOR ILLNESS	Flu pandemic or other major illness affects both the local community impacting service need and the Vivacity workforce impacting service delivery.	Customer Financial	A,B,C	Jon Marsden	4	4	16				What: Development of business continuity plans . Who: John Marsden Summer 2011			
11	GOVERNANCE ARRANGEMENTS FOR PARTNERSHIPS	Ineffective governance arrangements in place for partnerships. Due to lack of information about all our existing partnerships means we cannot accurately assess the full extent of any potential financial, reputation or legislative impacts on the Vivacity	Customer Financial	A,B,C,D,	Pam Whitbread	4	3	12				What: . Risk assessment of governance arrangements established. Who: Pam Whitbread /SMT When: February 2011			
12	IT INFRASTRUCTURE	Break down in systems that support communication for prolonged periods of time.	Financial Political Customer	A,B,D,E	Heather Walton	4	3	12				What: Essential information backed up and stored externally business continuity plans specifically developed. Who: Heather Walton February 2011			
13	REPUTATIONAL DAMAGE. FATALITY OR SERIOUS INJURY	An accident happening that results in death or serious injury	Customer Financial Legislative	A,B,D,E	Kevin Tighe	4	2	8				What: Continue to develop on site risk assessments to minimise likelihood of injuries Who: SMT When: Ongoing			
14	REPUTATIONAL DAMAGE. THEFT	Serious theft from Vivacity	Political Customer	D	Pam Whitbread	3	4	12				What: review cash handling procedures at all centres in relation to all centres. Who: Pam Whitbread /Internal Audit When: January 2011			

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STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 6
9 MARCH 2011	Public Report

Report of the Acting Strategic Housing Manager

Contact Officer(s) – Sharon Malia

Contact Details – 863764

Head of Service – Adrian Chapman, Head of Neighbourhoods

HOMELESSNESS PREVENTION

1. PURPOSE

- 1.1 The purpose of this report is to provide members with an overview of the work being carried out by the Strategic Housing Service in preventing homelessness in Peterborough.

2. RECOMMENDATIONS

- 2.1 Members are asked to scrutinise the approaches taken, and the progress and achievements made in relation to the homelessness prevention activity across the whole of the Strategic Housing service, to provide challenge where necessary and to suggest ideas and initiatives to support further improvements.
- 2.2 To note the potential impacts caused by future changes identified in section 5.2, and have a more focussed debate on this issue during the new municipal year to identify how we can mitigate against some of the risks.
- 2.3 That the draft Homelessness Strategy is brought back to Scrutiny during the next municipal year, and that a further update is brought back to the Strong and Supportive Communities Scrutiny Committee in March 2012.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 The purpose of the Strategic Housing Service is to lead and provide an excellent, holistic and seamless strategic housing service for the residents of the City to create opportunities and tackle inequalities and to deliver substantial and truly sustainable growth.

The Single Data Set reporting requirements for Strategic Housing are:

- Dwelling stock position in authority area
- Condition of private sector housing
- Housing waiting list and choice-based lettings
- Lettings, nominations and mobility schemes
- Lettings to homeless acceptances
- Homes in Multiple Occupation
- Housing capital expenditure
- Private sector renewal assistance
- Private sector demolition
- Households with mortgage difficulties approaching LAs, by outcome and whether in a priority need category
- Households applying for Mortgage Rescue Scheme via LA or fast-track referral, by status of application; and numbers accepted
- Decisions taken on applications (including acceptances), by outcome and ethnicity
- Acceptances by repeat homelessness, age band, household type, priority need, reason for loss of home, referral and immediate outcome

- Temporary accommodation by type of housing (or voluntarily remaining in own home/making own arrangements), families with children, number of children, 16/17 year olds, B&B over six weeks, status of temporary accommodation and household type
- Households for whom the main duty was ended, by duration and outcome
- Decisions and acceptances by nationality
- Homelessness prevention and relief - successful outcomes by the action taken, and unsuccessful outcomes
- Count of people sleeping rough (single night snapshot)
- Estimate of people sleeping rough
- Clients entering Supporting People services, by service type
- Clients entering Supporting People services, by primary client group
- Outcomes for short-term services for clients leaving Supporting People, by service type
- Outcomes for short-term services for clients leaving Supporting People, by primary client group
- Outcomes for short-term services for clients leaving Supporting People achieving outcomes, by support need identified
- Outcomes for long-term services for clients leaving Supporting People achieving outcomes, by support need identified
- Number of housing-related support services administered
- Capacity of housing-related support services administered, measured in household units

4. BACKGROUND

4.1 The Strategic Housing Service was formed as a result of the re-structure of Neighbourhood Services during Autumn 2010 and brings together the Housing Option Service, Housing Programmes, including housing related support services and the Care & Repair Home Improvement Agency. The team understands and is fully committed to delivering the five key elements which comprise the strategic housing role within the local authority, and works closely with colleagues across departments to prevent homelessness by:

- Assessing and planning for current and future housing needs of the residents of Peterborough across all tenures
- Making best use of the existing housing stock
- Planning and facilitating new supply
- Planning and commissioning housing support services which link homes and housing support services, and
- Working in partnership to secure effective housing and neighbourhood management on an on-going basis

The services and provisions that are now put in place for housing will impact on all the residents of the City for years to come and the Strategic Housing Service will lead on addressing all housing needs of all residents across all tenures in the City. It is acknowledged that access to safe, warm and affordable housing will significantly contribute to residents of the City being able to achieve good health, good employment prospects and good educational attainment for their children.

This report, as well as reporting on the achievements of the teams in the last twelve months, will focus on those challenges and how the Strategic Housing Service intends to meet them.

5. KEY ISSUES

5.1 Homelessness Strategy – Update

5.1.1 Homelessness

The priority of the Housing Options Service has shifted from dealing with homelessness as an emergency to homelessness prevention through effective intervention at earlier stages of need, which has resulted in some significant achievements over the last twelve months:

- Homelessness presentations reduced from 1133 in 2009 to 961 in 2010

- Of the 1133 presentations, a full housing duty was accepted to 408 in 2009, which reduced down to 211 in 2010 (48% reduction)
In comparison over the same period, nationally there has been an 8.2% reduction and locally the East of England has seen an 8.3% reduction.
- Nationally there has been an increase in homelessness acceptances. For the last quarter of 2010, nationally there was a 14% increase. The East of England saw a 30% increase and for Peterborough we saw a 59% reduction. This is all due to the early preventative work of the team.
- In 2010, the team were successful in preventing 222 households from becoming homeless.

5.1.2 **Rough Sleeping**

In early 2010 it was highlighted that Peterborough had an increased problem with rough sleeping in the city, in particular among EEA Nationals who were unable to access public funds. The level of rough sleeping in the city had increased to the third highest in the country behind Westminster and the City of London. The Department of Communities and Local Government (DCLG) allocated additional funding to Peterborough and the formation of a positive, pro-active working partnership with the UK Border Agency enabled the Team to create a reconnections service alongside a pilot to achieve administrative removals of Eastern European Nationals who were not exercising their treaty rights.

- In 2010, 89 EEA rough sleepers were reconnected to their country of origin
- In 2010, 19 rough sleepers were administratively removed

Please refer to Appendices 1, 2, 3 and 4 of this report for letters and statements from our partners commenting on the groundbreaking work of the Homeless Prevention Team. Please refer to Appendix 5 for a case study regarding the reconnection of a Czech family

5.1.3 **Mortgage Repossession**

In early 2010, Peterborough was highlighted as a mortgage repossession hotspot. An officer was seconded to focus solely on assisting households who were at risk of homelessness due to mortgage repossession. The Mortgage Rescue Scheme freezes repossession action through negotiation with mortgage lenders while agreements can be made with our partner housing associations to purchase their properties and rent them back to them, thus preventing homelessness and increasing the housing stock in the area.

- At 31st December 2010, 32 mortgage rescue cases have been successfully completed
- The highest number of successful cases in the region and higher than the rest of Cambridgeshire put together.

5.1.4 **Rent Deposit Scheme**

Regulation of the Private Rented Sector is enabling more people to access this accommodation, enabled by the Local Authority's Rent Deposit Scheme and the Tenancy Relations Officer working within the Housing Options Service. Since 1st April 2010 159 rent deposits have been issued for tenancies in the private rented sector, preventing homelessness for these clients who would not be able to fund the necessary deposit themselves and the requirement for them to find accommodation in the social rented sector. The deposit is made direct to the landlord, which is more effective than paying it to the tenant and further enhances the relationship with that landlord. This is an effective and efficient service to prevent homelessness and to re-cycle funding.

Please refer to Appendix 6 of this report for a case study involving the Rent Deposit Scheme

5.2 Future Changes and the Impact on the City

There are many challenges facing the residents of the City which will have a significant impact on their housing situation and for which they will inevitably seek assistance from the City Council's Strategic Housing Team. It is anticipated that the number of people in the city becoming homeless in the next year will increase dramatically.

5.2.1 Changes to Local Housing Allowance & Welfare Benefit Reform

It is proposed that from the 1st April 2011, Local Housing Allowance rates will be reduced for all households renting in the private sector. Current estimates indicate that rates are expected to be reduced by anything between £4.14 per week for a bedsit and £69.23 for a five bedroom house. This will make it more difficult to obtain suitable accommodation in the private sector. As a result we are expecting to see an increase in numbers of people approaching the Housing Needs Team for advice and assistance in securing accommodation in this sector.

In addition, these rates will also be implemented to current housing benefit claims once they reach their anniversary. Preliminary figures obtained from Housing Benefit show that of the current Local Housing Allowance claimants, there will be 1,942 households affected who are currently in receipt of Income Support, Job Seekers Allowance, Employment & Support Allowance or Pension Credits. These households will have no additional income other than their benefit awards.

As well as the reduction in the Local Housing Allowance Rates, there is also going to be a cap on the maximum rate paid for an eligible household. These rates are:

- £250 per week for a one bedroom property
- £290 per week for a two bedroom property
- £340 per week for a three bedroom property
- £400 per week for all properties of four bedrooms or more

Although these rates will not affect the properties which are available to rent in Peterborough, they will make areas of inner London and some more affluent areas in the area (e.g. Cambridge) unaffordable for households who are claiming benefits. It is a real possibility these households will be left with no option but to relocate to areas where the accommodation is cheaper and Peterborough is bound to be an attractive option for these households with its good transport links back to these areas.

Job losses in both the public and private sector are likely to increase and the current higher than target inflation rates point to an inevitable rise in interest rates later in the year. This could lead to homeowners being put under additional financial pressure with the risk of them not being able to maintain their mortgage repayments resulting in their properties becoming repossessed.

5.2.2 A8 Nationals and the discontinuation of the Workers Registration Scheme for May 2011

Since 2004, when the A8 countries joined the EU (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia) the UK applied transition arrangements regulating A8 nationals' right to access the labour market for up to seven years. On 1st May, 2011 the UK will no longer be allowed to treat A8 nationals any differently from non accession nationals.

Up until May 2011, all A8 Nationals were required to register with the Workers Registration Scheme (WRS) and could only access public funds if they could demonstrate that they have been working continuously for a period of 12 months while registered on the WRS. From May 2011, this will no longer be the case as the WRS will cease to exist and A8 Nationals will have the same rights as other EEA Nationals.

However, A8 Nationals will still need to satisfy the habitual residence or right to reside tests. The rules are complex, but essentially it will mean that an A8 National may be entitled to certain welfare benefits. A8 Nationals who have previously been working in the UK may be entitled to certain benefits if they become unemployed. Also, A8 Nationals that have been in the UK for 5 years or more may qualify for permanent residence and as such may be eligible for welfare benefits. Access to benefits may also lead to eligibility to housing benefit and council tax benefit.

5.2.3 **The increase in demand for University Places**

Demand for places at University Centre Peterborough has recently been reported to have risen by more than 350% compared to 12 months ago with 187 applications for places on courses having been received for the next academic year. The aspiration to bring 4,000 students to the city in the next five years in order to become a university in its own right will put further pressure on housing availability in the city.

5.2.4 **The Localism Bill and the Consultation on “A Fairer Future for Social Housing”**

The Localism Bill proposes reforms which will:

- Enable local authorities to make their own decisions to adapt housing provision to local needs, and make the system fairer and more effective.
- Give local authorities more control over the funding of social housing helping them to plan for the long term
- Have people who live in social housing new ways of holding their landlord to account and make it easier for them to move

The proposals outlined in the consultation document “Local Decisions: A Fairer Future for Social Housing” are:

- Landlords will be given greater flexibility over the type and length of tenancy that they can offer. Local authorities are to take on strategic overview of the principles by which different types and lengths of tenancy are offered, in accordance with the objectives of their homelessness and housing strategies
- Plans to introduce a new tenure – ‘affordable rent’ – which will be offered over fixed terms and at a higher rent (80% of market value). Increased rental income will assist in funding development of new affordable housing, whilst the introduction of a fixed term option will allow landlords to grant tenancies of an appropriate length, depending upon the tenant’s circumstances
- Plans to financially incentivise local authorities to bring empty homes back into use, and to provide funding for landlords to assist them in doing so.
- Plans to end ‘open’ housing waiting lists, and allow local authorities to decide the criteria for who should and should not be able to join registers. This includes removing existing social tenants from the ‘allocations framework’ (i.e. removing transfer applicants from the general housing register).
- Plans to allow local authorities greater flexibility in how they bring their homelessness duty to an end, including offers of accommodation in the private sector without the applicant’s agreement.

5.2.5 **Changes to the Mortgage Rescue Scheme**

The scheme is due to close to new applications in Spring 2013 and the government has made some changes to how the scheme will operate from March 2011.

- For the ‘Government Mortgage to Rent’ option, the grant rate to providers is reduced further, capping it at 47%
- The rate at which a property sold through the scheme is purchased at has changed which means the price offered by the Housing Association to a household getting Mortgage Rescue will be 90% of the market value. This has been reduced from 97% to ensure more people can be helped through the scheme but means some households with equity will need to think carefully and seek money advice when deciding whether to proceed.

- Local Authorities will be able to set their own criteria for the scheme at a regional level
- Local authorities will be required to produce a Mortgage Rescue Scheme eligibility criteria policy and eligibility will be applied more vigorously. Local authorities must ensure that householders are only put forward in high priority cases where all alternative options have been explored.

5.2.6 **Reductions to the Capital Programme for Repairs Assistance**

As part of Peterborough City Council's Medium Term Financial Plan the Repairs Assistance budget will be reduced by 40% in 2011/2012 from its current level of £1.7 million to £1,020,000. The Renewals Policy has been refreshed in light of the proposed reduction in funding and as a result of changes to Disabled Facility Grant legislation which makes provision to consider access to gardens and to allow local authorities to place conditions on the granting of Disabled Facility funding. Please refer to Appendix 7 of this report for the draft Renewals Policy. It is proposed that Repairs Assistance funding will only be awarded to qualifying householders where defects in the property pose a serious risk to the health and/or safety of the occupants thereby triggering a Category 1 hazard under the Housing Act 2004 Housing Health & Safety Rating System (HHSRS).

5.3 **The Teams within Strategic Housing Services**

The key aim of the teams within Strategic Housing is to prevent homelessness and all team members are committed to providing the best housing service to all residents of the City.

5.3.1 **The Housing Needs Team**

The recent realignment of the Housing Options Team, as part of the Neighbourhoods re-structure, to become the Housing Needs Team has positioned this team at the core of Strategic Housing and has achieved efficiencies but has also planned for growth in order that they will be well placed to meet the housing challenges that the City faces over the next few years.

The Housing Needs Team undertakes the work of the authority in fulfilling its statutory duties with regard to the delivery of specialist housing advice to the people in the district who are homeless or threatened with homelessness, assisting people who present to the authority as homeless and producing and maintaining a homelessness strategy. The team's main focus is on homelessness prevention and they provide detailed advice and assistance and use all available tools to prevent homelessness

Peterborough City Council currently manages the combined housing register and maintaining control of the allocations of social housing is essential as it is a key element for the Authority to be able to discharge its statutory duty to homeless families. The Housing Register provides a key tool in identifying the level of housing need in the city and informs various housing needs studies which underpin affordable housing policies.

Since the transfer of the authority's housing stock to Cross Keys Homes under the Large Scale Voluntary Transfer (LSVT), the Council entered into The Peterborough Homes Partnership with all the major housing associations operating in the City. Under the terms of this partnership agreement, Peterborough City Council is contractually obliged to nominate 95% of our housing association partner's available properties.

The Peterborough Homes Board is the steering group of the partnership and will provide an excellent forum in which to debate the proposed Social Housing Reforms once the consultation exercise has been completed and it will also provide the platform to agree the way forward to meet the complex housing needs of the City.

The recent Housing Needs Service restructure will provide an enhanced CBL service to the partnership, incorporating updated software (CBL 2) and a dedicated CBL Lead Officer to ensure that the allocations process runs as smoothly as possible and also to be the main point of contact for partner housing associations. The Lead Officer will also be responsible for continuous development of the scheme in order to maintain and improve the Council's performance on minimising the time a property is void.

The team also fulfil the Local Authority's statutory duty to provide Housing Advice both through basic, low level advice on the telephone or more complex cases which often result in a face to face discussion. The team propose to further focus the service on homelessness prevention rather than be responsive once homelessness has occurred. Every effort is taken to actively encourage customers to take advice before their situation becomes a major problem or crisis

5.3.2 **The Housing Programmes Team**

The Housing Programmes Team consists of the decision making role for all housing funding programmes including Repairs Assistance and Disabled Facility Grants and all housing related support provided through the Supporting People programme.

(i) **The Peterborough Home Insulation Project (PHIS)**

This project comes to an end on the 31st March 2011. This project was funded through a successful bid to the East of England Regional Assembly (EERA) for £500,000 in both 2009/10 and 2010/11 and this was match funded by Peterborough City Council's capital programme for Repairs Assistance. The project was to tackle the most energy inefficient properties in the city occupied by low income, vulnerable households likely to be in fuel poverty. By providing insulation measures and efficient heating systems householders have been able to remain living in their homes and not be forced to look for alternative accommodation that they can afford to heat. The project has also made a considerable contribution to the Council's aspirations to be the home of the Environmental Capital by reducing carbon emissions in domestic dwellings.

From the beginning of the project in April 2009 to the 31st January 2011, the project has achieved:

- 1,140 loft and cavity wall measures
- 209 A-rated energy efficient boilers and/or central heating systems
- 143 client contributions to enable Warm Front funding of insulation and heating measures to progress
- 43 hard to treat properties externally insulated

(ii) **Housing Related Support through Supporting People Funding**

The Peterborough Supporting People programme vision is to provide flexible housing related support services which are innovative, cost effective, high quality and fully integrated to enable people to live as independently as possible and maximise their potential in the community.

The programme recognises the following client groups as a guide for service commissioning:

- people with alcohol problems
- people with drug problems
- homeless families with support needs
- offenders/people likely to offend
- mentally disordered offenders
- frail elderly
- older people with support needs
- older people with mental health problems/dementia
- people with a physical disability
- refugees
- rough sleepers
- single homeless with support needs
- teenage parents
- gypsy and travellers
- young people at risk
- care leavers
- people with mental health problems
- people with a learning disability
- People fleeing domestic violence
- HIV/AIDS
- generic services

As part of Peterborough City Council's Medium Term Financial Plan proposals a significant savings requirement was identified to the housing related support and advice services offered to vulnerable residents by organisations including the NHS, social landlords and the voluntary sector. Many contracts are up for renewal on the 31st March 2011 with a small number running through to 2013 and 2014.

A partnership approach was taken with all the providers of housing related support and savings have been negotiated and agreed in order to meet the target overall saving of £1.4 million. Providers have been able to make administrative and back office efficiencies and that have had limited impact on the frontline delivery of support services to the most vulnerable residents of the city. The Housing Programmes Team will commence a detailed review and re-profiling exercise of all housing related support in conjunction with the providers based on housing need and the prevention of homelessness and to ensure those vulnerable individuals that need support the most receive the appropriate level of assistance.

(iii) **The Care & Repair Home Improvement Agency**

Care & Repair is the key vehicle in which the Council delivers its grants to residents of the City ensuring the vulnerable elderly, disabled and low income families can remain living independently in safe, warm and healthy homes. The link between cold, damp, unhealthy homes and the effect of housing conditions on the health of occupants is well documented and Care & Repair, through its delivery of a wide range of services, significantly contributes to the preventative health agenda.

Its work around the adaptation, improving housing condition as well as benefit entitlement checks and income maximisation ensure that the Agency prevents homelessness by assisting their clients groups to remain living independently. It is anticipated that by the end of 2010/11 Care and Repair will have assisted 5,000 vulnerable Peterborough residents during the year.

The Care and Repair Home Improvement Agency delivers the following:

- Disabled Facility Grants adapting the physical attributes of residents homes to meet their needs and to keep them living independently in their own homes. This is for all tenures of housing across the city, owner occupiers, private tenants and Housing Association tenants.
- Repair Assistance grants repairing owner occupied properties to ensure there are no hazards in the property to compromise the health and safety of the residents.
- All grants involve surveying the property, liaising with the client and their family, drawing plans, preparing schedules, tendering the work, overseeing the work and contractors, securing funding for the work (including accessing emergency funds), providing free advice and maintaining a vetted contractors list.
- The minor aids and adaptations programme on behalf of Adult Social Care which is for small works such as key clamps, ramps and hand rails to assist with hospital discharge, hospital at home and maintain independent living. These works are done where possible within 24 hours of the referral (from the Occupational Therapist), if urgent. All other works are completed within 7 days of the referral. On average 1200 of these are completed per year.
- The fitting, testing and servicing of items of Assisted Technology to enable very vulnerable mentally and physically disabled people to remain living at home.
- Handy person services where vulnerable clients can access reliable contractors to carry out very small jobs, such as replacing tap washers, where they pay only for the materials. Thus giving them peace of mind and negating the likelihood of them being taken advantage of by bogus contractors.
- Private work for disabled client that wish to fund or part fund adaptations.
- Holistic checks of the person/property to identify what assistance is required and refer on or take action as appropriate.
- Provide advice, assist or actually raise funds for building/adaptation works on the client's behalf including accessing charitable funding.
- Provide State Benefit entitlements checks in order to maximise household income.

- Make referrals to local and national heating and insulations schemes
- Undertake Fuel Poverty checks and complete SAP energy rating of the client's property.
- Assist with relocation and relocation grants for disabled adults/children for clients whose homes cannot be adapted to meet their needs.
- Undertake Feasibility Studies to establish the scope, validity, feasibility and potential eligibility of disabled adaptation work.

Tables 1 and 2 below show the comparison between Peterborough Care and Repair and four other Home Improvement Agencies, working in Unitary Authorities, from four different regions, for 2009/10.

Table 1

	Region	HIA type	Fte staff	ONS 2009 mid year estimates		Number of jobs		Value of jobs	
				All Persons	Persons aged 75 and over	Under £1000	£1000 or more	Under £1000	£1000 or more
Peterborough		In house	9	171200	11200	1179	474	£107,427	£2,928,280
A	NW	In house	N/K	283700	24200	3	237	£2,866	£969,873
B	L	In house	N/K	342800	21100	15	179	£9,220	£1,584,931
C	NE	External	5	100400	8500	4	136	£1,933	£721,969
D	SE	External	N/K	254800	15400	4	123	£1,866	£983,401

Table 2

	Time first visit to completion		Total cases closed	Cases Referred on	Substantial advice given	Handyperson cases	All or part works	Total of identified cases	Number of Dfgs	Value of Dfg funding
	Under £1000	£1000 or more								
Peterborough	2.1	19.4	5086	352	187	3190	1651	5380	330	£1,848,369
A	17.8	16.9	2181	3	135	1749	239	2126	205	£946,828
B	24.6	55.8	1672	65	504	380	449	1398	114	£1,323,418
C	8.1	14.7	1298	247	85	823	133	1288	125	£714,687
D	13.1	59.3	2044	511	126	1202	101	1940	107	£980,422

There is also a very effective collaborative working relationship with the Occupational Therapists, some of which are based within Care and Repair, which is a national ground breaking arrangement. Care and Repair are cited by Foundations on their website as national good practice in how to deliver agency services. The number of cases that Care and repair achieve in the year due to the working arrangement puts them into the top quartile of Home Improvement Agencies in the Country.

A recent handyperson forum in London provided cost comparisons for 2008/9 for handy person schemes. The average job costs at Peterborough are half the national average and the scope of work exceeds the other agencies. The number of jobs locally for the current year is approaching 4,000. This is a high number when compared to similar schemes.

Table 3 below gives the comparisons.

Table 3

Type of area	Average no of handy persons employed	Average no of jobs completed	Average total cost of service	Jobs per handyperson employed	Cost per handy person employed	Cost per job completed
rural	2.36	984	£70,961	416	£30,068	£72.27
Semi-rural	2.20	887	£62,138	403	£28,244	£70.08
City	2.87	1309	£118,575	456	£41,315	£90.60
Peterborough	None directly employed	1998	£91,864	None directly employed	None directly employed	£45.97

Peterborough Care & Repair was rated as excellent in respect of the European Foundation Quality Management assessment and has also received the HIA Quality Assessment Framework mark.

Developing the work of the Agency - As Care and Repair is situated within the Strategic Housing Services they have been able to provide holistic services to their clients which involve partnership working with other agencies such as:

- Fitting of smoke alarms and carrying out fire safety audits, on behalf of the Fire and Rescue Service, for each client visited who does not have a smoke detector fitted to their property, including all clients who receive the Handy person service.
- Providing timely independent building advice, arranging and overseeing works required under the Sanctuary Scheme ensuring that clients exposed to Domestic Violence are safe in their own homes and not at risk of homelessness.
- Liaising with the Police assisting with home security, helping with Home Shield and providing services to extend the range of the Bobby Scheme.
- The Agency has an open invitation from “Safer Local Trades” to advertise free of charge a private surveying/project management/architectural service aimed at older people and vulnerable groups.
- Care and Repair are currently reviewing the Handy Person Scheme to ensure it targets those individuals who need it and looking at the types of work that have been undertaken in the last couple of years to ensure the scheme in the City meets the needs of the client.
- Due to the relationships that Care and Repair have built up with the other Home Improvement Agencies in Cambridgeshire over the last few years, and the fact that in Peterborough we deliver the same amount of work per year as the other five agencies put together. Peterborough is often requested for information and best practice advice. This year this has culminated in one of our surveyors being placed within Kings Lynn and West Norfolk Home Improvement Agency for alternate weeks for a 4 month period to date to help them with their work flow and operating procedures. Care and Repair have been paid for all the time the surveyor has been with them. The Agency has also provided advice and guidance in the creation and review of other HIA on an ad hoc basis, such as Luton and Southend.
- Care and Repair were one of the first areas of the Council to pilot agile working with their caseworkers using laptops and scanning equipment in the field. This will be rolled out to all the staff with the imminent move of the team to the fourth floor of Bayard.
- Care and Repair Caseworkers now provide the means testing for their clients therefore eliminating delay in information to the client. They also undertake all the repairs assistance eligibility visits in respect of Repairs Assistance cases.
- With the range of shared services with Rutland County Council now including housing we will be working with them to look at their Home Improvement Agency Services and how they can best be delivered moving forward.

Please refer to Appendix 8 for a selection of recent case studies for Care & Repair.

6. IMPLICATIONS

- 6.1 Homelessness prevention has implications for all sections of society and all wards and parishes of the local authority area. More people may fall into the vulnerable category and homelessness because of the current economic climate. There is a higher risk of losing their home irrespective of tenure.

Financial implications – There are financial implications with regard to hostel and bed and breakfast accommodation for homeless clients and cold weather provision for rough sleepers.

7. CONSULTATION

- 7.1 Consultation will take place once the Homelessness Strategy has been reviewed, which will encompass all the work being carried out to prevent homelessness by Strategic Housing described in this report. Focus Groups with key stakeholders will take place later in the year.

8. NEXT STEPS

- 8.1 It is recommended that the draft Homelessness Strategy will be brought back to the group and that a further update be brought back to the Strong and Supportive Communities Scrutiny Committee in March 2012

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 9.1 Please follow the link to the DCLG consultation document, Local Decisions: A Fairer Future for Social Housing
<http://www.communities.gov.uk/documents/housing/pdf/1775577.pdf>

10. APPENDICES

- 10.1 **Appendix 1** – Letter from Homeless Link (the umbrella organisation for homelessness services in the UK) describing the partnership working with Peterborough City Council Homelessness Prevention Team and the Homeless Link Regional Manager
Appendix 2 – Statement from Cambridgeshire & Northamptonshire (East) Local Immigration Team regarding the success of the UKBA Pilot for the administrative removal of A8 Nationals sleeping rough in Peterborough
Appendix 3 – Letter from the East of England LGA regarding the good practice example of the Homelessness Prevention Team and the success of Peterborough City Council's input to the Regional Conference on A8's Sleeping Rough
Appendix 4 – Statement from the Salvation Army regarding the partnership work at the Drop-In Service
Appendix 5 – Case Study regarding reconnection of a Czech family
Appendix 6 – Case Study regarding the Rent Deposit Scheme
Appendix 7 – Draft Renewals Policy
Appendix 8 – Care & Repair Case Studies

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Sarah Hebblethwaite
Homelessness Prevention Manager
Peterborough City Council
1st Floor, Bayard Place
Broadway
Peterborough
PE1 1HZ

9th February 2011

Dear Sarah

Partnership Working with Homeless Link Regional Manager

As requested, here is a summary of the work which we have done in partnership towards ending rough-sleeping in Peterborough during the past few months.

Voluntary Agencies and Faith Groups

- Working with voluntary agencies and faith groups who have been distributing food etc to rough sleepers to discuss approaches whereby they could work more closely with the City Council to become part of the solution to ending rough sleeping in Peterborough.
- Planning a joint participative, educational event for voluntary agencies and faith groups, to take place in the near future.

PrOMPT (Prevention Opportunities Mapping and Planning Tool)

- Working together with Homeless Link's Head of Innovation and Good Practice to pilot a Central and Eastern European version of Homeless Link's PrOMPT Toolkit. This involved Homeless Link supporting the PCC Outreach Team in using a questionnaire with rough sleepers to gather information about routes into rough-sleeping in Peterborough with a view to using the information to support preventative interventions.
- There is a plan in place to support PCC in carrying out a further PrOMPT survey, using Homeless Link's full PrOMPT Toolkit.

MOPP (Move on Plan Protocol)

- Introduction of Homeless Link's MOPP Toolkit which will support you in working effectively with providers in identifying and addressing any local factors which are preventing effective move-on through services.

Sharing Good Practice

- I recently chaired an event at the Regional Local Government Association, 'Exploring the Issues Around A8 Nationals Sleeping Rough', at which you were a key speaker, workshop leader and part of an expert panel which included Homeless Link's Head of Innovation and Good Practice and other experts in the field.

This event contributed to greater understanding of ways of working with Central and Eastern European rough sleepers with no recourse to public funds – a need which had been expressed by local authorities and voluntary agencies in the East of England.

- The latest edition of Homeless Link's quarterly member magazine, Connect, had a 'Migration' theme. Your contribution of an article on Peterborough City Council's experience of frontline working with reconnection and Administrative Removal of entrenched rough sleepers was important in raising awareness and understanding across the homelessness sector.

I look forward to continued partnership working in the future.

Best wishes

Christine Spooner

Regional Manager – East
Homeless Link

APPENDIX 2

The UKBA Pilot to test their powers of administrative removal with A8 Nationals sleeping rough in Peterborough

The UKBA Pilot to test their powers of administrative removal with A8 Nationals sleeping rough in the city commenced in March 2010 and has been a success in dramatically reducing the number of rough sleeping amongst this group.

The foundations for the successful joint agency partnership between PCC & UKBA were forged by Sarah Hebblethwaite and her team prior to our coming on board in March 2010. By this time the groundwork in establishing the rough sleeping encampments and building relationships with those entrenched in that lifestyle had already been built making our introduction into the process very smooth. Sarah and her team have provided valuable intelligence to the complete operation and whilst the roles of PCC and UKBA are vastly different they compliment each other in this field of operations. It would be fair to say that the operation would not have been a success without the input from either party.

Andy Dann
Chief Immigration Officer
Cambridgeshire & Northamptonshire (East) Local Immigration Team

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Background

The strategic migration partnership had identified housing issues for migrants as a significant regional concern – including low level nuisance issues because of overcrowded accommodation, through to rough sleeping of A8 nationals due to their not being eligible for benefits in the event of their losing work and a lack of consistency in housing departments when assessing migrants' rights to housing.

We looked across the region at where good practice existed in order to share with partners who are just beginning to encounter difficulties, and where appropriate, fed back intractable problems to relevant national agencies.

Partnership working with Peterborough City Council

Peterborough City Council's Homelessness Prevention team were identified as an example of good practice, having:

- established a reconnection to country of origin service using an external provider and then taken it and run the service in-house,
- substantially reduced what had been a sizeable rough sleeper population in the city, which had attracted adverse national attention, from 58 in April 2010 to 16 in November 2010
- begun a pilot partnership service with UKBA to enforce removal of those entrenched rough sleepers who would not engage with the range of offers made to end their street homelessness voluntarily.

However, before inviting someone from the team to speak at a regional conference on the issue, we needed to visit the service to see first hand how it operated in practice, and to explore 'the offer' in more detail.

The service

The team is made up of 4 professionals whose goal is to reduce numbers of rough sleepers in Peterborough, who prior to the reconnection offer being available had no option but leave A8 nationals to stay street homeless.

They engaged with the voluntary sector, which in some cases had been misguidedly been supporting street homelessness by providing food and temporary shelter. This goodwill and effort was redirected to providing packed food and haircuts for the journey to the country of origin and the provision of clean, smart clothes.

The multi-lingual outreach team visit a range of places used as gathering places by the street homeless, and during our visit, attended St Theresa's day centre. They first identify those who are entitled to services because of having been correctly registered for and completed a year's work and then assist with form filling, so as to

connect them with services which get them off the street. They also offer cv skills' workshops so as to get street homeless work of some kind, to help them become 'work ready' in order to break the cycle of worklessness which the team has seen leads to substance addiction, further embedding the rough sleeping culture.

It is apparent that this is a slow process; offering help, building trust, gradually making people aware that they cannot sustain this way of life in the long term, what the options are to break the cycle and then finally people accepting the reconnection offer when other options have not worked. In all their dealings, the abiding principle was to treat people with dignity, so that whatever choice they make about their future, they can take the next step with pride.

The team has built relationships with relevant embassies, so that once a reconnection offer has been accepted, there are established processes with the embassies who supply travel documents quickly.

During the visit, I did also attend the partnership meeting with UKBA, where the enforcement route was reviewed. In part, the success of the voluntary reconnection offer is due to there being a consequence to not engaging with the service, and that if all options are exhausted, reconnection is preferable to enforced removal, as it allows people to return with dignity, as they have the clothes, the haircut, the packed lunch and would have spent a few nights in a hostel prior to being returned, so as to be rested and clean too.

When discussing the cost of running the service as compared to the cost of sustaining a population of street homeless, PCC evaluated the total number of touch points in the city where the street homeless present for service – 31 in all – and every engagement with every touch point comes at a cost which continues without end. However, the cost of delivering the reconnection service cannot be calculated simply by adding up the number of people reconnected and multiplying this by the cost of their fares – the multi-lingual outreach staff can work for months with an individual before the reconnection offer is accepted, but during that time, all the other options available are eliminated until return becomes a fait accompli.

The regional conference on A8s sleeping rough

Sarah was invited to participate in the regional conference which took place in January 2011. Several local authorities had their concerns about the rising street homeless population and wanted to learn how Peterborough had achieved the results it had. Sarah was scheduled to speak with a representative from CRI, who would offer the perspective from a rural service, and also with a UKBA representative, to explain how the 'end to end' service works.

In addition, Sarah ran two workshops where she talked about how to deliver the service. Some of the local authorities present did have their own reconnection service, but none were able to offer the final sanction of enforced removal, as the pilot in Peterborough is the only one of its kind in the east. It was clear from the scale of the problem in the local authorities present with a reconnection service that the entrenched rough sleepers presented them with the greatest difficulty – without the partnership pilot with UKBA, their reconnection figures were very much smaller than Peterborough's, but their entrenched numbers were not that much fewer (between 6-10 in most cases).

A key finding from the conference was how effective early interventions are – once people become embedded in the lifestyle, it is much harder to move them. By

providing the service they do in Peterborough, with the outreach team attending the rough sleeper touch points on a daily basis and having the enforced removal as a sanction, there are higher levels of engagement with the service than other local authorities are seeing and crucially this prevents street homeless from becoming embedded.

At the event, one of Sarah's partner speakers from CRI was called away, so she was left with a workshop and presentation to deliver single-handedly. The feedback from the event was very good, – and Sarah was rated as 'excellent' by 13 delegates and 'good' by the remaining 5 who completed their evaluation sheets. These are some of the comments recorded:

- Interesting and useful
- Excellent day, extremely informative and vast information to take back
- Bottom line is if they don't want to go we can't make them
- Interesting, eye opening

Conclusion

The Peterborough model is the delivery model which is the envy of local authorities in the east of England! As a result of Peterborough's contribution to the regional event, we have fed back to UKBA that the enforced removal powers available to the local immigration team working in Peterborough should be extended to other areas to enable them to intervene early and to prevent street homeless groups from becoming embedded.

Providing the homelessness prevention service does have a cost attached – but there is a financial cost of servicing people as they present at the touch points over a prolonged period, in addition to the cost in terms of community tension if the homeless group is allowed to sustain that way of living.

I

APPENDIX 4

Drop in Service – Salvation Army

The Salvation Army, situated at the triangle, New England, Peterborough, is a local church which serves the community in various ways.

One of the services we operate is a Drop-in Service on Monday evenings for the homeless, supplying a meal, showers and hospitality.

During the past two years of operation we have averaged about 60 guests per evening.

We have had the pleasure of assisting the repatriation of various individuals back to their homeland as well as helping other clients with housing, paperwork, food parcels, clothes and household goods along with other welfare needs.

We are working much closer with the City Council and other official agencies as we are continuing to become more united and consistent in delivering the future needs of our guests for them to become more independent.

As we are working closely in conjunction with the City Council, we hope to continue to identify the changing needs of the complex group who present themselves on a Monday evening.

David Parker
Drop-in Manager

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APPENDIX 5

CASE STUDY - Reconnection

On the 25th October, 2010, a Czech family consisting of parents and five children aged 13, 12, 11, 10, and 9 yrs old became known to the Housing Options Service. They had become homeless and had managed to stay with friends over the weekend, but due to overcrowding, had been asked to leave.

The father had not worked since March, 2010 and was not in receipt of any welfare benefits. He was advised that he was not eligible and social services were contacted to help provide accommodation for the family with a view to them returning to Czechoslovakia. The family were booked into temporary accommodation and Adult Social Care and Housing Options began joint working to get the family repatriated.

The children's passports had been sent to support the family's claim for Tax Credits, so they needed to be returned. This proved difficult, as once a claim has started it cannot be stopped and they would not release the documents. We contacted UKBA who tried to intervene on our behalf but, they too were unsuccessful in retrieving the passports.

The family were now staying in temporary accommodation and were being supported there with the help of social services and by Peterborough Streets and the Salvation Army who very generously provided food parcels.

On the 8th November, staff at Housing Options took the father and the children to the Czech Embassy to obtain temporary passports. These were issued on the same day.

The family were able to travel back to Czechoslovakia on the 10th November, 2010.

This demonstrates the power of partnership working between Housing Options, Social Services, UKBA, Peterborough Streets and the Salvation Army.

Vladimir Demcak
Rough Sleeper Outreach Officer
Reconnections Service
Peterborough City Council

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APPENDIX 6 – Rent Deposit Scheme

Towards the latter part of June 2010 we received a referral from St Theresa's to investigate the case of a man who was accessing their services on a daily basis stating that he was rough sleeping in his car. Clare, the Housing & Welfare Officer, had been trying to help as he had become homeless due to a relationship breakdown, was unemployed and unable to find shelter. She referred him to the Rough Sleeper Outreach Team at the City Council's Housing Options Service.

In the early hours of 1st July 2010, he was found asleep in his car in a lay-by along the A47. His old car was sandwiched between two large juggernauts and speaking to him later at St Theresa's with Clare, we confirmed his circumstances.

Housing Options agreed to assist him through the Rent Deposit Scheme and he eagerly set off to find a property. He quickly identified suitable accommodation and moved into his small flat the following week. He settled into his new flat and decided to show how much he appreciated the assistance from St Theresa's Centre by way of giving his time to the centre and becoming a cheerful, happy addition to their staff of volunteers.

In August 2010 he came in and announced with tears in his eyes that he had secured a full time position with a local company. He was delighted and overjoyed. His journey from relationship breakdown to homelessness and back had ended positively.

Margaret Brown
Rough Sleeper Outreach Worker
Peterborough City Council

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Peterborough City Council

Housing Renewal Policy

2011 - 2012

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CHAPTER 1

1.1 The Regulatory Reform (Housing Assistance) (England & Wales) (Order 2002)

- 1.1.1 The Government has approved an Order (the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002).
- 1.1.2 Article 3 of the Order gives local authorities the power to provide assistance (either directly or indirectly) to any person for the purpose of improving living conditions in the local authority area.
- 1.1.3 Paragraph (3) of article 3 allows assistance to be provided in any form.
- 1.1.4 The Order provides that the power may be exercised subject to certain qualifications detailed in article 3.
- 1.1.5 Paragraph (4) of article 3 gives local housing authorities the power to make assistance subject to certain conditions, including making repayment or a contribution.
- 1.1.6 Article 4 of the Order prevents local housing authorities from exercising their article 3 power unless they have adopted a policy for the provision of assistance under that article and given publicity to the policy and act in accordance with it.
- 1.1.7 Article 11 of the Order makes amendments to the Housing Grants, Construction and Regeneration Act 1996 in accordance with Schedule 3 of the Order.

1.2 The purpose and scope of this document

- 1.2.1 In accordance with article 4 of the Regulatory Reform (Housing Assistance)(England and Wales) Order 2002, this document sets out in full the policy that has been adopted by Peterborough City Council, and includes details of –
 - (a) how the Council intends to exercise its article 3 powers and ensure that the statutory qualifications to that power are observed;
 - (b) the types of assistance the Council may make available;
 - (c) the circumstances in which persons will be eligible for assistance;
 - (d) how the amount of any assistance awarded will be calculated;
 - (e) the conditions that will apply to the provision of assistance;
 - (f) how and in what circumstances any assistance made may be repaid.
- 1.2.2 The Housing Act 2004 has brought about changes to the way in which properties are assessed and has replaced the former system based on the test of fitness for human habitation.
- 1.2.3 The Housing Health & Safety Rating System [HHSRS] assessment process incorporates a full inspection of the residential premises to identify any deficiencies. The inspecting officer will judge whether the deficiencies mean that there are any hazards that are significantly worse than the average for residential premises of that age and type. The inspecting officer then assesses the likelihood of an occurrence that could cause harm over the next twelve months and the severity of the outcomes from such an occurrence.

1.2.4 A hazard is a situation where there is risk of harm. The hazards assessed by the inspecting officer are:

- Damp and mould growth – exposure to dust mites, damp, mould or fungal growth
- Excess cold – exposure to low temperatures
- Excess heat – exposure to high temperatures
- Exposure to asbestos & manufactured mineral fibres
- Biocides – exposure to chemicals used to treat timber and mould growth
- Carbon Monoxide and fuel combustion products – exposure to carbon monoxide, nitrogen dioxide, sulphur dioxide and smoke
- Ingestion of lead
- Exposure to radiation
- Exposure to uncombusted fuel gas
- Exposure to volatile organic compounds
- A lack of adequate space for living and sleeping
- Difficulty in keeping the dwelling secure against unauthorised entry
- A lack of adequate lighting
- Exposure to noise
- Domestic hygiene, pests and refuse – poor design, layout or construction such that the dwelling cannot readily be kept clean, exposure to pests; an adequate provision for the hygienic storage and disposal of household waste
- Food Safety – an inadequate provision of facilities for the storage, preparation and cooking of food
- Personal hygiene, sanitation and drainage – an inadequate provision of facilities for maintaining good personal hygiene, sanitation and drainage
- Water supply – an inadequate supply of water free from contamination, for drinking and other domestic purposes
- Falls associated with toilets, baths, showers or other washing facilities
- Falling on any level surface or falling between surfaces where the change of level is less than 300 mm
- Falling on stairs, steps or ramps where the change of level is 300 mm or more
- Falling between levels where the difference in levels is 300 mm or more
- Exposure to electricity
- Exposure to uncontrolled fire and associated smoke
- Contact with controlled fire or flames, hot objects, liquid or vapours
- Collision with, or entrapment of body parts in doors, windows or other architectural features
- An explosion in the dwelling
- The position, location and operability of amenities, fittings and equipment
- The collapse of the whole or part of the dwelling

1.2.5 To allow for the comparison of the significance of the widely differing hazards, the HHSRS uses a formula to generate hazard scores. Hazards are classified as either Category 1 or Category 2.

- 1.2.6 The Housing Act 2004 imposes a duty on Local Authorities to deal with Category 1 hazards and a power to deal with Category 2 hazards. Providing financial assistance to owner occupiers as well as taking enforcement action are two ways Local Authorities may exercise that duty and power.
- 1.2.7 The Decent Homes Standard applies to both the social and private housing sectors. To meet the decent homes standard, a property must
- (i) be free of health and safety hazards assessed as Category 1 under the Housing Health & Safety Rating System
 - (ii) be in a reasonable state of repair
 - (iii) have reasonably modern facilities (i.e. kitchen and bathroom) and
 - (iv) provide a reasonable degree of thermal comfort (i.e. adequate heating and insulation)
- 1.2.8 Assistance may be made available where the property is identified with one or more Category 1 hazards as defined in the Housing Act 2004 and related guidance. Works carried out to remove a hazard must also ensure the property meets decent home standards.

1.3 Commencement and transitional arrangements

- 1.3.1 This revised policy shall have effect from 1st April 2011.
- 1.3.2 An otherwise valid application for assistance made under Chapters I, II or III of Part 1 of the Housing Grants, Construction and Regeneration Act 1996 received for approval after 1st April 2011 will be determined under the provisions of the policy described in this document.
- 1.3.3 From 1st April 2011 a valid application for assistance made under a power derived under article 3 of the Order will be determined under the provisions of the policy described in this document.

1.4 Introduction to Peterborough

Peterborough is a city with huge ambitions. The vision for the city is:

“A bigger and better Peterborough that grows the right way, and through truly sustainable growth:

- *Improves the quality of life of all its people and communities and ensures that all communities benefit from growth and the opportunities that it brings*
- *Creates a truly sustainable Peterborough, the urban centre of a thriving sub-regional community of villages and market towns. A healthy, safe and exciting place to live, work and visit, famous as the environmental capital of the UK.”*

The Peterborough Sustainable Communities Strategy 2008 - 2021 is the overarching strategy that guides the work of Peterborough City Council and its partners. Its four key priorities to create a bigger and better Peterborough are as follows:

- Creating strong and supportive communities
- Creating the UK's environmental capital
- Creating opportunities – tackling inequalities
- Delivering substantial and sustainable growth

This Policy has been informed by the Private Sector Stock Condition Survey 2009 and is part of the Housing Strategy 2011 – 2014 which sets out the vision for housing across the authority. With safe, warm and good quality housing, the residents of the City can achieve good health, good employment and good educational attainment for their children. Good quality housing is fundamental to the Council's vision and to achieving the key priorities for the Authority.

1.5 Peterborough's Private Sector Housing Problems

1.5.1 There are approximately 74,900 dwellings in the city, of which 49,765 are owner occupied and 10,288 are privately rented. The remainder is made up of 14,846 registered social landlord properties.

1.5.2 As part of Peterborough's legal duty to regularly review the condition of its housing conditions, a private sector stock condition survey was commissioned in 2009 and published in February 2010. The key findings of this survey are:

- An estimated 22.7% of private sector dwellings have a Category 1 hazard as defined by the Housing Health & Safety Rating System (HHSRS), equating to 13,610 dwellings in Peterborough.
- The main hazards identified relate to excess cold and the risk of falls on stairs
- Single pensioner and lone parent households are most likely to have hazardous homes
- 39% of dwellings in the private sector failed the decent homes standard (equating to 23,216 dwellings) with 59% on non-decent homes failing because of the presence of a Category 1 hazard and 49% failing due to a poor degree of thermal comfort.
- 13.4% of private sector households are in fuel poverty representing 7,749 households. 22.6% of all vulnerable households are estimated to be in fuel poverty.

1.5.3 The survey estimated that to remedy all Category 1 hazards in the private sector would cost £26.5 million and almost two thirds of this cost (£17.3 million) would be to remedy excess cold. The survey further splits the total cost down to £12 million for owner occupied properties and £14.5 million for the private rented sector.

- 1.5.4 The survey also studied faults to dwellings and associated repair costs and estimated that the average cost per dwelling of urgent repairs (i.e. those needing to be done within the next twelve months) was £1,171 which totalled £70.3 million across the City. The main disrepair issues related to external doors and windows and heating systems.
- 1.5.5 The proportion of vulnerable households living in decent accommodation in the private sector is estimated to be 55.2%, well short of the 70% target set by Government for 2010. The total cost of remedying non decent homes occupied by all households in the private sector is estimated to be £62.5 million.
- 1.5.6 According to recent projections the population of Peterborough is due to increase from 173,100 in 2010 to 199,800 by 2026. A significant increase in the percentage of local people aged over 75 is also predicted and almost a 90% increase in the population aged over 85. The ageing population, coupled with the likely increase in the need for care will result in a significant pressure on the Disabled Facilities Grant programme which funds the necessary adaptation that enables vulnerable and disabled people to remain living independently in their own homes.
- 1.5.7 The Warmer Homes, Greener Homes: A Strategy for Household Energy Management has the overarching aim of reducing household carbon emissions by 29% over the next ten years. It proposes to achieve this by providing all homes with loft and cavity wall insulation (where practicable) by 2015 and providing “eco-upgrades” to 7 million homes by 2020. The range of insulation assistance and energy efficient boiler and central heating systems proposed in this policy will contribute to savings in carbon emissions, help to tackle fuel poverty in the most vulnerable households and contribute to the Council’s aspirations to become the UK’s Environment Capital.

1.6 Types of Assistance Available

- 1.6.1 The following forms of assistance are available from Peterborough City Council to address the issues described above:
- (i) Repairs Assistance
 - (ii) Repairs Assistance (Insulation Measures)
 - (iii) Repairs Assistance (Boiler & Central Heating Systems)
 - (iv) Repairs Assistance (Warm Front Top Up)
 - (v) Disabled Persons Relocation Grant
 - (vi) Disabled Facility Grant

To get more information about the assistance available, please contact the Housing Programmes Team on telephone number (01733) 863767

CHAPTER 2

2.1 Repair Assistance

- 2.1.1 Assistance may be made available where the property is identified with one or more Category 1 hazards as defined in the Housing Act 2004 and related guidance. Works carried out to remove a hazard must also ensure the property meets decent home standards.
- 2.1.2 The maximum repair assistance where a property is considered to have one or more Category 1 hazards is £20,000.
- 2.1.3 All Repairs Assistance is project managed and delivered by the Care & Repair Home Improvement Agency. A fee for this service is charged and is added to the amount of assistance awarded.
- 2.1.4 Repairs Assistance funding will only pay for the works detailed in the Schedule produced by the Care & Repair Home Improvement Agency.

2.2 Making a valid application

- 2.2.1 An application for repair assistance will not be considered a valid application unless the Council is satisfied that –
 - (a) the applicant has an owner's interest (alone or jointly with others) in every parcel of land to which the application relates; or
 - (b) the applicant is a qualifying tenant (including a joint tenant) of the dwelling to which the application relates; or
 - (c) the applicant is an occupier (alone or jointly with others) of a qualifying houseboat or a qualifying park home.
 - (d) the applicant is 21 years old or over on the date the application is made.
 - (e) the application is made to the Council in accordance with the provisions of the policy.
 - (f) the applicant has provided all such information or evidence (including information relating to his financial circumstances) as may reasonably be required for those purposes of determining an application for assistance.
 - (g) the applicant has not received financial assistance from the City Council in the last 15 years other than for insulation measures.
- 2.2.2 If the property was purchased in the last 5 years, any defect that was apparent when the property was purchased will not be grant funded. The applicant must provide a copy of the surveyors report at the time of purchase if requested to do so by the Council.

- 2.2.3 For the purposes of paragraph 2.2.1 (a) -
- (a) “owner” has the meaning specified by article 5 (2) of the Order; and
 - (b) “owner’s interest” has the meaning specified in section 101 of the 1996 Act.
- 2.2.4 An application made under paragraph 2.2.1 (a) is called an “owner’s application”.
- 2.2.5 For the purposes of paragraph (b) a “qualifying tenant” means a tenant –
- (a) who is required by the terms of his tenancy to carry out the works to which the application relates; and
 - (b) whose rent has reduced from what it would otherwise have been to compensate him for his repairing obligation.
- The Council will make such enquiries or seek such advice as is necessary and, in particular, seek the advice of the Cambridgeshire Rent Service, to satisfy itself that condition 2.2.5 (b) is met
- 2.2.6 For the purposes of this paragraph a person with a right to exclusive occupation for life or more than five years may be counted as a tenant.
- 2.2.7 An application made under paragraph 2.2.1 (b) is called a “tenant’s application”.
- 2.2.8 For the purposes of paragraph 2.2.1 (c) “occupier” means the person legally in occupation of the qualifying houseboat or qualifying park home.
- 2.2.9 An application made under paragraph 2.2.1 (c) is called an “occupier’s application”.
- 2.2.10 An owner’s application for repair assistance will not be considered a valid application unless it is accompanied by an owner-occupation certificate or a tenant nomination and rent setting agreement in respect of the dwelling to which the application relates.
- 2.2.11 A tenant’s application for repair assistance will not be considered valid unless it is accompanied by a tenant’s certificate and a statement of consent to the works signed by the person who at the time of the application is the landlord under the tenancy.
- 2.2.12 Except where the Council consider it to be unreasonable in the circumstances, an occupier’s application will not be considered a valid application unless it is accompanied by an occupier’s (repair assistance) certificate.
- 2.2.13 No assistance will normally be made where the application is for assistance in respect of premises provided (by construction or conversion) less than 10 years before the date of the application.

2.3 Determining a valid application for repair assistance – eligibility conditions

Prior residency qualification

2.3.1 The Council will not normally approve an application for repair assistance accompanied by an owner-occupation certificate, a tenant's certificate or an occupier's certificate unless –

(a) the applicant (or, in the case of a joint application, one of the applicants) has had an owner's or a tenant's or an occupier's interest in the property for at least three years before the application is made; and

(b) has lived in the property as his only or principal residence for at least three years before the application is made.

2.3.2 The Council will notify in writing an applicant who has submitted, in the Council's opinion, a valid application for repair assistance whether that application is approved or refused within 6 weeks of receiving a complete application.

An application is not a valid application unless all sections of the application form are completed or, where they do not apply, marked appropriately.

Unless the Council directs otherwise in any particular case, an application for assistance is not valid unless it is accompanied by at least 2 estimates from different contractors of the cost of carrying out the works to which the application relates.

Work started or finished before assistance is approved

2.3.3 The Council will not approve an application for repair assistance if the works to which the application relates have been started before the application is approved.

Amount of assistance approved

2.3.6 Where the Council approves an application for repair assistance accompanied by an owner-occupation certificate, a tenant's certificate or an occupier's certificate, the amount and type of assistance approved will be calculated according to the provisions of sections 2.4, 2.5 and 2.6 of the Policy.

2.4 The means test – owner-occupier's, tenant's and occupier's applications

2.4.1 This section applies to an application for repair assistance which is –

(a) an owner's application accompanied by an owner-occupation certificate;
or

(b) a tenant's application; or

(c) an occupier's application

2.4.2 For those applicants who are in receipt of: -

- (a) income support
- (b) income-related job seekers allowance
- (c) Income based Employment Support Allowance
- (d) Guaranteed Pension Credit

Or have

- (e) a combined gross household income, from all sources including assessed income from savings and/or capital, of less than £18,000

at the time the application is made their contribution towards the Repair Assistance will be NIL.

2.4.3 For those applicants not included within paragraph 2.4.2 above, the Housing Renewal Grants Regulations 1996, as amended, shall be applied to calculate the applicants contribution in order to assess the extent to which any assistance may be given up to the maximum eligible expense limit

2.5 Determination and notification of amount of assistance

2.5.1 Where the Council has decided either to approve or refuse an application for repair assistance, it will notify the applicant of the outcome no later than one calendar month after the date of valid application.

2.5.2 If the application is refused, the Council will notify the applicant of the reasons for the refusal and inform the applicant of the Council's review procedure.

2.5.3 If the application is approved the notice will –

- (a) specify the works for which assistance is approved (the “approved works”);
- (b) specify the full cost of the works for which assistance is approved;
- (c) specify the amount of assistance that is approved (the “approved amount”);
- (d) provide a statement of the conditions to which assistance is subject;
- (e) make a formal offer of assistance.

2.5.4 For the purposes of subparagraph 2.5.3 (b) “the full cost of the works” is –

- (a) the cost of the building works; plus
- (b) the cost of any approved preliminary or ancillary services and charges.

2.5.5 With regard to 2.5.4 (a), unless the Council decides otherwise “the cost of the building works” will be the cost of the lower (or if more than two, the lowest) of the quotes that accompanied the application, whether or not that contractor is the contractor that carries out the work.

- 2.5.6 With regard to 2.5.4 (b), “approved preliminary or ancillary services and charges”, means any charges agreed by the Council to be necessary for the preparation and execution of the approved works and may include –
- (a) fees necessary to establish ownership of the dwelling;
 - (b) architect’s fees;
 - (c) Peterborough City Council Care and Repair fees;
 - (d) property valuation fees;
 - (e) structural engineer’s fees
 - (f) Building Control fees
 - (g) any other fees the Council may decide in any particular case.
- 2.5.7 If, after an application for repair assistance has been approved the Council is satisfied that owing to circumstances beyond the control of the applicant the work cannot be completed for the approved amount, the Council may re-determine the approved amount within the overall cost limits applying.
- 2.5.8 If, for any reason, the approved works under subparagraph 2.5.3 (a) are required to be varied, such variation will only be made according to the provisions of article 5 (6) of the Order.

2.6 Payment of repair assistance and conditions for repayment

- 2.6.1 The Council may pay repair assistance –
- (a) in whole after the work has been completed; or
 - (b) in part by instalments.
- 2.6.2 Where repair assistance is paid in instalments, the aggregate of instalments paid before the works are completed shall not exceed 90% of the original approved amount.
- 2.6.3 It is a condition of payment of repair assistance that the approved works are carried out within 12 months from the date of approval unless the Council agrees otherwise in any particular case.
- 2.6.4 The payment of repair assistance is conditional on –
- (a) the approved works being carried out to the satisfaction of the Council, and
 - (b) the Council being provided with an acceptable invoice or receipt for payment for the building works and for any other approved services and charges, and
 - (c) the work being carried out by the approved contractor appointed by the Care & Repair Home Improvement Agency whose quote accompanied the application unless the Council agrees otherwise by prior notification in any particular case.

- 2.6.5 The Council will pay repair assistance directly to the contractor.
- 2.6.6 Where the approved work has not been carried out to the satisfaction of the applicant the Council may, at the request of the applicant and if it considers it to be reasonable, withhold payment.
- 2.6.7 Where an award of repair assistance has been approved but before the date on which the works are certified as having been completed to the satisfaction of the Council (the “certified date”) –
- (a) it subsequently appears to the Council that the applicant was not, at the time of approval, entitled to the award, or
 - (b) if the applicant has ceased to be a person entitled to the award.
- then no award will be payable or, as the case may be, no further payment will be made.
- In the case of a joint application, the provisions of this paragraph do not apply unless all the applicants who were so entitled to the award cease to be entitled.
- 2.6.8 Where 2.6.7 above applies, the Council may demand that any payment of repair assistance which has been made is repaid, together with interest on that amount from the date on which it was paid until the date of repayment, at such reasonable rates as the Council may determine.
- 2.6.9 An applicant is a person not entitled to repair assistance if, at the time of the application or any time before the certified date, he did not have the required owner’s, qualifying tenant’s or occupier’s interest in the property, or
- 2.6.10 Where an award of repair assistance has been approved but –
- (a) the amount of the award was determined on the basis of inaccurate or incomplete information with regard to section 2.4 of the Policy, or
 - (b) the approved works were started before the award was approved without the consent of the Council, or
 - (c) the eligible works were not completed to the satisfaction of the Council within the period specified in paragraph 2.6.3 or any extended period agreed under the provision of that paragraph, or
 - (d) the work was not carried out by an approved contractor appointed by the Care & Repair Home Improvement Agency whose quote accompanied the application
- then the Council may –

- (i) refuse to pay repair assistance or, as the case may be, any further instalment of repair assistance, or
- (ii) re-determine the amount of repair assistance

and may in both cases demand that any payment of repair assistance which has been made is repaid, together with interest from the date on which it was paid until the date of repayment, at such reasonable rates as the Council may determine.

2.7 Repair assistance conditions

2.7.1 This section will apply when an owner's or an occupier's application for repair assistance has been approved by the Council and an offer made to the applicant which the applicant has accepted.

2.7.2 It is a condition of repair assistance that if the owner of the property makes a relevant disposal (other than an exempt disposal) –

- (a) of the whole or part of the property,
- (b) after the date on which approval of repair assistance is issued by the Council, and
- (c) before the date on which the approved works are certified as completed to the satisfaction of the Council

he shall repay to the Council on demand the amount of award, if any, that has been paid, together with any interest owing at a rate determined by the Council (as per 2.6.10(d))

2.7.3 Repair Assistance will be registered as a local land charge binding on any person who is for the time being an owner of the dwelling, for a period of 30 years from payment of the assistance.

2.7.4 Where the Council has the right to demand repayment under paragraph 2.7.2, it may determine not to demand payment or to demand a lesser amount if:

- (a) the owner, or any member of the owner's family who lives in the dwelling as their only or main residence, is aged 60 or over, or is infirm, and
- (b) the disposal is being made for the purpose of enabling that person who is aged 60 or over, or is infirm to be cared for, and
- (c) the Council is satisfied that such arrangements for the care of that person who is aged 60 or over, or is infirm will not otherwise be possible.

2.7.5 Where the Council has the right to demand repayment under paragraph 2.7.2, it may determine not to demand payment or to demand a lesser amount if:

- (a) the sale is made to enable the owner or his partner to take up employment and the Council is satisfied that the offer would otherwise not be able to be accepted, or

- 2.7.6 Where an application for an award was accompanied by –
- (a) an owner-occupier's certificate, or
 - (b) an occupier's certificate,
- it is a condition of the repair assistance that the dwelling is occupied in accordance with the intention stated in the certificate for a period of 30 years.
- 2.7.7 It is also a condition of the repair assistance that if at any time when that condition is in force the Council serve notice on the owner or the occupier of the dwelling requiring him to do so, he will within 21 days beginning with the date on which the notice was served provide the Council with a statement showing how that condition is being fulfilled.
- 2.7.8 In the event of a breach of a condition under this paragraph, the owner or the occupier for the time being of the dwelling shall on demand repay to the Council the amount of the loan together with compound interest on that amount as from the certified date or, if it seems to the Council to be more appropriate, from the date on which the breach may reasonably be assumed to have first taken place, calculated at such reasonable rates as the Council may determine and with yearly rests.
- 2.7.9 The Council may determine not to make a demand under subparagraph 2.7.8 or demand a lesser amount in any particular case if it is satisfied that there is good reason why the condition has not been met.
- 2.7.10 Where, under paragraphs 2.7.4, 2.7.5 or 2.7.6 an owner makes an application that the amount of the award should not be repaid or, as the case may be, some lesser amount than the approved amount should be repaid, that application shall be made in writing to the Council's Housing Strategic Manager who may refuse such an application.
- 2.7.11 Where subparagraph 2.7.10 applies, the Housing Strategic Manager will –
- (a) give the owner his/her reasons in writing why the application has been refused, and
 - (b) inform the owner of his/her rights under the Council's complaint procedure and the local authority Ombudsman procedure, and
 - (c) he/she will do so within 30 days of having made such enquiries and requested such evidence as he/she thinks is necessary to determine the application.
- 2.7.12 It is a condition of repair assistance that for the condition period of 30 years the homeowner will ensure that the property is kept maintained and that the property has appropriate house insurance cover. The Council will require copies of the annual house insurance policy from the applicant to satisfy this condition. On payment of repair assistance the applicant must notify the Council of the insurance company the policy is held with.

2.8 Meaning of relevant disposal

- 2.8.1 For the purposes of this Policy, a disposal is a relevant disposal if it is –
- (a) a conveyance of the freehold or an assignment of the lease, or
 - (b) the grant of a lease (other than a mortgage term) for a term of more than 21 years otherwise than at a rack rent, or
 - (c) in the case of a mobile home or a houseboat, the sale, pledge or assignment of the mobile home or houseboat.
- 2.8.2 For the purpose of subparagraph 2.8.1 (b), it shall be assumed –
- (a) that the option to renew or extend a lease or sub-lease, whether or not forming a part of a series of options, is exercised, and
 - (b) that any option to terminate a lease or sub-lease is not exercised.
- 2.8.3 The grant of an option calling for a person to make a relevant disposal shall be treated as such a disposal made to him.

2.9 Meaning of exempt disposal

- 2.9.1 For the purposes of this Policy, a disposal is an exempt disposal if it is the disposal of the whole or part of the dwelling to which the award relates of any of the following descriptions –
- (a) a conveyance of the freehold or an assignment of the lease where the person, or each of the persons, to whom it is made is a qualifying person (as defined in subparagraph 2.9.2), this disposal does not activate immediate re-payment, however the conditions attached to repair assistance remain in force for 30 years from the payment of the assistance;
 - (b) a vesting in a person taking under a will or on an intestacy, this disposal does not activate immediate re-payment, however the conditions attached to repair assistance remain in force for 30 years from the payment of the assistance;
 - (c) a disposal in pursuance of any such order as is mentioned in subparagraph 2.9.3;
 - (d) a compulsory disposal (see subparagraph 2.9.4);
 - (e) a disposal of property consisting of land included in the dwelling by virtue of section 184 of the Housing Act 1985 (land let with or used for the purposes of the dwelling house);
 - (f) a disposal by way of enfranchisement or lease extension under part 1 of the Leasehold Reform Act 1967;

- (g) a disposal in pursuance of an obligation arising under Chapter I or II of Part 1 of the Leasehold Reform, Housing and Urban Development Act 1993;
- (h) a disposal on the exercise of a right of first refusal under Part 1 of the Landlord and Tenant Act 1987 or in accordance with an acquisition order under Part III of that Act;
- (i) a disposal on the exercise of –
 - (i) the right to buy under Part V of the Housing Act 1985, or
 - (ii) the right conferred by section 16 of the Housing Act 1996 (right of tenant of registered social landlord to acquire dwelling);
- (j) a conveyance of the freehold or an assignment of the lease where –
 - (i) the person making the disposal is aged at least 70,
 - (ii) the disposal is to provide an annuity income, and
 - (iii) the person concerned is entitled to continue to occupy the premises as his only or main residence.

2.9.2 A person is a qualifying person for the purposes of paragraph 2.9.1(a) if –

- (a) in the case of an individual, he is –
 - (i) the person, or one of the persons, by whom the disposal is made;
 - (ii) the spouse, or former spouse, of that person or one of those persons; or
 - (iii) a member of the family of that person or one of those persons; or
- (b) in the case of a company, it is associated company of the company by whom the disposal is made.

For the purposes of 2.9.1 (b) section 416 of the Income and Corporation Taxes Act 1988 (meaning of associated company applies in determining whether a company is an associated company of another).

2.9.3 The orders referred to in subparagraph 2.9.1 (c) are orders under –

- (a) section 24 or 24A of the Matrimonial Causes Act 1973 (property adjustment orders or orders for the sale of property in connection with matrimonial proceedings);
- (b) section 2 of the Inheritance (Provision for Family and Dependants Act 1975 (orders as to financial provision to be made from estate);
- (c) section 17 of the Matrimonial and Family Proceedings Act 1984 (property adjustment orders or orders for the sale of property after overseas divorce, etc); or
- (d) paragraph 1 of Schedule 1 to the Children Act 1989 (orders for financial relief against parents).

- 2.9.4 For the purposes of paragraph 2.9.1 (d) a compulsory disposal is a disposal of property which is acquired compulsorily, or is acquired by a person who has made or would have made, or for whom another person has made or would have made, a compulsory purchase order authorising its compulsory purchase for the purposes for which it is acquired.
- 2.9.5 The grant of an option enabling a person to call for an exempt disposal shall be treated as such a disposal made to him.

2.10 Cessation of repayment conditions

- 2.10.1 If at any time while a condition of repair assistance remains in force with respect to a dwelling –
- (a) the owner of the dwelling to which the condition relates pays the amount of the repair assistance to Peterborough City Council,
 - (b) a mortgagee of the interest of the owner in that dwelling being a mortgagee entitled to exercise a power of sale, makes such a payment,
 - (c) Peterborough City Council determine not to demand repayment on the breach of a repair assistance condition, or
 - (d) Peterborough City Council demand repayment in whole or in part on the breach of a repair assistance condition and that demand is satisfied,
- that repair assistance condition and any other conditions shall cease to be in force with respect to that dwelling.
- 2.10.2 An amount paid by a mortgagee under subsection 2.10 (b) above shall be treated as part of the sums secured by the mortgage and may be discharged accordingly.
- 2.10.3 The purposes authorised for the application of capital money by –
- (a) section 73 of the Settled Land Act 1925,
 - (b) that section as applied by section 28 of the Law of Property Act 1925 in relation to trusts for sale, and
 - (c) section 26 of the Universities and College Estates Act 1925, include the making of payments under this section.

2.12 Death of applicant

- 2.12.1 This section applies to any repair assistance made under the provisions of the Policy.
- 2.12.2 Following the applicant's death during the condition period of the Repair Assistance, references in the Policy to the applicant will be construed to be a reference to his personal relatives.
- 2.12.3 Where the applicant dies after liability has been incurred for any preliminary or ancillary services or charges, the Council may, if it thinks fit, pay repair assistance in respect of some or all of those matters.
- 2.12.4 Where the applicant dies after any works have been started and before the works have been completed, the Council may, if it thinks fit, pay repair assistance in respect of some or all of the works already carried out or any works for which assistance has been approved.

CHAPTER 3

Repairs Assistance – Insulation, Boiler & Central Heating Measures & Warm Front Top Ups

3.1 Repairs Assistance (Insulation)

3.1.1 The City Council may award assistance to applicants under specific loft and cavity wall insulation projects it may undertake to improve the energy efficiency of houses to alleviate fuel poverty and to reduce carbon emissions in domestic dwellings. All enquirers will be screened for their eligibility for the Government's Warm Front Scheme, or any such other scheme that may replace it.

3.1.2 The qualifying criteria for Repairs Assistance (Insulation) is:

Applicants who are in receipt of: -

- (a) income support
- (b) income-related job seekers allowance
- (c) Income based Employment Support Allowance
- (d) Guaranteed Pension Credit

Or have

- (e) a combined gross household income, from all sources including assessed income from savings and/or capital, of less than £18,000.

3.1.3 Priority will be given to those properties with no existing loft and/or cavity wall insulation.

3.1.4 There are no repayment conditions on Repairs Assistance (Insulation).

3.1.5 The required work will be carried out by the insulation contractor who has submitted a successful specification of rates as part of the Loft & Cavity Wall Insulation Contract tendered by Peterborough City Council on an annual basis.

3.2 Repairs Assistance (Boiler & Central Heating Systems)

3.2.1 If, under the Housing Health & Safety Rating System (HHSRS), the hazard of Excess Cold is identified as a Category 1 hazard, Repairs Assistance may be available. All enquirers will be screened for their eligibility for the Government's Warm Front Scheme, or any such other scheme that may replace it.

3.2.2 For those applicants who are in receipt of:

- (a) income support
- (b) income-related job seekers allowance
- (c) Income based Employment Support Allowance
- (d) Guaranteed Pension Credit

Or have

- (e) a combined gross household income, from all sources including assessed income from savings and/or capital, of less than £18,000.

at the time the application is made their contribution towards the Repair Assistance will be NIL.

- 3.2.3 For those applicants not included within paragraph 3.2.2 above, the Housing Renewal Grants Regulations 1996, as amended, shall be applied to calculate the applicants contribution in order to assess the extent to which any assistance may be given up to the maximum eligible expense limit
- 3.2.4 Priority will be given where a boiler and/or central heating system is either not working or has not been installed in the property.
- 3.2.5 The required work will be selected from a schedule of rates administered by the Care & Repair Home Improvement Agency and allocated to one of the heating contractors working in partnership with Peterborough City Council.
- 3.2.6 It is a condition of Repairs Assistance (Boiler & Central Heating Systems) where works of repair or replacement to central heating boilers/systems/controls are included, that for a period of 5 years the applicant must have the appliance(s) serviced by a qualified contractor on an annual basis. The first two years servicing will be included in the Repairs Assistance awarded. The applicant must pay for a further 3 years servicing and supply the Council with a copy of the service report on request.
- 3.3 The processes relating to Repairs Assistance apply to Repairs Assistance (Insulation) and Repairs Assistance (Boiler & Central Heating Systems) for the making of a valid application, means testing and the determination and notification of assistance, payment and conditions as outlines in Chapter 2 of this policy. However, the repayment condition on Repairs Assistance (Boiler & Central Heating Systems) is reduced to 5 years.

3.4 Repairs Assistance (Warm Front Top Ups)

- 3.4.1 The Warm Front grant programme, administered by Eaga on behalf of the Department of Energy & Climate Change, makes an important contribution to meeting the thermal comfort criterion for the Decent Homes Standard and tackling fuel poverty by awarding grants of up to £3,500 to applicants on qualifying benefits for insulation and heating works. The grant limit is increased to £6,000 where oil central heating is required.
- 3.4.2 Repairs Assistance (Warm Front Top Up) may be given where an offer of a Warm Front grant does not cover the cost of the full installation and where the applicant's contribution exceeds £100
- 3.4.3 There are no repayment conditions on Repairs Assistance (Warm Front Top Up)

CHAPTER 4

4.1 Disabled Person Relocation Grant

4.1.1 Applications for assistance made for the purpose described under article 3 (1)(a) of the Order (assistance to enable a person to acquire living accommodation) may be approved to enable a person to move to more suitable accommodation if –

- (a) advice has been received from Adult Social Care or Children's Services under section 24 (3)(a) of the Housing, Grants Construction and Regeneration Act 1996, and
- (b) the adaptation recommended by Adult Social Care or Children's Services is for any of the purposes mentioned in section 23 (1) of the 1996 Act, and
- (c) in the Council's opinion the disabled person's existing accommodation is unsuited to being adapted in the manner advised due to the matters mentioned in section 24 (3)(b) of the 1996 Act or due to cost or to social reasons, and
- (d) the aggregate cost of all assistance made by the Council under the Policy and the 1996 Act would not, in the opinion of the Council, exceed the cost of adapting the disabled person's existing accommodation.

4.1.2 An award made under this section may include the cost of –

- (a) removal expenses;
- (b) carpets, window coverings and white goods where the replacement is wholly and necessarily required as a consequence of the relocation;
- (c) estate agent's fees;
- (d) redecoration;
- (e) security measures;
- (f) any other expense of relocation reasonably incurred.

4.1.3 Unless the Council decides otherwise, a grant made for the purpose mentioned in subparagraph 4.1.2 (a) above will be calculated according to the cost of the lower of two quotations provided by the applicant to the Council and found to be acceptable by the Council.

4.1.4 Grant made for the purposes mentioned in subparagraph 4.1.2 (b) will be calculated according to the replacement value of goods of a standard equivalent to the applicant's existing goods.

4.1.5 Grant made for the purposes mentioned in subparagraph 4.1.2 (c) will be made to the full extent of the expense incurred only where the Council accept such expense is reasonable.

4.1.6 Grant made for the purpose mentioned in subparagraph 4.1.2 (d) may not be paid if the applicant is transferring to a rented property and redecoration is the owner's responsibility.

- 4.1.7 Applicants will not be means tested for this grant
- 4.1.8 No repeat relocation grants will be awarded
- 4.1.9 A visit will be made to the property being considered for relocation by the Council and an Occupational Therapist from Adult Social Care or Children's Services to ensure that it is suitable and will meet the needs of the disabled person.
- 4.1.10 A Disabled Facility Grant may also be subsequently awarded after relocation to meet the disabled person's needs.
- 4.1.11 Maximum grant payable will be £30,000 which includes both the relocation element and the adaptation costs in the new property.
- 4.1.12 Where an award has been made under this section of the Policy and the applicant dies before the relocation has taken place, the Council may pay the relocation grant or any part thereof.

CHAPTER 5

Mandatory Disabled Facilities Grant (DFG)

5.1 Introduction

(for the purposes of this section 'dwelling' includes houseboat and park home)

5.1.1. The provisions governing Mandatory Disabled Facility grants are set out in the Housing Grants, Construction and Regeneration Act 1996, as amended by the Regulatory Reform (Housing Assistance)(England & Wales) Order 2002.

5.1.2The DFG process has been under review and a number of recommendations have been made for changes to the current system both in respect of the mandatory DFG process and at the broader strategic level. Only one recommendation has so far been introduced abolishing the means test for parents of disabled children. This is incorporated into this policy and further changes may be required at a later date.

5.1.3The Disabled Facility Grant and Home Repair Assistance (Maximum Amounts)(amendment No 2) Order 2001 places a limit of £30,000 on the amount of mandatory disabled facility grant which may be given.

5.1.4All owner-occupiers and tenants, licensees or occupiers who are able to satisfy the criteria in sections 19 to 22A of the 1996 Act are eligible for DFG. Landlords may also apply for a DFG on behalf of a disabled tenant but must also satisfy the requirements in those sections. Council tenants and housing association tenants are eligible to apply for DFG and are assessed for needs on the same basis as private owners and tenants and under the same means testing arrangements

5.1.5The parents of disabled children are not means tested for applications approved after 31st December 2005. Full grant entitlement up to a maximum of £30,000 is available for eligible works

5.1.6Housing Association tenants who are entitled to a mandatory disabled facility grant will receive funding from Peterborough City Council and the relevant Housing Association on 50/50 split. Peterborough City Council's 50% funding will not exceed £15,000.

5.1.7Where the works cost in excess of £30,000 and the applicant and/or his/her family is considered to be in financial hardship, the Care & Repair Home Improvement Agency will investigate alternative means of funding the applicant's costs above the value of the DFG.

5.1.8All large scale proposals will be subject to a feasibility visit by the Council and an Occupational Therapist from Adult Social Care or Children's Services. The feasibility visit will look at the disabled persons needs identified by the Occupational Therapist and establish the most suitable housing solution to meet those needs.

5.1.9First consideration will be given to the internal alteration or rearrangement of living accommodation within the existing dwelling.

- 5.1.10 If the property does not lend itself to internal adaptation, consideration will be given to assessing the disabled person's (and family's) ability to relocate to a more suitable property. The Disabled Persons Relocation Grant is covered in Chapter 4 of this policy.
- 5.1.11 Only when internal alteration, rearrangement or relocation is not feasible will consideration be given to providing additional sleeping and/or bathing accommodation by way of an extension to the existing dwelling.
- 5.1.12 Other than in exceptional circumstances agreed, by the City Council, all Disabled Facility Grants are project managed and delivered by the Care & Repair Home Improvement Agency. A fee for this service is charged and in most circumstances will be included in the grant award.
- 5.1.13 In circumstances where the applicant wishes to and can demonstrate to the Council that they have the financial resource to achieve an adaptation which exceeds that which the Council has deemed is needed to meet the needs of the disabled person, then the Council may consider funding those elements of the adaptation which it could have funded under the mandatory DFG
- 5.1.14 The only works that the Council will consider funding in relation to section 5.1.13 are the disabled facilities needed in ground floor adaptations.
- 5.1.15 If the Council has not received a full DFG application for any proposal in relation to section 5.1.13 within a period of 6 months from the time it was first raised with the Council, the case will be closed.
- 5.1.16 The purposes for which mandatory disabled facilities grants may be given are set out in section 23(1) of the 1996 Act. They fall into a number of categories.

5.2 Facilitating Access and Provision

- 5.2.1 These include works to remove or help overcome any obstacles which prevent the disabled person from moving freely into and around the dwelling and enjoying the use of the dwelling and the facilities or amenities within it. In particular,
- (i) facilitating access to and from the dwelling or the building in which the dwelling or, as the case may be, flat is situated;
 - (ii) facilitating access to a room used or usable as the principal family room;
 - (iii) facilitating access to a room used or usable for sleeping, or alternatively providing such a room for the disabled occupant;
 - (iv) facilitating access to a room in which there is a lavatory, a bath or shower (or both) and a wash basin or providing a room in which there is such a facility or facilities;
 - (v) facilities for the preparation and cooking of food.

- 5.2.2 In considering applications for grant towards such works, the presumption should be that the occupant should have reasonable access into his home, to the main habitable rooms with the home – namely the living room and bedroom, and to a bathroom or shower room in which there are suitable facilities for washing and/or showering.
- 5.2.3 Items that will attract Disabled Facility Grant funding include adaptations requiring structural modifications as long as they are reasonable and practicable and form part of the mandatory works for the disabled person and may include:
- (i) A ramp (and associated guard rails if necessary) to gain access into and out of the property
 - (ii) Thresholds and associated doors including the relocation of door handles etc
 - (iii) Internal door adaptations to:
 - a. the principle family room if more than one person
 - b. the sleeping area
 - c. the WC, bath or shower and wash hand basin, including provision of lever taps where necessary
 - d. the preparation and cooking of food area
 - (iv) Overhead tracking with associated electrics and joist strengthening

5.3 Making a dwelling or building safe

- 5.3.1 Section 23(1)(b) allows grant to be given for certain adaptations to the dwelling or building to make it safe for the disabled person and other persons residing with him. This may be the provision of lighting where safety is an issue or for adaptations designed to minimise the risk of danger where a disabled person has behavioral problems which causes him to act in a boisterous or violent manner damaging the house, himself and perhaps other people. Where such need has been identified, DFG is available to carry out appropriate adaptations to eliminate or minimise that risk.
- 5.3.2 For those with hearing difficulties, an enhanced alarm system, which may be required in the dwelling to provide improved safety for the disabled occupant in connection with the use of cooking facilities or works to provide means of escape from fire could also qualify for mandatory grant under subsection (1)(b).
- 5.3.3 It would be inappropriate to be prescriptive on the particular works covered under subsection (1)(b) but they might include the provision of specialised lighting (or measures such as special blinds to reduce lighting where the disabled person has sensitivity to light), toughened or shatterproof glass in certain parts of the dwelling (i.e. in doors and side panels at entrance points) to which the disabled person has normal access or the installation of guards around certain facilities such as fires or radiators to prevent the disabled person harming himself. Sometimes reinforcement of floors, walls or ceilings may be needed, as may be cladding of exposed surfaces and corners to prevent self injury.

5.4 Room usable for sleeping

- 5.4.1 While in some cases a living room may be large enough to enable a second room for sleeping to be created, in smaller homes this will not be possible. The provision of a room usable for sleeping under section 23 (1)(d) should therefore only be undertaken if the housing authority are satisfied that the adaptation of an existing room in the dwelling (upstairs or downstairs) or the access to that room is unsuitable in the particular circumstances. Where the disabled occupant shares a bedroom with another person, mandatory grant may be given to provide a room of sufficient size so that the normal sleeping arrangements can be maintained.
- 5.4.2 If a single disabled person applies, consideration will be given to adapt an existing room to provide a bedroom or create a bed-sitting room.
- 5.4.3 If a relative is living as part of the family and conversion of the existing property is impracticable, e.g. understairs cupboard conversion for a WC or sub-dividing an existing room, consideration will be given to providing an adequate sized extension. See section 5.1.11

5.5 Bathroom

- 5.5.1 The provisions in section 23(1) relating to the provision of a lavatory and washing, bathing and showering facilities have been separated to clarify that a disabled person should have access to a wash hand basin, a WC and a shower or bath (or if more appropriate, both a shower and a bath). Therefore subsections (1)(e) to(1) (g), provide that mandatory grant should be given to provide a disabled person with each of these facilities.
- 5.5.2 Facilities may include:
- (i) flush floor harmer type shower or low level shower tray including curtain and rail
 - (ii) specialised bath including hydraulic shower seat when manual hoisting cannot be used with existing bathroom
 - (iii) lower height bath
 - (iv) overbath shower including curtain and rail
 - (v) wall mounted wash hand basin
 - (vi) large vanity type wash hand basin where no bath or shower is to be used
 - (vii) WC including plinth where necessary
 - (viii) washing WC where self hygiene cannot be achieved satisfactorily
 - (ix) including provision of lever taps where necessary

5.6 Facilitating preparation and cooking of food

- 5.6.1 The provision in section 23(1)(h) covers a wide range of works to enable a disabled person to cater independently. Eligible works include the rearrangement or enlargement of a kitchen to ease maneuverability of a wheelchair and specially modified or designed storage units, gas, electricity and plumbing installations to enable the disabled person to use the facilities independently.

5.6.2 Facilities may include:

- (i) one sink unit (adjustable, if partner is abled bodied) including lever taps where necessary
- (ii) 1 meter of work surface for the preparation of food (maximum)
- (iii) raising and lowering of power points (i.e. two double points and cooker panel where appropriate)
- (iv) relocation of existing units – if units cannot be relocated due to condition, allow one double storage cupboard.
- (v) consideration will also be given to the colour differential between cupboards and work surfaces and existing tiling and wall surfaces

5.6.3 Where most of the cooking and preparation of meals is done by another household member, it would not normally be appropriate to carry out full adaptations to the kitchen. However, it might be appropriate that certain adaptations be carried out to enable the disabled person to perform certain functions in the kitchen, such as preparing light meals or hot drinks.

5.7 Heating, lighting and power

5.7.1 Section 23(1)(i) provides for the improvement of an existing heating system in the dwelling to meet the disabled occupant's needs. Where there is no heating system or where the existing heating arrangements are unsuitable to meet his needs, a heating system may be provided. A DFG should not be given to adapt or install heating in rooms which are not normally used by the disabled person. The installation of central heating to the dwelling should only be considered where the wellbeing and mobility of the disabled person would otherwise be adversely affected.

5.7.2 Provision may include:

- (i) Heating to the main living room, bedroom and bathroom
- (ii) Where no other form of heating to the bathroom, allow for one diplex or similar heater and storage heaters, or extend the existing system
- (iii) Where there are no adequate means of heating to the main living room, bedroom and bathroom, the existing heating system, if any, will be extended or a new heating system maybe installed in these rooms. Consideration will be given to each individual case with regards to installing electrical storage heaters or a new gas boiler and radiators.
- (iv) New gas pipe including appropriate boiler and connection to the mains supply, even outside the curtilage of the dwelling, if the only means of a suitable source of heating for the disabled occupant is by a wet radiator system.

5.7.3 Section 23(1)(j) provides for works to enable a disabled person to have full use of heating, lighting and power controls in the dwelling. Such work includes the relocation of power points to make them more accessible, the provision of suitably adapted controls where a disabled person has difficulty in using normal types of controls and the installation of additional controls.

5.7.4 Provision may include:

- (i) Raising power points – one double power point in the bedroom, and two double power points in the living room or equivalent
- (ii) Lower light points to access the main living room, bedroom, kitchen, bathroom and hallway, if appropriate.

5.8 Dependent residents

5.8.1 Section 23(1)(k) provides for works to a dwelling required to enable a disabled occupant better access and movement around the dwelling in order to care for another person who normally resides where whether or not they are related to the disabled person. This may include spouse, partner or family member, another disabled person or a child. Importantly the dependent being cared for need not be disabled. Such works could include adaptations to part of the dwelling to which the disabled person would not normally need access but which is used by a person to whom they are providing care and therefore it is reasonable for such works to be carried out.

5.9 Access to garden

5.9.1 Section 23(1)(l) and The Disabled Facilities Grants (Maximum Amounts and Additional Purposes) (England) Order 2008 provides for works for

- (a) facilitating access to and from a garden by a disabled occupant, or
- (b) making access to a garden safe for a disabled occupant.

5.10 Equipment

5.10.1 Equipment which can be installed and removed fairly easily and where structural adaptations are not required, remain the responsibility of Adult Social Care or Children's Services and will not attract Disabled Facility Grant funding. These items include:

5.10.2 Facilitating Access & Provision

- Electric door entrance units and openers (i.e. EZi enter systems), alarms for the deaf, first alert and smoke detectors
- Replacement hoist, sling and motor for overhead tracking

5.10.3 Making a dwelling or building safe

- Specialised lights, alarm systems, guards around fires and radiators, safety locks, play areas, safe rooms, hardstanding

5.10.4 Bathroom

- Body dryer
- Mobile hoist into existing bath where room allows
- Shower seats and stretchers
- Grab rails
- Portable specialised shower screens

- 5.10.5 Facilitating preparation and cooking of food
 - Provision of any new units and specialised cooking equipment
 - Mobile storage units
- 5.10.6 Heating, lighting and power
 - Portable heating appliances

This list is not exhaustive.

Where an applicant's prognosis implies that degeneration in the short term will occur, then this should be taken into account when considering the eligible works.

5.11 Grant conditions on Disabled Facility Grants

- 5.11.1 Under the Housing Grants Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008, where the cost of the Disabled Facility Grant exceeds £5,000; a charge will be placed on the adapted property, but will be limited to a maximum of £10,000. This charge applies if the applicant has a qualifying owner's interest in the property on which the adaptations are to be carried out.
- 5.11.2 The charge on the adapted property will last for 10 years from the completion of the Disabled Facility Grant
- 5.11.3 The placement of the charge will be at the discretion of the Council and will be determined on a case by case basis reflecting the individual circumstances of each applicant.

CHAPTER 6

6.1 Review

- 6.1.2 Any decision made under the Policy may be reviewed at the request of the applicant.
- 6.1.3 A request for a review should be made according to the provisions of this section.
- 6.1.4 The review request should be addressed to the officer who made the decision being appealed against –
 - (a) in writing, and
 - (b) within 21 days of the date of the decision letter unless the Council determines otherwise in any particular case.
- 6.1.5 The review will be conducted by a senior Council officer not previously connected with the case (the “Review Officer”).
- 6.1.6 The Review Officer will make such enquiries and request such evidence as he/she thinks necessary and will inform the appellant in writing of his/her decision within seven days of receiving such evidence.
- 6.1.7 Where he/she refuses an appeal, the Review Officer will inform the appellant of his/her rights under the Council’s complaint procedure and the local authority Ombudsman procedure.

6.2 Reviewing the Policy

- 6.2.1 The Policy may be reviewed whenever necessary but in any case no less often than annually.
- 6.2.2 Changes to the Policy may be made by the Housing Strategic Manager in consultation with the Cabinet Member for Housing, Neighbourhoods and Planning. All changes will be recorded by Decision Notices signed by the Cabinet Member for Housing, Neighbourhoods and Planning

6.3 Budgetary matters

- 6.3.1 The budget for Repair Assistance for 2011/2012 is set at £1,020,000.
- 6.3.2 The budget for mandatory disabled facility grants for 2011/2012 is £1,400,000.
- 6.3.3 The budget will be reviewed and incorporated into the policy annually.

6.4 Performance Indicators

- 6.4.1 The performance of the policy will be monitored as part of the City Council's Performance Management Framework with the statutory and locally determined performance indicators published in line with the framework.

6.5 Cases falling outside of the policy

- 6.5.1 For those applicants whose circumstances fall outside the scope of this policy, the applicant must put their case in writing to the Housing Strategic Manager who will review the circumstances of the case with the Cabinet Member for Housing, Neighbourhoods and Planning. Should the case be refused the applicant can exercise their right to complain through the Council's complaints procedure

APPENDIX 8

CARE & REPAIR CASE STUDIES

Case Study 1: Repairs Assistance

A couple with young family living in the Central ward. Their property was identified as being in significant need of repair, the living condition were impacting on the health of the family. Care & Repair obtained £20K of funding to repair the roof, upgrade (rewire) electrics, refit a new kitchen & bathroom, resolve damp problems and damp proof the property, various plastering/concreting and repairs to the waste/sewer pipes. The outside areas of the property were very overgrown. It was necessary to liaise with Environmental Health Services due to the living condition. Rodent droppings were evident in the property and a rat infestation was identified and dealt with. When areas of the overgrown foliage were cleared 100's of hypodermic syringes were exposed. The properties fences had been broken down and the overgrown garden was being used as cover by drug users. Further liaison with the Police was required and over £1,000 funding was obtained to clear the garden, repair the fence and provide outside lighting. The Fire Service was also involved due to problems with an adjacent property which was being used as a food outlet. This was subsequently closed following Environmental Health and Fire Service interventions.

The family are now living in a clean, warm and safe environment free from vermin, damp and drugs.

Case 2: Disabled Facility Adaptation

Mrs S for many years was living alone in a 1960's 2 bed bungalow. A referral was made to Care & Repair because Mrs S was having mobility problems; she was struggling to use the bath and was high risk of a fall. Care & Repair arranged Disabled Facility Grant Funding of £5,000 to take away the bath, install a level access shower (wet room) and upgrade the bathroom. The Agency's staff look holistically at the client's needs and their living environment. It was apparent that the property had many of the original 1960's features. C&R arranged grants for an efficient heating system to be fitted and the property insulated. The Agency also carried out repairs work replacing gutter, fascias, and windows and fitting an up to date kitchen. It also removed asbestos from the property.

Mrs S remains living independently in her own home. Her risk of falling has been significantly reduced owing to the bathroom adaptation and effective heating & insulation. Her anxiety concerning maintaining and upgrading the property has been removed. Care & Repair have continued to support her independence by supplying handy person services for "that little bit of help"

Case 3: Benefit Maximisation

Mr & Mr P aged 86 & 88 respectively both suffering from ill health. C&R were arranging Disabled Facility Grant funding to install a level access shower at their home to help them access washing facilities. Holistic checks revealed a lack of income. Following further research in partnership with DIAL both clients were awarded higher rate attendance allowance which qualified them for Severe Disability premiums which increased their Pension Credit.

This was also increased by a Carer's Premium. The net effect of the benefit checks was an increase in income for the couple of £305.40 per week. The shower work plus the extra income has improved their quality of life.

Case 4: Handyperson Services

Mrs J rang as she was having problems getting into her front door. She was in her 70's and relatively mobile but had recently stopped going out. She was partially sighted and in the evenings could not see well enough to put the front door key into the lock or see to step over the threshold as the outside light did not work. She had a low income and was worried that she could not afford the call out fee and costs for an electrician to solve the problem. She was also worried about rogue traders. Her way of dealing with it was to stop going out. The Agency handyperson visited and reconnected the light fitting at no cost. Mrs J was quickly back to normal.

Case 5: Handyperson Services

Mr & Mrs B contacted the Agency owing to problems with a blocked drain. They were not sure whose responsibility it was, who to contact to clear it and were concerned about the costs. As they were both retired a handyperson was despatched to assess the problem. He was able to clear the blockage at no cost to the client.

Case 6: Charitable Funding

The Agency was contacted by Mr S who was in his early 60's and was suffering from cancer and undergoing chemotherapy. As he had been unwell for sometime he had a low income and no savings. His heating had broken down and he had no hot water. Owing to his treatment he felt the cold and it was the middle of winter. The Agency despatched a plumber from the handyperson scheme who was able to identify the problem and work required to put it right. A quote was obtained; unfortunately Mr S had no means to pay for the work. C&R was able to apply for charitable funding and subsequently the work was completed. The work prevented Mr S health deteriorating and prevented him being admitted to hospital unnecessarily.

Case 7: Multiple Funding

A referral was received from Children's Services to provide adaptations for a disabled child to continue to live at home with his family. The child was severely disabled and a wheel chair user. The property required major adaptations to enable a bedroom and on-suite shower room to be provided on the ground floor. A disabled facility grant was utilised. Children's Services funding was obtained for equipment e.g. specialist bath, ceiling track hoist. Two charities were approached and contributed to the works. While the works were undertaken the family were decanted to a suitably adapted property as they could not remain in their own property while work was ongoing.

The total costs exceeded £40K. The child is now able to spend the rest of its life at home with its parents. This has prevented full time hospitalisation at the cost of approximately £1,000 per week.

Additional Info

The Agency also assists disabled people to claim relocation grants to move to more suitable properties. When stair lifts are no longer required C&R arranges for them to be re-sited. The Agency fits over £100K of minor aid & adaptation and assisted technology items for the Primary Care Trust each year. Privately funded Disabled adaptations and Public funded decent homes work are also undertaken, plus an lot of advice and smaller work. Turnover exceeds £3 million pa..

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 7
9 MARCH 2011	Public Report

Report of the Safer Peterborough Manager

Contact Officer(s) – Karen Kibblewhite, Safer Peterborough Manager – Cutting Crime

Contact Details – 864122

Head of Service – Adrian Chapman, Head of Neighbourhoods

SECTION 75 POOLED FUNDING AGREEMENT

1. PURPOSE

- 1.1 This report outlines the purpose of the Section 75 pooled funding agreement for the commissioning of substance misuse services and the proposed extension.

2. RECOMMENDATIONS

- 2.1 The Scrutiny Committee asked for more detail about the Section 75 arrangements. This report provides an opportunity for discussion and debate prior to the next steps action shown at 8.1 below.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 The annual Adult Drug Treatment Plan sets out the treatment and priorities for substance misuse including the monies allocated and proposed spend, this feeds into the Community Safety Partnership Strategic Assessment and by addressing substance misuse we contribute directly to the outcome of 'Making Peterborough Safer'.

4. BACKGROUND

- 4.1 Adult drug treatment commissioning was historically carried out by both the Peterborough Drug and Alcohol Action Team (now part of the Safer Peterborough Team) and Peterborough PCT (now NHS Peterborough). Following a review of drug service commissioning three years ago, it was agreed that Peterborough City Council would take the lead for all local commissioning. Peterborough PCT agreed to transfer their drug treatment budget to the Safer Peterborough Team to create a larger pooled budget for drug treatment.
- 4.2 This decision was formalised through a Section 75 Partnership Agreement between Peterborough City Council and NHS Peterborough. The agreement was developed in line with, and using flexibilities detailed in, the National Health Service Act 2006 under Section 75 of that Act. The Act allows a local authority and a NHS body to enter into partnership arrangements to pool resources within a single budget and jointly purchase services. The Partnership Agreement sets out the agreed aims and outcomes and the contributions to be made to the pooled fund by each party.
- 4.3 The original agreement came into force on 1st April 2008 for a three year period. Pooling of the PCC and NHS Peterborough drug treatment budgets under the Agreement has supported ongoing performance improvements, alongside delivering value for money by streamlining commissioning processes and through the revised treatment service configuration, which coincided with the pooling of the budget.

5. KEY ISSUES

- 5.1 The Variation Deed to extend the Agreement has been developed in negotiation with the PCT and in consultation with PCC Legal Services. The Deed extends the existing Agreement for a further period of twelve months and specifies the changes that need to be made to the original agreement to ensure it i) accurately reflects changes to organisational and partnership structures and ii) includes all relevant funding streams within the Partnership Agreement.
- 5.2 The monies contained within the Agreement provide specialist treatment and recovery services for adult drug users within the city. The treatment system was developed in consultation with partners within Safer Peterborough and agreed through that governance structure.
- 5.3 Expenditure is monitored via the Adult Joint Commissioning Group for Drugs, reported through the Safer Peterborough Partnership governance structure, and is reported on a quarterly basis to the National Treatment Agency for Substance Misuse.

6. IMPLICATIONS

- 6.1 The Section 75 Agreement enables meaningful contract and performance management of specialist substance misuse services in Peterborough within a single structure. This supports positive health, social care and criminal justice outcomes for service users and the wider community. The Agreement will assist the Council in meeting its duty under section 17 of the Crime and Disorder Act 1998 in preventing the misuse of drugs and other substances in its area.

7. CONSULTATION

- 7.1 Extensive consultation took place to develop the Adult Drug Treatment System, and services have been commissioned in line with the Council's Contract Regulations and paid for by the pooled resources of the parties.
- 7.2 The Safer Peterborough Partnership has consulted with PCC Legal Services and with NHS Peterborough to establish the Section 75 Agreement, and the extension is being agreed through the relevant NHS Peterborough governance structure.
- 7.3 The Safer Peterborough Partnership has consulted with the Cabinet Member for Community Cohesion, Safety and Women's Enterprise.

8. NEXT STEPS

- 8.1 In line with the Constitution, approval will be sought from the Cabinet Member for Community Cohesion, Safety and Women's Enterprise to allow the extension and variation of the existing Section 75 Partnership Agreement for a further 12 months from 1 April 2011.

Spend will continue to be monitored via the Safer Peterborough Partnership governance processes and reported quarterly to the NTA.

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 9.1 The National Health Service Act 2006 (HMSO)

10. APPENDICES

- 10.1 None

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 8
9 MARCH 2011	Public Report

Report of the Strategic Manager: Safer and Stronger Peterborough

Contact Officer(s) – Gary Goose

Contact Details – 863780

Head of Service – Adrian Chapman, Head of Neighbourhoods

SAFER PETERBOROUGH PARTNERSHIP PLAN 2011-14

1. PURPOSE

- 1.1 This report is to present the refreshed version of the Safer Peterborough Partnership Plan ahead of its presentation to Cabinet.

2. RECOMMENDATIONS

- 2.1 The Committee are asked to approve this Plan and recommend it to Cabinet for approval.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 The Sustainable Community Strategy aims to deliver a bigger and better Peterborough, through improving the quality of life for all. This Partnership Plan covers those aspects that fall within the Strong and Supportive Communities priority.

4. BACKGROUND

- 4.1 The Crime and Disorder Act 1998 requires that a Community Safety Partnership is formed, bringing together agencies who are responsible for crime and disorder in the local area. It is acknowledged that far more can be achieved to make Peterborough a safer place if agencies work together rather than in isolation. The Crime and Disorder Act specifies that responsible authorities are Peterborough City Council, Cambridgeshire Constabulary, NHS Peterborough, Cambridgeshire Fire Authority, Cambridgeshire Police Authority and Cambridgeshire and Peterborough Probation Trust. These responsible authorities also invite other agencies who are able to contribute to the work to *co-operate* and Cross Keys Homes (representing Registered Social Landlords in the city) is one of these organisations. Other agencies, particularly from the voluntary and community sector are also *invited to participate* in the work of the Partnership. At present these organisations are Peterborough and Fenland MIND, Peterborough Racial Equality Council, HMP Peterborough and the Social Impact Bond. Other voluntary groups are represented on other partnership groups.
- 4.2 The Safer Peterborough Partnership is one of the partnerships that forms the Greater Peterborough Partnership.
- 4.3 Section 17 of the Crime and Disorder Act 1998 places on designated authorities a legal responsibility to consider the community safety implications of their actions.

5. KEY ISSUES

- 5.1 The Crime and Disorder Act 1998, revised by the Police and Justice Act 2006, requires that the Community Safety Partnership publishes an annual Partnership Plan. This report brings the draft plan for 2011-2014.
- 5.2 The priorities within the Partnership Plan are agreed following a Strategic Assessment which considers the performance in the previous twelve months and takes into account the concerns of the public.
- 5.3 It is not possible within this document to provide all of the improvement targets that will accompany this plan as the national reporting requirements are not yet defined. Work is also continuing to finalise Peterborough's Single Delivery Plan, and this will also influence specific performance measures.

A summary document will be published to ensure that the public can clearly understand the priorities and improvement targets set.

The priorities set out in the Plan attached are:

- Reducing Crime
- Tackling anti-social behaviour and hate crime
- Building stronger and more supportive communities

For each of the priority areas, improvement targets will be identified that we believe will reflect the work that we are going to be doing and allow both the partnership and the public to measure whether or not we have been successful.

6. IMPLICATIONS

- 6.1 Focussing on three broad outcome-based programmes will help to ensure that communities become safer and stronger and that crime continues to reduce.

7. CONSULTATION

- 7.1 The development of this Plan has been informed through extensive consultation and engagement with officers, partners and members of the public throughout the previous year.

8. NEXT STEPS

- 8.1 The Plan will need to be approved by Cabinet before being presented to Full Council for final approval.

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 9.1 None

10. APPENDICES

- 10.1 Safer Peterborough Partnership Plan 2011-2014



Safer Peterborough Partnership Plan

2011/2014



SAFER PETERBOROUGH PARTNERSHIP¹

COMMUNITY SAFETY PLAN 2011 – 2014

Reviewed on an annual basis

Our Vision Statement

Peterborough Together: reducing crime, building safe and confident communities

1. INTRODUCTION

The plan represents of a new way of tackling crime and disorder within our City.

It builds on the success of the last year in driving down rates of reported crime. It will demonstrate commitment to Peterborough's preventative agenda by clear linkage with the City's Sustainable Community Strategy whilst not losing the focus on tackling here and now issues of crime, disorder and community safety within our neighbourhoods.

This plan will demonstrate the direction of travel for making the City and its people safer.

- It will show our resolve in protecting those who are vulnerable within our communities.
- It will be clear about our partnership's commitment to tackling the underlying causes of offending but will be equally clear that those who continue to offend or bring risk of harm to our City will be targeted with the full weight of the criminal justice system.
- It will illustrate how we intend our approach to be sustainable and improve the lives of the people living, working and visiting our City.

This three year plan will need to be flexible, adaptable and responsive to the ever changing landscape of financial restraint, the drive for localism and greater community engagement, the introduction of the new Policing and Crime Commissioner, changes funding arrangements and partner organisations all undergoing individual and significant structural reviews.

This new approach, freed of considerable bureaucracy, aims to bring long-term sustainable reductions in crime and disorder and to lead in the creation of stronger, supportive and cohesive communities.

2. LEGISLATIVE FRAMEWORK

- 2.1** HM Government sets out certain requirements for Community Safety Partnerships (CSPs) within the Crime and Disorder Act 1998 and the Police and Criminal Justice Act 2006. One such requirement is for CSPs to produce a Partnership Plan ('The Plan'). The Plan will cover three years but be updated annually in light of findings from annual strategic assessments.

Peterborough's current plan covers the period 2008 – 2011 and thus requires formal revision. This document forms the revised plan.

- 2.2** The CSP is responsible for delivery of the outcomes within this plan. The constitution of the partnership sets out the principles of how the day to day business will be conducted. This will ensure decision making processes are efficient, transparent and accountable to the public it serves.
- 2.3** The CSP brings together the responsible authorities as set down in the Crime and Disorder Act 1998, as amended by the Police and Justice Act 2006. Responsible authorities have a duty, under Section 17 of the Crime and Disorder Act, to consider the community safety implications of their actions.

Responsible authorities are:

- Peterborough Unitary Authority
- Cambridgeshire Constabulary
- Cambridgeshire Fire Authority
- NHS Peterborough
- Cambridgeshire Police Authority
- The Cambridgeshire and Peterborough Probation Trust

- 2.4** Co-operating authorities are local groups or agencies that contribute significantly to community safety. The Crime and Disorder Act makes co-operating bodies key partners in the setting and delivery of objectives. Co-operating authorities should provide data and information to improve the understanding of local crime and disorder problems, thereby benefiting the community and contributing to the core functions of their respective agencies.

Co-operating authorities within the Peterborough CSP are:

- Cross Keys Homes (representing Registered Social Landlords).

- 2.5** The CSP also invites others to join the partnership on the basis that they can assist in the delivery of the goals of the Partnership. These are known as Invitees to Participate. This provides the opportunity for the voluntary and community sector to be fully engaged in the work of the Partnership.

Invitees to participate are:

- HMP Peterborough
- Peterborough Racial Equality Council
- Peterborough and Fenland Mind (representing the voluntary sector)
- The Social Impact Bond

- 2.6** As structures and needs develop the partnership is able to flex to allow new invitees to participate.

3. LINKS TO OTHER PARTNERSHIPS

3.1 The Greater Peterborough Partnership: Sustainable Community Strategy

The Sustainable Community Strategy produced by the Greater Peterborough Partnership² sets out the direction for the overall strategic development of Peterborough.

A Single Delivery Plan for the City, aligned to the Sustainable Community Strategy, is nearing completion. This Community Safety Plan will support the Sustainable Community Strategy and the Single Delivery Plan.

The ambition of the Sustainable Community Strategy is to deliver a bigger and better Peterborough taking advantage of the inherent opportunities we have and at the same time tackling the challenges we face in order to deliver a higher quality of life for all. This Plan sets out how the CSP will contribute to this overall vision and contribute to the outcome of:

- 'Making Peterborough Safer' – so that people of all ages and abilities can live, work and play in a prosperous and successful Peterborough without undue crime or fear of crime'.

3.2 Other strategies and plans

Whilst this Partnership Plan sets out the key priority areas for the Safer Peterborough Partnership, it is recognised that these priorities are not delivered entirely by the CSP but are contributed to by other plans and strategies from across the full range of partner organisations.

This plan will not reproduce or duplicate much of what can be found in these other plans, in particular the City-wide Joint Strategic Needs Assessment which is being refreshed at this time.

² Available at www.gpp-peterborough.org.uk

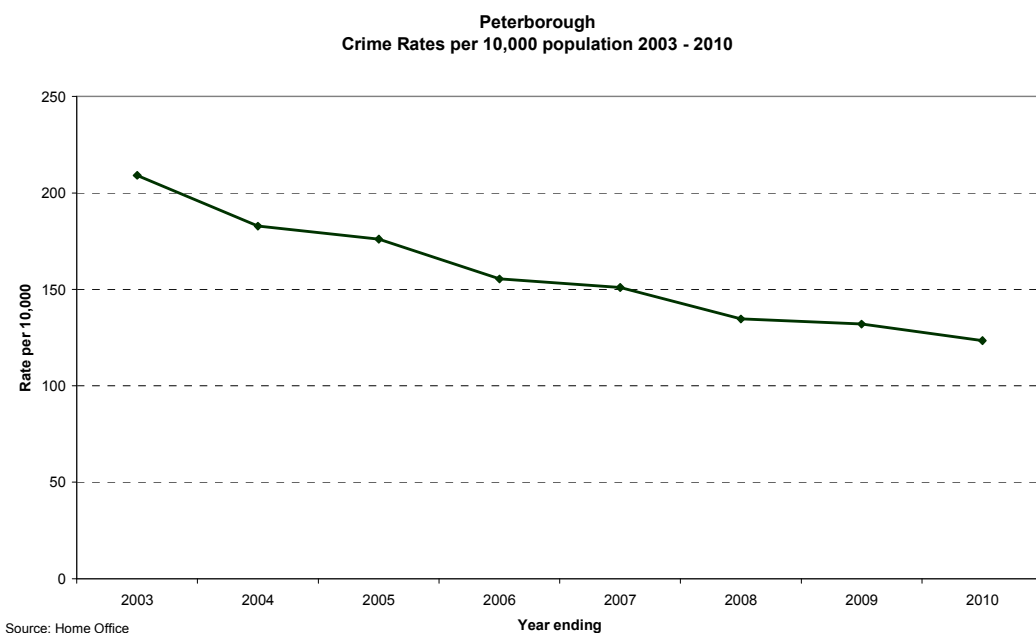
4. CHANGES TO COMMUNITY SAFETY PARTNERSHIP REPORTING ARRANGEMENTS

- 4.1** The coalition Governments strategy for Community Safety Partnerships is set out in the cross-government letter 'Cutting Crime Together' (17th December 2010).
- 4.2** The removal of central reporting regimes such as the Local Area Agreement and National Indicator set has freed the partnership allowing it to:
- Determine what is important locally;
 - Consider how we decide our local priorities;
 - Consider how we deliver outcomes that make a real difference; and
 - Decide how we measure our performance against those outcomes.
- 4.3** The Government is committed to the introduction of a new Policing and Crime Commissioner for each Police force area. Certain funding streams hitherto passed to the local authority or the police will fall under the direction of that new function from 2012/13.
- 4.4** The introduction of the Policing and Crime Commissioner will take place during the life-time of this plan and thus the plan recognises its need to be flexible and adaptable to the new relationship between CSP and this new elected role.

5. MAKING PETERBOROUGH SAFER AND STRONGER: A NEW APPROACH

5.1 The plan set for 2010 – 11 had a total of nine individual priority areas identified for activity. These were, in the main, activity based with numeric targets set against the Local Area Agreement (LAA) and National Indicator set (NIs). They were largely based upon the imperative set by the Audit Commissions ‘red flag’ for crime levels in the City and required reporting against a national reporting framework. As has been previously mentioned within this plan that framework has now been removed.

5.2 However, there has been considerable progress against those targets; in particular against levels of crime. Overall crime has reduced by **over 9%** and the priority area of serious acquisitive crime has **fallen by over 26%** (equating to in excess of 280 fewer offences).



5.3 The success of the partnership over the last twelve month provides us with a platform upon which to develop sustainable interventions that chime with the Government’s direction of travel for CSPs, the City’s Sustainable Community Strategy, are cognisant of local needs and of each partner organisation’s own priority work streams.

5.4 We have an opportunity to make the City significantly safer, to protect vulnerable people and reduce the vulnerability of some high risk localities.

5.5 It is clear that whilst crime levels have fallen across the City there remains significant issues that any City the size of Peterborough will face:

- There remains a level of acquisitive crime underpinned a group of offenders who disproportionately commit high levels of crime by re-offending.
- There remains a level of violent crime that requires co-ordinated partnership activity; some of that violent crime is drug and alcohol related and a significant level of all the City’s violent crime is ‘domestic violence’.
- Our communities remain concerned about the levels of ‘anti-social behaviour’ as is evidenced by all neighbourhood panels having some elements of anti-social behaviour as a priority on each and every occasion.

- 5.6** The previous approach focussing on particular crime types and issues, in the main tightly focussed around numeric performance has resulted in reduced levels of crime. There is merit in considering a similar approach because of its success however, that way of working is unsustainable given the structural changes necessary across the partnership. However, more importantly, that approach was largely reactive and reactive approaches are unlikely to bring long-term sustainable success.
- 5.7** Priorities for the partnership should be just that; not priorities that are delivered as business as usual by one of our partners, but priorities that are better achieved by working in true partnership.

Thus the partnership has adopted three priorities for the coming year:

- **Reducing Crime**
- **Tackling Anti-Social behaviour and Hate Crime**
- **Building Stronger and more supportive communities**

- 5.8** These priorities will be delivered through specific areas of work managed through the Safer/Stronger Peterborough Team’s performance framework under scrutiny of the Safer Peterborough Partnership Board. Such an approach will ensure that the progress made during 2010 is not lost freeing the City to consider the wider outcomes of the three priority areas alone with much greater discussion about the longer term cause and effect rather than short term target based priorities. This suggested way of working accords with the City’s Sustainable Community Strategy’s ‘preventative agenda’.
- 5.9** The table below also demonstrates the impact these priorities will have on other workstreams, and how those workstreams will influence the three priorities.

Reducing Crime	Tackling Anti-social behaviour and hate crime	Building Stronger and more supportive communities
Delivered by:	Delivered by:	Delivered by:
Reducing re-offending by the development of Integrated Offender Management	The creation of a single city-wide anti-social behaviour system	Embedding neighbourhood management process into core SPP work and culture
Linked to:	Linked to:	Linked to:
Family recovery project	Family recovery project	Family recovery project
Police ‘impact’ teams	Police ‘impact’ teams	Neighbourhood crime and justice programme
Police performance scrutiny	Protecting vulnerable people	Integrated Offender management programme
Social impact bond	RSLs anti-social behaviour provision	Social impact bond
ASB programme	IOM development	ASB programme
Neighbourhood policing	Neighbourhood policing	Neighbourhood policing
Neighbourhood management	Neighbourhood management and neighbourhood delivery	City cohesion/hate crime agenda
City Drugs services	City Drugs services	Arson task force
City Domestic violence service	City cohesion/hate crime agenda	Neighbourhood delivery teams
Links to the SARC	Youth Offending Service	Youth Offending Service
Youth Offending Service	City Domestic violence service	Safer Schools teams
Safer Schools teams	Safer Schools teams	Protecting vulnerable people
Protecting vulnerable people	Arson task force	

6. DELIVERY OF THE THREE PRIORITY AREAS

6.1 Reducing Crime

The best way to reduce crime is by a partnership approach tackling those most disproportionately responsible for the bulk of that crime. National figures suggest that around only 10% of offenders are responsible for up to 50% of all crime.

This City has had considerable success over the last 12 months in reducing crime; a number of factors have led to this but one contributor is the revised and expanding partnership based Integrated Offender Management initiative.

Integrated Offender Management is the overarching framework that encourages:

- All partners tackling offenders together;
- Delivering a local response to local problems;
- Offenders facing their responsibility or facing the consequences;
- Making better use of existing (and proven) programmes and governance;
- All offenders at high risk of causing serious harm and/or re-offending are in scope.

This developing approach in Peterborough has effectively gripped offenders and managed them either away and out of offending or enabled a more agile and swifter response by partners to recapture those who are continuing to offend. In Peterborough this approach is strengthened further by the national pilot of the Social Impact Bond working with all male prisoners who enter and leave Peterborough prison having been sentenced to less than 12 months imprisonment; these are some of the 10% mentioned above.

This approach offers people the opportunity to change their lives by focussing on the causes of their offending behaviour across a range of seven tried and tested pathways to reduce re-offending. All partners are committed to IOM and the scheme has the ability to link-up a number of other areas of work within the City to make longer-term change a real prospect (for example the Family Recovery Project, the Safer Schools Commitment, the developing Anti-Social Behaviour team).

It is also an approach that is about to develop significantly within the next three years to bring even bigger wins in terms of cutting crime.

Integrated Offender Management will include all of the new restructured drugs services for the City (including the Drugs Intervention Programme) which are currently being re-tendered and due to start in April 2011.

A partnership-led Reducing Re-offending group will replace the old-style task and finish group to locally develop Integrated Offender Management. A national reducing re-offending evaluation tool will be available at some point during 2011 to help evidence the direct impact of this scheme across the City.

The City's IOM approach is being developed jointly with Cambridgeshire under guiding principles and an overall strategic direction provided by the Criminal Justice Board. This ensures partner agencies; most of whom are geographically county-wide managed organisations, are as effective as possible and responsive to local need.

6.1.1 Mental Health

The Partnership acknowledges the role that mental health plays as an overarching theme and we will be ensuring that it is embedded in all of our priority areas. We will build on existing structures and relationships to implement the recommendations of Lord Bradley's report following his 'review of people with mental health problems or learning disabilities in the criminal justice system'.

In particular, the partnership will aim to secure mental health provision within its IOM team and support the development of Criminal Justice Mental Health teams and ensure a focus on early intervention for those who are at risk of offending .

6.1.2 Safeguarding Vulnerable Adults

The Partnership is aware of the statutory guidance on safeguarding vulnerable adults. The Partnership will maintain a link with the Peterborough Adult Safeguarding Board in order that any policy/legislation changes impacting on the wider community safety agenda are addressed. This joint approach will help protect those vulnerable within our communities.

6.2 Tackling Anti-Social Behaviour (ASB) and Hate Crime

The best way to reduce anti-social behaviour over the next three years is to make ASB socially unacceptable. To make that social unacceptability sustainable is best achieved by peer support and community engagement. This is a medium to long-term aim that this plan will address.

In the short-term we will develop a co-ordinated approach that involves local policing teams, dedicated ASB staff for complex cases (and let us not under-estimate the complexity of some neighbour disputes for instance), links into the City's regulatory services (pollution control and environmental health for example), links to partnership ASB teams such as Cross Keys Homes and, importantly, the City's Neighbourhood Managers and the Cohesion agenda.

We will work towards co-locating our ASB response to maximise its effectiveness, in particular in the field of information sharing, in order to resolve issues as quickly and effectively as possible. We will seek to provide specific support to the vulnerable who often suffer ASB in silence.

6.2.1 The 'broken window theory'.

We will work to embed the 'broken window theory' as a bedrock of our approach to reducing crime, tackling ASB and building stronger, supportive and more cohesive communities. This approach prevents escalation into more serious issues that can destroy communities, increase crime and the fear of crime and reduce cohesion.

Although the broken window theory began in the USA it is equally applicable in Peterborough. It is about pride, opportunity for and fear of crime, but it is also about improving our neighbourhoods and that improvement being ultimately self-driven.

As a social experiment a brand new car was parked in a high crime, high deprivation area of Chicago. It remained untouched for two weeks. At the end of two weeks those controlling the experiment smashed a single small quarter-light. Within the space of 24 hours the car was stripped completely.

In Peterborough we have empty buildings, we have new developments that are fenced off when the developers are not working, and we have other communities that are mostly graffiti and damage free. We will work with our neighbourhoods to ensure that we do all we can not to allow empty premises to become derelict, fences to be breached and damage/graffiti that allows areas to degenerate quickly. We will utilise our neighbourhood delivery arrangements to ensure agencies respond quickly and responsibly to deal with issues before they escalate and look at longer term preventative solutions to problems as they arise.

6.3 Transformation of neighbourhood delivery

Peterborough City Council is responding to local, regional and national policy changes by implementing a Neighbourhood Management solution for our communities. This is essentially a multi partner approach to problem solving, community planning and driving the improvement agenda, which connects the bottom up approach through community engagement, local aspirations and local needs, with the top down, such as legislation, regional policy data and intelligence.

Whilst a key focus of this new approach will be to resolve the root causes of current issues affecting a neighbourhood, there will be an element of medium and long term planning. The ethos is to ensure that all communities have the opportunity, and are empowered, to action and influence services and change in their local neighbourhoods through Community Action Plans.

Neighbourhood Councils have been introduced across the City and have a key role in developing and monitoring the implementation of Community Action Plans. These councils are an extension of Peterborough City Council's decision making structures to support the local needs of the community and are chaired by elected members. The Councils have an Advisory Panel of high level key partners including Peterborough Probation, Courts, Health, Education and Young People, Fire and Rescue and the Police. The existing mechanisms for engaging with communities, including the Neighbourhood Panels and Parish Councils will continue and be strengthened and will work in partnership with Neighbourhood Councils.

6.3.1 Vulnerable Neighbourhoods

Within these priorities, activity will be focused upon the most vulnerable neighbourhoods in the city. Listed below are those wards, by crime type, that are considered to be the most vulnerable:

Total Crime	Central (including city centre) East Orton Longueville
Serious Acquisitive Crime	Central (including city centre) East Paston
Violent Crime	Central (including city centre) East Orton Longueville
Domestic Abuse	Central (Including city centre) Orton Longueville East
Alcohol related incidents	Central (including city centre) East Fletton
Anti social behaviour	Central (including city centre) East Orton Longueville

Whilst all neighbourhoods will benefit from the resources of a Neighbourhood Manager and team, as set out earlier in the document, any activity around these priorities will be, where appropriate, focused in those areas where the prevalence is highest.

6.4 Other areas of focus

Whilst the three priority areas cover a wide raft of the City's safety issues there are other areas of work that will be continued as they contributed significantly to safety and feelings of safety within Peterborough.

6.4.1 Domestic Abuse and sexual assault

Domestic abuse is physical, psychological, emotional, sexual and financial abuse that takes place within an intimate or family-type relationship and forms a pattern of coercive and controlling behaviour. Any person can experience domestic abuse regardless of race, ethnic or religious group, class, sexuality, disability or lifestyle. Crime statistics and research show that domestic abuse is heavily gender biased: usually the perpetrator of a pattern of repeated assaults is male, while women experience the most serious physical and repeated assaults.

However, the Safer Peterborough Partnership also recognises that men can be victims of domestic violence, women can perpetrate domestic violence, and that it can take place in gay, lesbian, bisexual and transgender relationships. The Partnership therefore aims to support anyone affected by this issue.

Sexual violence has a devastating effect on the lives of victims and their families and inspires fear in local communities. These crimes violate the basic right of women, men and children to be treated with dignity and respect, to have control over their own bodies and to live without fear of sexual violence and abuse.

The most vulnerable in society are disproportionately affected by sexual violence, causing severe and long lasting harm to victims. There are also low rates of detection and conviction. Direct physical health consequences of sexual violence include physical injury, sexually transmitted infections and unwanted pregnancy. Rape is associated with the most severe cases of domestic violence, and is a risk factor for domestic homicide. Long term consequences of sexual violence include: post traumatic stress disorder; anxiety and panic attacks; depression; social phobia; substance abuse; obesity; eating disorders; self harm and suicide; domestic violence and in some cases offending behaviour.

The partnership will continue to support the work of the Sexual Assault Referral Centre and maintain links with the developing police-led county wide Multi Agency Referral Unit.

6.4.2 Road Safety

Road Safety is the combination of education, engineering, enforcement and encouragement activities focussed on reducing the number of road traffic casualties that occur on the highway network.

It is widely accepted that human action is involved in virtually all, and the sole cause in many collisions, whether it be through deliberate action e.g. wilful speeding, driving under the influence of alcohol or drugs; or failure to take some action, e.g. driving without due care and attention, becoming distracted (mobile phone usage), failure to maintain the car in a road worthy condition. The environment and vehicle factors contribute to approximately 20% of accidents but are rarely the sole cause, and thus often exacerbate the human action and magnify the effects resulting in a greater severity of injury particularly if excessive or inappropriate speed is involved.

The Road Safety Task and Finish Group runs under the auspice of the Cambridgeshire and Peterborough Road Safety Partnership, which is an existing partnership responsible for the delivery of Road Safety across Peterborough and Cambridgeshire. The membership of the strategic board comprises Peterborough City Council, Cambridgeshire County Council and the Highways Agency along with the Emergency Services and Primary Care Trusts. Beneath the Strategic Board there exists a series of six sub-groups focussing on particular elements of road safety namely, Safety Cameras, Intelligence, Enforcement, Education, Engineering and Emergency Services.

In 2007 the Audit Commission published its report “Changing Lanes – Evolving Roles in Road Safety” which reviewed the good progress achieved in reducing road traffic casualties. It also stated that whilst improving road safety will always be a priority, greater emphasis would need to be placed on working in partnership with the police, primary care trusts and fire services to positively impact on the attitudes and behaviours of all road users irrespective of the mode of travel.

6.4.3 Community cohesion and population change

Issues of community cohesion and population change will be monitored closely. We will consider community cohesion issues in all the work that is done by the Partnership to ensure that every community and their needs are considered in the work that is undertaken and that all have equal access to the Partnership. The move of the City's cohesion lead back into the Authority will ensure strengthened links between the safety agenda and cohesion agenda.

Hate crime is addressed in a number of ways co-ordinated by the Hate Crime Co-ordinator. These include the Open Out Scheme which allows third party reporting for victims of hate crime and Tension Monitoring Group³ which brings together a number of agencies to consider hotspots within the city

The Partnership acknowledges that there is always more work that can be done to ensure that everyone in our city has equal access to the services that are provided and that they benefit equally from the improved safety and confidence that the work of the Partnership will bring to residents and visitors of the city. Over the past 12 months we have establish a process for undertaking an Equalities Impact Assessment of each of our priority areas to ensure that we are doing all that we can to ensure that this aspiration becomes a reality. This is now embedded within the strategic planning process

Preventing Violent Extremism is addressed by the Cohesion Board (reporting to Greater Peterborough Partnership). The links between the Safer Peterborough Partnership Board are addressed by the Chair of the Cohesion Board (Paul Phillipson) and the lead officer (Jawaid Khan) both sit on the Safer Peterborough Partnership Board.

6.4.4 Victims and Witnesses

The Partnership is very aware that the needs of victims and witnesses must be paramount in all the work that we undertake. We will continue the work of Neighbourhood Crime and Justice to ensure that we better understand our communities' perceptions and concerns regarding crime and justice in their neighbourhoods. Much of the work over the last year has been focused on developing a much more visible 'Community Payback' which ensures that justice is not only done but is seen to be done. The public have had opportunity to nominate areas that should have work undertaken as part of this scheme.

³The Tension Monitoring Group is a multi agency partnership meeting to address community cohesion issues at a tactical and operational level and reports to the Community Cohesion Board.

We have recruited and trained Community Crime Fighters. These volunteers will act as advocates within their communities. During this year we will be developing mechanisms for them to come together to share experiences and explore the feasibility of developing their roles to support victims of anti social behaviour.

A key area of activity this year will be to ensure that communities receive feedback about the outcome of prosecutions in their area

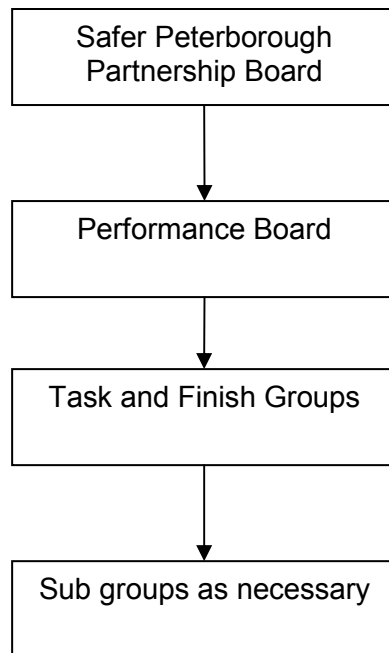
We will continue to work with other organisations offering support to victims and witnesses.

7. PERFORMANCE

- 7.1** The abolition of a rigid performance framework such as the LAA/NI's allows our local partnership to determine its own way of measuring our performance. Whilst it is an attractive prospect to be free of significant bureaucracy we must be mindful that the attention to detail and intense performance scrutiny of the partnership framework over the last twelve months is likely to have been one of the factors of its success.
- 7.2** Thus a move to three wider-ranging longer-term priorities could have risks that an insufficient performance monitoring regime leads to lack of focus and lack of identifiable results. To counter this, a strengthened monthly Safer Peterborough Partnership Performance Meeting will be responsible for monitoring progress against the priorities and responsible for exception reporting to the board. This will allow the partnership board to be responsible for unblocking blockages to performance and focussing on the direction of travel without being burdened by the detail of performance.
- 7.3** By way of example: crime levels are scrutinised on a daily basis by the police and managed through their Daily Management Meeting process – using the partnership team where necessary – it is their core business; there seems little to be gained by others scrutinising the same levels of performance.
- 7.4** The partnership can be responsible for setting appropriate targets for the three headline priorities.
- An overall numeric reduction in crime target will be introduced for the Reducing Crime priority.
 - The second priority of tackling anti-social behaviour and hate crime will require more thought. In order to fully understand our ASB/Hate Crime levels in the City may well require more reporting streams to be centralised thus an increase in figures in the first year may be the result. However, any attempt to deal with the root causes of such issues would be bound to fail unless that true picture is revealed. A measure of success may be an increase in reported cases to a single system but a true and worthwhile outcome would be a lack of escalation of offending by those identified as responsible.
 - The third priority will focus on achieving better outcomes and measures will be developed aligned to the appropriate projects and priorities in the Single Delivery Plan.
- 7.5** Priority work streams will be the main deliver of the three priority areas, each of these work streams will have an identifiable lead who will report to the performance group, a table setting out initial linkage is shown overleaf.

8. STRUCTURE OF SAFER PETERBOROUGH PARTNERSHIP

8.1 The table below shows the governance structure of the Partnership:



8.2 Partnership Board

The Partnership Board fulfils the duties of a Crime and Disorder Reduction Partnership (CDRP) as set out within the Crime and Disorder Act 1998.

The Police and Crime Act 2009 now extends these duties to include a duty to implement a strategy to reduce re-offending by adult and young offenders and to take reducing re-offending into account when exercising their functions (Section 17 of the Crime and Disorder Act 1998).

The Partnership Board is currently chaired by Chris Strickland, Deputy Chief Fire Officer of Cambridgeshire Fire and Rescue Service. This board provides strategic direction for the work of the Partnership by:

- Assessing the needs within the area
- Overseeing all planning and strategy
- Establishing the performance targets
- Resource management
- Compliance with the national guidance in relation to crime, drugs and anti social behaviour
- Commission of drug treatment services

8.3 Performance Board

Following the reviews of the Partnership in 2008 and 2010 the Delivery Board has been abolished and an enhanced Performance Challenge meeting introduced. This group, made up of performance leads from the Partnership and the theme leads for each area of business, meets between the Task and Finish Groups and Partnership Board each month to allow a thorough scrutiny of the performance for the previous month.

8.4 Task and Finish Groups

Task and Finish Groups exist for the key priority areas of partnership business and other key areas of activity. Each Task and Finish Group has a Theme Lead who is responsible for leading delivery in their business area and producing the Action Plan.

The purpose of the Task and Finish Groups is to:

- To use intelligence led problem solving to develop action plans that will facilitate performance against the Partnership Plan
- To monitor performance against targets within the Partnership Plan
- To report performance, using provided templates, to the Delivery Board on a monthly basis
- To identify necessary funding to deliver the agreed action plans
- To report problems and blockages to the Delivery Board to allow support to be provided to the Task and Finish Group
- To form sub groups where necessary for a distinct area of business
- To identify areas of success and use these to influence the work of other Task and Finish Groups

8.5 Safer Peterborough Partnership Team

The restructure within the Neighbourhoods Division of the Unitary Authority has created a quite different 'community safety' team. The new Safer/Stronger Peterborough Team is structured in the main to deliver against two areas of business to keep the City safe:

- Cutting Crime
- Reducing Anti Social Behaviour

However, the addition of the Neighbourhood Management and road safety functions move the department away from its hitherto narrow crime and disorder remit, into a department that can lead on the development of stronger and more supportive communities; communities that have a sustainable resistance to crime and disorder by addressing longer term causation factors and include much more community based activity (i.e. the 'Big Society' agenda).

The activity undertaken over the last twelve months to address the previous 9 priority areas has driven crime down. It has provided us with a platform to build a programme of work that makes those reductions sustainable and without the high levels of necessary bureaucracy that accompanied those previous work streams.

The Safer Peterborough Team is now a truly multi-agency team developing Peterborough's solutions to Peterborough's issues and has developed a set of vision and values to drive its work forward.

8.6 The Safer Peterborough Team Vision and Statement of Intent

To lead on the creation and sustainability of Strong and Supportive Communities by making Peterborough a safer place to live, work and visit.

We will do this by working in partnership to empower communities and to cut crime and reduce anti-social behaviour. We will consult with our communities to address issues that concern them most and keep them informed. We will deliver this through a partnership that is flexible, responsive and innovative; with a delivery style that is based upon integrity, respect and sensitivity for all.

We will aim to be:

The best partnership team in the country;

A team that understands the needs of our citizens and uses its influence and powers working with them to deliver positive and lasting change;

A team that others want to join because we;

- Are a team
- Listen
- Notice each other
- Say thank you internally and externally
- Enable people get on with their job
- Care for and support each other
- Have a positive identity
- Foster professional development
- Deliver results

A team that sets the standards others will follow because we;

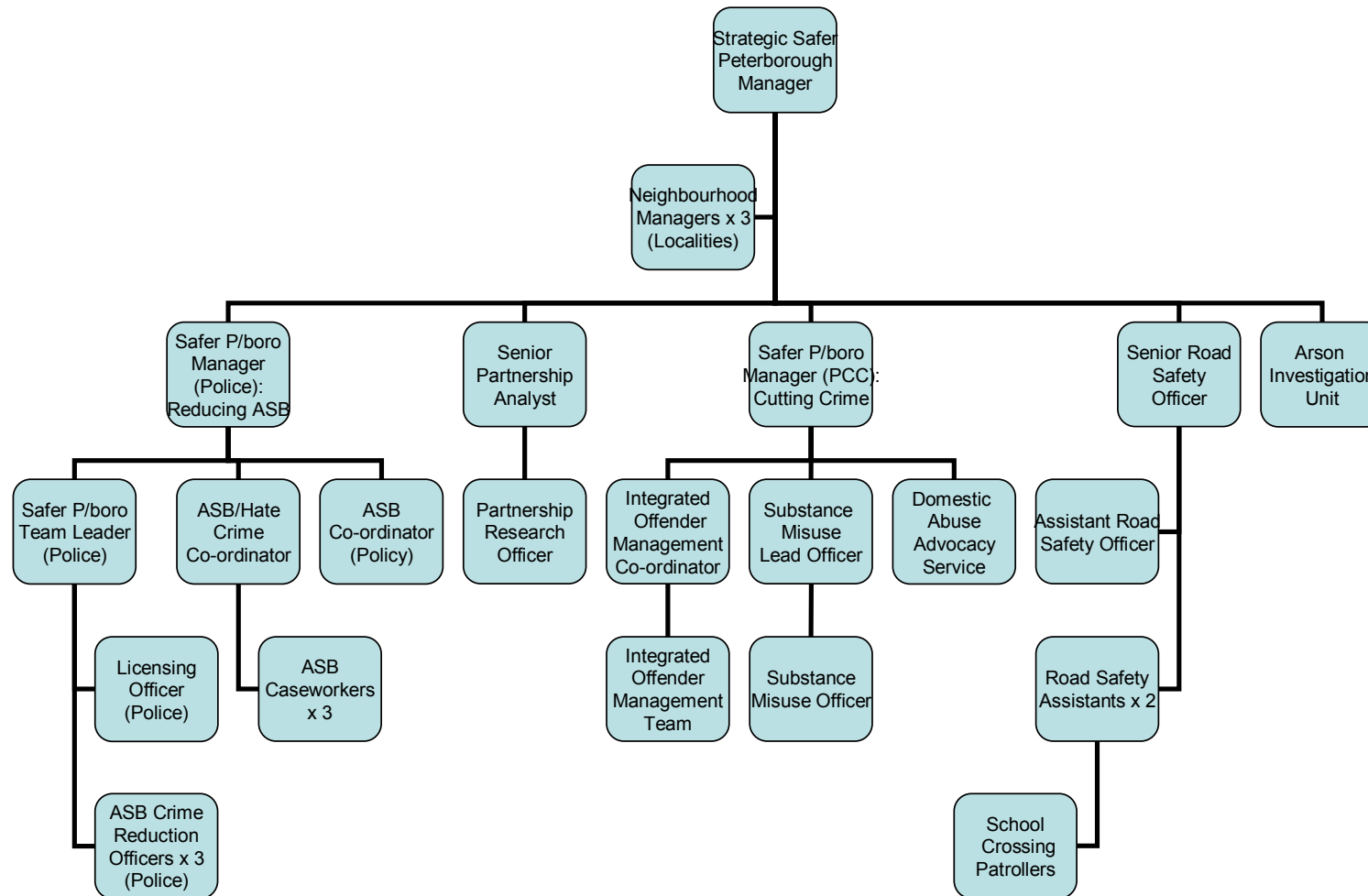
- Are a team
- Hold ourselves to account
- Continually check and improve
- Do what we say we will do
- Seek feedback, act on feedback
- Are responsive to our partners and communities
- Are passionate, enthusiastic and care about what we do

A team that is professional at all times because we/it;

- Are a team
- Set realistic expectations
- Keep people informed
- Tell it like it is
- Listen and show respect
- Embrace diversity
- Acknowledge the contribution of others
- Build and sustain positive relationships
- Responsive to what our partners and communities want
- Do the right thing

8.7 The structure of the team is set out on the next page.

Structure of the Safer/Stronger Peterborough team



9. FEAR OF CRIME

9.1 We know that people's fear of crime is disproportionate to the chances of them being a victim of crime. For some people, this can be debilitating and affect their quality of life. The fear of crime of local people can be affected by many things, many of which are beyond our control such as national events such as gun and knife crime in London or the reporting of certain issues by the national press.

9.2 We will strive to lower the fear of crime of our residents. We believe that we will do this by:

- Setting clear targets to reduce crime and anti social behaviour
- Achieve the reduction targets that we set
- Take every opportunity to tell the public about the reductions in crime and anti social behaviour that we have achieved

9.3 This last twelve months has seen a major improvement in our communication with the public. Through the appointment of a Communications and Marketing Manager we have clear direction ensuring that we take every opportunity to convey to the public the work that is being done. This year has seen the recognition of our partnership brand grow.

10. ENGAGING WITH COMMUNITIES IN REVISING AND DELIVERING THE PLAN?

10.1 Over the past twelve months we have focused our efforts on addressing the need to ensure that our stakeholders and the wider public can be part of the work that we are undertaking. It is important that they feel that we have effectively:

- Consulted with them – that is to say that we have listened to them and we have responded to what they have told us
- Informed them about what we are doing
- Involved them wherever possible in identifying priorities, planning activity and, in some cases, delivering this activity
- Partnered with them – working together to deliver mutually beneficial outcomes

10.2 Stakeholder Forums

Over the past twelve months we have further developed the stakeholder groups so that we now have a group for each of our priority areas.

The purpose of these stakeholder groups is to:

- Allow a networking opportunity for those working in this area
- Allow them to influence the priorities for our action plans and input into these
- Comment upon the activity that has been undertaken and their perception of its effectiveness
- Challenge the Task and Finish Group as and when necessary

Any member of the public or partner agency is welcome to attend the Stakeholder Forums which meet on a quarterly basis.

10.3 Special Interest Groups

This last year has seen us develop our engagement with particular groups with the formation of special interest groups. These will vary depending on the needs of the group involved. It will sometimes be appropriate to set up a specific group and other times it will be more appropriate to work with and through mechanisms that are already there.

10.4 Voluntary Sector

All of our Stakeholder Groups have voluntary sector representation, as does the Partnership Board. We have worked with Peterborough Council for Voluntary Service to improve our relationships with the voluntary sector and assist in identifying their appropriate representation. Over the coming year, we will be working with the voluntary sector to consider how we can strengthen their contribution to our work and allow them to engage as an equal partner.

We have also strengthened our commissioning arrangements to ensure that we can receive the valuable input from the voluntary sector to our work without comprising any commissioner/provider relationship. In the coming year, we will be developing this area of work, looking to work with the voluntary sector to access more external funding into the city.

10.5 Community Sector

Over the coming year our primary engagement with local people will be through the Neighbourhood Panels and Neighbourhood Councils in each geographic location. The Partnership now has an accredited 'Problem Solving in Practice' course to ensure that those responsible for implementing the priorities of these panels are appropriately trained to do this effectively. This training is also available to community groups. We are now able to offer this training free of charge to all living or working in Peterborough.

The Community Crime Fighters scheme will provide members of the public who are already active in their communities - like tenants and resident group leaders, neighbourhood watch co-ordinators or community activists - with training, information and support to work with the Partnership to help make communities safer. This scheme will be developed further over the coming year.

In working to fulfil the Partnership Plan the partners will be guided by the following principles (as adopted by the Greater Peterborough Partnership):

- **Leadership and Ownership** – recognising that the Community Safety Plan is owned and will be delivered by all of the partners, who have responsibility to ensure that its vision and priorities are understood in their own organisations and reflected in their own corporate documents and performance management.
- **Openness** – recognising that as partners we need to inspire and challenge each other to deliver the vision of the Community Safety Plan and that this will require us to be open and honest in our communications, offering each other constructive feedback on all aspects of our collaborative performance.
- **Partnership working** – recognising that every individual and every organisation has a role to play in delivering the Community Safety Plan and that we need to work together to tackle our priorities and deliver our vision.
- **Engagement** – recognising throughout our work that the Community Safety Plan is a document for every individual and every organisation, and that therefore we need to work hard to involve, listen and respond to people and communities.
- **Responsibilities** – recognising that the Community Safety Plan is relevant to all of the people, communities and organisations of Peterborough, we need to be informed, empowered and encouraged to take responsibility for helping deliver it.
- **Diversity** – recognising that Peterborough's diversity is one of its established key strengths and that all our work should promote and celebrate diversity across all our communities and people.
- **Prioritisation** - recognising that we cannot achieve all of our goals at once and that we need to take tough decisions to allocate resources to support the four priority areas in the Community Safety Plan.
- **Delivery** – keeping our promises and delivering what we have committed to.

10.6 How will we tell the public if we are succeeding?

The Partnership is committed to ensuring that any member of our community can have access to the information about the Partnership Plan. It is important that the public know:

- The areas of business that we consider to be most important
- What we are going to do to improve in these areas
- How we will know if we have been successful

To ensure that people have access to as much information as they wish we will:

- Publish a summary of this plan in easily understood language
- Ensure that the full plan is easily accessible to those who wish to see more detail than contained in the summary
- Report on a quarterly basis our performance against the targets – this will be done in a clear and concise manner that is easily understood

- Hold at least two 'Face the People' sessions to allow the public to question the partnership about the performance

We will make the Partnership Plan available in a number of ways including:

- Safer Peterborough Partnership website
- Greater Peterborough Partnership website
- Responsible authorities websites
- Hard copies of the summary to be made available in sports centres, libraries and other public buildings
- Through 'Your Peterborough' to ensure that it goes to every household in the city
- Copies of the full version of the report will be available on request
- Copies in minority languages will also be available in selected locations

11. CONCLUSION

This Partnership Plan will continue to be refreshed on an annual basis following an updated Strategic Assessment. This past year has seen major developments for the Partnership which has been reflected in performance. Over the coming year we will build on the improvements made and continue to strengthen and further develop the work of the Partnership.

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STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 9
9 MARCH 2011	Public Report

Report of the Head of Neighbourhoods

Contact Officer(s) – Adrian Chapman
Contact Details – 863887

REVIEW OF THE CITIZEN POWER PROGRAMME

1. PURPOSE

1.1 This report outlines the approach being taken to formally review the 'Citizen Power' programme.

2. RECOMMENDATIONS

2.1 Members are asked to note the contents of the report.

3. BACKGROUND

3.1 At the meeting of the Strong and Supportive Communities Scrutiny Committee on 19th January 2011, Members made the following recommendation:

That following consideration by the Committee of the Citizen Power Programme it is recommended to the Project Sponsor, Adrian Chapman, that the Citizen Power Programme, which is a joint venture between the Royal Society of Arts, Peterborough City Council and the Arts Council, be immediately disbanded.

3.2 A considerable amount of activity has already been delivered through the programme, and much is already planned. It is fully acknowledged that the way in which the programme has been communicated to councillors, residents and partners has not been effective, and that the planned outcomes have not been clearly articulated, but it is felt worthwhile to carry out further work to review the programme to identify whether or not the concerns of the committee can be addressed.

3.3 In considering the recommendation at 3.1, the Head of Neighbourhoods is therefore leading a full and formal review of the programme so that a final decision on its future can be made.

4. KEY ISSUES

4.1 The review that is being conducted is an internal Peterborough City Council review which is focussing on seven key areas:

- (i) **Review of all seven project strands:** including overall objectives, fit to corporate policy and strategy, evidence of need, and programme visibility and accessibility
- (ii) **Progress to date:** including what has been achieved, who has been involved, how much has been spent so far, what difference has been made
- (iii) **Future activities:** including what is still to be delivered, who will be involved, how will they be involved, how much money will be spent, what difference will be made

- (iv) **Communications:** including what media and communications activity has been delivered so far, what does the communications strategy show for future activity, what difference has previous activity made
- (v) **Governance and programme management:** including what are the current governance and management arrangements, are these fit for purpose, do these arrangements comply with PCC policy
- (vi) **Legacy:** including what happens beyond the currently planned project end date, how does the programme contribute to other policies, for example the Single Delivery Plan
- (vii) **National perspective:** including does the programme help or hinder our national reputation, what impact will it have on future investment

5. CONSULTATION

- 5.1 Weekly update meetings have been implemented between the Head of Neighbourhoods, the Citizen Power Programme Manager and his line manager, to ensure the review is progressing well.
- 5.2 A task and finish group has also been formed, led by the Head of Neighbourhoods and comprising the officers referred to in 5.1 in addition to other colleagues who are unfamiliar with the programme and who are acting as critical friends.

6. NEXT STEPS

- 6.1 The review will be concluded as swiftly as possible, and the findings will be reported back to the Committee at its first meeting of the new Municipal Year.
- 6.2 During the review period, activity on the programme is continuing but is being very carefully considered in the spirit of the review before authorisation is given.

7. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 7.1 None

8. APPENDICES

- 8.1 None

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 10
9 MARCH 2011	Public Report

Report of the Solicitor to the Council

Report Author – Paulina Ford, Scrutiny Performance and Research Officer
Contact Details – (01733) 452508 or email paulina.ford@peterborough.gov.uk

RESPONSE TO RECOMMENDATIONS MADE BY THE COMMITTEE

1. PURPOSE

- 1.1 The purpose of this report is to inform the Committee of the Cabinet response to recommendations made at the meeting of this Committee held on 19 January 2011.

2. RECOMMENDATIONS

- 2.1 That the Committee consider the responses to the recommendations made and agree if, and how, the implementation of the recommendations should be monitored.

3. BACKGROUND

- 3.1 During the Committee's meeting on 19 January 2011 recommendations were made following consideration of a report on the Neighbourhood Council Review – Part One. The recommendations were subsequently submitted to Cabinet for consideration.

- 3.3 A copy of all the recommendations made and responses are attached at Appendix 1.

4. KEY ISSUES

- 4.1 The Committee is asked to consider the responses and agree if, and how, the implementation of the recommendations should be monitored.

5. IMPLICATIONS

- 5.1 Any implications are contained within the individual response to the recommendation.

6. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

Minutes of the meeting of the Strong and Supportive Communities Scrutiny Committee on 19 January 2011.

7. APPENDICES

Appendix 1 – Recommendations and Responses Received.

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**CABINET RESPONSE TO RECOMMENDATIONS MADE BY THE STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE
AT ITS MEETING ON 19 JANUARY 2011**

Item	Recommendation	Response to Recommendations
<p>Neighbourhood Council Review – Part One</p>	<p>Cabinet is requested to:</p> <ol style="list-style-type: none"> 1. Agree that the principle of delegating as much revenue and capital funding as possible is a driving principle behind Neighbourhood Councils, in line with the spirit of the new Localism Bill, and that this principle is agreed by Councillors and shared with officers. 2. Commit to reviewing the Constitutional delegations to Neighbourhood Councils in support of maximising funding delegated to them. 3. Agree that the current level of £25,000 funding is guaranteed from 2011/12 onwards as a minimum sum available to each Neighbourhood Council to be offset by any POIS monies that become available to each Neighbourhood Council. 4. Agree that the process for determining and allocating POIS monies be carefully assessed and agreed to ensure that all parts of Peterborough benefit from growth and new development. 	<p>Cabinet received a report on the outcome of a review of Neighbourhood Councils which had been undertaken by the Strong and Supportive Communities Scrutiny Task and Finish Group. Cabinet was asked to consider the conclusions and agree the recommendations of Part One of the review.</p> <p>Following amendments to some of the proposed recommendations, Cabinet RESOLVED to:</p> <ol style="list-style-type: none"> 1. Agree that the principle of delegating as much revenue and capital funding as possible is a driving principle behind Neighbourhood Councils, in line with the spirit of the new Localism Bill, and that this principle is agreed by Councillors and shared with officers. 2. Commit to reviewing the Constitutional delegations to Neighbourhood Councils in support of maximising funding delegated to them. 3. Agree that the current level of £25,000 funding is guaranteed from 2011/12 for the medium term financial plan as a minimum sum available to each Neighbourhood Council to be offset by any POIS monies that become available to each Neighbourhood Council. 4. Agree that the process for determining and allocating POIS monies be carefully assessed and agreed to ensure that all parts of Peterborough benefit from growth and new development.

Item	Recommendation	Response to Recommendations
	<p>5. Agree that mainstream revenue budgets are disaggregated, wherever possible, feasible and legal, and delegated to Neighbourhood Councils. In agreeing to this a pilot programme to be implemented focussing on a specific part of Council activity before a more expansive roll-out programme.</p> <p>6. Agree that Neighbourhood Plans are produced for each of the Neighbourhood Council areas in line with the thinking articulated in the Localism Bill in order to help determine how all funding and other resources delegated to Neighbourhood Councils should be spent.</p> <p>7. Agree that the Community Leadership Fund is maintained at £10,000 per ward, but that 25% of that budget is allocated by Councillors to meet needs identified through the Neighbourhood Council Neighbourhood Planning process.</p> <p>8. Agree that the frequency of Neighbourhood Council meetings be maintained at four per year in each area and that any future change to this pattern should see an <i>increase</i> rather than <i>decrease</i> in the frequency of meetings.</p>	<p>5. Agree that mainstream revenue budgets are disaggregated, wherever possible, feasible and legal, and delegated to Neighbourhood Councils. In agreeing to this a pilot programme to be implemented focussing on a specific part of Council activity before a more expansive roll-out programme.</p> <p>6. Agree that Neighbourhood Plans are produced for each of the Neighbourhood Council areas in line with the thinking articulated in the Localism Bill in order to help determine how all funding and other resources delegated to Neighbourhood Councils should be spent.</p> <p>7. Agree that the Community Leadership Fund is maintained at £10,000 per ward, but that 25% of that budget is allocated, if all ward members agree, to meet needs identified through the Neighbourhood Council Neighbourhood Planning process.</p> <p>8. Agree that the frequency of Neighbourhood Council meetings be maintained at four per year in each area and that any future change to this pattern should see an increase rather than decrease in the frequency of meetings.</p>

Item	Recommendation	Response to Recommendations
	<p>9. Agree that a thorough review be conducted of all other community-based meetings with a view to combining meetings wherever possible.</p> <p>10. Agree that the ongoing but separate review of the Rural North Neighbourhood Council be included in the overall review of Neighbourhood Councils to ensure shared learning and avoidance of confusion and misinformation.</p> <p>11. Agree that Neighbourhood Management Delivery meetings, led by the relevant Neighbourhood Manager, be created in all Neighbourhood Council areas as a means of engaging and progressing actions between Neighbourhood Council meetings.</p> <p>12. Agree that minimal staffing costs be maintained by ensuring only essential Council officers are present at each Neighbourhood Council meeting.</p> <p>13. Agree that ALL Councillors are encouraged, through a flexible and modern programme of continuous training and development, to actively</p>	<p>9. Agree that a thorough review be conducted of all other community-based meetings with a view to combining meetings wherever possible.</p> <p>10. Agree that the ongoing but separate review of the Rural North Neighbourhood Council be included in the overall review of Neighbourhood Councils to ensure shared learning and avoidance of confusion and misinformation.</p> <p>11. Agree that Neighbourhood Management Delivery meetings, led by the relevant Neighbourhood Manager, be created in all Neighbourhood Council areas as a means of engaging and progressing actions between Neighbourhood Council meetings.</p> <p>12. Agree that minimal staffing costs be maintained by ensuring only essential Council officers are present at each Neighbourhood Council meeting.</p> <p>13. Agree that ALL Councillors are encouraged, through a flexible and modern programme of continuous training and development, to actively participate in all aspects of Neighbourhood Council business, this training and development programme to incorporate</p>

Item	Recommendation	Response to Recommendations
	<p>participate in all aspects of Neighbourhood Council business, this training and development programme to incorporate the broader aspects of Neighbourhood Management, Localism and Big Society.</p> <p>14. Agree that the Special Responsibility Allowance for Neighbourhood Council Chairs is no longer awarded; reflecting the greater role to be played by ALL Councillors in relation to Neighbourhood Councils and that each of the seven Neighbourhood Councils should elect its own Chair who should be a Councillor from one of the wards represented at that Neighbourhood Council.</p> <p>15. Agree that the Recommendations form part of an overall implementation plan for Neighbourhood Councils alongside the recommendations that emerge from part two of the Review to be overseen by the cross-party working group formed from the task and finish group; and that the Constitution be updated accordingly to reflect any recommended changes.</p>	<p>the broader aspects of Neighbourhood Management, Localism and Big Society.</p> <p>14. Agree that the agreed recommendations form part of an overall implementation plan for Neighbourhood Councils alongside the agreed recommendations that emerge from part two of the Review to be overseen by the cross-party working group formed from the task and finish group; and that the Constitution be updated accordingly to reflect any agreed recommended changes.</p> <p>Cabinet further RESOLVED to:</p> <p>1. Agree that a rural Councillor be a member of the review panel for the separate review of the Rural North Neighbourhood Council indicated in recommendation 10 above.</p> <p>2. Disagree that Special Responsibility Allowance for Neighbourhood Council Chairs is no longer awarded; reflecting the greater role to be played by ALL Councillors in relation to Neighbourhood Councils and that each of the seven Neighbourhood Councils should elect its own Chair who should be a Councillor from one of the wards represented at that Neighbourhood Council.</p> <p>REASONS FOR THE DECISION</p> <p>This report came to Cabinet following a request from the Strong and Supportive Communities Scrutiny Committee to conduct a review of Neighbourhood Councils. The review has taken into account the learning and experience from the first year of operations, in order to produce the recommendations for their continued development.</p>

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 11
9 MARCH 2011	Public Report

Report of the Strong and Supportive Communities Scrutiny Committee Task and Finish Group

**Contact Officer(s) – Adrian Chapman, Head of Neighbourhood Services. Tel 863887
Paulina Ford, Scrutiny Performance and Research Officer. Tel 452508**

NEIGHBOURHOOD COUNCIL REVIEW – PART TWO

1. PURPOSE

- 1.1 This report is submitted to the Committee following the completion of the second part of a scrutiny review of Neighbourhood Councils.

2. RECOMMENDATIONS

- 2.1 To consider and comment on the draft report and if appropriate refer the report to Cabinet on 21 March 2011.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 Neighbourhood Councils are contributing to the empowerment and citizenship agenda, which underpins the Sustainable Community Strategy.

4. BACKGROUND

- 4.1 At its meeting on 10 November 2010, this Committee agreed to establish a Task and Finish group to conduct a review of Neighbourhood Councils on its behalf.

The Task and Finish Group comprises the following members:

- Councillor Burton
- Councillor John Fox
- Councillor Goldspink
- Councillor Khan
- Councillor Sandford
- Councillor Simons
- Councillor Todd

- 4.2 The draft report of the Review Group is attached at Appendix 1.

5. IMPLICATIONS

- 5.1 Any implications are contained within the draft report at Appendix 1.

6. CONSULTATION

6.1 Consultation has been undertaken and is detailed in the draft report at Appendix 1.

7. NEXT STEPS

7.1 If approved by the Committee the report will be presented to Cabinet on 21 March 2011.

8. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

8.1 Minutes of the Scrutiny Committee held on 10 November 2010.

9. APPENDICES

9.1 Appendix 1 - Neighbourhood Council Review – Part 2

REVIEW OF NEIGHBOURHOOD COUNCILS – Part 2



Report of the Strong and Supportive Communities Scrutiny Committee Task and Finish Group

March 2011

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1. Introduction

At its meeting on 10th November 2010, the Strong and Supportive Communities Scrutiny Committee agreed to establish a Task and Finish group to conduct a review of Neighbourhood Councils.

A Task and Finish Group was established to examine this in detail on behalf of the Committee.

The Task and Finish Group comprises the following members:



**Cllr Colin Burton
Conservative**



**Cllr John Fox
Independent**



**Cllr Stephen Goldspink
English Democrat**



**Cllr Nazim Khan
Labour**



**Cllr Nick Sandford
Liberal Democrat**



**Cllr George Simons
Conservative**



**Cllr Marion Todd
Conservative**

2. Objective of the Review

2.1 Scope

- To review the processes and principles of Neighbourhood Councils and to come forward with recommendations for their continued development
- To examine all aspects of Neighbourhood Councils, including their funding, delegated responsibilities and logistical arrangements
- To look at how the meetings can be developed to meet the expectations of local residents

2.2 Terms of Reference

To review the process and principles of Neighbourhood Councils, taking learning and experience from the first year of operations, in order to produce recommendations for their continued development. The review is to include:

1. The overarching terms of reference for Neighbourhood Councils as set out in the Constitution
2. The range of responsibilities and decision-making powers delegated to Neighbourhood Councils as set out in the Constitution
3. The relationship between Neighbourhood Councils and other Council forums, committees and meetings
4. The relationship between Neighbourhood Councils and other neighbourhood or community focussed forums (e.g. Neighbourhood Panels), to ensure minimum duplication and maximum delivery
5. The process of engaging with Councillors outside the formal Neighbourhood Council meeting to progress decisions made and actions agreed during the meeting
6. The revenue and capital funding delegated to Neighbourhood Councils
7. The process for making decisions on allocating delegated finance, including Section 106 funds
8. The logistical arrangements that support Neighbourhood Councils, including meeting venues, accessibility, times, dates, frequency, presentation including sound equipment, refreshments, seating arrangements and the associated costs.
9. The methods used to promote Neighbourhood Council meetings to the public and partners to ensure maximum and appropriate levels of attendance and public participation
10. The processes used to develop the agendas, including reviewing how best to ensure agendas are relevant, meaningful and interesting and how best to involve the public in the debates
11. The process of reviewing previous actions and how those results are presented to the public
12. The process for distributing the agenda packs before, and the minutes after, each Neighbourhood Council meeting

3. Approach and Timetable

To complete the review in a timely manner, the Task and Finish Group agreed to organise the review into four distinct but broad areas of focus:

1. **Financial**, including revenue and capital funding, and the costs associated with supporting Neighbourhood Councils
2. **Decision Making Powers and responsibilities** delegated to Neighbourhood Councils
3. **Relationships** with other committees, panels, groups, forums etc, both internal and external
4. **Engagement** with the public, officers, press, Councillors etc, both internal and external

In order to meet the timetable for feedback on the Cabinet's financial proposals, the first of these four areas of focus (relating to financial issues) was reviewed first. The findings and recommendations from Part 1 of the review were submitted to the Strong and Supportive Communities Scrutiny Committee on 19 January 2011 where the recommendations put forward were agreed. The report was then submitted to Cabinet on 7 February 2011.

This Stage 2 report focuses on the remaining aspects of the review referred to above.

3.1 Reporting Timetable

The reporting timetable for the second stage of the review will be:

COMMITTEE	DATE
Strong and Supportive Communities Scrutiny Committee	9 th March 2011
Cabinet	21 st March 2011
Council	16 th May 2011

3.2 Key Witnesses

The Task and Finish Group identified key witnesses to be interviewed throughout the course of the review, and the following witnesses were invited for interview as part of the second stage of the review:

1st February 2011

- Helen Edwards, Solicitor to the Council
- John Harrison, Executive Director of Strategic Resources
- Alex Daynes, Senior Governance Officer
- Paul Smith, Development Implementation Manager (Planning)
- Cate Harding, Neighbourhood Manager, Central and East
- Councillor Yvonne Lowndes, Chair of the Neighbourhood Councils in the Central and East area
- Councillor David Over, Chair of the Scrutiny Commission for Rural Communities

10 February 2011

- Andrew Mackintosh, Director of Communications
- Simon Machen, Head of Planning, Transport and Engineering Services
- Kevin Roddis (resident)
- Wayne Stimson (resident)

11 February 2011

- Gary Roberts, Area Committee Support Manager & Neighbourhood Crime & Justice Coordinator, Luton Borough Council

14 February 2011

- Adrian Chapman, Head of Neighbourhoods
- Paul Phillipson, Director of Operations
- Councillor Peter Hiller, Cabinet Member for Housing, Neighbourhoods and Planning

4. Process and Findings

4.1 Stage 2 Review

The Task and Finish Group met on the following dates:

- 26th January 2011 Group Meeting to discuss way forward for Part 2
- 31 January 2010 Group Meeting to prep for interviews
- 1st February 2011 Interviews with key witnesses
- 10th February 2011 Interviews with key witnesses
- 11th February 2011 Interview with key witness
- 14th February 2011 Interviews with key witnesses
- 16th February 2011 Group Meeting to prepare draft report and recommendations

4.2 Findings

This report will deal with the findings relevant to Part 2 of the review only. All other findings have been reported in the report from the first stage of the review.

The review group wrote to the following organisations and people for their comments on how they thought Neighbourhood Councils were currently working and for their ideas on how they could be improved and developed further:

- Parish Councils
- Rural Ward Councillors
- Police
- Housing Associations
- Community Associations
- Residents Associations
- Peterborough Council for Voluntary Service
- Werrington Neighbourhood Council

The full list of those contacted and responses received are attached at Appendices 1 and 2 respectively.

All Councillors were invited to comment on Neighbourhood Councils during Part 1 of the review. Rural Councillors were given a second opportunity to comment during Part 2 of the review as stage 2 covered the relationship between Parish Councils and the Rural North Neighbourhood Council.

A short questionnaire was issued to the Youth Council and a selection of young people from Hampton and the Millfield area. The questionnaire sent out and a summary of their results is attached at Appendix 3.

(i) Interviews with key witnesses

Interviews with all key witnesses focussed on helping to establish what their perception was of Neighbourhood Councils, how this may have differed from their original vision, and what needs to change, if anything, to make sure they are delivering for the community.

The Solicitor to the Council, Helen Edwards, was asked specifically about issues associated with the Constitution, including delegated responsibilities, as well as the community action planning process and its status within the council.

The Executive Director of Strategic Resources, John Harrison, was asked about matters relevant to stage 1 of the review, particularly matters associated with financial processes and disaggregated budgets. The Head of Planning, Transport and Engineering was also interviewed on matters largely relevant to stage 1 of the review, particularly those associated with the Planning Obligations Implementation Strategy.

The Senior Governance Officer, Alex Daynes, was asked about governance support, and gave suggestions for how delegations could be better used and processes improved.

Wayne Stimson and Kevin Roddis were asked about their perceptions of why Neighbourhood Councils haven't been successful so far. Both suggested ideas and improvements linked to needing to define the overall purpose of Neighbourhood Councils and demonstrating that the public truly do have a voice and an influence over what is decided.

The interview with the Director of Communications, Andrew Mackintosh, centred on the marketing and communications activity delivered so far for Neighbourhood Councils. Andrew suggested many ways of improving awareness and attendance through better and more innovative marketing techniques.

The Executive Director of Operations, Paul Phillipson, gave his views about the potential that Neighbourhood Councils offer to deliver real results for local people, from relatively local issues whose resolution has perhaps become blocked, through to larger scale community planning of services, their design and delivery.

The Cabinet Member for Housing, Neighbourhoods and Planning, Councillor Peter Hiller, was asked about his vision for Neighbourhood Councils. Councillor Hiller expressed a clear passion for the principles of Neighbourhood Councils and gave his commitment to supporting the lead officers responsible for delivering them.

Finally, the review group interviewed an officer from Luton Borough Council, Gary Roberts. Gary is the Area Committee Support Manager and Neighbourhood Crime & Justice Coordinator in Luton, and is responsible for co-ordinating all activity associated with Luton's equivalent to Neighbourhood Councils.

Luton Borough Council

Luton Borough Council has been operating Area Committees for over ten years, and before them a similar structure that linked councilors to communities to help make decisions. Luton's model is working well with good levels of public attendance at meetings, full participation from councilors, strategic and operational support from officers at all levels of the organization, and demonstrable delivery coming from agreed actions. Gary emphasized that much of this success is linked to the length of time that Area Committees have been running in Luton and the fact that they have become fully embedded into the council's decision making process.

Gary shared a wealth of knowledge and experience based on the Luton model, and also provided examples of materials and templates used to promote Area Committees and to co-ordinate their output.

(ii) Comments from Councillors

The Review Group would like to thank those Councillors who contributed valuable information to this review process. Whilst it is acknowledged that not every Councillor is in favour of the Neighbourhood Council model, the Task and Finish group have taken a pragmatic view to try to support their continued development. ***Comments received that are relevant to stage 1 of this review have already been reported; all other comments are set out below.***

Councillor David Over

The Neighbourhood Council struggled. Mainly through lack of direction and leadership this NC had significant problems from the start. Immediately, it antagonised the parish councils. These councils have run, with varying degrees of success, for over 100 years and are part of the identity of each village. Volunteer councillors work hard and have a direct connection with the well being of their village.

The NC encouraged individuals and groups, often unelected or single issue supporters, to contribute to the NC. This was seen as a direct attack on elected parish councillors. At the same time parish councillors found they had no vote on the NC.

Consequently, cooperation for the NC from the parish councils is limited. Ward Councillors will support the parish councils because that is where the local vote lies.

The leadership of the NC was poor. With a number of officers coming and going there was no continuity. Leadership was limited and included a tirade against ward councillors for not attending a youth concert in Bretton!

A useful procedure would have been to follow the parish council pattern. The chair and officer put together the agenda. Public contributions would be heard at the beginning of the meeting and then the work of the NC would be carried out by ward councillors.

Recent discussions on changing the nature of the NC show some promise. However, what seems to be suggested is just a consultation body where parish councils can put their views forward. It would be a brave ward councillor to go against the views of their parishes.

Councillor June Stokes

I attended last night's meeting of the above.

It was well attended, especially as it was such a cold night. I really like the idea of the neighbourhood councils as it gives the residents a chance to air their views.

I can't really think of anything that can be improved in the way they are run. But just a suggestion, now and again could we not have a daytime meeting, perhaps in a school hall to get the kids interested in their communities or a meeting in a Warden controlled elderly residents complex i.e. such as Napier Place because the elderly don't like to go out at night.

Councillor George Simons

Re the meeting of December 15th held at the Voyager School.

Plenty of refreshment was available for all.

I have to say I was very disappointed regarding the agenda and subsequent voting to approve funding for listed items. Plenty of time was given for discussion with the attending public. Alas only a handful turned up. This may have been due to lack of notification as it only appeared in the E.T. paper the day before.

Elected members were issued with all relevant information well in advance of the meeting. Too much time was wasted with back and forth comments regarding each item by a couple of Councillors when a straight forward yes or no vote should suffice.

It must have appeared to those public that the Councillors were not acting in the correct manner, and therefore it created a poor impression and this could have a knock on effect for attending future meetings.

Without the public support these meetings could be discontinued. The attendance of above consisted of about 30 people with the majority being Councillors and Council Officers.

Ideally local problems should be dealt with by the elected Ward Councillors. Also giving the public more say so that it is felt they are actually involved.

(iii) Survey results

A short survey was issued at the last round of Neighbourhood Council meetings and is attached at appendix 4. For the purposes of this report, the focus is on the following survey questions.

- Why have you attended your Neighbourhood Council?
- How would you prefer to receive feedback from your Neighbourhood Council?
- How did you hear about this meeting?
- Do you have any other venues that you think these meetings should be held at to increase attendance?
- What changes would you make that you think would really encourage your friends and neighbours to attend Neighbourhood Councils regularly?
- Do you have any other comments regarding the Neighbourhood Council, for example what their objective should be, choice of venue, etc?

68 surveys have been completed, and the results are shown at appendix 5. Many comments were added to completed surveys, **but only those directly associated with this stage of the Review of Neighbourhood Councils are captured in this report.** ALL other results and comments were recorded in the report for the first stage of the Review.

***N.B.** Surveys were completed anonymously in most cases, and it is therefore possible that some of the responses are from partner organisations, councillors and officers.*

(iv) Information from other local authorities

N.B. Information directly associated with this stage of the Review of Neighbourhood Councils is included below; all other information was included in the stage 1 report.

Thurrock Council

Thurrock Council are in the process of establishing Area Forums, but report that it is unlikely that any funding will be delegated to them. Their proposal is that each forum is chaired by a Councillor and supported by a Head of Service, but that they will receive no additional allowance for doing so. Instead, a budget will be devolved to each individual Councillor.

Luton Borough Council

This Council operate 5 Area Committees with an approximately equal population size in each. They also operate a model of Ward forums – a meeting specific to each ward that runs immediately before an Area Committee meeting.

See section 4.2 (i) for more details.

North Lincolnshire Council

This Council is currently in the process of developing Local Area Forums, and there will be one in each of the 5 areas of North Lincolnshire, typically covering around 3 electoral wards each. The first meeting of the pilot was due to be held in December 2010, and consisted of a mixed group of elected members (who Chair), officers from the Council and partner agencies, community members, and trained community ambassadors. The local parish/town council is also represented.

In addition, they have been working with the Community Development Foundation on the design of their new arrangements, and a community involvement project has been running since June 2010 as a pathfinder for this. A learning report from this was due to be drafted in January 2011.

Officer support is provided by the Council's Stronger Communities team. They have appointed an Area Based Working Programme Manager who is leading on the design and support of the process.

Swindon Borough Council

Swindon provided a great deal of information about their 'Connecting People, Connecting Places' initiative which they developed around two years ago. They have divided Swindon into 7 'clusters' or areas to work more closely with their communities. Ward Councillors and Cluster Leads (existing senior managers within the Council) were given the freedom to develop cluster based working in whatever way was most appropriate. In one area (West) this has resulted in the development of an area forum. Other area work has been based on networking, open invitation events, project based activity etc.

They have been developing this work over the last 2 years with progress being reviewed annually. The programme has changed considerably during its development.

The West Area forum does not have decision making powers. Instead it is to enable members of the public to raise or take forward issues with other members of the community, the Council and other public sector partners. It is supported by the Cluster Lead and other invited officers depending on items submitted by the public for the agenda. The meetings are held monthly with attendance of around 50 people.

5. Conclusions and Recommendations for Part 2

Alongside the recommendations made in the first stage review, the recommendations set out below continue to strengthen the role of Neighbourhood Councils in Peterborough, and both clarify and confirm the important role they will play in the future of our city.

The principles by which the recommendations in this report have been made centre on (i) learning from the first few months of Neighbourhood Council delivery in practice, and (ii) taking that learning and using it to redevelop the model so it places Neighbourhood Councils at the heart of decision making and development in our communities and provides a robust vehicle for delivering the Big Society.

As with the overall approach taken during the review process, the recommendations are set out in three distinct but inter-related sections:

- Decision making powers and responsibilities
- Relationships and organisation
- Engagement

Section A: Decision making powers and responsibilities

The review group firmly believe that Neighbourhood Councils must have and be seen to have the same status as other formal committees of the Council. There is a balance to be achieved between formal committee structure and informal engagement, and this is addressed in further recommendations below. However, initially the review group recommend that the term 'Neighbourhood Council' be replaced with the term 'Area Committee'. This will help to reinforce the fact that these are formal committee meetings and an extension of existing decision making structures. Additionally however the name change will also support the principles of a relaunch for the new municipal year – a new name, a new brand, and a wholly fresh approach to delivering local decision making.

Recommendation 1:

Change the name of Neighbourhood Councils to Area Committees

The change of name alone, although significant, will not be enough to signify the positive and dynamic focus the review group envisage for Area Committees. Although terms of reference and formal delegations do exist at present, the review group feel that there is no clear vision for Area Committees. A strong vision will help to demonstrate to our residents, other councillors, officer and partners the important role that Area Committees will play in our future.

Recommendation 2:

Adopt the following as the vision statement for Area Committees:

“Area Committees will deliver improvements for the local area by identifying, overseeing, monitoring and driving actions to support all issues relevant to the area, including service delivery, service improvements, and area developments”

In the spirit of recognising that the Area Committees are indeed formal committees of the Council, it is important that they are supported in the same way as, for example, scrutiny committees. The review group felt that, even though Neighbourhood Councils have been operating as formal committees, they have not enjoyed the same level of planning and input as other such committees. A reinforcement of this is therefore recommended in order to ensure the Area Committees can fulfil their responsibilities and duties appropriately.

Recommendation 3:

Amend the Procedure Rules contained in the Constitution to reflect these recommendations, and to ensure that Area Committees are supported by similar procedures that support other Council committees (for example, agenda setting meetings with Area Committee members, and provision of full committee reports)

Although formal terms of reference have existed for Neighbourhood Councils, the review group believe these need to be more clearly articulated and have greater impact. They should follow on from the new vision for Area Committees, and be both accessible and relevant to the role that Area Committees will play. They should be clearly understood by all councillors, officers and partners, and be readily available to the public.

Recommendation 4:

Replace the existing terms of reference for Area Committees with the following:

- (i) Area Committees are established in Peterborough in accordance with the provisions set out in Local Government Act 2000**
- (ii) Area Committees will require the proactive support of all elected Councillors, officers, and partner organisations to ensure their full and positive success**

Area Committees should:

- (iii) Make decisions within the remit of the terms of reference and the formally delegated responsibilities, or make recommendations to the Executive as appropriate on issues which affect the area**
- (iv) Be the committee where members of the Area Committee and members of the community can discuss issues of concern or interest, including those that are not the direct responsibility of the Council as well as those that are**
- (v) Set the standards for services to meet local needs which are outside the immediate responsibility or budget of the Area Committee, and seek agreement for any changes from the Executive**
- (vi) Be the primary focus for public involvement and consultation within the area, working closely with other public, private and voluntary agencies, and advising and/or making recommendations that arise to the Executive as appropriate on issues which affect the area**
- (vii) Develop community action plans, and monitor their implementation, to ensure the promotion of economic, environmental, cultural and social wellbeing of the area, that service delivery improvements are made and that better outcomes are achieved**
- (viii) Carry out any non-Executive functions delegated by the council, and any Executive functions delegated by the Leader, in accordance with the Scheme of Delegations set out in Part 3 sections 1 and 3 of the Constitution**
- (ix) Be directly responsible for any delegated funding identified by the Council and invest that money in ways that support the priorities identified through the community planning process**

Neighbourhood Councils have had formally delegated responsibilities since their inception, although have only limited evidence of decision making or delivery as a result of these delegations. In part, this may be because of the important developmental period that is required to implement any new major strategy. However, the review group also felt that, because there was a lack of purpose and agreed vision for Neighbourhood Councils, delivery against any delegated responsibility was very difficult to achieve.

The strategy that the review group are recommending is to refocus the existing delegations around a smaller number of more specific responsibilities that they are confident can be delivered to benefit our communities during the 2011/12 municipal year. Part of this approach will also include a review of those delegations during the year, with a view to broadening out their scope once again from 2012/13 onwards.

Recommendation 5:

For the Municipal Year commencing May 2011, replace the existing Delegations to Neighbourhood Councils with those set out below. Keep this under review during that year, with a view to expanding the delegations from the start of the Municipal Year commencing May 2012:

- (i) The Leader retains responsibility for functions delegated and may exercise those functions in person, regardless of further delegation. Further, the Area Committees must act with due regard to all other Council policies and procedures**
- (ii) To promote the Council's role as a community leader in its area, giving a meaningful voice to the community and fostering good and productive working relationships with the Council's partner organisations, including Parish Councils, Police, Fire, Probation, criminal justice agencies, health and social care agencies, education agencies, young peoples' services, community associations, residents associations and voluntary sector agencies**
- (iii) To take a leading role in promoting the economic, environmental, cultural and social wellbeing of the area, and develop community action plans to achieve this that improve service delivery and achieve better outcomes**
- (iv) To set the standards for all former City Services operations now contracted to Enterprise to ensure effective delivery of all services, including making decisions on the maximum amount of any delegated budgets allowable within the terms of the contract to be deployed on local priorities (*to be confirmed subject to details of the contract*)**
- (v) To agree the annual programme of works contained within the Highways Capital Programme for 2012/13 onwards**
- (vi) To act as consultees on all major or significant Executive and Council proposals that affect the area, including those affecting both capital and revenue spend**
- (vii) To act as consultees in respect of Major Planning applications relevant to the area, and report views to the relevant Committee**
- (viii) To carry out any actions that the Executive authorises in addition to those set out above, until such time as that authorisation is revoked**

Significant debate was held regarding the roles of Chair and Vice Chair of Area Committees. The review group felt that the role of Chair needed to be more clearly articulated so that there was a shared understanding of that role amongst all councillors and officers. Further, although Vice Chairs have been in post since the inception of Neighbourhood Councils, their role has not been well developed and they are therefore a valuable leadership resource that may not be fully utilised.

Recommendation 6:

Create a job description for the roles of Chair and Vice Chair of the Area Committee that reflects the changes of emphasis and focus set out in these recommendations, and the role these posts will play in support of the broader neighbourhood management structure referred to in section B below

Although many existing Neighbourhood Councils have demonstrated real development and are showing positive potential, the relationship between them and rural parish councils has perhaps been the most concerning. Parish councils have existed for many years, and already benefit from decision making powers. They act as a voice for their local communities, and are elected by those communities to represent them on local matters.

Such has been the strength of feeling regarding the relationship between Neighbourhood Councils and parish councils, a sub-group of the Neighbourhood Council review group has been working on proposals to create a new arrangement relevant to the existing Rural North Neighbourhood Council only. This sub-group has comprised a number of rural City councillors, representatives from a number of parish councils, and officers from the council.

Recommendation 7:

Deliver the recommendations set out in the report from the sub-group of the Neighbourhood Council Task and Finish Group which has focussed on rural/parish issues, specifically:

- (i) create a new committee to replace the Rural North Neighbourhood Council, that comprises rural Ward Councillors and one co-opted representative from each of the 23 rural Parish Councils**
- (ii) appoint a rural Ward Councillor as the Chair of this committee**
- (iii) hold all meetings at a rural location within any of the 23 rural Parish Council areas**
- (iv) decisions relating to non-financial matters or those that are not formally delegated responsibilities will be debated by all members of the committee, with all members having a single vote each**
- (v) matters relating to financial or delegated responsibilities will be decided solely by elected City Councillors**

Section B: Relationships and organisation

The recommendations contained in this and the previous report should deliver an Area Committee structure which will make a real and lasting difference in our communities. However, it will require focussed officer support to co-ordinate all arrangements and to monitor and manage the various action plans that emerge from Ward Forums and Area Committees. Whilst the Neighbourhood Managers have the strategic responsibility for the existing Neighbourhood Councils and much of the logistical work is carried out by colleagues in Democratic Services, there are new functions and duties that are imperative to the success of the re-launched Area Committees that will require dedicated officer time. This was further demonstrated by the successful Luton Area Committee model which benefits from dedicated officer co-ordination and support.

Recommendation 8:

Create a lead officer role within the Neighbourhoods division to co-ordinate and facilitate the entire Neighbourhood Management meeting and engagement structure, including:

- **Developing, co-ordinating and monitoring delivery of action plans at Area Committee, Neighbourhood Panel, Ward Forums, and locality tour levels, holding Members, officers and partners to account as necessary**
- **Liaising with key PCC departments, notably Democratic Services and Communications, to ensure all required actions are delivered**
- **Arranging agenda setting and planning meetings for Area Committees in accordance with the Constitution**
- **All logistical arrangements for Area Committees, Neighbourhood Panels, Ward Forums, Neighbourhood Management Delivery Team meetings and any other related forums, including venues, refreshments, access, transport etc**
- **Liaising with Council departments and partners regarding information to be made available at each meeting (e.g. literature or a staffed information stand)**
- **Managing the agenda plan for each Area Committee containing items for future discussion**
- **Developing, managing and co-ordinating a full contacts database of residents, community groups, officers and partners to ensure maximum awareness of all relevant meetings and opportunities for engagement**

Recommendations relevant to engagement techniques and maximising attendance are set out in section C below. However, as important are issues specific to the relationship that the Area Committees need to have with other local forums as well as with officers and partners. Limited public attendance levels have caused the review group some concern, although where there have been agenda items at Neighbourhood Councils which are particularly significant or controversial, unsurprisingly attendance levels have been relatively high.

The conclusion therefore must be that the business of the Area Committees needs to be more interesting and impactful if our communities are to engage with them and develop the rich debate needed to make better decisions. Alongside this, the neighbourhood panels that have been developed by the Police have been running now for some time, and generally do enjoy higher levels of attendance. They focus on identifying three local priorities that the Police, Council and other agencies will focus on, progress against which is then reported back at the next meeting. Currently these meetings are held quarterly, and separately from any other local forum.

Finally, the review group felt that as the Area Committees adopt a more formal approach to achieve more significant outcomes, this may deter some local residents from engaging. However, if they are to be successful it is of course critical that intelligence and information is provided in some way to councillors and officers to ensure appropriate actions are taken.

Adopting an approach which provides an informal opportunity to engage, an opportunity to identify three local priorities and an opportunity to participate in decision making at the Area Committee, all on the same evening and at the same location, is therefore recommended. Early discussions with senior colleagues in the Police have confirmed their support for this approach.

Recommendation 9:

Create a single, seamless approach to neighbourhood engagement by creating a structure which enables the following to be delivered in each Area Committee area during the same session:

- **Ward Forum: a ward-specific informal forum where ward councillors can engage with their constituents and discuss informal issues or issues which may require escalation to the Area Committee. During these forums, key officer representation should also be available, including from the Neighbourhood Management team, Trading Standards, Community Safety, Police, and Enterprise**
- **Neighbourhood Panel: formally Police-led but now partner-wide meetings during which three local priorities are identified for resolution**
- **Area Committee: re-launched former Neighbourhood Council meetings, focussing on more strategic or impactful issues affecting the area**

For example, the Ward Forums may run from 6pm until 6.50pm, and the Area Committee meeting may run from 7pm until 9.00pm with the first 30 minutes given over to the business of the Neighbourhood Panel

To ensure real and positive action is delivered as a result of this new approach, and to hold councillors, officers and partners to account, the review group recognise the need to implement a process of action planning to capture agreed actions and to monitor their delivery. This approach will also help identify barriers and blockages in order that they can be overcome.

Action plans for neighbourhood panel meetings are already produced, and so the review group recommend that this be extended for both the Ward Forum and Area Committee meetings.

Recommendation 10:

Alongside formal minutes from the Area Committee, comprehensive action plans should be created from (i) every Ward Forum and (ii) every Area Committee meeting, setting out clearly what actions have been agreed, and naming a lead officer (with the consent of the officer named) and a lead councillor jointly responsible for ensuring the action is achieved

The review group have become increasingly aware of the significance of the neighbourhood management framework within which sits the Area Committee itself. Area Committees will be held quarterly, but the actions that come from them will need to be delivered swiftly and responsively if we are to demonstrate their effectiveness. Progress on achieving outcomes, information about emergency priorities, and an opportunity to formally engage with the relevant neighbourhood manager are all essential components of a successful neighbourhoods approach.

Further, the principles of the Big Society, and the information that is emerging from the Localism Bill, all require structures that ensure local issues are identified and actions taken by and with local people. There is a rich fabric of local community, voluntary and faith organisations across Peterborough, each of whom have a different perspective and who have significant levels of information and experience critical to delivering better outcomes for our residents.

However, we have fewer staff resources available to engage directly with these groups, which means there is a huge risk that their knowledge but also capacity is lost. By creating forums or partnerships where these groups can come together to enable a single conversation to be had will ensure this does not become the reality.

Recommendation 11:

Ensure the broader neighbourhood management framework shown at appendix 6 is in place and is able to respond to the opportunities provided in the Localism Bill and other relevant emerging legislation. Further, ensure that monthly Neighbourhood Management Delivery Team meetings are in place for all Area Committee areas, that there is full commitment from all councillors, and that the role of community partnership organisations is firmly established

To support the important role that Area Committees will play, and to better illustrate their significance to the public, the review group recommend that the seating arrangements be changed. Although a minor point at face value, this change will truly demonstrate who has voting rights and how those votes are used.

Recommendation 12:

Formalise the seating arrangements at Area Committee meetings so that all Members sit at the front of the audience in a horseshoe arrangement, making it clear who has voting rights, how those rights are used, and who is not in attendance

In addition to the support and commitment of councillors, if Area Committees are to be truly effective it is essential that officers are also fully committed. The review group felt that this needed to be demonstrated from the top of the organisation, and that a sense of real ownership is developed across all departments. Officers should feel that the Area Committees provide them with an opportunity to engage directly with the public so that they can make better and more informed decisions about service design and delivery.

Recommendation 13:

Identify a different member of the Corporate Management Team to act as champion and advocate for each of the seven Area Committees, and to ensure that the principles of Area Committees are given the appropriate status amongst all officers

Creating a sense of ownership of an Area Committee area is important to all those supporting that committee – for example, councillors who may not be familiar with all parts of the locality, officers and partners. Whilst the committee process itself will help to develop this sense of ownership, the review group recognise the importance of making the local knowledge as real as possible. One way to achieve this is to organise tours of the local area which would focus on strengths and weaknesses, areas of concern and areas where good work has been delivered. This would also be an excellent opportunity to show all those involved with the Area Committee the positive difference the committee is making by visiting ‘before and after’ areas.

Recommendation 14:

Organise a minimum of two Area Committee locality ‘tours’ per annum, during which ALL members of the Committee, the nominated CMT member, key PCC officers, key officers from partner organisations, key community leaders/representatives and the local media explore the area in more depth focussing on particular problems, hotspots and successes

Section C: Engagement

Information, intelligence and engagement from residents is critical if Area Committees are to be a success, and the review group recognise the importance of accessible, relevant and timely media and communications activity to promote meetings to all. Information that promotes Area Committees and that provides updates on agreed actions also needs to be considered, with more effective use of social media, local venues as information providers, and local newsletters.

It will also be important to promote the achievements of Area Committees and Ward Forums to demonstrate their value.

Recommendation 15:

- (a) Develop a single media and communications strategy, supported by an action plan, which proactively promotes Area Committees and Ward Forums and their achievements in a timely manner**
- (b) To help achieve this assign an officer within the Communications team to have responsibility for coordinating publicity and marketing for Area Committees and Ward Forums**
- (c) Produce a publicity 'pack' of template materials and formats that promote Area Committees, including 'soft' formats (via the use of the web, social networking etc) and 'hard' formats (posters, leaflets etc)**

In order to engage with as many people as possible, but to also make sure that the widest cross-section of residents can become involved it is important to think creatively about how the meetings should be organised. There may be a need, for example, to vary start and finish times, or to hold meetings in different types of venues.

Recommendation 16:

Be creative and flexible with the logistical arrangements for neighbourhood engagement activities set out in recommendation 9, providing they follow the Access to Information rules. For example, vary the start and end times of the meetings to ensure engagement with different residents, and ensure venues have enough space and capacity to cope with the requirements of both formal and informal forums during the same session

The Council is fully committed to supporting all residents, including those who are vulnerable or who find it difficult to engage with councillors and service providers. Area Committees and Ward Forums will be held in venues within each Area Committee area but there may be some residents who are keen to attend but who are unable to do so because of mobility issues or because they are particularly vulnerable.

Recommendation 17:

Provide free transport to vulnerable residents keen to attend their Area Committee meeting but who, because of specific issues, are unable to make their own way there

As part of the report from stage 1 of this review, the recommendation to form an implementation plan which would be overseen by the existing task and finish group was agreed. For clarity and consistency, that same recommendation is repeated below.

Recommendation 18 (already agreed):

That the recommendations, when agreed, form part of an overall implementation plan for Neighbourhood Councils alongside the recommendations that emerge from stage one of the review. This implementation plan should be overseen by the cross-party working group formed from the task and finish group, and become a standing item at all Strong and Supportive Communities Scrutiny Committee meetings, with regular updates also provided to Cabinet and Group Representatives

Finally, there is a real opportunity to promote the fact that we have all learned from the experiences of running Neighbourhood Councils to date and to celebrate the fact that we are hugely optimistic about the future of Area Committees. The scale of change being recommended is significant, and the review group are confident this will deliver the outcomes we need for our residents and be an important part of our response to the challenges of the Big Society.

A full re-launch of Area Committees in the context of these recommendations prior to the first meetings in the new municipal year will kick-start this approach.

Recommendation 19:

Re-brand and have a major re-launch of Neighbourhood Councils as Area Committees. This should include raising awareness to all councillors, PCC officers, external partners, and residents to actively promote their purpose including the vision set out in recommendation 2 along with the new delegations and terms of reference

6. Summary list of recommendations, with lead officers and target dates identified

	RECOMMENDATIONS	LEAD OFFICER	TARGET DATE
1.	Change the name of Neighbourhood Councils to Area Committees	Democratic Services	May 2011
2.	Adopt the following as the vision statement for Area Committees: "Area Committees will deliver improvements for the local area by identifying, overseeing, monitoring and driving actions to support all issues relevant to the area, including service delivery, service improvements, and area developments"	Adrian Chapman	May 2011
3.	Amend the Procedure Rules contained in the Constitution to reflect these recommendations, and to ensure that Area Committees are supported by similar procedures that support other Council committees (for example, agenda setting meetings with Area Committee members, and provision of full committee reports)	Democratic Services	May 2011
4.	Replace the existing terms of reference for Area Committees with the following: (i) Area Committees are established in Peterborough in accordance with the provisions set out in Local Government Act 2000 (ii) Area Committees will require the proactive support of all elected Councillors, officers, and partner organisations to ensure their full and positive success Area Committees should: (iii) Make decisions within the remit of the terms of reference and the formally delegated responsibilities, or make recommendations to the Executive as appropriate on issues which affect the area (iv) Be the committee where members of the Area Committee and members of the community can discuss issues of concern or interest, including those that are not the direct responsibility of the Council as well as those that are (v) Set the standards for services to meet local needs which are outside the immediate responsibility or budget of the Area Committee, and seek agreement for any changes from the Executive (vi) Be the primary focus for public involvement and consultation within the area, working closely with other public, private and voluntary agencies, and advising and/or making recommendations that arise to the Executive as appropriate on issues which affect the area	Democratic Services	May 2011

	RECOMMENDATIONS	LEAD OFFICER	TARGET DATE
	<p>(vii) Develop community action plans, and monitor their implementation, to ensure the promotion of economic, environmental, cultural and social wellbeing of the area, that service delivery improvements are made and that better outcomes are achieved</p> <p>(viii) Carry out any non-Executive functions delegated by the council, and any Executive functions delegated by the Leader, in accordance with the Scheme of Delegations set out in Part 3 sections 1 and 3 of the Constitution</p> <p>(ix) Be directly responsible for any delegated funding identified by the Council and invest that money in ways that support the priorities identified through the community planning process</p>		
5.	<p>For the Municipal Year commencing May 2011, replace the existing Delegations to Neighbourhood Councils with those set out below. Keep this under review during that year, with a view to expanding the delegations from the start of the Municipal Year commencing May 2012:</p> <p>(i) The Leader retains responsibility for functions delegated and may exercise those functions in person, regardless of further delegation. Further, the Area Committees must act with due regard to all other Council policies and procedures</p> <p>(ii) To promote the Council's role as a community leader in its area, giving a meaningful voice to the community and fostering good and productive working relationships with the Council's partner organisations, including Parish Councils, Police, Fire, Probation, criminal justice agencies, health and social care agencies, education agencies, young peoples' services, community associations, residents associations and voluntary sector agencies</p> <p>(iii) To take a leading role in promoting the economic, environmental, cultural and social wellbeing of the area, and develop community action plans to achieve this that improve service delivery and achieve better outcomes</p> <p>(iv) To set the standards for all former City Services operations now contracted to Enterprise to ensure effective delivery of all services, including making decisions on the maximum amount of any delegated budgets allowable within the terms of the contract to be deployed on local priorities (<i>to be confirmed subject to details of the contract</i>)</p> <p>(v) To agree the annual programme of works contained within the Highways Capital Programme for 2012/13 onwards</p> <p>(vi) To act as consultees on all major or significant Executive and Council proposals that affect the area, including those affecting both capital and revenue spend</p> <p>(vii) To act as consultees in respect of Major Planning applications relevant to the area, and report views to the relevant Committee</p> <p>(viii) To carry out any actions that the Executive authorises in addition to those set out above, until such time as that authorisation is revoked</p>	May 2011	May 2011

	RECOMMENDATIONS	LEAD OFFICER	TARGET DATE
6.	Create a job description for the roles of Chair and Vice Chair of the Area Committee that reflects the changes of emphasis and focus set out in these recommendations, and the role these posts will play in support of the broader neighbourhood management structure referred to in section B below	Adrian Chapman	May 2011
7.	Deliver the recommendations set out in the report from the sub-group of the Neighbourhood Council Task and Finish Group which has focussed on rural/parish issues, specifically: <ul style="list-style-type: none"> (i) create a new committee to replace the Rural North Neighbourhood Council, that comprises rural Ward Councillors and one co-opted representative from each of the 23 rural Parish Councils (ii) appoint a rural Ward Councillor as the Chair of this committee (iii) hold all meetings at a rural location within any of the 23 rural Parish Council areas (iv) decisions relating to non-financial matters or those that are not formally delegated responsibilities will be debated by all members of the committee, with all members having a single vote each (v) matters relating to financial or delegated responsibilities will be decided solely by elected City Councillors 	Julie Rivett	May 2011
8.	Create a lead officer role within the Neighbourhoods division to co-ordinate and facilitate the entire Neighbourhood Management meeting and engagement structure, including: <ul style="list-style-type: none"> • Developing, co-ordinating and monitoring delivery of action plans at Area Committee, Neighbourhood Panel, Ward Forums, and locality tour levels, holding Members, officers and partners to account as necessary • Liaising with key PCC departments, notably Democratic Services and Communications, to ensure all required actions are delivered • Arranging agenda setting and planning meetings for Area Committees in accordance with the Constitution • All logistical arrangements for Area Committees, Neighbourhood Panels, Ward Forums, Neighbourhood Management Delivery Team meetings and any other related forums, including venues, refreshments, access, transport etc • Liaising with Council departments and partners regarding information to be made available at each meeting (e.g. literature or a staffed information stand) • Managing the agenda plan for each Area Committee containing items for future discussion • Developing, managing and co-ordinating a full contacts database of residents, community groups, officers and partners to ensure maximum awareness of all relevant meetings and opportunities for engagement 	Adrian Chapman	May 2011

	RECOMMENDATIONS	LEAD OFFICER	TARGET DATE
9.	<p>Create a single, seamless approach to neighbourhood engagement by creating a structure which enables the following to be delivered in each Area Committee area during the same session:</p> <ul style="list-style-type: none"> • Ward Forum: a ward-specific informal forum where ward councillors can engage with their constituents and discuss informal issues or issues which may require escalation to the Area Committee. During these forums, key officer representation should also be available, including from the Neighbourhood Management team, Trading Standards, Community Safety, Police, and Enterprise • Neighbourhood Panel: formally Police-led but now partner-wide meetings during which three local priorities are identified for resolution • Area Committee: re-launched former Neighbourhood Council meetings, focussing on more strategic or impactful issues affecting the area <p>For example, the Ward Forums may run from 6pm until 6.50pm, and the Area Committee meeting may run from 7pm until 9.00pm with the first 30 minutes given over to the business of the Neighbourhood Panel</p>	Adrian Chapman	May 2011
10.	Alongside formal minutes from the Area Committee, comprehensive action plans should be created from (i) every Ward Forum and (ii) every Area Committee meeting, setting out clearly what actions have been agreed, and naming a lead officer (with the consent of the officer named) and a lead councillor jointly responsible for ensuring the action is achieved	Neighbourhood Managers	From May 2011
11.	Ensure the broader neighbourhood management framework shown at appendix 6 is in place and is able to respond to the opportunities provided in the Localism Bill and other relevant emerging legislation. Further, ensure that monthly Neighbourhood Management Delivery Team meetings are in place for all Area Committee areas, that there is full commitment from all councillors, and that the role of community partnership organisations is firmly established	Adrian Chapman/ Neighbourhood Managers	From May 2011
12.	Formalise the seating arrangements at Area Committee meetings so that all Members sit at the front of the audience in a horseshoe arrangement, making it clear who has voting rights, how those rights are used, and who is not in attendance	Democratic Services	May 2011
13.	Identify a different member of the Corporate Management Team to act as champion and advocate for each of the seven Area Committees, and to ensure that the principles of Area Committees are given the appropriate status amongst all officers	Paul Phillipson	May 2011

	RECOMMENDATIONS	LEAD OFFICER	TARGET DATE
14.	Organise a minimum of two Area Committee locality 'tours' per annum, during which <i>ALL</i> members of the Committee, the nominated CMT member, key PCC officers, key officers from partner organisations, key community leaders/representatives and the local media explore the area in more depth focussing on particular problems, hotspots and successes	Adrian Chapman	May 2011
15.	(a) Develop a single media and communications strategy, supported by an action plan, which proactively promotes Area Committees and Ward Forums and their achievements in a timely manner (b) To help achieve this assign an officer within the Communications team to have responsibility for coordinating publicity and marketing for Area Committees and Ward Forums (c) Produce a publicity 'pack' of template materials and formats that promote Area Committees, including 'soft' formats (via the use of the web, social networking etc) and 'hard' formats (posters, leaflets etc)	Andrew Mackintosh	May 2011
16	Be creative and flexible with the logistical arrangements for neighbourhood engagement activities set out in recommendation 8, providing they follow the Access to Information rules. For example, vary the start and end times of the meetings to ensure engagement with different residents, and ensure venues have enough space and capacity to cope with the requirements of both formal and informal forums during the same session	Neighbourhood Managers	From May 2011
17.	Provide free transport to vulnerable residents keen to attend their Area Committee meeting but who, because of specific issues, are unable to make their own way there	Neighbourhood Managers	From May 2011
18.	That the recommendations, when agreed, form part of an overall implementation plan for Neighbourhood Councils alongside the recommendations that emerge from stage one of the review. This implementation plan should be overseen by the cross-party working group formed from the task and finish group, and become a standing item at all Strong and Supportive Communities Scrutiny Committee meetings, with regular updates also provided to Cabinet and Group Representatives	Adrian Chapman	May 2011
19.	Re-brand and have a major re-launch of Neighbourhood Councils as Area Committees. This should include raising awareness to all councillors, PCC officers, external partners, and residents to actively promote their purpose including the vision set out in recommendation 2 along with the new delegations and terms of reference	Adrian Chapman/ Andrew Mackintosh/ Neighbourhood Managers	May 2011

The Review Group would like to note their thanks for the support given to them by Paulina Ford, Research and Project Advisor and Adrian Chapman whilst conducting this review.

They would also like to thank and acknowledge the support and information given to them by all of the key witnesses interviewed, and those organisations and people that have contributed to the review by sending in their comments and ideas. A particular thank you to Gary Roberts, Area Committee Support Manager at Luton who visited Peterborough to inform the Task and Finish Group on how Area Committees work in Luton.



Appendix 1: Details of individuals and organisations contacted

The following organisations, associations, groups and people were sent a letter or email inviting them to comment on Neighbourhood Councils:

Parish Councils:

- Ailsworth Parish Council
- Bainton and Ashton Parish Council
- Barnack Parish Council
- Borough Fen Parish Council
- Bretton Parish Council
- Castor Parish Council
- Deeping Gate Parish Council
- Etton Parish Council
- Eye Parish Council
- Glinton Parish Council
- Hampton Hargate and Hampton Vale Parish Council
- Helpston Parish Council
- Marholm Parish Council
- Maxey Parish Council
- Newborough Parish Council
- Northborough Parish Council
- Orton Longueville Parish Council
- Orton Waterville Parish Council
- Peakirk Parish Council
- Southorpe Parish Council
- St Martins Without Parish Meeting
- Sutton Parish Council
- Thorney Parish Council
- Thornhaugh Parish Council
- Ufford Parish Council
- Upton Parish Meeting
- Wansford Parish Council
- Werrington Neighbourhood Council
- Wittering Parish Council
- Wothorpe Parish Council

Community Associations:

- Dogsthorpe Community Association
- Saxon Community Association
- Parnwell Community Association
- Millfield Community Association
- East Community Association
- Wilfred Wood Hall Barnack Community Association
- Eye Community Association
- Helpston and Etton Community Association
- North Bretton Community Association
- Northborough Community Association
- Paston & Gunthorpe Community Assoc.
Community Centre
- Stafford Hall - Westwood and Ravensthorpe Community Association
- Walton Community Association

Residents Associations:

- Bluebell Residents' Association
- Broadway Residents Association
- Fulbridge Residents' Association
- Mill Area Residents' Association
- Old Dogsthorpe Residents' Association
- Parnwell Residents' Association
- Welland Residents' Association
- Clifton Court Resident Association
- Eastgate Resident Association
- Fengate park Resident Association
- Gains Resident Association
- Gladstone Connect
- Greater Dogsthorpe Environmental Forum
- Garton End Resident Association
- Hankey Street & Bamber Street Resident Association
- MANERP
- Community Action Peterborough
- Desi Ladies
- PACO
- Peterborough Bangladeshi Welfare Association UK
- PARCA
- Step Up
- St Mary's court Resident Association
- Princes Street Residents Association
- Victoria Park Residents Association
- Brookfield & Dukesmead Residents Association
- Brookfurlong Residents Group 'Four Seasons Square Group'
- Ellindon & Adderley Residents' Association
- Hodgson Community Association
- Langley and Pyhill Residents Association
- Morland Court Residents Group
- Netherton Neighbourhood Association
- North Bretton Residents Group
- Paston and Gunthorpe Community Association
- Residents of Ravensthorpe Residents' Association
- South Honeyhill Residents Association
- Thorpe Gate Residents Association
- Walton Action Group
- Werrington Neighbourhood Council
- Westwood and Ravensthorpe Community Association
- Westwood Residents Association
- Glebe Road and Fairfield Road Residents Association
- Fellowes Gardens Residents Association
- Hinchcliffe and Neighbourhood Tenants & Residents Association (HANTRA)
- Hartley Residents' Association
- Orton Southgate Residents' Association (OSRA)
- Goldhay Horseshoe Residents' Association
- Orton Wistow Residents' Association
- Phoenix Residents Association
- Saltmarsh Residents' Association
- St. Botolph Lane Residents' Association

Werrington Neighbourhood Council

Peterborough Council for Voluntary Service

Police – Kevin Vanterpool

Rural Councillors

- Councillor Ray Dobbs
- Councillor David Saunders
- Councillor John Holdich
- Councillor Diane Lamb
- Councillor Peter Hiller (interviewed on 14 February 2011)
- Councillor David Over (interviewed on 1 February 2011)
- Councillor David Harrington (comments received during Part 1 of the review)

Housing Associations:

- Axiom Housing Association
- Cross Keys Homes
- Accent Nene
- Minster General Housing Association

Letter and attachments which were sent out to those listed in Appendix 1

Telephone: 01733 452508
Facsimile: 01733 452483
E-Mail: paulina.ford@peterborough.gov.uk
Please ask for:
Our Ref: Scrutiny Review of Neighbourhood Councils
Your Ref:

**Scrutiny Team
Democratic Services
Chief Executive's Department
Town Hall
Bridge Street
Peterborough
PE1 1HG**

DX 12310 Peterborough 1

Telephone - 01733 747474

February 2011

To Whom It May Concern:

Scrutiny Review of Neighbourhood Councils

The Strong and Supportive Communities Scrutiny Committee have formed a Task and Finish Group to conduct a review of Neighbourhood Councils. The group consists of Councillor Burton, Councillor Todd, Councillor Simons, Councillor JR Fox, Councillor Khan, Councillor Sandford and Councillor Goldspink. The Task and Finish Group would like to receive comments from XXXXXXXXXX on how they feel the Neighbourhood Councils are currently working and any thoughts that they may have on how they could be developed further.

The Task and Finish Group are currently working on stage two of the review which is looking at:

1. **Decision Making Powers and responsibilities** delegated to Neighbourhood Councils
2. **Relationships** with other committees, panels, groups, forums etc, both internal and external
3. **Engagement** with the public, officers, press, Councillors etc, both internal and external

I have attached the Terms of Reference of the review which may help you to focus your comments.

If you have not heard of Neighbourhood Councils or have not had a representative of your xxxxxxxxx attend any of the meetings the review group would like to know.

If you would like to feed into this review please can you send me your comments by xxxxxxxxx? When submitting the comments please can you confirm that you would be happy for your comments to be published in the final report?

Comments can be submitted either by email to paulina.ford@peterborough.gov.uk or by post to:

Paulina Ford
Scrutiny Performance and Research Officer
Peterborough City Council
Democratic Services

Chief Executives Department
Town Hall
Bridge Street
Peterborough
PE1 1HQ

I look forward to hearing from you.

Yours sincerely

Paulina Ford
Scrutiny Performance and Research Officer

Review of Neighbourhood Councils

A review group, made up of City Councillors from the Strong and Supportive Communities Scrutiny Committee, has been formed to carry out a review of Neighbourhood Councils and make recommendations on their continued improvement.

The review group will be examining the following aspects of Neighbourhood Councils, and would be very interested in your own views on some or all of these areas:

- 1. The overarching terms of reference, the range of responsibilities, and the decision-making powers for Neighbourhood Councils that are set out in the Council's Constitution (the relevant pages of this are attached for your information).**
Do you think these are too narrow or too broad? Do you have other ideas about what should be included here?
- 2. The way in which Neighbourhood Councils interact with, or should interact with, other Council forums, committees and meetings (e.g. Scrutiny Committees, Cabinet, Full Council etc).**
What do you think the relationship should be between these meetings?
- 3. The way in which Neighbourhood Councils and other neighbourhood or community meetings (e.g. Neighbourhood Panels) work together, or should work together, to ensure minimum duplication and maximum delivery.**
Do you think there is duplication at the moment? If so how can we avoid this? What purpose do you believe each of the community meetings should have? Is the name 'Neighbourhood Council' meaningful and appropriate or can you suggest an alternative?
- 4. The process of engaging with Councillors and partners outside the formal Neighbourhood Council meeting to progress decisions made and actions agreed during the meeting, and how those actions are communicated to the public**
What role do you think Councillors should have in relation to Neighbourhood Council business outside the formal meetings? How can we best ensure that agreed decisions and actions are progressed? How should we make sure that communities are kept up to date on progress?
- 5. The logistical arrangements that support Neighbourhood Councils, including meeting venues, accessibility, times, dates, frequency, presentation including sound equipment, refreshments, seating arrangements and the associated costs.**
Do you have any views on any aspect mentioned above? Are there things we can do to improve the experience of attending a Neighbourhood Council meeting?
- 6. The methods used to promote Neighbourhood Council meetings to the public and partners to ensure good attendance. The process for ensuring agendas are relevant, meaningful and interesting and how best to involve the public in the debates.**
What do you think we should do to make the meetings more relevant, accessible and enjoyable? How can we best ensure that the items for discussion are what local people really want to talk about or progress?
- 7. The process for distributing the agenda packs before, and the minutes after, each Neighbourhood Council meeting.**
How should we make sure that as many people as possible are aware of the meeting, have access to the agenda, and have access to the minutes?

Comments received from:

Name:

Address

Email address:

Please write your comments below

Appendix 2: Comments received from Housing Associations / Parish Councils / Community and Resident Associations / Werrington Neighbourhood Council

Name	Association	Comment
Housing Association Comments		
June Campbell Community Development Co-ordinator	Accent Nene Ltd	<p>The overarching terms of reference, the range of responsibilities, and the decision-making powers for Neighbourhood Councils that are set out in the Council's Constitution (the relevant pages of this are attached for your information). <i>Do you think these are too narrow or too broad? Do you have other ideas about what should be included here?</i> <i>I think that they are about right at the moment, the issue will always be ensuring good attendance from a diverse group of residents who really understand the processes and what their own community can get from these council's</i></p> <p>The way in which Neighbourhood Councils interact with, or should interact with, other Council forums, committees and meetings (e.g. Scrutiny Committees, Cabinet, Full Council etc). <i>What do you think the relationship should be between these meetings?</i> <i>It's important that all groups know what the others are doing – I assume that minutes and agendas are shared – so there is no duplication. If Neighbourhood Council's are going to succeed it is important that all the other Council forums and committee recognise the decisions, ultimately made by community representatives, at Neighbourhood Council meetings, and act on them accordingly.</i></p> <p>The way in which Neighbourhood Councils and other neighbourhood or community meetings (e.g. Neighbourhood Panels) work together, or should work together, to ensure minimum duplication and maximum delivery. <i>Do you think there is duplication at the moment? If so how can we avoid this? What purpose do you believe each of the community meetings should have? Is the name 'Neighbourhood Council' meaningful and appropriate or can you suggest an alternative?</i> <i>In my opinion there is some duplication between Neighbourhood Council's and Neighbourhood Panel meetings and the public that I work with are confused about what the differences are. I believe the Neighbourhood Panels should continue to deal with the issues that cause offence in the community, ie graffiti, litter, ASB, and crime. These should be resolved through the Neighbourhood Delivery Team approach. The Neighbourhood Council's should concentrate on the larger issues that have not been able to be resolved – issues that might include physical changes to a Neighbourhood to resolve ASB, asset transfer and what the council should spend money on in each Neighbourhood. A strong focused inclusive group of residents attending or reporting to the Neighbourhood Council's should help to achieve this. Having the word 'Neighbourhood' in each case does not help and 'Council' seems very formal – but I can't think</i></p>

Name	Association	Comment
		<p><i>of an alternative</i></p> <p>The process of engaging with Councillors and partners outside the formal Neighbourhood Council meeting to progress decisions made and actions agreed during the meeting, and how those actions are communicated to the public <i>What role do you think Councillors should have in relation to Neighbourhood Council business outside the formal meetings? How can we best ensure that agreed decisions and actions are progressed? How should we make sure that communities are kept up to date on progress?</i></p> <p><i>Councillors need to fully engage with the process and support the Council outside of meetings. They have been elected as the representative of their community and I would therefore expect that those who voted for them would expect them to be involved. Unfortunately the only way to ensure that actions are progressed is for an administrator to keep on top of this, which would have financial implications. An agreed process of reporting on progress should be part of the administration of each meeting and assurances should be sort with those that have actions which have come out of the meeting. To engage with all age groups in the community many various methods could be used. A written update could be sent via each councillor which he/she is expected to report back to each community group in his area. Updates could appear in each Neighbourhood Council's area on PCC website and on PeteYouth website. Email briefings could be sent to members and twitter, facebook etc could also be utilised. Positive press releases on successes are always helpful.</i></p> <p>The logistical arrangements that support Neighbourhood Councils, including meeting venues, accessibility, times, dates, frequency, presentation including sound equipment, refreshments, seating arrangements and the associated costs. <i>Do you have any views on any aspect mentioned above? Are there things we can do to improve the experience of attending a Neighbourhood Council meeting?</i></p> <p><i>As much of the formality as possible needs to be taken out of the meetings to ensure that residents attend. Sound equipment is important and meetings in each locality are essential</i></p> <p>The methods used to promote Neighbourhood Council meetings to the public and partners to ensure good attendance. The process for ensuring agendas are relevant, meaningful and interesting and how best to involve the public in the debates. <i>What do you think we should do to make the meetings more relevant, accessible and enjoyable? How can we best ensure that the items for discussion are what local people really want to talk about or progress?</i></p> <p><i>I am currently in the process of developing a Parnwell Local Delivery Group who will be preparing an action plan for Parnwell. I feel that this is the best way to highlight issues that residents are concerned about as consultation will have taken place with a wider group of residents to produce the plan. There is always a concern that 'those that shout loudest get</i></p>

Name	Association	Comment
		<p><i>heard', and unless consultation has taken place, the wrong priorities for NCs might be set. Communication with whole communities is therefore essential to get the right balance</i></p> <p>The process for distributing the agenda packs before, and the minutes after, each Neighbourhood Council meeting. <i>How should we make sure that as many people as possible are aware of the meeting, have access to the agenda, and have access to the minutes?</i></p> <p><i>As stated before, all different forms of communication will need to be used to ensure that the wider community is aware of these meetings, PCC website, email and social networking sites. Unfortunately paper copies will still need to be distributed as some members of the community would prefer not to access them electronically and also there is a cost issue in printing out agendas and minutes for certain members of the community and thus these would not be accessible to them</i></p> <p><i>The help of the local press I believe is essential to advertise Council meetings and adopting a logo specifically for Neighbourhood Council's might mean that residents are more likely to look at adverts. Also the use of local community notice boards would be a good idea. The community advertising TV screens as used in doctors surgery's community centres and shopping malls would also prove successful I believe and consideration of some of the most pertinent text produced in other languages could be considered to ensure inclusivity.</i></p>
Cheryl Arnold Community Regeneration Coordinator	Accent Nene Ltd	<p>Response to Terms of Reference of Neighbourhood Councils</p> <p>4 – Conflict of Interest 4.1 OK 4.2 OK</p> <p>5 Co-optees 5.1 OK 5.2 Very important – this is something which need monitoring and evaluating. I have asked for both PLDTs to be added to the standing invite list</p> <p>6 Meetings of the Neighbourhood Councils 6.4 2 hrs – some agenda items / lengthy discussions / prior knowledge and dos where possible especially to the relevant groups who will ultimately be interested in the item</p> <p>6.5 clear instructions using 'Plain English' for code of conduct needs to be 'taught' via some open training sessions to support the development and engagement of local residents and executive members/participants</p>

Name	Association	Comment
		<p>6.6 propose a pre-meeting pack be made available on-line to assist people with this part of the proceedings</p> <p>8 Public Participation NB: overall the process is one that has been adapted from the higher Cabinet level and it will work. However, much more training and advice for elected members and members of the general public MUST be set up and offered a.s.a.p. How will local people get involved if they don't understand the basic principles of the process you have chosen to adopt.. Information is power and most local residents I work with don't have any ambition to come along to the meetings at the moment, mostly due to time and lack of knowledge about what difference they can really hope to achieve</p> <p>8.1 No one I knows gets details re the meetings notes or decisions other than via the notes. Therefore no real debate outside of the ¼ ly meetings takes place with key agencies, residents etc Similarly, I can't recall seeing any publicity which has impacted on the residents I work with in Paston / Parnwell. Even the agencies I coordinate for the Paston Local Delivery Team don't recall seeing overt publicity to entice local residents to meetings Have you considered FaceBook, Twitter, LinkedIn etc?</p> <p>Propose an additional point at 8.4 which would enable a 'on behalf' – spokes person/written request option for people who cant get to the meetings for whatever reason</p> <p>12 Work Programme 12.1 need to include actions from the Community Action Plans and these need to be ratified across the decision making process from grass roots up to executives</p> <p>13 Agenda Items</p> <p>13.3 [see 12.1 comments] in addition – more work needs to be done to promote the Neighbourhood councils to local residents – The Paston Local Delivery Team has been working on this for over a year with very limited resources, there are now the bare beginnings of a sense from local residents that they are aware of Neighbourhood councils, however, they do not know how to get issues onto the agenda NB We will be running some training sessions during the coming weeks to train residents in this matter – if you're interested to take part please get in touch</p> <p>Response to 7 questions in the paper: Review of Neighbourhood Councils</p> <p>1 Please see attached itemised critique of the ToR's (above)</p> <p>2 there should be a 'named' person from each committee who interact with a Neighbourhood Council</p>

Name	Association	Comment
		<p>coordinator. It should be the duty/responsibility of the coordinator to ensure that communication is effective between all interested persons/officers</p> <p>3 I'm not aware of too much duplication in this area other than perhaps the Police Panel meetings. Much of this business could be brought to our Paston Local Delivery Team meeting thus reducing the over attendance at multiple monthly meetings by the same people – especially local residents – who from experience sometimes seem confused by all the different meetings, and equally confused about their capacity for involvement. The name Neighbourhood Council is very meaningful. It says what it should do. However, at this point in their emergence, not much is really getting done.</p> <p>4 Accent Nene have established a working model for Paston and Parnwell which we believe could be rolled out across the City/Rural areas. To progress actions and decisions it is crucial to engage local services providers at the grass-roots levels. Accent Nene has successfully developed a set of ToRs, and Work Plan which will dovetail neatly with the wider strategies for P'Boro's Neighbourhood Council scheme. During July 2010 and Dec 2010 Accent Nene commissioned a ward wide consultation using Planning for Real methodology. Many local residents from across the ward have attended planned / structured events to 'have a say' on issues that affect their lives. Data collected is now being developed into Paston's first draft Community Action Plan. All this work has been strategically aligned to national, regional and local agendas of Sustainable Resident Involvement. The group overseeing this work is the Paston Local Delivery Team. We have worked in partnership with the council's community development department – Julie Rivett and Adrian Chapman.</p> <p>5 this is a difficult area to attain sustainability and needs time and patience to evolve – our experience has been to 'go with the flow' whilst maintaining a business mind. By this we mean that we want to convey a high level of professionalism alongside recognising the need to engage with often non-professional residents. Our attentions have been focused on developing positive working relationships with our key partners [including key residents], along with this we have not broken any promises, we have not bitten off more than we can realistically 'chew', and above all we have a level playing field. We now set the time, date, venue, we promote on Twitter, FB and all RSL websites. The 'traditional' model of them and us has been replaced with us. By this I mean that we don't have a top table set up to our meetings, we always have a tea and chat before business, we have an excellent coordinator who keeps everyone on track and in order – very similar to the NC's meets but its much more personal. Having attended all of the NWA2 meetings so far, I can only say that I find the venue too large, the PA system is not very effective, it feels more like an old style 'Trade Union' conference set up – suggest some research into how other councils do this part of their business – perhaps look to Wolverhampton for ideas?</p>

Name	Association	Comment
		<p>6 [see above] in addition, set up sustainable 'Focus Groups'. Not everyone attending will be interested in all topics – perhaps the time is right now to consider introducing 'themes' onto the agenda. Giving local people something to do, which they know they can achieve will be extremely helpful to the committee and also give a sense of involvement to local residents. For example one resident in Paston has a flair for publicity and has sole responsibility for producing the Lets Change Paston newsletter [copy can be provided on request]</p> <p>I still think the area meetings are generally too big to meet the very local and personal needs of each community/neighbourhood they are representing.</p> <p>Children's centres [SureStart] also have Parent Boards, User Forums and other established local support groups so this may be a useful starting point</p> <p>Exploration into this aspect needs urgent attention</p> <p>7 Twitter, FB, email, libraries, local shops, supermarkets, garages, health centres, garden centres, - got to think out of the box on this one really, be brave and take a few creative 'risks'</p>
Stuart Fort Operations Director	Axiom Housing Association	<p>The overarching terms of reference, the range of responsibilities, and the decision-making powers for Neighbourhood Councils that are set out in the Council's Constitution (the relevant pages of this are attached for your information).</p> <p><i>Do you think these are too narrow or too broad? Do you have other ideas about what should be included here?</i></p> <p>They have to be sufficiently broad to reflect the local interests of people. So broad enough to encompass that, without being too narrow to be meaningless. Above all the councils must not be talking shops, but meaningful with the ability to take action and make a difference to the lives of local people.</p> <p>The way in which Neighbourhood Councils interact with, or should interact with, other Council forums, committees and meetings (e.g. Scrutiny Committees, Cabinet, Full Council etc).</p> <p><i>What do you think the relationship should be between these meetings?</i></p> <p>From simply a resource perspective there needs to be close liaison to be more efficient, but also very clear communication channels to avoid duplication and ensure streamlined and transparent decision making.</p> <p>The way in which Neighbourhood Councils and other neighbourhood or community meetings (e.g. Neighbourhood Panels) work together, or should work together, to ensure minimum duplication and maximum delivery.</p> <p><i>Do you think there is duplication at the moment? If so how can we avoid this? What purpose do you believe each of the community meetings should have? Is the name 'Neighbourhood Council' meaningful and appropriate or can you suggest an alternative?</i></p>

Name	Association	Comment
		<p>Neighbourhood is meaningful – the issue is making it relevant to all smaller neighbourhoods within the larger neighbourhood. Communication is important and taking active steps to engage and involve people so they feel a component part of the communication process.</p> <p>The process of engaging with Councillors and partners outside the formal Neighbourhood Council meeting to progress decisions made and actions agreed during the meeting, and how those actions are communicated to the public <i>What role do you think Councillors should have in relation to Neighbourhood Council business outside the formal meetings? How can we best ensure that agreed decisions and actions are progressed? How should we make sure that communities are kept up to date on progress?</i></p> <p>Neighbourhood newsletters. Councillor involvement ensures that local issues are heard and transmitted through to the higher levels of decision making – making those decisions more relevant to people at ground level.</p> <p>The logistical arrangements that support Neighbourhood Councils, including meeting venues, accessibility, times, dates, frequency, presentation including sound equipment, refreshments, seating arrangements and the associated costs. <i>Do you have any views on any aspect mentioned above? Are there things we can do to improve the experience of attending a Neighbourhood Council meeting?</i></p> <p>No major comments here. Clear communication channels are obviously important that appeal to all parts of the community. The community also needs incentives and potential power to really make a difference.</p> <p>The methods used to promote Neighbourhood Council meetings to the public and partners to ensure good attendance. The process for ensuring agendas are relevant, meaningful and interesting and how best to involve the public in the debates. <i>What do you think we should do to make the meetings more relevant, accessible and enjoyable? How can we best ensure that the items for discussion are what local people really want to talk about or progress?</i></p> <p>Have standing items on the agenda that tackle issues that local people raise. Ensure all issues – no matter how difficult – are tackled and openly <i>discussed, debated and feedback given to people on the subsequent actions taken.</i></p> <p>The process for distributing the agenda packs before, and the minutes after, each Neighbourhood Council meeting. <i>How should we make sure that as many people as possible are aware of the meeting, have access to the agenda, and have access to the minutes?</i></p> <p>Use all forms of communication – from social networks to community leaders.</p>

Name	Association	Comment
Louise Fife Services Manager	Minster Housing	<p>The overarching terms of reference, the range of responsibilities, and the decision-making powers for Neighbourhood Councils that are set out in the Council's Constitution (the relevant pages of this are attached for your information). <i>Do you think these are too narrow or too broad? Do you have other ideas about what should be included here?</i> Happy with above</p> <p>The way in which Neighbourhood Councils and other neighbourhood or community meetings (e.g. Neighbourhood Panels) work together, or should work together, to ensure minimum duplication and maximum delivery. <i>Do you think there is duplication at the moment? If so how can we avoid this? What purpose do you believe each of the community meetings should have? Is the name 'Neighbourhood Council' meaningful and appropriate or can you suggest an alternative?</i> There does to appear to be duplication would it not be possible for the Neighbourhood councils and Police Panel meetings to be held jointly.</p> <p>The purpose of the community meetings should be to agree priorities taking into account all residents views.</p> <p>No opinion on name happy with existing.</p> <p>The process of engaging with Councillors and partners outside the formal Neighbourhood Council meeting to progress decisions made and actions agreed during the meeting, and how those actions are communicated to the public <i>What role do you think Councillors should have in relation to Neighbourhood Council business outside the formal meetings? How can we best ensure that agreed decisions and actions are progressed? How should we make sure that communities are kept up to date on progress?</i> The role of the councillor should be to engage and inform local residents of actions agreed at these meetings.</p> <p>By making sure all agencies who are involved in making these actions move forward are aware and that operational views are taken into account before agreeing actions. Set realistic timeframes.</p> <p>Engage with communities by promoting in various ways ie newsletters local newspapers, door knocking, website.</p> <p>The logistical arrangements that support Neighbourhood Councils, including meeting venues, accessibility, times, dates, frequency, presentation including sound equipment, refreshments,</p>

Name	Association	Comment
		<p>seating arrangements and the associated costs. <i>Do you have any views on any aspect mentioned above? Are there things we can do to improve the experience of attending a Neighbourhood Council meeting?</i> Be more interactive with all members.</p> <p>The methods used to promote Neighbourhood Council meetings to the public and partners to ensure good attendance. The process for ensuring agendas are relevant, meaningful and interesting and how best to involve the public in the debates. <i>What do you think we should do to make the meetings more relevant, accessible and enjoyable? How can we best ensure that the items for discussion are what local people really want to talk about or progress?</i> In order for the public to become more involved then would it be possible to have more consultation prior to meetings so that they feel that they are having an input in setting the agenda opposed to being set by the councillors.</p> <p>Make it more interactive sessions, more open question time and plain English not political speech.</p> <p>The process for distributing the agenda packs before, and the minutes after, each Neighbourhood Council meeting. <i>How should we make sure that as many people as possible are aware of the meeting, have access to the agenda, and have access to the minutes?</i> By ensuring there a distribution list where all the above can be sent in advance.</p>
Residents Associations and Other Associations		
Pamela Chelmiah	<ul style="list-style-type: none"> • Chair Peterborough NHW • Chair East Ward Neighbourhood Panel • Chair Parnwell Residents Association 	<p>Neighbourhood Council meetings in theory very good idea, but we have also Neighbourhood Panel meetings and this is where we have duplication of problems, and actions. The public only attend meetings when there is a local problem i.e just suggest a travellers transit site and you are guaranteed a massive turnout!</p> <p>Having attended a Neighbourhood Council meeting in the East it was clear to everyone that Millfield needs help, where as Parnwell having strong local Residents Association in . solving problems for themselves do not need to attend Neighbourhood Council meetings, the council should therefore concentrate all resources to Millfield and rest of East /Dogsthorpe</p> <p>Also please take into account that Peterborough being very diverse City having large Eastern European population who have been used to corrupt police and council officials in their own country will shy away from being involved, also the general public over bankers bonuses , MPs expenses ,are so disillusioned that people just refuse to get involved.</p>

Name	Association	Comment
		<p>Personally the way forward is to join up under one heading the Neighbourhood Panel and Neighbourhood Council meetings with the council being in attendance discuss the problems with the public and solve the issues there and then, This should save time and money for Peterborough City Council, and if you do not have the money that may be needed for the problem tell the people immediately do not waste our time , by suggesting further meetings and possibilities. As this is where people get most frustrated.</p> <p>Personally I have been volunteering for may years and have found the police and council very helpful and all Parnwell problems have been solved,</p> <p>Trust this may be of some help to you</p>
Alan Clarke	Fellowes Gardens Residents Association	<p>I have no comments to make about the Neighbourhood Councils. I can ring and talk to the team if I get any problems. The Neighbourhood Council team and I try and to work and help each other. So I can only say thank you very much to Lisa Emmanuel and all her team for all the work you have done for us at Fellowes Gardens. Thank you very much.</p>
John Bell	Member of Northborough Community Association	<p>Dear Madam</p> <p>I refer to your communication of 7th February 2011 addressed to xxxxxxxxxxxx and comment:</p> <p>From what I little experience I have recently had with Neighbourhood Councils I feel that the forming of Task and Finish Group is somewhat out of place</p> <p>It appears that these Councils exist and function under the general umbrella of the City Council purportedly to "support" the management of neighbourhood activities at a lower level than Full Council</p> <p>It is noteworthy that in the papers issued there is no mention of Community Associations and from Minutes I have received I see no representation other than the Councillors and City Council support staff</p> <p>Is this just another strata of unnecessary City Council? In my view yes although I do note that "Members of the Public" are invited to attend and may, if the Chair permits, speak but other than that they have no input or voting rights. In fact I tendered my apologies for non attendance at the January meeting only to find that there were no apologies noted in the Minutes and my interpretation of the response I received was that this was by Councillors for Councillors only</p> <p>Rural areas are not, as far as I am aware, represented on the Task and Finish Group and until such time as such representation is afforded to Rural areas I do not believe that the City Council are being "representative" of the general public</p>

Name	Association	Comment
		<p>It also begs the question, in times of austerity and cuts, why has such a group been established with Councillors no doubt being able to claim attendance allowances?</p> <p>I also, like others, question why these Meetings are held on what appears to be the third Thursday of the month which is the Committee Meeting night for a number of Associations thereby precluding their attendance</p> <p>Please note that these are personal observations and may not reflect the views of other Members of Northborough Community Association as the short space of time given to formulate a wider response was insufficient.</p>
David Jost Chairman GAINS	GAINS - Group Action In Norfolk Street A local residents' association	<p>In your letter of 4 February you invited comments on the performance of Neighbourhood Councils. I am sorry that I am late in submitting comments. I hope nevertheless that they can be considered.</p> <ul style="list-style-type: none"> • We were a little surprised to read the range of powers delegated Neighbourhood Councils. The range of functions seem quite appropriate but we have been unaware that to date that the Central and North Council has exercised all these functions. We do not recall, for instance, that our Neighbourhood Council has agreed a programme of Highways works or designated any conservation areas. We would welcome the continuation of the list of delegated powers but suggest that the local public should be made much more aware of what our Neighbourhood Council can decide. • “Central and North Neighbourhood Council” does not resonate with local people. It needs a title that gets across what area is covered eg “New England, Millfield and Gladstone Neighbourhood Council”. • We should like to see the Neighbourhood Council meetings merging with the Cambridgeshire Constabulary’s Local Panel meetings for the area. There are only so many evening meetings that local people will turn out for, no matter how conscientious. • Representatives and the general public need to be made really welcome at meetings. Attendees should be offered refreshments to be served by Council staff or volunteers – not left to a serve-yourself arrangement. The venues should be comfortable but business-like. Cavernous echoing halls should be avoided. We don’t think there is much need for microphones (they are often a distraction) but rather speakers invited to stand and speak clearly. Good chairmanship is essential. Officers should help the chairpersons of meetings to keep to a clear timetable and not let commentators witter on! A recent Neighbourhood Council meeting began at 6 pm (with displays to be read beforehand) and did not finish until after 9 pm! Three hours sorely taxes the interest of local people. Meetings should be restricted to two hours at the most.

Name	Association	Comment
		<ul style="list-style-type: none"> • Greater effort should be made to involve local schools – both the staff and the governing bodies. Schools are well equipped to disseminate information such as notices of meetings and summaries of decisions. All organisations within a Neighbourhood Council area – churches, mosques, playgroups, schools, social clubs, GP practices, sports clubs and so on should be sent short briefings by email about Neighbourhood Council activities. Most organisations are contactable by email. We don't think there is any justification to go to the expense of mailing organisations. But notices could be displayed on the notice boards of post offices, schools and churches etc. • We think that it is well worth persevering with the concept of neighbourhood councils / panel meetings despite the severe rationing of funds at the present time. Council staff and police personnel need to work together to support lively, relevant meetings where local people can get across their views and can influence the decision-making process of the City Council.
Parish Council and Werrington Neighbourhood Council Comments		
Brenda Stanojevic Eye Parish Clerk	Eye Parish Council	<p>Eye Parish Council is of the view that Neighbourhood Councils duplicate meetings that are already in place and have been for some years.</p> <p>That Neighbourhood Councils duplicate the work carried out freely by Parish Councils at extra cost to our parishioners and ratepayers.</p> <p>The Parish Councils are elected representatives of the areas concerned and that Neighbourhood Councils appear to be unelected quangos of council officers and councillors from other areas.</p> <p>Neighbourhood Councils are spending, what appears to be monies raised as 106 agreements, in areas unaffected by developments and with no consultation with Parish Councils.</p> <p>It would also appear from media reports and other sources, Cambridgeshire radio interview, that this review and our input are a waste of time when the leader of the council, Marco Cereste, as made his mind up that these are relevant.</p> <p>Meetings are held at the same time in the village as Parish Council meetings even though our meeting dates are published at least 12 months in advance.</p> <p>We are of the view that these Councils could have a role in the inner city wards or areas not covered by Parish Councils.</p> <p>Parish Councillors feel that they are wasting their time and efforts attending meetings in Thorney, Wittering or where ever in the large area covered by these councils to discuss topics such as bus</p>

Name	Association	Comment
		timetables etc that have no relevance to the parishioners that have elected us.
Mike Chambers.	Orton Waterville Parish Council	<p>I am listing below my comments on the Neighbourhood Councils:-</p> <p>1 Terms of reference are broadly ok. However it should be possible to allow Parish Councils a voice in decision making-I thought this was one of the so called aims of the Coalition-i.e. to pass decision making down locally!</p> <p>2 I am not able to comment on the interaction with Cabinet, Full Council or Scrutiny commission. However it has somewhat cut the ground from under the Parish Liaison meetings and it would make sense to combine the two PROVIDED we get the same type of information about Council budgets etc. There is a tendency for the neighbourhood council to be more of a talking shop.</p> <p>3 See above</p> <p>4 We seem to be lucky in that June Stokes usually attends Parish Council meetings and reports back on developments. However there is a tendency for officials to think that big brother knows best. Thus we have been pressing for a crossing to the Nene Park across the Oundle road but this has been deemed unnecessary and too expensive. The cost of investigating a casualty would dwarf the cost of a crossing.</p> <p>5 Times and frequency of meetings seem ok but publicity is weak. It would help if meeting arrangements were sent to each Parish Council representative as well as clerks. There is a need for more publicity-most Parishes have at least one notice Board so leaflets would help. Meetings could also be advertised in Oracle and the other free papers. 7 See above. Hope the comments are of use</p>
Frieda Gosling	Ufford Parish Council	<p>Q1 Neighbourhood Councils may have a role in the city wards where there are no parish councils but, in the wards with parish councils, their grandiose terms of reference and responsibilities appear to be a futile attempt to justify the creation of another tier of local government, for example:</p> <ul style="list-style-type: none"> • “identify and meet the needs of the community in the local area...” • “develop master plans and action plans...” • “be a primary focus for public involvement...” • “act as consultees in respect of planning and licensing applications...”

Name	Association	Comment
		<ul style="list-style-type: none"> • “be consulted on all executive and council proposals that affect the local area...” • “monitor service delivery...” • “designate conservation areas...” <p>With only 4 ordinary meetings a year of 2 hour duration and the policy that only the ward councillors can vote, the Neighbourhood Councils are unlikely to meet expectations. At present they are seen primarily as a source of funding, but with a budget of only £25,000, this is going to be spread very thinly.</p> <p>Q2 The aim appears to have been to create a hierarchy of meetings from the community meetings at grassroots level up through the ward councillors to the various city council meetings but so far there has been little evidence of this interaction. To monitor service delivery, parish councils prefer to liaise directly with the relevant departments such as planning, highways, tree management and grass cutting, wildlife.</p> <p>Q3 The name Neighbourhood Council is unfortunate in city wards where there are already neighbourhood or community meetings. The best way forward would be to abolish the Neighbourhood Councils and to create elected parish councils in all wards. Parish councils are statutory bodies, democratically elected to represent their communities. By inviting members of the public to raise issues at Neighbourhood Council meetings, policies may be based on who shouts loudest and has the biggest axe to grind. Alternatively, the proposed Rural Affairs Committee should be considered to provide a strong rural voice within PCC and reduce the number of meetings.</p> <p>Q4 It is essential for ward councillors to have frequent meetings in their ward. The Barnack Ward model has been particularly successful. Following the city council decision a few years ago to give each ward £10,000 a year, representatives from each parish council have met every few months to consider proposals and agree on priorities for schemes which would benefit the community, visitors and the environment. These have ranged from a lorry ban on the B1443 and speed reduction schemes to tree and hedge planting, circular walks and cycle ways and historical village boards. The meetings are minuted and there are terms of reference and full accounts of expenditure. Most important of all, the parishes now work together and the funding has made a real difference. This is a better way of implementing the Localism agenda.</p> <p>Q5, 6, 7 The wide geographical spread of the Neighbourhood Council rural areas has been one reason for the poor attendance at meetings. People are not inclined to drive a 30 mile round trip to discuss anti-social behaviour or street lighting problems in another village when their local concerns are the condition of footways and speeding traffic. The cost of petrol and the absence of expenses are</p>

Name	Association	Comment
		<p>disincentives. Meetings have been arranged so that they clash with parish council meetings although these have been notified. Very often there has been short notice of meetings. The provision of refreshments and agenda packs are not going to persuade people to attend unless the topics to be discussed are relevant to them. It is often felt that the meetings and the professional support are a waste of public money in times of austerity and that the police, for example, could be better employed.</p>
Bernard	Bretton Parish Council	<p>Many thanks for your e-mail and the chance to make comments on the Neighbourhood Councils. Unfortunately the full council did not meet in time for this to be discussed but it was considered by a committee last night. Rather than to answer the specific questions I have been requested to respond and I hope that this e-mail will be sufficient.</p> <p>It was considered that in view of the present economic climate and the cuts that we have to take it was felt that perhaps the Neighbourhood Council was using funds that could possibly be used elsewhere. This was considered to be more appropriate where there was already a Parish Council looking after local issues and which of course Bretton is such an area. The Neighbourhood Council seems to be duplicating the role of the Parish Council and real Neighbourhood Councils such as Werrington. Likewise it was felt that the role of the Neighbourhood Council is not fed into the democratic process as any decisions can only be taken by City councilors and not the members of a particular Neighbourhood Council. However where there is no Parish Council then it is felt that a Neighbourhood Council can assist where there are specific local issues that have to be addressed.</p> <p>It is hoped that these points will be considered helpful and taken into account.</p>
June Woollard Chairman of Barnack Parish Council	Barnack Parish Council	<p>Barnack Parish Council do not see any benefit in the North West Neighbourhood Council. It has not worked and has proved an inefficient use of time and a complete waste of valuable public money. The Parish Council have tried to support this initiative and understand that it was formed in an attempt to give the public a voice. In urban wards where there are no parish councils these neighbourhood councils could have some worth, but in rural parishes they are not successful for the following reasons:</p> <ol style="list-style-type: none"> 1. If residents want to put their views forward they have every opportunity to do so through their parish councils. In villages all residents know their parish councillors, who all live in the village and are very easy to contact on a daily basis to address matters of concern as they arise and before they get to be a problem. There is also an open forum at each parish council meeting when residents have the opportunity to bring matters of concern to the notice of the parish council as a whole. Residents are encouraged to attend these public parish council meetings and take an active interest in how the parish council operate and see the democratic process in action. 2. The Neighbourhood Council is simply duplicating the work covered by parish councils. At the meetings of the North West Neighbourhood Council no matters other than those covered by parish

Name	Association	Comment
		<p>council work have been discussed. Very few if any members of the public from the rural areas have been present, as they have already raised any concerns they may have within their own parishes.</p> <p>3. Parish Councils have easy access to officers within the City Council and do not need the Neighbourhood Council to facilitate a channel of communication. A large number of City Council officers and staff seem to be present at the North West Neighbourhood Council meetings, which in itself is not a good use of public time and finance. Halls have to be hired at great expense, which again is a waste of limited resources.</p> <p>4. The City Councillor for the Barnack Ward attends all parish Council meetings each month and has an intimate knowledge of the business being discussed. He also visits his ward each week and is a familiar face in the village at weekends, so that residents can bring matters of concern to him and through good liaison with the parish council can enable parish councillors to immediately address any concern which might arise.</p> <p>5. The Barnack Ward Group has been in existence now for five years and is a well established group enabling all the parish councils in the ward to work together on matters common to all parishes. This has proved to be invaluable. It has also enabled the villages to work together on joint projects thus making the best possible use of public money.</p> <p>6. The same topics are being discussed at present by a number of bodies therefore Parish Councillors are required to attend numerous unnecessary meetings and City Council officers are required to present the same material at numerous meetings, which is not an efficient use of their time.</p> <p>7. Barnack Parish Council support the work done by the Rural Working Group chaired by Henry Clark.</p> <p>8. Perhaps the most efficient way of working would be for the City Councillors in the North West Neighbourhood Council area to meet perhaps once a year to bring together the projects discussed at their individual Ward Group meetings to enable them to provide finance from Neighbourhood Council funds.</p>
J Buddle Chairman	Thorney Parish Council	<p>The overarching terms of reference, the range of responsibilities, and the decision-making powers for Neighbourhood Councils that are set out in the Council's Constitution (the relevant pages of this are attached for your information).</p> <p><i>Do you think these are too narrow or too broad? Do you have other ideas about what should be included here?</i></p> <p>Quite frankly and brutally we don't want a Neighbourhood Council we want a Northern Rural Affairs Group that truly reflects our needs.</p> <p>The way in which Neighbourhood Councils interact with, or should interact with, other Council</p>

Name	Association	Comment
		<p>forums, committees and meetings (e.g. Scrutiny Committees, Cabinet, Full Council etc). <i>What do you think the relationship should be between these meetings?</i> Scrutiny Committees are pointless – the public can't speak at them. We want the Northern Affairs Group (NAG!!) to react directly with Ward Councillors and the Cabinet.</p> <p>The way in which Neighbourhood Councils and other neighbourhood or community meetings (e.g. Neighbourhood Panels) work together, or should work together, to ensure minimum duplication and maximum delivery. <i>Do you think there is duplication at the moment? If so how can we avoid this? What purpose do you believe each of the community meetings should have? Is the name 'Neighbourhood Council' meaningful and appropriate or can you suggest an alternative?</i> We don't want a Neighbourhood Council. We want a Northern Affairs Group and proposals reflect our rural concerns.</p> <p>The process of engaging with Councillors and partners outside the formal Neighbourhood Council meeting to progress decisions made and actions agreed during the meeting, and how those actions are communicated to the public <i>What role do you think Councillors should have in relation to Neighbourhood Council business outside the formal meetings? How can we best ensure that agreed decisions and actions are progressed? How should we make sure that communities are kept up to date on progress?</i> Ward Councillors <u>must</u> attend PC meetings and Northern Affairs Group.</p> <p>The logistical arrangements that support Neighbourhood Councils, including meeting venues, accessibility, times, dates, frequency, presentation including sound equipment, refreshments, seating arrangements and the associated costs. <i>Do you have any views on any aspect mentioned above? Are there things we can do to improve the experience of attending a Neighbourhood Council meeting?</i> 4 times yearly is sufficient. Thorney will happily host meetings.</p> <p>The methods used to promote Neighbourhood Council meetings to the public and partners to ensure good attendance. The process for ensuring agendas are relevant, meaningful and interesting and how best to involve the public in the debates. <i>What do you think we should do to make the meetings more relevant, accessible and enjoyable? How can we best ensure that the items for discussion are what local people really want to talk about or progress?</i> Stop filling meetings with repetitions and ego trips by Councillors.</p> <p>The process for distributing the agenda packs before, and the minutes after, each Neighbourhood Council meeting.</p>

Name	Association	Comment
		<p><i>How should we make sure that as many people as possible are aware of the meeting, have access to the agenda, and have access to the minutes?</i></p> <p>Keep your web site much simpler.</p> <p>Scrutiny Committees are a total waste of time and public money. If we attend we can't speak. We may as well not be there. Nothing is scrutinised.</p> <p><u>Neighbourhood Councils</u></p> <p>We recognise that in Urban Area this is a useful concept. However in Rural Areas as in the North of P'boro there are 23 villages each of which is very different. "One size <u>does not fit for all</u>". We want to be able to talk to Ward Councillors about our issues which are rural and different from those in the urban/city wards. We want to see the "Localism" idea exercised "locally" not in the City Hall.</p>
<p>Alan Smith and David Hedges Planning Chairman & Chairman Werrington Neighbourhood Council</p>	<p>Werrington Neighbourhood Council</p>	<p><u>Werrington Neighbourhood Council Comments Based on a Discussion at their Meeting of 21 Feb 2011</u></p> <p>We welcome the idea of the Council setting up a forum which is more local and has the potential to allow more input and engagement by residents and local representatives with the operations of the Council and other statutory and non statutory services working in the area. We do not think our Community Committee is currently achieving this. There are fundamental reasons for this as well as logistical ones. We want to engage with these difficulties to find a way through.</p> <p>In our area we do not find the area covered by the Community Committee (NC) has meaningful identity as a united area. It is not a Neighbourhood. It is quite disparate in character and recent history and does not have unifying features. It is not for example grouped around a single centre. There are different priorities across the locality and trying to bring these into a coherent pattern may not be possible or desirable. There are commonalities and shared issues but these are also shared with the rest of the City.</p> <p>The NCs derive their legitimacy from the electorate. However the Councillors were elected to the Council not the local grouping. They are not independent of the City Council and everything that the NCs do is ultimately controlled by the PCC. In that sense they are not the local voice but rather the local operation of the Council as a whole. This has implications for their remit and their ability to hold a united agreed position on local issues where there are significant differences of opinion. Their remit seems too broad both in this respect and in the extent of the issues they are expected to cover. It is not clear from experience so far how their meetings are going to be able to be effective in many of the matters within their terms of reference. Single issues affecting a very small part of the community seem to</p>

Name	Association	Comment
		<p>predominate and the process of dealing with them is far more protracted than might have been the case if taken up by one Councillor.</p> <p>Until it is clearer as to what the Community Plans and the Action Plans will contain, and their format/level of detail/timeframe has been specified, it is difficult to form a view. But they are potentially a very significant task and there needs to be a clear means of giving them legitimacy. There needs to be clarity on what resources will be available to secure their preparation and then their implementation, both in staffing and budgets.</p> <p>There is particular concern that comments on planning proposals will not work at this level and should not replace the responses of, in our case, the Werrington Neighbourhood Council.</p> <p>In terms of giving local leadership we feel that the Chairman should have a close relationship with the locality and be the Chairman for only one Neighbourhood Council. This gives them clarity of position and enables them to give voice to the locality without ambiguity or potential conflict of interest. The current arrangement with Chairmen means there is too much emphasis on process and not enough on content.</p> <p>We want to see something which improves Werrington's linkages and interaction with the City Council. The NCs could just introduce a block or tier between us and the Council officers. We would like to have a better understanding of what the NCs are expected to achieve. What are the overall outcomes which determine their medium term objectives? Are they, for example, aiming to get better services locally, and/or ones better tailored to local needs? Are they looking to improve the quality of life? The economic viability of the local facilities? Introduce more employment? Improve health and well being? Improved security and quality of the public environment? Or is it more modest: a more effective Councillor surgery, dealing with similar issues across a greater than ward area? Until there is more understanding of the ultimate ambition behind the concept it is difficult to discuss the mechanics of achieving those objectives. We need to agree what we want to do, then we can debate how best to do it.</p>

Appendix 3: Questionnaire given to the Youth Council and a selection of young people, and their responses

Strong and Supportive Communities Scrutiny Committee - Review of Neighbourhood Councils

Questionnaire for Young People and the Youth Council – 34 young people were asked to complete the questionnaire and 34 responses were received

1. Have you heard of the Neighbourhood Councils?

If yes please go to question 2, if no go to question 6

Yes	19	56%
No	15	44%
Total response	34	

2. Have you attended a Neighbourhood Council meeting?

If yes please go to question 4, if no go to question 3

Out of 19 who had responded YES to question 1 gave the following responses:

Yes	7	37%
No	12	63%
Total response	19	

3a Why have you not attended a Neighbourhood Council meeting?

Out of 12 who had responded NO to question 2 gave the following responses:

I don't understand what they are	0	0
I don't think they would interest me	2	17%
I have not seen them advertised and don't know when the meetings are	8	66%
I thought they were just for Councillors	2	17%
Total response	12	

Comments received:

- I am not sure what issues are talked about in Neighbourhood Councils.
- I haven't been available when meetings are going on.

3b. If you knew when and where the meetings were being held do you think you would attend?

Yes	4	33.33%
Occasionally if there was something on the agenda that interested me	7	58.33%
No	1	8.33%
Total response	12	

Please write other comments below:

No comments were received.

4. When you attended the Neighbourhood Council meeting did you find it interesting?

Out of 7 who had responded YES to question 2 the following responses were given:

Yes	5	71%
No	2	29%
Total response	7	

Comments received:

Those who responded YES commented:

- To hear what the Neighbourhood Council has to say and how they listened to us.
- Topics were very relative.
- All ages attended.
- Was relative to local issues that will affect me, friends and family etc.
- It was interesting to find out what happens in other local areas and what they need and want from the Council.
- They listened to the young people and stuff.

Those who responded NO commented:

- It was a little repetitive and monotonous and also a little long.

5. Do you have any suggestions of ways that Neighbourhood Councils can better engage and communicate with young people?

Comments received:

- Flyers in the newspaper and write in graffiti on walls
- Newsletter through doors
- Facebook
- Cover topics more relevant to young people e.g. bus fares
- Email local meeting dates as is done with Youth Council meetings, posters in schools
- Flyers, put in oracles
- Advertise better and aim more at young people
- Promote them so that people are aware of them e.g. schools
- Make them accessible
- Better advertising and publicity of the meetings
- Advertise the meetings at schools
- Show they actually want our attendance and views
- Invite youths from the local schools e.g. School Councils
- Advertise them a lot more and make sure invitations are sent out
- Publicise through the media what neighbourhood councils do and help young people to contribute to meetings

6. Would you like to know more about Neighbourhood Councils and receive an invitation to attend the Neighbourhood Council meeting in your area? If so please can you give your contact details below?

23 (68%) of the 34 respondents gave their contact details.

Neighbourhood Councils - Evaluation and feedback

1. Do you believe that the Neighbourhood Council has given you a greater say in what happens in your community?

Yes No 1a. Please explain your answer:

.....
.....

1. Why have you attended your Neighbourhood Council?

I regularly attend to report a single issue Network

Other Interested in a particular agenda item

If other, please explain:

.....
.....

3. Do you believe that you can really influence the Council and its decision makers through the Neighbourhood Council?

Yes No 2a. Please explain your answer:

.....
.....

3. How would you prefer to receive feedback from your Neighbourhood Council?

Verbal next meeting PCC Website Email Letter Your Peterborough

Other (specify)

4. How did you hear about this meeting?

Your Peterborough PCC Website Email Poster Direct Invitation Other

If other, please explain:.....

5. Do you have any other venues that you think these meetings should be held at to increase attendance?

.....

6. What changes would you make that you think would really encourage your friends and neighbours to attend Neighbourhood Councils regularly.

.....

.....

7. Do you have any other comments regarding the Neighbourhood Council, for example what their objective should be, choice of venue, etc?

Appendix 5: Responses received to the survey issued at the latest round of NC meetings

Why have you attended your Neighbourhood Council?

- To participate in discussions which hopefully will end in the betterment of Park Ward
- Part of a youth forum
- We are here for the young people's forum
- I am part of Fletton Stanground and Woodston
- I do attend regularly but today I supported the youth forum
- The only reason one attends these meeting is so that non-attendance cannot be used later by officers to neglect a point
- To support Julie and Alex in their hard important and necessary work
- Gather information for local community associations, but have found more generally helpful, wish I'd known about it before.
- I am interested in the proposed development of Great Haddon
- As representative of Bainton & Ashton PC
- To show interest in our community and have a say
- By chance, asked to attend by parish council
- To try and understand how they operate democratically
- As a parish councillor
- Bus service
- I am interested in what ways people are able to participate in the way we function
- I had hoped to see local people having a direct say in how their services are met
- I try to attend regularly
- I regularly attend
- To meet and see what is discussed
- I regularly attend, network

How would you prefer to receive feedback from your Neighbourhood Council?

- By E mail
- Post
- E mail and Verbal Via our youth worker
- Via youth worker
- I thought your Peterborough has been dropped
- Through parish clerk
- Sent to parish councillor who will arrange for distribution to residents
- Through Parish council
- Displayed in parish notice boards village halls etc
- More diaries regarding content of meetings
- By Post
- Evening Telegraph
- Verbal
- Verbal next meeting, letter, Your Peterborough

How did you hear about this meeting?

- Post
- Invited
- Via our youth worker
- Through our youth worker
- Youth worker
- Last meeting
- Attended last meeting
- Invited by councillor after raising issues otherwise ignorant of NC initiative, which I now very much welcome
- Evening Telegraph
- Through parish council
- Second hand
- Orton Medical Practice
- With great difficulty, 1 line in your Peterborough is not sufficient
- By chance
- Ward councillor
- By word and mouth
- From parish clerk
- Friend who though it was at village hall but was not sure of time
- My son received an e-mail this morning from the parish clerk which said I was an officially invited person. Before 6.30 am we knew nothing of tonight's meeting
- I saw letter in ET and rang your staff
- Direct invitation
- Email and invite

Do you have any other venues that you think these meetings should be held at to increase attendance?

- Woodston community centre
- Cherry Tree
- Ken Stimpson School
- Hodgson centre, village hall – Werrington, other schools
- Local community centre
- Venues with good public transport access e.g. Voyager and Ken Stimpson Schools
- Coalies
- Venues tend to cover most of the area
- All the suitable venues I know of are used
- Matley area
- Possible local schools, bigger halls available
- Somewhere in Hampton
- Ravensthorpe
- St Johns Hall
- Mayor Walk PE3. Why do you not have a list of possible sites
- Local schools
- Pyramid centre
- Quaker hall
- Stafford Hall St Johns Hall
- Mind, Lincoln Road
- Best 4 Baby, Newark Avenue
- Bluebell – always central of very near Fulbridge. Need to encourage Bluebell input

What changes would you make that you think would really encourage your friends and neighbours to attend Neighbourhood Councils regularly?

- More time for residents to raise concerns, less time for council officers to talk on what interests them
- Make agendas more freely available
- Things seen to be done
- More publicity
- No meetings just before Christmas
- Less official
- This meeting needs to be a little more relaxed I understand the importance but a more informal start for YP would be better
- Better advertising posters available to go in community centres churches and other places
- Residents set the agenda, make decisions setting clear objectives for the council. The council are then responsible to the residents in ensuring that the officers carry out that of residents' wishes
- Less regular meetings
- I would like to see these meeting advertised on local radio
- Make sure dates and locations are advertised not just once, twice in ET
- Greater impact upon decision and policy
- Different night of week, better advertised locally – leaflet drop/postal
- More publicity in local paper
- Earlier notification as item was printed in last night's ET
- More voting
- Make meeting known by flyers in house and locals to deliver
- Better publicity including local notice board
- Take a more personal approach and get to know local people
- Better advertising of dates but also what has been achieved
- Better communications generally, you'd have to really involved already to turn up out of the blue
- The neighbourhood council would be of much greater interest to the general public if it had more funds to use to deal with problems
- Try meeting on Saturday mornings
- All parish councillors
- Actually achieve something, make decisions
- Power to make a difference that existing bodies cannot
- Better meetings and clarification of purpose of the council vs parish councils and ward councillors
- Opportunity to actually speak at the meeting would help the open session being cut short does not help
- Get out information of meeting early
- To inform them that 200 homes will be built next door
- For them to be able to have some say or influence on decisions that are made
- Know where and when meetings are to be held
- If the chairmen and others were paid
- Publicise the meetings in local parish newsletters
- Have meetings chaired by people who live in area, other councillors and residents are to take more action
- Invite PCVS, senior citizens forum, business and T.U.C
- They will be more encouraged to attend if they see that their concerns are actually addressed satisfactorily
- Communications via schools
- Day time meetings

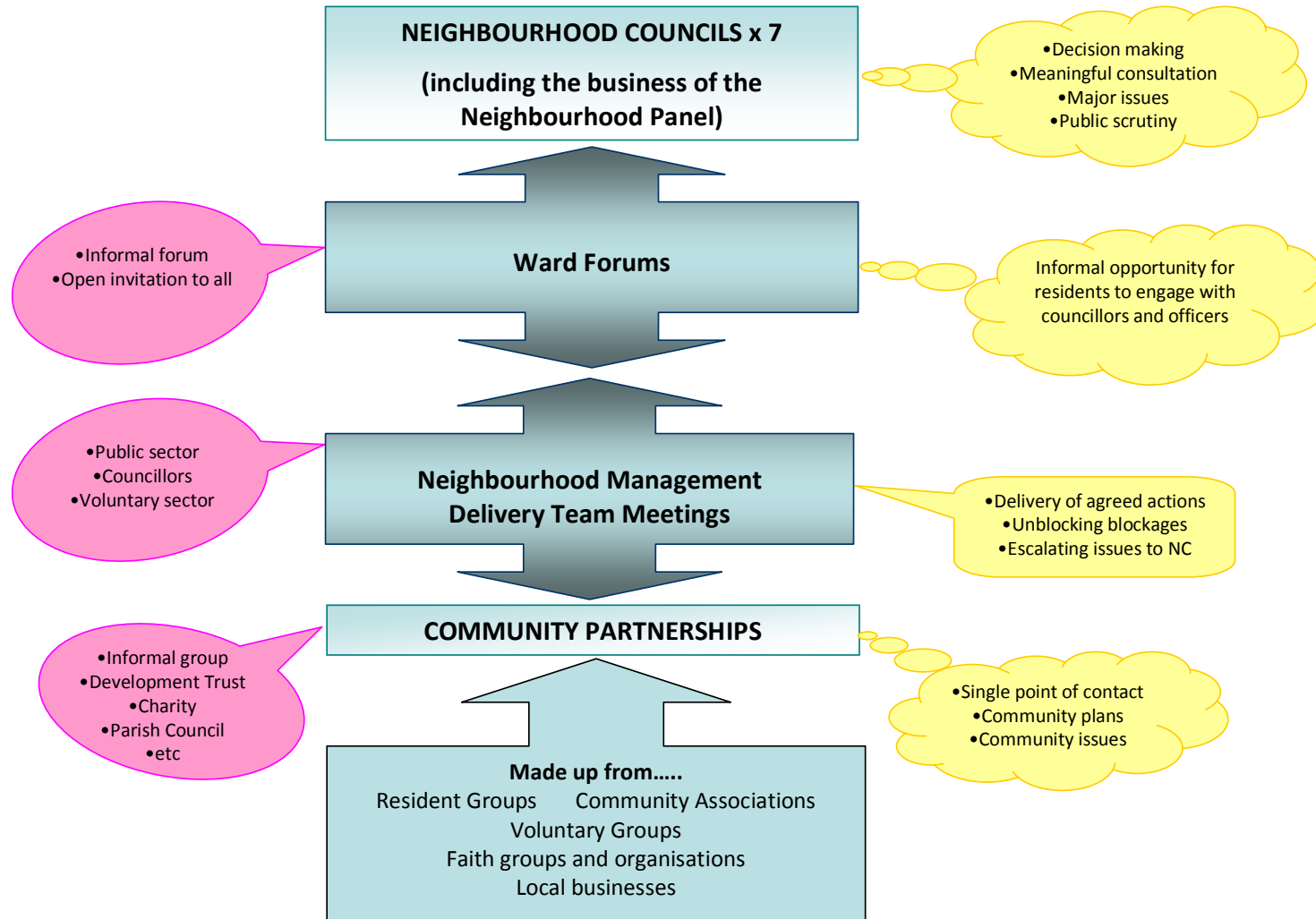
- Reduce the areas they relate to. A west ward or Longthorpe community council would be more efficient for me
- Make sure things are fed back directly to members of the public who raise the issues
- Achieve results that are highly visible and improve the neighbourhood
- Reminder on the day of the meeting for some people - possibly a few sessions earlier or afternoon
- Interesting agenda items with outcomes/decisions made that truly reflect the public view. Not consultation but debate and input with a collaborative decision including people's right to vote not just councillors. Change to constitution to allow this would help fill meetings with residents and encourage Big Society and Localism in areas not currently covered.

Do you have any other comments regarding the Neighbourhood Council, for example what their objective should be, choice of venue, etc?

- More people would attend if they knew about meetings. Notice boards to be repaired so they can be used
- More posters on local notice board and community centres
- Venues are always a good choice (mostly) Refreshment is good maybe biscuits could be supplied soft music in background to be an enjoyable environment to walk into
- Their objective should be to drive the business of the council
- Unless drastically revamped they represent poor value for time and costs
- Should take less time more focus and better decision making
- Lack of information
- My area committee are the best - first give them support
- I think its good that they exist
- Act locally
- If the government want to pass down the decisions to the local people then the money should follow
- Seems "a good thing" reassuring on my key issues today
- Regarding the neighbourhood council budget. This needs carefully monitoring. You must list the following and present the list at each meeting. What is going to be done? Who is going to do it? When are they going to do it? Where it will be done? The current situation. I accept that you may be doing this already, but it was not clear from the meeting
- Allow members of public etc more participation/ vote
- Starts too early for people who work
- Widen the membership to include reps from parish councils. Make more use of parish councils to engage with community groups
- Question the overall need if parish councillors and ward councillors are doing their job correctly. What a disorganised meeting
- Dates of meetings being notified well in advance would make the meetings seem more welcoming
- Waste of time no support off panel bodies. Rural areas need to be interested too
- If you want residents to attend the dates the agenda must be available for village notice board at least two weeks in addition
- I think the concept is a fine idea but that's all it is. Let the parish councils do the work they have been doing and doing well for years
- Waste of time
- Waste of time and money
- This was a waste of time and money
- Get rid of neighbourhood councils
- Was the meeting called to score brownie points? Ineffective sound system as not everyone could hear certain people on the top table. At the moment NC meetings are too much like mini PCC meetings

- The councillors who give their time have moved their surgeries to a group basis on one night
- Better if they were by single ward so issues are focused on
- Please combine this with the police panel meeting
- Hold the executive to account - waste of rate payers money
- Perhaps invite speakers from key Eastern European Communities to give a talk on related issues re their communities.

Appendix 6: Neighbourhood Management Framework



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STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 12
9 MARCH 2011	Public Report

Report of the Solicitor to the Council

Report Author – Paulina Ford, Performance Scrutiny and Research Officer

Contact Details – 01733 452508 or email paulina.ford@peterborough.gov.uk

FORWARD PLAN – 1 MARCH 2011 TO 30 JUNE 2011

1. PURPOSE

- 1.1 This is a regular report to the Strong and Supportive Communities Scrutiny Committee outlining the content of the Council's Forward Plan.

2. RECOMMENDATIONS

- 2.1 That the Committee identifies any relevant items for inclusion within their work programme.

3. BACKGROUND

- 3.1 The latest version of the Forward Plan is attached at Appendix 1. The Plan contains those key decisions, which the Leader of the Council believes that the Cabinet or individual Cabinet Member(s) will be making over the next four months.
- 3.2 The information in the Forward Plan provides the Committee with the opportunity of considering whether it wishes to seek to influence any of these key decisions, or to request further information.
- 3.3 If the Committee wished to examine any of the key decisions, consideration would need to be given as to how this could be accommodated within the work programme.

4. CONSULTATION

- 4.1 Details of any consultation on individual decisions are contained within the Forward Plan.

5. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

None

6. APPENDICES

Appendix 1 – Forward Plan of Executive Decisions

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**PETERBOROUGH CITY
COUNCIL'S FORWARD PLAN
1 MARCH 2011 TO 30 JUNE 2011**

FORWARD PLAN OF KEY DECISIONS - 1 MARCH 2011 TO 30 JUNE 2011

During the period from 1 March 2011 To 30 June 2011 Peterborough City Council's Executive intends to take 'key decisions' on the issues set out below. Key decisions relate to those executive decisions which are likely to result in the Council spending or saving money in excess of £500,000 and/or have a significant impact on two or more wards in Peterborough.

This Forward Plan should be seen as an outline of the proposed decisions and it will be updated on a monthly basis. The dates detailed within the Plan are subject to change and those items amended or identified for decision more than one month in advance will be carried over to forthcoming plans. Each new plan supersedes the previous plan. Any questions on specific issues included on the Plan should be included on the form which appears at the back of the Plan and submitted to Alex Daynes, Senior Governance Officer, Chief Executive's Department, Town Hall, Bridge Street, PE1 1HG (fax 01733 452483). Alternatively, you can submit your views via e-mail to alexander.daynes@peterborough.gov.uk or by telephone on 01733 452447.

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed and the papers listed on the Plan can be viewed free of charge although there will be a postage and photocopying charge for any copies made. All decisions will be posted on the Council's website: www.peterborough.gov.uk. If you wish to make comments or representations regarding the 'key decisions' outlined in this Plan, please submit them to the Governance Support Officer using the form attached. For your information, the contact details for the Council's various service departments are incorporated within this plan.

NEW ITEMS THIS MONTH:

Voluntary Partnership Agreement for Local Bus Services - KEY/05MAR/11
Social Work Practice Pilot - KEY/01APR/11

MARCH

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
<p>Delivery of the Council's Capital Receipt Programme through the Sale of Coneygree Lodge, Coneygree Road - KEY/01NOV/10</p> <p>To authorise the Chief Executive, in consultation with the Solicitor to the Council, Executive Director – Strategic Resources, the Corporate Property Officer and the Cabinet Member Resources, to negotiate and conclude the sale of Coneygree Lodge at Coneygree Road.</p>	<p>March 2011</p>	<p>Cabinet Member for Resources</p>	<p>Sustainable Growth Scrutiny Committee</p>	<p>Consultation will take place with the Cabinet Member, Ward councillors, relevant internal departments & external stakeholders as appropriate</p>	<p>Alastair Smith Temp Capital Projects Officer Tel: 01733 384532 alastair.smith@peterborough.gov.uk</p>	<p>Public report will be available from the Governance team one week before the decision is taken.</p>
<p>Contract Award - Adult Drug Treatment Services - KEY/11NOV/10</p> <p>To award the contracts for the delivery of Adult Drug Treatment Services</p>	<p>March 2011</p>	<p>Cabinet Member for Community Cohesion, Safety and Women's Enterprise</p>	<p>Strong and Supportive Communities</p>	<p>Internal departments as appropriate Safer Peterborough Partnership</p>	<p>Gary Goose Community Safety Strategic Manager Tel: 01733 863780 gary.goose@peterborough.gov.uk</p>	<p>A public report will be available from the governance team one week before the decision is taken.</p>

<p>Delivery of the Council's Capital Receipt Programme through the Sale of Land and Buildings - Vawser Lodge Thorpe Road - KEY/04DEC/10</p> <p>To authorise the Chief Executive, in consultation with the Solicitor to the Council, Executive Director – Strategic Resources, the Corporate Property Officer and the Cabinet Member Resources, to negotiate and conclude the sale of Vawser Lodge</p>	March 2011	Cabinet Member for Resources	Sustainable Growth	Consultation will take place with the Cabinet Member, Ward councillors, relevant internal departments & external stakeholders as appropriate	Sandra Neely Temp Capital Projects Officer Tel: 01733 384541 sandra.neely@peterborough.gov.uk	A public report will be available from the governance team one week before the decision is taken.
<p>Security Framework Contract - lot 2 - KEY/09DEC/10</p> <p>Award lot 2 of framework contract; cash collection and cash in transit services, delivering services for the council such as collecting cash from parking meters and banking it securely.</p>	March 2011	Cabinet Member for Resources	Sustainable Growth	Internal and external stakeholders as appropriate	Matthew Rains P2P Manager Tel: 01733 317996 matthew.rains@peterborough.gov.uk	A public report will be available from the governance team one week before the decision is taken.

<p>Peterborough Local Investment Plan - KEY/01FEB/11 Document for submission to the Homes and Communities Agency, drawn largely from the Integrated Development Programme (Adopted December 2009). The LIP is the first stage towards applying for funding from the HCA for primarily housing-related project aspirations in the City.</p>	March 2011	Cabinet	Sustainable Growth	Internal and External stakeholders as appropriate.	Andrew Edwards Head of Peterborough Delivery Partnership Tel: 01733 452303 andrew.edwards@peterborou gh.gov.uk	A public report will be available from the governance team one week before the decision is taken.
<p>Supply of Utility in respect of Electricity, Gas and Oil to Council Owned properties managed by Strategic Property Unit - KEY/03FEB/11 To award the contract for supply of Electricity and Gas to the single source supplier under the nationally awarded EU compliant ESPO framework agreement.</p>	March 2011	Cabinet Member for Resources	Sustainable Growth	Internal consultation where appropriate	Mandy Sterling Strategic Sourcing Manager Tel: 01733 384607 mandy.sterling@peterboroug h.gov.uk	A public report will be available from the governance team one week before the decision is taken.

<p>Section 75 Variation 2011-12 - KEY/08FEB/11 To extend the existing partnership agreement under the National Health Act 2006 to pool funding from NHS Peterborough and PCC to commission drugs services by one year.</p>	March 2011	<p>Cabinet Member for Community Cohesion, Safety and Women's Enterprise</p>	Strong and Supportive Communities	Internal and external partners	<p>Karen Kibblewhite Community Safety And Substance Misuse Manager Tel: 01733 864122 karen.kibblewhite@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>
<p>Refuse Derived Fuel - KEY/09FEB/11 To amend existing contract to enter into a 1 year agreement with HW Martin Waste Ltd to send material to Refuse Derived Fuel Facility</p>	March 2011	<p>Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning</p>	Environment Capital	Internal and external stakeholders as appropriate	<p>Amy Nebel Recycling Contracts Officer Tel: 01733 864727 amy.nebel@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>
<p>Hampton Community School - KEY/10FEB/11 To launch a school competition for a new Primary School with community sports and library facilities in Hampton</p>	March 2011	<p>Cabinet Member for Education, Skills and University</p>	Creating Opportunities and Tackling Inequalities	The local community and all potential bidders. A public meeting will be arranged as part of the process.	<p>Isabel Clark Head of Assets and School Place Planning Tel: 01733 863914 isabel.clark@peterborough.gov.uk</p>	<p>A public report will be available from the Governance team one week before the decision is taken.</p>

<p>Interim Adult Drug Treatment Services - KEY/11FEB/11 To agree short term provision of adult drug treatment services before final award of Adult Drug Treatment Services tender.</p>	March 2011	<p>Cabinet Member for Community Cohesion, Safety and Women's Enterprise</p>	Strong and Supportive Communities	Internal departments as appropriate Safer Peterborough Partnership	<p>Karen Kibblewhite Community Safety And Substance Misuse Manager Tel: 01733 864122 karen.kibblewhite@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>
<p>Section 75 Agreements with Cambridgeshire Community Services, NHS Peterborough and Cambridge & Peterborough Foundation Trust - KEY/12FEB/11 Approval of s.75 Agreements with Cambridgeshire Community Services for the provision of Adult Social Care; with NHS Peterborough for the provision of Learning Disability Services; and with Cambridge & Peterborough Foundation Trust for the provision of mental health services.</p>	March 2011	<p>Cabinet Member for Health and Adult Social Care</p>	Health Issues	Relevant internal and external Stakeholders	<p>Denise Radley Executive Director of Adult Social Services Tel: 01733 758444 denise.radley@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>

<p>Integrated Case Management System for Children's Services - KEY/13FEB/11 To award a contract to replace existing Children's Services case management systems with a single integrated system.</p>	March 2011	Cabinet Member for Children's Services	Creating Opportunities and Tackling Inequalities	Internal stakeholders	Elaine Alexander Head of Programmes and Project Management (Children's Services) Tel: 01733 317984 elaine.alexander@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.
<p>Local Transport Plan Capital Programme of Works 2011/12 - KEY/01MAR/11 To approve the proposed LTP Capital Programme of Works for 2011/12</p>	March 2011	Cabinet Member for Housing, Neighbourhoods and Planning	Environment Capital	Relevant internal stakeholders and the Environment Capital Scrutiny Committee	Michael Stevenson Project Engineer Tel: 01733 317473 michael.stevenson@peterborough.gov.uk	A public report will be available from the Governance team one week before the decision is taken.
<p>Supply of Temporary Agency Workers - KEY/02MAR/11 To approve a framework agreement to supply temporary agency following a competitive tendering exercise.</p>	March 2011	Cabinet Member for Community Cohesion, Safety and Women's Enterprise	Sustainable Growth	Internal consultation as appropriate	Mandy Sterling Strategic Sourcing Manager Tel: 01733 384607 mandy.sterling@peterborough.gov.uk	A public report will be available from the governance team one week before the decision is taken.

<p>Adult Drug Treatment Plan 2011-2014 - KEY/04MAR/11 To approve the plan.</p>	March 2011	<p>Cabinet Member for Community Cohesion, Safety and Women's Enterprise</p>	Strong and Supportive Communities	Safer Peterborough Partnership Board; SPP Delivery Board; SPP Adult Joint Commissioning Group for Drugs; local service providers; the local service user group, SUGA.	<p>Karen Kibblewhite Community Safety And Substance Misuse Manager Tel: 01733 864122 karen.kibblewhite@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken</p>
<p>Voluntary Partnership Agreement for Local Bus Services - KEY/05MAR/11 To approve incorporating a number of small value local bus service De Minimis Agreements into one Voluntary Partnership Agreement.</p>	March 2011	<p>Cabinet Member for Housing, Neighbourhoods and Planning</p>	Environment Capital	Relevant internal stakeholders	<p>Cathy Summers Team Manager - Passenger Transport Contracts and Planning cathy.summers@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>

APRIL

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
<p>Museum Redevelopment Project - KEY/03DEC/10 To authorise the award of the contract for the Museum Redevelopment project.</p>	April 2011	<p>Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning</p>	Strong and Supportive Communities	Consultation will take place with relevant internal stakeholders as appropriate	<p>Steven Pilsworth Head of Strategic Finance Tel: 01733 384564 Steven.Pilsworth@peterborough.gov.uk</p>	<p>A public report will be available from the governance team one week before the decision is taken.</p>

<p>Bayard Place - replacement of air-conditioning system (legislative works) - KEY/03MAR/11</p> <p>To authorise the award of the contract for the replacement of the air-conditioning system at Bayard Place</p>	April 2011	<p>Cabinet Member for Resources</p>	Sustainable Growth	Consultation will take place with relevant internal stakeholders as appropriate	<p>Julie Robinson-Judd Head of Strategic Property Tel: 01733 384544 julie.robinson.judd@peterborough.gov.uk</p>	<p>A public report will be available from the governance team one week before the decision is taken.</p>
<p>Social Work Practice Pilot - KEY/01APR/11</p> <p>Agree arrangements for the procurement and provision of Social Work Practice Pilots for children in care.</p>	April 2011	<p>Cabinet Member for Children's Services</p>	Creating Opportunities and Tackling Inequalities	Social work staff; children in care; corporate parenting panel members and Trade Unions	<p>Andrew Brunt Assistant Director - Families and Communities andrew.brunt@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>

MAY

There are currently no Key decisions scheduled for May.

JUNE

There are currently no Key decisions scheduled for June.

CHIEF EXECUTIVE'S DEPARTMENT Town Hall, Bridge Street, Peterborough, PE1 1HG

Communications
Strategic Growth and Development Services
Legal and Democratic Services
Policy and Research
Economic and Community Regeneration
Housing Strategy
Drug Intervention Programme and Drug and Alcohol Team
HR Business Relations, Training & Development, Occupational Health & Reward & Policy

COMMERCIAL SERVICES DEPARTMENT Nursery Lane, Fengate, Peterborough PE1 5BG

Property Services
Building & Maintenance
Streetscene and Facilities
Finance and Support Services

STRATEGIC RESOURCES DEPARTMENT Director's Office at Town Hall, Bridge Street, Peterborough, PE1 1HG

Finance
Internal Audit
Information Communications Technology (ICT)
Business Transformation
Strategic Improvement
Strategic Property
Waste
Customer Services
Business Support
Shared Transactional Services
Cultural Trust Client

CHILDRENS' SERVICES DEPARTMENT Bayard Place, Broadway, PE1 1FB

Safeguarding, Family & Communities
Resources, Commissioning & Performance
Learning & Skills
Children's Community Health

OPERATIONS DEPARTMENT Bridge House, Town Bridge, PE1 1HB

Planning Transport & Engineering (Development Management, Construction & Compliance, Infrastructure Planning & Delivery, Network Management)

Commercial Operations (Resilience, Commercial CCTV, Strategic Parking, City Centre, Markets & Commercial Trading, Passenger Transport)

Neighbourhoods (Regulatory Services, Safer Peterborough, Strategic Housing, Cohesion, Social Inclusion)

Operations Business Support (Finance, Economic Participation)