

Public Document Pack

Overview and Scrutiny Management Committee

Thursday, 16th January, 2014
at 5.30 pm

Council Chamber - Civic Centre

This meeting is open to the public

Members

Councillor Moulton (Chair)
Councillor Vinson (Vice-Chair)
Councillor Fitzhenry
Councillor Hammond
Councillor Hannides
Councillor Keogh
Councillor Mintoff
Councillor Morrell
Councillor Stevens
Labour Group – Name to be confirmed

Appointed Members

Mr T Blackshaw, The Church of England (Dioceses
of Winchester & Portsmouth)
Mrs U Topp, (Roman Catholic Church)
Vacancies

- Primary Parent Governors Representative;
and
- Parent Governor Representative

Contacts

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Democratic Support Officer
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Suki Sitaram
Assistant Chief Executive
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PUBLIC INFORMATION

Role of Overview and Scrutiny

Overview and Scrutiny includes the following three functions:

- Holding the Executive to account by questioning and evaluating the Executive's actions, both before and after decisions taken.
- Developing and reviewing Council policies, including the Policy Framework and Budget Strategy.
- Making reports and recommendations on any aspect of Council business and other matters that affect the City and its citizens.

Overview and Scrutiny can ask the Executive to reconsider a decision, but they do not have the power to change the decision themselves.

Overview and Scrutiny Management Committee

The Overview and Scrutiny Management Committee holds the Executive to account, exercises the call-in process, and sets and monitors standards for scrutiny. It formulates a programme of scrutiny inquiries and appoints Scrutiny Panels to undertake them. Members of the Executive cannot serve on this Committee.

Southampton City Council's Priorities:

- **Economic:** Promoting Southampton and attracting investment; raising ambitions and improving outcomes for children and young people.
- **Social:** Improving health and keeping people safe; helping individuals and communities to work together and help themselves.

- **Environmental:** Encouraging new house building and improving existing homes; making the city more attractive and sustainable.
- **One Council:** Developing an engaged, skilled and motivated workforce; implementing better ways of working to manage reduced budgets and increased demand.

Smoking Policy

The Council operates a no-smoking policy in all civic buildings.

Mobile Telephones

Please turn off your mobile telephone whilst in the meeting.

Fire Procedure

In the event of a fire or other emergency a continuous alarm will sound and you will be advised by Council officers what action to take.

Access

Access is available for disabled people. Please contact the Democratic Support Officer who will help to make any necessary arrangements.

Dates of Meetings: Municipal Year 2013/14

2013	2014
20 May	16 January
13 June	13 February
11 July	13 March
15 August	10 April
12 September	
10 October	
14 November	
12 December	

CONDUCT OF MEETING

TERMS OF REFERENCE

The general role and terms of reference for the Overview and Scrutiny Management Committee, together with those for all Scrutiny Panels, are set out in Part 2 (Article 6) of the Council's Constitution, and their particular roles are set out in Part 4 (Overview and Scrutiny Procedure Rules – paragraph 5) of the Constitution.

RULES OF PROCEDURE

The meeting is governed by the Council Procedure Rules and the Overview and Scrutiny Procedure Rules as set out in Part 4 of the Constitution.

DISCLOSURE OF INTEREST

Members are required to disclose, in accordance with the Members' Code of Conduct, **both** the existence **and** nature of any "Disclosable Personal Interest" or "Other Interest" they may have in relation to matters for consideration on this Agenda.

DISCLOSABLE PERSONAL INTERESTS

A Member must regard himself or herself as having a Disclosable Pecuniary Interest in any matter that they or their spouse, partner, a person they are living with as husband or wife, or a person with whom they are living as if they were a civil partner in relation to:

- (i) Any employment, office, trade, profession or vocation carried on for profit or gain.
- (ii) Sponsorship:

Any payment or provision of any other financial benefit (other than from Southampton City Council) made or provided within the relevant period in respect of any expense incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

(iii) Any contract which is made between you / your spouse etc (or a body in which the you / your spouse etc has a beneficial interest) and Southampton City Council under which goods or services are to be provided or works are to be executed, and which has not been fully discharged.

(iv) Any beneficial interest in land which is within the area of Southampton.

(v) Any license (held alone or jointly with others) to occupy land in the area of Southampton for a month or longer.

(vi) Any tenancy where (to your knowledge) the landlord is Southampton City Council and the tenant is a body in which you / your spouse etc has a beneficial interests.

(vii) Any beneficial interest in securities of a body where that body (to your knowledge) has a place of business or land in the area of Southampton, and either:

- a) the total nominal value for the securities exceeds £25,000 or one hundredth of the total issued share capital of that body, or
- b) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you / your spouse etc has a beneficial interest that exceeds one hundredth of the total issued share capital of that class.

BUSINESS TO BE DISCUSSED

Only those items listed on the attached agenda may be considered at this meeting.

QUORUM

The minimum number of appointed Members required to be in attendance to hold the meeting is 4.

Other Interests

A Member must regard himself or herself as having a, 'Other Interest' in any membership of, or occupation of a position of general control or management in:

Any body to which they have been appointed or nominated by Southampton City Council

Any public authority or body exercising functions of a public nature

Any body directed to charitable purposes

Any body whose principal purpose includes the influence of public opinion or policy

Principles of Decision Making

All decisions of the Council will be made in accordance with the following principles:-

- proportionality (i.e. the action must be proportionate to the desired outcome);
- due consultation and the taking of professional advice from officers;
- respect for human rights;
- a presumption in favour of openness, accountability and transparency;
- setting out what options have been considered;
- setting out reasons for the decision; and
- clarity of aims and desired outcomes.

In exercising discretion, the decision maker must:

- understand the law that regulates the decision making power and gives effect to it. The decision-maker must direct itself properly in law;
- take into account all relevant matters (those matters which the law requires the authority as a matter of legal obligation to take into account);
- leave out of account irrelevant considerations;
- act for a proper purpose, exercising its powers for the public good;
- not reach a decision which no authority acting reasonably could reach, (also known as the "rationality" or "taking leave of your senses" principle);
- comply with the rule that local government finance is to be conducted on an annual basis. Save to the extent authorised by Parliament, 'live now, pay later' and forward funding are unlawful; and
- act with procedural propriety in accordance with the rules of fairness.

AGENDA

Agendas and papers are now available online via the Council's Website

1 APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)

To note any changes in membership of the Panel made in accordance with Council Procedure Rule 4.3.

2 DISCLOSURE OF PERSONAL AND PECUNIARY INTERESTS

In accordance with the Localism Act 2011, and the Council's Code of Conduct, Members to disclose any personal or pecuniary interests in any matter included on the agenda for this meeting.

NOTE: Members are reminded that, where applicable, they must complete the appropriate form recording details of any such interests and hand it to the Democratic Support Officer.

3 DECLARATIONS OF SCRUTINY INTEREST

Members are invited to declare any prior participation in any decision taken by a Committee, Sub-Committee, or Panel of the Council on the agenda and being scrutinised at this meeting.

4 DECLARATION OF PARTY POLITICAL WHIP

Members are invited to declare the application of any party political whip on any matter on the agenda and being scrutinised at this meeting.

5 STATEMENT FROM THE CHAIR

6 MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)

To approve and sign as a correct record the Minutes of the meetings held on 12th December 2013 and to deal with any matters arising, attached.

7 TRANSFORMATION UPDATE

Report of the Head of Transformation, providing an update on the progress made in relation to the Council's transformation programme during the 3rd quarter of 2013/14, attached.

8 STREET CLEANSING PERFORMANCE

Report and accompanying appendix of the Head of City Services, providing an overview of the City Council's street cleansing operations and performance, attached.

9 CITY STATUS - 50TH BIRTHDAY CELEBRATIONS

Report of the Assistant Chief Executive, outlining the work underway under the leadership of Southampton Connect, to develop plans to celebrate the 50th anniversary of Southampton being awarded City Status during 2014, attached.

10 MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE

Report of the Assistant Chief Executive, detailing the actions of the executive and monitoring progress of the recommendations of the Committee, attached.

WEDNESDAY, 8 JANUARY 2014

HEAD OF LEGAL AND DEMOCRATIC
SERVICES

SOUTHAMPTON CITY COUNCIL
OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
MINUTES OF THE MEETING HELD ON 12 DECEMBER 2013

Present: Councillors Moulton (Chair), Vinson (Vice-Chair), Chaloner, Hammond, Mintoff, Lloyd and Claisse

In Attendance Leader of the Council – Councillor Letts
Cabinet Member for Environment and Transport – Councillor Rayment
Cabinet Member for Health and Adult Care – Councillor Shields
Cabinet Member for Economic Development and Leisure Services – Councillor Tucker

37. **APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)**

The Panel noted the apologies of Mr Blackshaw, Mrs Topp, Councillors Morrell, Keogh and Hannides and that Councillors Lloyd and Claisse were in attendance as nominated substitutes for Councillors Keogh and Hannides in accordance with Procedure Rule 4.3.

38. **MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)**

RESOLVED that the minutes for the Committee Meeting on 14th November 2013 be approved and signed as a correct record.

39. **FORWARD PLAN**

The Committee considered the report of the Assistant Chief Executive, detailing items requested for discussion from the current Forward Plan.

RESOLVED:

- (i) on consideration of the briefing paper relating to the forthcoming Cabinet Decision “Waste Management Policy”, the Committee recommended that :-
 - a) the Cabinet Member explores opportunities to reward individuals who report people who have committed enviro-crime;
 - b) the Cabinet Member explores opportunities available to increase the recycling of plastics and the disposal of asbestos at the Household Waste and Recycling Centre;
 - c) officers circulate to the Committee the legal basis for the Council’s position on :
 - green waste in household waste wheelie bins; and
 - the collection of side waste and how this impacted on the conditions attached to the additional funding received from the DCLG;

- d) the Cabinet Member considered adding at the start of the policy a “Customers Charter”, detailing what the Council would do for residents as it related to waste collection;
 - e) in order to improve clarity, the Cabinet Member considers the re-wording of the box on page 12 of the Policy that outlined the 3-stage process;
 - f) the Cabinet Member considers developing work within schools, linked to the national curriculum to enhance the opportunity to influence recycling behaviour at an early stage; and
 - g) that the Overview and Scrutiny Management Committee receive an update on enforcement in 9 months time.
- (ii) on consideration of the briefing paper relating to the Officer Decision “Implementation of a City Centre Residents Parking Zone”, the Committee recommended that the Cabinet Member reviewed the Policy in a years’ time to reflect upon demand and price of permits.
 - (iii) on consideration of the briefing paper relating to the Cabinet Decision “Betting Shops, Pay day Loan Premises and Fast Food Outlets”, the Committee recommended that information be circulated to the Overview and Scrutiny Management Committee, in line with the proposed timescales for a report to Cabinet, on progress made by the cross departmental group.
 - (iv) on consideration of the briefing paper relating to the Cabinet Decision “Arts and Heritage Collections Policy”, the Committee recommended that :-
 - a) the Cabinet Member updates the Committee on any revisions to the Policy advised by the Arts Council, and the Cabinet’s proposed response to the advice;
 - b) the Cabinet Member incorporates a statement into the Policy, relating to the Council valuing Arts Council accreditation; and
 - c) in order to protect services, the Cabinet Member explores the opportunities for the private sector to operate the Council’s Arts and Heritage venues.

40. **ADULT SOCIAL CARE BUDGET PROPOSALS**

The Committee considered the report of the Cabinet Member for Health and Adult Social Care, outlining the budget proposals for Adult Social Care.

Councillor Parnell, member of the Health Overview and Scrutiny Panel, was present and with the consent of the Chair, addressed the meeting.

RESOLVED that the Cabinet Member considered inviting members of the Health Overview and Scrutiny Panel to the Integration for Transformation Workshop early in the New Year.

41. **MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE**

The Committee noted the report of the Assistant Chief Executive, detailing the actions of the Executive and monitoring progress of the recommendations of the Committee.

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Agenda Item 7

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE		
SUBJECT:	TRANSFORMATION UPDATE		
DATE OF DECISION:	16 JANUARY 2014		
REPORT OF:	HEAD OF TRANSFORMATION		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	Jan Roszkowski	Tel: 023 8083 7506
	E-mail:	Jan.Roszkowski@southampton.gov.uk	
Director	Name:	Suki Sitaram	Tel: 023 8083 2060
	E-mail:	suki.sitaram@southampton.gov.uk	
STATEMENT OF CONFIDENTIALITY			
None			

BRIEF SUMMARY

This report provides an update on the progress made in relation to the council's transformation programme during the 3rd quarter of 2013/14.

RECOMMENDATION:

- (i) The Committee is requested to consider and note this report.

REASON FOR REPORT RECOMMENDATIONS

At the OSMC meeting in November 2013, the chair requested that OSMC receives updates and reviews on the Transformation Programme at appropriate intervals. In response, it was agreed updates will be provided on a quarterly basis, commencing January 2014. This is the update for the 3rd quarter of 2013/14 (September – December 2013).

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

None.

DETAIL (Including consultation carried out)

1. This quarter (September – December 2013) started with feedback from the LGA Peer review and in relation to transformation, the key points they reflected were:
 - The council's transformation programme should be focused more on developing the organisation's expertise, skills and culture to deliver the (revised) Council Plan.
 - The initial focus on achieving significant change to form the People's Directorate is understood and appreciated.
 - The need to reduce operating and business support costs is a common thread across many council transformation programmes, i.e. maximising internal cost reduction and efficiency in order to minimise impact on front line services.
 - As the Transformation Programme develops to support the delivery of the Council Plan, there will be a need for it to become more council-wide, be

more effectively programme managed, and include culture change.

2. In response, the council's action plan commits us to:
 - Revising all current transformation programmes and agree a single, council-wide, joined-up transformation programme including cultural change, level of savings, invest to save opportunities, specific outcomes with timescales and link to internal communications and staff engagement plan.
 - Establishing a Programme Management Office (PMO) with agreed project management framework, pool of project managers and ongoing training for relevant staff
 - Agreeing HR transformation priorities, action plan and resources to build organisational resilience, including developing the right skills and competencies for the future.

3. The main areas of progress in this quarter have been in:
 - Creating the necessary capacity for achieving transformation
 - Developing the organisation's expertise, skills and culture through HR transformation
 - Transformation of services within the People directorate
 - Projects to reduce operating and business support costs and efficiency in order to minimise impact on front line services.
 - Work to establish a Programme Management Office (PMO) with agreed project management framework, pool of project managers and ongoing training for relevant staff
 - Work underway to develop current transformation projects into a coordinated "one council" transformation programme, including culture change, that is effectively programme managed.

Creating the necessary capacity for achieving transformation

4. We appointed to the fixed term post of the Head of Transformation, who joined the council in November 2013 and has taken the lead for the council's transformation programme. He will be working closely with the Council's Management Team (CMT) and Heads of Service as well as the project managers leading key transformation projects. In addition, we have recruited a Transformation Manager to provide more capacity for the transformation programme. The council is also benefiting from additional expertise provided through the LGA and the council's strategic partner, Capita.

Developing the organisation's expertise, skills and culture through HR transformation

5. The council's management team have considered and agreed priority projects to achieve the level of HR transformation that is urgently required. The agreed HR projects will underpin front line service delivery. The projects on pay and allowances and implementation of the local government pension scheme changes will be complemented by the following transformation projects:
 - Revision of HR policies and processes with a view to simplification, which is underway
 - Defining and Implementing a resilient HR operating model and ensuring

there are robust mechanisms to ensure establishment control

- Individual performance management
- Learning and development.

Transformation of services within the People Directorate

6. There is considerable pace and staff engagement underway to achieve transformation in many areas of the People Directorate and this has been reported previously to OSMC. As a summary, the following progress has been made in this quarter:

- Establishment of an Integrated Commissioning Unit with the Southampton Clinical Commissioning Group, well ahead of other councils, including successful appointment to key senior posts. This will enable the council and health to make efficiencies in how we commission outcomes for the same clients and in due course, aims to reduce costs for both organisations
- Consultation has begun on structural changes within Adult Social Care and progress is being made on leaning the processes for assessments and billing
- Consultation has also begun on structural changes within Children's Services. This includes the setting up of integrated education and social care teams and mainstreaming of Families Matter, so that when the programme funding ends, the successful ways of working to support families with complex problems, will be bedded in. These changes also include the setting up of a Multi Agency Safeguarding Hub (MASH) in line with good practice in other councils and to facilitate this, Property Services have made changes to accommodation plans in the North Block
- Assessing how IT can support the new roles and ways of working, including mobile and flexible working
- The project to review data input and data quality and optimising the use of PARIS is ongoing, with a new project manager to lead this critical piece of work.

Projects to reduce operating and business support costs and efficiency in order to minimise impact on front line services

7. The following projects were established in this quarter:

- Review of Business Support, with an experienced project manager seconded to lead this work. We expect to use the learning from other councils such as West Sussex. The intention is to establish a single, unified service for the council, managed within the Corporate Services directorate. This aims to deliver a single professional service for the council supported by appropriate technology to enable staff to use self-service via an improved intranet. The Transformation and Improvement Board has agreed the management structure and the subsequent recruitment of 3 posts for the new service in the coming weeks
- Review of Policy and Performance, with a view to establish a single, cross council team within the Transformation and Performance division.

Work to establish a Programme Management Office (PMO) with agreed

project management framework, pool of project managers and ongoing training for relevant staff

8. Some preliminary work has been undertaken in this quarter to audit the current position with a view to establishing a Programme Management Office (PMO) to improve the council's project management capabilities, aid better prioritisation and have an overview on outcomes achieved by projects. The audit undertaken so far includes:
- Projects being undertaken within the council
 - Skills and experience of current project managers
 - Training needs and support for project managers.

Developing current transformation projects into a coordinated "one council" transformation programme

9. We expect to present the draft Transformation Strategy and Plan in March 2014 and are currently working on consolidating the current transformation activity across the council and developing a single, prioritised and resourced programme. The transformation road map will set out key deliverables, timescales, benefits and outcomes. I will provide you more details in my next update. This "one council" transformation will aim to make an identified and significant contribution to budget gap through the delivery of:
- Agreed council wide transformation projects
 - A change in culture and behaviours that encourages "one council" team working, innovation, quality, ownership and "can do" attitude
 - Refreshed council website and the set-up of customer portals to enable digital first engagement with residents and businesses
 - Improved customer self-service using digital technology and promote a move to digital first
 - Improved customer services that embed a 'once done' culture of service delivery with reduced failure demand and back office processing
 - A modern working environment, with more cost efficient business processes to support an engaged, skilled and motivated workforce
 - Improved performance at every level
 - More effective and efficient commissioning of services and where appropriate, with partners
 - Improved sourcing of staff, procuring of services, use of IT, other digital technology and council assets
 - Simplified business and more efficient business processes across the council, building on the work done within the People directorate and other services such as libraries.

RESOURCE IMPLICATIONS

Capital/Revenue

10. Resources to support the one-council transformation of services will be provided from existing budgets and where there are no other resource available, bids for the Transformation Fund will be considered by the Transformation and Improvement Board. In the last quarter, the Board agreed bids totalling £432,000 from the Transformation Fund through invest to save to achieve :

- Additional capacity for 2 years for the transformation programme and in the first year, this will be to support the establishment of a buyers' team in the Integrated Commissioning Unit and lead the Policy and Performance Review
- Support the work being undertaken on the procurement review for items under £100,000, including changes to the Agresso system to support new policies and better procurement practices
- Advance funding to establish the new management structure for the Business Support service.

Property/Other

11. No implications at this stage

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

12. The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000

Other Legal Implications:

13. None

POLICY FRAMEWORK IMPLICATIONS

14. These will be defined as the work progresses.

KEY DECISION? No

WARDS/COMMUNITIES AFFECTED:	All
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SUPPORTING DOCUMENTATION

Appendices

1.	None
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Documents In Members' Rooms

1.	None
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Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out?	Yes, separately for different projects
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Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
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1.	None	
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Agenda Item 8

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE		
SUBJECT:	STREET CLEANSING PERFORMANCE		
DATE OF DECISION:	16 JANUARY 2014		
REPORT OF:	HEAD OF CITY SERVICES		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	John Horton	Tel: 023 8083 4281
	E-mail:	John.horton@southampton.gov.uk	
Director	Name:	Stuart Love	Tel: 023 8091 7713
	E-mail:	Stuart.love@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY

None

BRIEF SUMMARY

This report, and the accompanying appendix, provides the Committee with an overview of the City Council's street cleansing operations and performance.

RECOMMENDATION:

- (i) The Committee is requested to consider and note the appended Street Cleansing Operations and Performance report.

REASON FOR REPORT RECOMMENDATIONS

This report has been developed in response to a request from the Chair of the Overview and Scrutiny Management Committee.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

None.

DETAIL (Including consultation carried out)

1. Appendix 1 provides the Committee with details on the Council's street cleansing operations and performance, and improvement actions currently being developed within the City Services Division.

RESOURCE IMPLICATIONS

Capital/Revenue

2. None as a result of this report.

Property/Other

3. None.

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

4. The duty to undertake overview and scrutiny is set out in Part 1A Section 9

of the Local Government Act 2000

Other Legal Implications:

5. None

POLICY FRAMEWORK IMPLICATIONS

6. None.

KEY DECISION? No

WARDS/COMMUNITIES AFFECTED:	All
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SUPPORTING DOCUMENTATION

Appendices

1.	Street Cleansing Operations and Performance Report
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Documents In Members' Rooms

1.	None
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Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out?	No
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Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at:

Title of Background Paper(s)

Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)

1.	None	
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Appendix 1 - Street Cleansing Operations and Performance Report

1. Introduction

The overall purpose of the street cleansing service is to sustain a city that is perceived as clean, safe and well-cared for by its residents, businesses and visitors. Perceptions of cleanliness and safety strongly contribute to residents' sense of well-being, and satisfaction with the neighbourhood in which they live. A clean and well-cared for city will also support the economy by influencing business decisions to remain in or re-locate to the area, help sustain and develop the city's tourism, and underpin a vibrant cultural life.

Following the service's best value review in 2001, the service was re-organised and re-equipped to deliver a cleaner and safer city through the following schedules and activities:

- **Daily** cleaning of City Centre, District Centres and known litter 'hot spots'
- **Weekly or bi-weekly** mechanical sweeping of city's main arteries and gateways
- **Monthly** 'zonal' clean through of residential and industrial districts by area-based cleansing teams supported by a new fleet of eight 'Compact Sweepers'
- **Educational and enforcement campaigns** aimed at increasing levels of citizen involvement and responsibility and reducing levels of enviro-crime in the city
- Regular (daily, twice weekly or weekly) emptying of 850 street litter bins, and an intelligence-led approach to provision of new and replacement bins
- Removal of fly-tipping (over 7,000 incidents per year recorded on Flycapture)
- Response within one working day to urgent public enquiries re. dog fouling, fly-tipping, fly-posting, hate crime graffiti, dangerous objects and substances (circa 7,500 cases per annum)
- District Teams supported by additional staff and specialist resources during autumn leaf-fall
- Weed control on highways, footpaths and hard standing
- Enhanced levels of 'out of hours' service to support major city events

In addition to improving actual levels of street cleanliness and customer satisfaction with the service, it was also considered that this more highly mechanised, responsive and district-based service delivery model provided the most effective and resource-efficient means of responding to the statutory provisions of the Environmental Protection Act (1990) and securing 'high' or 'acceptable' levels of cleanliness across the city.

2. Position of Southampton's street cleansing service in 2009

In 2009, eight years on from the service's Best Value Review in 2001, and despite year on year budget reductions (primarily through service efficiencies), the service was still essentially organised on the same basis as implemented at that time, and working to the

same schedules and service standards despite the population increasing to around 228,700.

64 front-line employees were deployed across the West District, East District, Central District and Citywide Reactive Teams.

Two large mechanical sweepers (load capacity 6 cu m) were deployed on city wide programmes, focussing on main arterial routes, city gateways, and primary residential roads. A second generation fleet of eight relatively new compact sweepers (procured with LPSA¹ money in 2007) were deployed across the East, West and Central District Teams, and City Centre Team. These smaller and more manoeuvrable units (load capacity 2 cu m) primarily focussed on the narrower and more densely parked residential roads and pavements, and pedestrian precincts and plazas in the city and district centres.

The mechanical sweeping fleet was supported by mobile District-based staff working out of twenty 3.5 or 7.5 tonne tipper trucks, carrying out bin emptying programmes, dealing with circa 7,000 customer requests for action per year, removing fly-tipping, and manually cleaning the more inaccessible streets and pavements.

The City Centre and Shirley, Bitterne and Portswood District Centres were also staffed with a permanent and visible presence of 'street orderlies' based on site and working with hand tools and barrow or mechanised pedestrian sweepers.

Customer satisfaction and National Indicator data demonstrate considerable advances in service quality and outputs over the period between the service's Best Value Review and associated service transformation initiated in 2001 and that point late in the decade at which Local Authorities began to be affected by sharp declines in central government funding and reduction in local income yields.

Chart 1 – Satisfaction with street cleansing service trend data 1996 - 2008

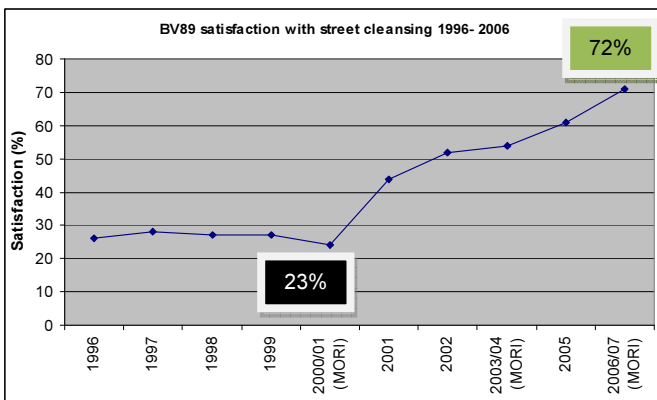
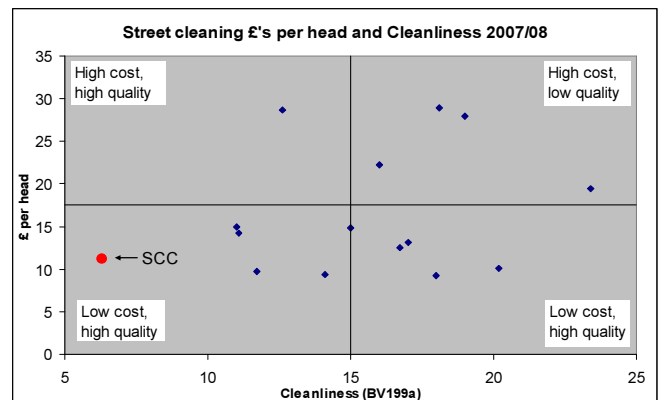


Chart 2 - Audit Commission Use of Resources figures comparing SCC to similar authorities in 'family group'



3. Position of street cleansing service in 2013/14

Over the four years since 2009/10 reductions in local government funding have resulted in a cumulative 36% reduction in the street cleansing service's net controllable costs. In 2013/14, the street cleansing net service budget stands at £1,646k.

¹ Local Public Service Award grant for achieving stretch targets on cleanliness

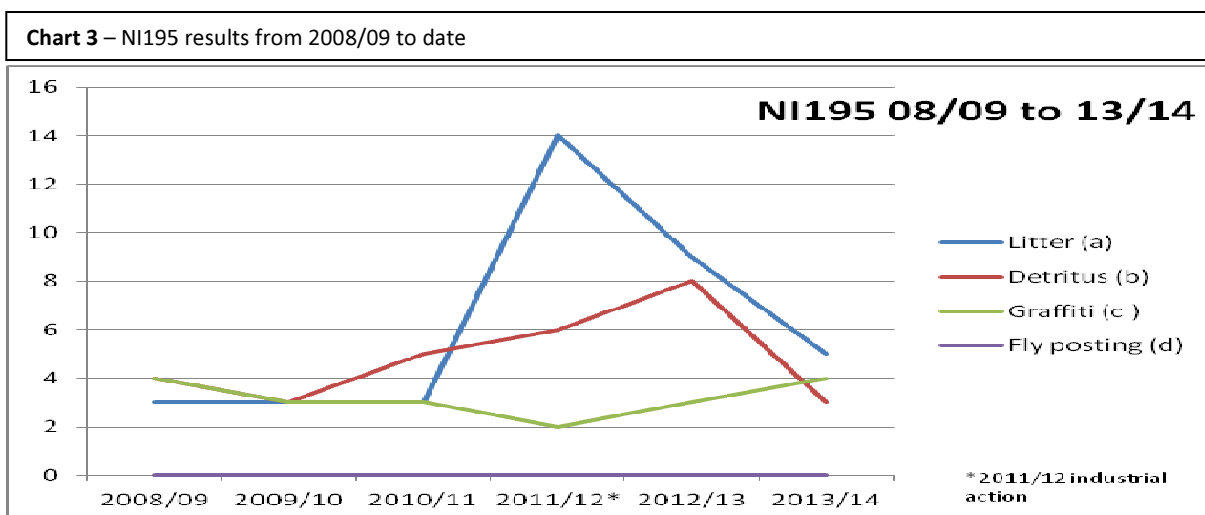
Front-line staffing levels have reduced correspondingly by 28%, from 64 staff in 2009 to 46 staff currently. The Compact Sweeper fleet has reduced from eight to five units, and the number of street sweeping trucks operational across the city has reduced from 20 to 13.

The number of 'urgent' customer requests for action (e.g. litter, 'sharps', fly-tipping, dog fouling, dead animals, 'hate crime' graffiti) has remained remarkably consistent over this period from (5,125 cases reported Apr – Nov 2009, and 5,134 cases reported over same period in 2013). The introduction of mobile technology has allowed the 'reactive' element of the service to improve the clear up levels to 79% of urgent cases responded to within one working day of report compared to 2009 out-turn of 77%.

In the delivery of scheduled street sweeping services within the context of reducing resources has to be targeted on priority areas and some service schedules necessarily reduced.

The city centre and district centres continue to be cleaned daily in line with the prescriptions of the Environmental Protection Act (1990), and the frequencies in place in 2009 still apply to the cleaning of the city's main arteries and gateways, and emptying the city's 850 street litter bins. However, the 'zonal' street cleansing programme through the city's residential areas has moved from a target frequency of monthly visits, to a current frequency that is now closer to bi-monthly. There are also now fewer resources available to deal with sudden surges of demand, such as the very late and intensive leaf-fall that occurred this autumn.

Chart 3 shows the percentage of surveyed land with unacceptable levels of cleanliness, therefore the lower the figure, the better the performance. In 2011/12 performance was affected by long-term industrial action which distorted the figures. However, the trend since this low point in the core indicators of litter and street detritus suggests performance is moving back closer to previously reported out-turns and Section 4 of this report suggests a number of means through which this progress can be sustained through 2014/15.



The most recent available comparison data from the Association of Public Service Excellence (APSE) in 2010/11 showed that our costs per household for the street cleansing service were about average when compared to our family group. Given the reductions in budget since that time, it is proposed to submit new data returns to APSE in 2014/15 to compare the current cost of the service to Southampton's 'family group' of Authorities, and to gain a clearer picture of where the service now stands within the price / quality matrix. The Council has not recently commissioned customer satisfaction surveys

including questions to capture current public perceptions of the street cleansing service, so it is not possible to report where the service currently stand in comparison with the data set out in Chart 1.

4. Improvement opportunities for the street cleansing service in the year ahead:

Budget proposals currently under consultation for the street cleaning service in 2014/15 focus entirely on efficiency savings in waste disposal and fleet maintenance, made possible by more integrated working with the Waste & Recycling and Fleet Maintenance teams within the wider City Services Division. For the first time in a number of years there are no proposals for reductions in levels of front-line staff or operational fleet / machinery.

In this relatively stable context, the opportunity exists to work with front-line staff within Service Improvement Groups (SIG's) on a range of initiatives to re-shape the overall service delivery model within the street cleansing operation. The aims of these SIG's are to optimise the impact and productivity of currently affordable levels of staff and resources.

Improvement actions currently being developed within the City Services Division include:

- Link street cleansing schedules to the new 'Big Team Sweep' approach to waste collection being adopted across the city as part of the introduction of household glass recycling.
- Use £350k capital bid funding to replace current 7 year old fleet of five compact sweepers with four new, effective and reliable units and one larger capacity mechanical sweeper. Allied with existing two-unit mechanical sweeper fleet, this will allow deployment of one mechanical sweeper (larger roads) and one compact sweeper (smaller and more densely parked roads) working in tandem to sweep through the East District, West District and Central District cleansing zones, while also providing for one Compact Sweeper dedicated to keeping clean the city centre, and central estates.
- Re-draw District street cleansing schedules to take account of new configuration of mechanical street sweeping fleet and 'Big Team Sweep' itinerary through city, to ensure most effective deployment of resources and effective linkages between the Waste and Recycling and Street Cleansing service areas.
- Apply Bartec technology already used within Waste & Recycling fleet to help with effective work programming, and report progress of teams working on their new street cleaning schedules.
- Complete implementation of mobile technology throughout entire service, to ensure customer requests for action are managed promptly and effectively, with minimal disruption to core cleansing schedules.
- Work with Tidy Britain group to develop 'in-house' capacity within City Services Division to fully utilise existing legislative powers to more effectively combat serious cases of enviro-crime e.g. littering, fly-tipping and dog fouling.
- Increase flexibility of staffing structures, to allow improved responsiveness to large-scale work fluctuations such as autumn leaf fall or supporting major city events.

As these transformational initiatives are developed and implemented, service managers will need to assess their impact on cleaning standards and efficiency. By the close of 2014, the street cleansing service proposes to consult on an updated set of 'Service Promises' that recognises the hugely changed service delivery landscape developing over the next three years and clearly communicates the service standards the city's residents can expect in the future.

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Agenda Item 9

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE		
SUBJECT:	CITY STATUS – 50 TH ANNIVERSARY CELEBRATIONS		
DATE OF DECISION:	16 JANUARY 2014		
REPORT OF:	ASSISTANT CHIEF EXECUTIVE		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	Richard Pearson	Tel: 023 8083 2047
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STATEMENT OF CONFIDENTIALITY

None

BRIEF SUMMARY

This report briefly outlines the work underway under the leadership of Southampton Connect, to develop plans to celebrate the 50th anniversary of Southampton being awarded city status during 2014.

RECOMMENDATION:

- (i) That the Committee considers and notes the report.

REASON FOR REPORT RECOMMENDATIONS

1. To ensure the Committee is aware of what is being considered in relation to the 50th anniversary celebrations.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

2. None.

DETAIL (Including consultation carried out)

3. Southampton was awarded city status on 24 February 1964. To commemorate and celebrate the 50th anniversary of this event, a programme of events and activities is being organised throughout the year.
4. As this is an event for the whole city, on 12th December 2013, Southampton Connect agreed to take a coordinating role on the anniversary celebrations and provide leadership to facilitate close working on this by all sectors. At the meeting Connect agreed to establish a sub-group to take this forward. Southampton City Council, Southampton Solent University, SVS, Hampshire Chamber of Commerce and Business South are represented on this group.
5. A number of logos were designed by Southampton City Council. The Leader presented these at the meeting of Southampton Connect and they agreed a preferred version which will be used for all events. The logo is attached as Appendix 1 with different versions available for use in colour and black and white. It is the intention that the logo will be used on promotional material for

new and existing events throughout the year and on the websites of partner organisations. The logo will be made available to download from the Discover Southampton website for any organisation in the city that wishes to use it.

6. A launch event has not yet been confirmed but there are a number of events planned in February and the sub group is considering which of these could be used to launch the 50th celebrations. These include:
 - 4 February – Business Works event hosted by Business South at the Grand Harbour Hotel.
 - 13 February – Mayor’s reception at SeaCity Museum to launch the Ship to Shore exhibition.
 - 24 February – Mayoral celebration service at St Mary’s church to mark the 50th anniversary date.
7. A number of events will be taking place in the city throughout the year. Many of these are annual events which will be ‘badged’ with the 50th logo. A number of organisations have agreed to do this and a list of these is available at Appendix 2. Work is ongoing to incorporate more events into this list. In addition, the Nuffield Theatre is organising a major event in Guildhall Square called Architect Assemble in the summer of 2014. This will involve a temporary stadium being built and used to host a programme of performances and events by arts organisations in the city over a two week period.
8. Work is also underway to build on the ‘50 pledges’ initiative proposed at the recent 2020 Vision Conference organised by Southampton Solent University. This will involve key city organisations, individuals, and communities making pledges to improve the city. The initiative provides an opportunity to galvanise organisations, business and communities to come together and make a commitment to taking local action. Options for how this will be taken forward are under discussion, but the intention is to involve the Southampton Citizens Panel which is due to be established in the near future.
9. A number of other initiatives to mark the occasion are being explored. These include:
 - City dressing, including 50th anniversary flags and window stickers.
 - Opportunities for residents to organise their own street parties.
 - A number of commemorative supplements in the Southern Daily Echo.
 - Working with residents to collect their memories and photos from the past 50 years.
 - Projects with schools which will link the past and the future.
 - A time capsule.
 - Commemorative souvenirs (e.g. pin badges).
10. It has been agreed that the Discover Southampton website (www.discoversouthampton.co.uk) will act as the main portal for hosting and disseminating information about the celebrations. Information will be hosted in the ‘Live’ section of the website with signposting from the homepage. All Connect organisations have agreed to link to this information from their own websites.

RESOURCE IMPLICATIONS

Capital/Revenue

11. Southampton Connect has agreed funding of up to £10,000 to support the activities.

Property/Other

12. No implications at this stage

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

13. The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.

Other Legal Implications:

14. None.

POLICY FRAMEWORK IMPLICATIONS

15. None.

KEY DECISION? No

WARDS/COMMUNITIES AFFECTED:	All
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SUPPORTING DOCUMENTATION

Appendices

1.	50 th Anniversary logos
2.	List of events

Documents In Members' Rooms

1.	None
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Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out?	No
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Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
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1.	None	
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Events in Southampton 2014 Agenda Item 9

50	Date	Event	Location
	19 February	Glow in the Park Glow in the dark sponsored run	Southampton Common
✓	23 March	Sainsbury's Sport Relief Mile Mass participation event for people to run 1, 3 or 6 miles in aid of Sport Relief.	City Centre
	13 April	Vaisakhi	City Centre
	17 – 27 April	Easter Fair Traditional fair with popular market on Bank Holiday Monday.	Southampton Common
	27 April	Scouts St George's Day Parade Annual parade with scouts in uniform.	Guildhall Square
✓	27 April – 5 May	Moscow State Circus The greatest and most famous circus visits Mayflower Park.	Mayflower Park
✓	June - August	Community Fairs	Various
	7 June	Holi One Festival Thousands of people, dressed in white, come together to share music, dance, performance art and visual stimulation.	Mayflower Park
✓	14 June	EjectorSeat Arts Festival Free event showcasing local music and art talent.	Palmerston Park
✓	22 June	Bedford Place Street Party Celebrating the city's 50 th anniversary with the Hampshire Farmers Market, Vintage vehicles, music and street party	Bedford Place
✓	29 June	Big Fun Run 5k Fun Run.	Southampton Common
✓	30 June – 31 August	Architect Assemble Plays and performances in temporary open air stadium.	Guildhall Square
	5 & 6 July	Thai Festival Experience the tastes and sounds of Thailand.	Hoglands Park
	6 July	Race for Life Cancer Research UK 5k/10k run.	Southampton Common
	12 July	Let's Rock Southampton 80's Music Festival featuring Billy Ocean, Bananarama, Howard Jones, ABC, Go West, Nick Heyward, The Real Thing, Heaven 17, Then Jerico, Jaki Graham, Altered Images, Brother Beyond.	Southampton Common
✓	12 July	Mela Festival Annual free festival focussing on south east Asian culture attracting 25,000 visitors.	Hoglands Park
✓	27 July	Southampton Sky Ride Mass participation cycling event in the city centre attracting 12,000 participants.	City Centre
✓	21 – 25 August	Bank Holiday Fair Traditional fair with popular market on Bank Holiday Monday.	Southampton Common
	12 – 21 Sep	PSP Southampton Boat Show Largest on water Boat Show in Northern Europe.	Mayflower Park
	21 Sep	Global Ocean Race Start of 30,000-mile round-the-world Global Yacht Race 2014-	Mayflower Park
✓	4 & 5 October	Music in the City Music in Unusual places returns and the free event attracts thousands of visitors over the weekend.	Various Venues in the City Centre
	15 October	Oasis of the Seas The second largest cruise ship in the world visits Southampton.	Waterfront
✓	9 November	Remembrance Service Annual Service	Cenotaph

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Agenda Item 10

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE		
SUBJECT:	MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE		
DATE OF DECISION:	16 TH JANUARY 2014		
REPORT OF:	ASSISTANT CHIEF EXECUTIVE		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	Mark Pirnie	Tel: 023 8083 3886
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STATEMENT OF CONFIDENTIALITY			
None			

BRIEF SUMMARY

This item enables the Overview and Scrutiny Management Committee to monitor and track progress on recommendations made to the Executive at previous meetings.

RECOMMENDATION:

- (i) That the Committee considers the responses from Cabinet Members to recommendations from previous meetings and provides feedback.

REASON FOR REPORT RECOMMENDATIONS

1. To assist the Committee in assessing the impact and consequence of recommendations made at previous meetings.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

2. None.

DETAIL (Including consultation carried out)

3. Appendix 1 of the report sets out the recommendations made to Cabinet Members at previous meetings of the Overview and Scrutiny Management Committee. It also contains summaries of any action taken by Cabinet Members in response to the recommendations.
4. The progress status for each recommendation is indicated and if the Overview and Scrutiny Management Committee confirms acceptance of the items marked as completed they will be removed from the list. In cases where action on the recommendation is outstanding or the Committee does not accept the matter has been adequately completed, it will be kept on the list and reported back to the next meeting. It will remain on the list until such time as the Committee accepts the recommendation as completed. Rejected recommendations will only be removed from the list after being reported to the Overview and Scrutiny Management Committee.

RESOURCE IMPLICATIONS

Capital/Revenue

5. None.

Property/Other

6. None.

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

7. The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.

Other Legal Implications:

8. None

POLICY FRAMEWORK IMPLICATIONS

9. None.

KEY DECISION? No

WARDS/COMMUNITIES AFFECTED:	None directly as a result of this report
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SUPPORTING DOCUMENTATION

Appendices

1.	Monitoring Scrutiny Recommendations – 16 th January 2014
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Documents In Members' Rooms

1.	None
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Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out.	No
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Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
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1.	None	
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Overview and Scrutiny Management Committee: Holding the Executive to Account

Scrutiny Monitoring – 16th January 2014

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
12/12/13	Environment & Transport	Waste Management Policy	1) That the Cabinet Member explores opportunities to reward individuals who report people who commit enviro-crime.	A review of authorities currently 'rewarding' individuals who report people who commit enviro-crime will be undertaken in the first quarter of 2014 and a summary report will be taken to a future cabinet member briefing and a change of policy report produced if appropriate.	In progress
			2) That the Cabinet Member explores opportunities available to increase the recycling of plastics and the disposal of asbestos at the Household Waste and Recycling Centre.	Noted and discussions with Hampshire and Portsmouth are planned for January to explore possible changes to the Waste Management contract. There is also a Project Integra collection and processing review that is looking at a wider range of materials which is due to report by Dec 2014. We will be expressing our support for any opportunities to increase the range of materials residents are able to recycle, especially plastics. The outcome of the report and discussions will be the subject of a cabinet member briefing later in the year. A guidance note on how to dispose of asbestos is available via the website in the Waste and Recycling pages.	In progress
			3) That officers circulate to the Committee the legal basis for the councils position on: a) Green waste in household waste wheelie bins b) Collecting side waste, and how this impacts on the conditions attached to the additional funding received from the DCLG.	A summary of the relevant legal opinion is being prepared for circulation to the scrutiny members and is expected to be distributed by mid January 2014.	In progress

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
			4) That the Cabinet Member considers adding at the start of the policy a 'Customers Charter' detailing what the council will do for residents as it relates to waste collection.	A 'Customer Charter' / service promise will be developed and used as part of the communication process, alongside updated web pages, social media communications showing how SCC teams assist them in managing the waste and what residents can do to help the City recycle more will be produced and available during January 2014	In progress
			5) To improve clarity the Cabinet Member considers the re-wording of the box on p12 that outlines the 3 stage process.	Reworded and used to amend the cabinet report.	Completed
			6) That the Cabinet Member considers developing work within schools, linked to the national curriculum, to enhance the opportunity to influence recycling behaviour at an early age.	There is an established programme of raising recycling awareness across the city through a schools education programme. A summary report for a future cabinet member briefing will be produced and shared with OSMC panel members.	In progress
			7) That the OSMC receive an update on enforcement in 9 months.	Update paper to be scheduled for September / October 2014	To be scheduled
12/12/13	Environment & Transport	City Centre Residents Parking Zone	1) That the Cabinet Member reviews the policy in a years' time to reflect upon demand and price.	An update will be provided in January 2015.	To be scheduled
12/12/13	Health & Adult Social Care	Portfolio Budget Proposals	1) That the Cabinet Member considers inviting members of the HOSP to the Integration for Transformation Workshop.	HOSP members have been invited to the workshop on 17 th January 2014.	Completed
12/12/13	Leader	Betting Shops, Payday Loan Premises and Fast Food Outlets	1) That information is circulated to the OSMC, in line with the proposed timescales for a report to Cabinet, on progress made by the cross departmental group.	Agreed. The cross-departmental group met on 16 th December and agreed further work to be carried out by and this will be progressed during January. It is likely some members of the group will meet again in February or March, following information exchange.	To be scheduled

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
12/12/13	Economic Development & Leisure	Arts and Heritage Collections Policy	1) That the Cabinet Member updates the Committee of any revisions to the policy advised by the Arts Council, and the Cabinets proposed response to the advice.	The Arts Council's Accreditation panel considers the application in February 2014. Any recommended changes will be reported after that meeting	
			2) That the Cabinet Member incorporates into the policy a statement relating to the council valuing Arts Council accreditation.	The Cabinet member considers that agreeing a policy that meets the requirements of the Arts Council, and which is based on its template is sufficient commitment.	Completed
			3) That, to protect services, the Cabinet Member explores opportunities for the private sector to operate the councils Arts and Heritage venues.	When looking for opportunities to ensure that the museum service continues on a more sustainable basis (i.e. Less vulnerable to central govt spending cuts), Cabinet Member will consider outsourcing as a potential solution alongside other potential solutions. The ultimate decision whether to adopt an outsourcing solution will, however, be that of the Labour Group and Labour Administration.	

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