

## Minutes

of the Meeting of the

# Community and Corporate Organisation Policy & Scrutiny Panel

## Tuesday 16 July 2019

held at the Town Hall, Weston-super-Mare, Somerset.

Meeting Commenced: 2.30 pm Meeting Concluded: 5.00 pm

### Councillors:

P Steve Bridger (Chairman)

P Stuart McQuillan (Vice-Chairman)

P Gill Bute

P James Clayton

P Peter Crew

A Wendy Griggs

P John Ley-Morgan

A Terry Porter

P John Cato

P Sarah Codling (substitute for Terry Porter)

P Mark Crosby

P Huw James (substitute for Stuart Treadaway)

P Robert Payne

A Stuart Treadaway

P: Present

A: Apologies for absence submitted

**Officers in attendance**, Simone Davey, Harry Mills, Philippa Penney, Howard Potheary, Lorraine Bush, Paul Morris, Brent Cross, Michèle Chesterman (Corporate Services).

**Also in attendance:** Tansin Benn, Chairperson of the Winter Gardens Community Board

### CCO Chairman's Welcome

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The Chairman took the Chair. He welcomed new and re-elected councillors and officers to the first meeting of the Municipal Year.

### CCO Election of the Vice-Chairman for the 2019/20 Municipal Year (Agenda Item 1)

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**Motion:** Moved by Councillor Cato, seconded by Councillor Payne and

**Resolved:** that Councillor Stuart McQuillan be elected Vice Chairman of the Community and Corporate Organisation Policy & Scrutiny Panel for the 2019/20 Municipal Year.

**CCO 3**     **Declarations of Disclosable Pecuniary Interest (Agenda item 4)**

None

**CCO 4**     **Minutes of the Meeting held on 29 January 2019 (Agenda item 5.1)**

**Resolved:** that the minutes of the meeting be approved as a correct record.

**CCO 5**     **The Panel's Role, Remit and Workplan (Agenda Item 7)**

The Electoral Services and Scrutiny Manager presented the report on the Panel's Role, Remit and Work Plan for discussion. Members were provided with an overview of the policy and scrutiny function, confirmed the remit of the panel and invited discussion and agreement on the Panel's future work plan. The following was highlighted:

- The Centre for Public Scrutiny (CfPS) had issued updated guidance reflecting the 'four principles' of good scrutiny developed by CfPS in 2003. These were that effective overview and scrutiny should:
  - Provide constructive 'critical friend' challenge
  - Amplify the voices and concerns of the public
  - Be led by independent people who take responsibility for their role;
  - Drive improvement in public services.
- Members were aware that as the result of an efficiency and cost saving review across the Council, Scrutiny Panel meetings had been reduced from five to three times per year. Their work was supplemented by activities such as workshops, briefings, working groups, steering groups and cross panel working.
- The Panel had to power to scrutinise the Community Safety Partnership, (the People and Communities Board).
- The Panel could invite the Police and Crime Commissioner to a meeting to discuss crime reporting and Policing Plan priorities and had previously done so.
- The Panel could require Executive Members and representatives of partnerships to attend and request others to attend.
- Site visits/trips had been organised for Panel members, for example Members of the Panel had shadowed kerbside recycling crews at work.

Members discussed the Work Plan and agreed to retain the following work streams:

- Waste Scrutiny Steering Group
- Community Safety Steering Group (including Community Response)
- ICT and Digital First Steering Group

- Under Performance Monitoring and Ongoing Matters the Panel agreed to retain:
  - Community Safety Local Priorities
  - Winter Gardens – Community Use
  - Performance Monitoring Report
  - Contact Centre/Gateway
  - Parks and Street Scene Contract Service Provision (an informal update session on the Contract to be organised for the CCO and SPEDR Panel Members and other interested Members, as appropriate).
- With the addition of
  - Climate Change (referring to the Executive Member for information and formation of a Working Group if required)
  - Community Engagement

A discussion took place on the Community Access Review Steering Group which had been formed to review front facing services such as community centres and libraries. The outcomes of the review were now complete, and had led to co-locating services, self-service and longer opening hours leading to a better service.

Panel Members also discussed the new emerging Corporate Plan and Engagement with its development.

Members discussed the recent local elections and were informed that the Electoral Services Team were currently undertaking a best practice review.

**Concluded:**

- (1) that the Panel Members receive the CfPS guidance as previously circulated, along with a list of useful websites;
- (2) that Panel Members respond to a request for indicating their interest in the agreed steering groups;
- (3) that enquiries are made into how the Panel would engage with the emerging Corporate Plan;
- (4) that the Panel refer to the Executive Member on Climate Change with regards what activity had taken place, how it was undertaken and engagement with Scrutiny and form a Working Group if required;
- (5) that the Work Plan be updated accordingly.

## **CCO Winter Gardens Community Board Annual Report (Agenda Item 8)**

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The Panel considered the 2018 Winter Gardens Community Board Annual Report, presented by the Chairperson of the Winter Gardens Community Board.

The report updated Members on the development of the Community Board which was established as a result of specific clauses in the Legal Transfer Agreement when the Winter Gardens was transferred from North Somerset Council to Weston College in early 2016. Members were made aware that since the transfer there had been considerable community engagement and use of the building, and the building was an exciting attraction for North Somerset.

There had been challenges with balancing the need to secure the commercial viability of the building with enabling wider community access, but the board was confident that its work with the College and the events team was achieving this. A wide range of community events for all age groups was taking place and the Pavilion had functioned successfully with significant public access, alongside College and private functions.

Members were made aware of two working groups – business community and friends of Weston community. Members were pleased that the board was in the process of setting up a Friends Association.

The Policy and Partnerships Officer and Chairperson of the Winter Gardens Community Board responded to Members questions about parking for events at the Winter Gardens and buying exclusive rights to have an event at the Winter Garden.

Members wished it to be noted that the Chairperson of the Winter Gardens was a tenacious, able and gracious intermediary between agencies keeping community access at the forefront of her thinking.

The Chair thanked the Chairperson of the Winter Gardens for her presentation and all her hard work on behalf of the community and agreed to receive the 2019 Annual Report when completed.

**Concluded:** that the Panel:

- (1) receive and note the achievements of the Community Board working with Weston College to enable and oversee the continued community usage of the Winter Gardens since the asset transfer from North Somerset Council to the College.
- (2) consider any written response from the Panel.

## **CCO Community Safety Report (Agenda item 9)**

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The Community Safety Manager and Community Safety Officer presented their report on the Council's Community Safety Team, working in

partnership with other agencies, to help build safer and stronger communities across North Somerset. This was accompanied by a presentation, a copy of which is filed in the minute book.

The Community Safety Manager and Community Safety Officer then responded to Members' questions including:

- the numbers of Community Response Officers and their areas covered;
- the MAVIS bus including funding and shadowing activities;
- the review of Public Space Protection Orders (PSPOs);
- use of leaflets in hot spot areas to publicise the costs incurred by the Council by topical issues such as fly tipping, to thereby encourage residents to come forward to report incidents; and
- representation of Members on the 'Responding to Hate Crime in North Somerset' Group.

The Head of Human Resources updated Members on the CCTV Control, a 24/7 service which monitored almost 80 public space surveillance cameras and provided help and support through links such as Storennet, Pubwatch as well as being the council's link with the police and others when incidents happened in Weston-super-Mare, Worle, Clevedon, Nailsea and Portishead. The Control Room was responsible for managing the council's out of hours telephone calls and was the first point of contact for emergencies, initiating the Council's response.

Members noted the current system was analogue and in urgent need of replacement. Members discussed the advantages of a modern digital system allowing for automation, the flexibility of WIFI to maximise coverage, automatic number plate recognition (ANPR), facial recognition allowing for the detection of missing people and identification of vulnerable adults and children.

Members were informed that a review of the Control Room was in progress, due to be completed shortly. Active discussions were taking place with the town councils regarding the future funding of any CCTV. Results of a public survey of residents of North Somerset carried out by Community Safety had revealed that support was high for the retention of the CCTV Control Room.

### **Concluded:**

- (1) that Panel Members be provided with a diagrammatic overview of community safety and how this fits in with other committees and partnerships;
- (2) that Panel Members receive an electronic link to previous Community Safety reports submitted to the CCO Panel, for information (including Night Time Economy Report);

- (3) that Panel Members consider further information regarding the funding and provision of the MAVIS bus;
- (4) that the Community Safety Scrutiny Steering Group engage with a review of PSPO enforcement, Community Response, CCTV and other community safety matters.

## **CCO Digital First Report (Agenda Item 10)**

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The Customer Services & Digital Manager presented the report on Digital First. The new digital team had been established in September 2018 to improve online customer experience and tackle accessibility compliance legislation. The main issues to address had been the low Govmetrics scores for the North Somerset Council website demonstrating poor customer satisfaction and compliance issues raised by 50+ microsites associated with North Somerset Council and PDF accessibility.

Members received information in relation to the responsiveness of the website; requests to access the website without having to use a password; complaints regarding the search facility; updating the Maps facility; progress regarding webcasting.

**Concluded:** that the Report be received.

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Chairman

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