

# Public Document Pack

Classification: NULBC UNCLASSIFIED

**Date of meeting** Monday, 30th June, 2014  
**Time** 7.00 pm  
**Venue** Committee Room 1, Civic Offices, Merrial Street,  
Newcastle-under-Lyme, Staffordshire, ST5 2AG  
**Contact** Justine Tait, Ext. 2250

## **Active and Cohesive Communities Scrutiny Committee**

### **AGENDA**

#### **PART 1 – OPEN AGENDA**

- 1 APOLOGIES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTES FROM PREVIOUS MEETING** (Pages 3 - 6)  
To consider the minutes of the previous meeting of this Committee held on Tuesday 25 February 2014
- 4 THE FUTURE DEVELOPMENT OF THE BOROUGH MUSEUM AND ART GALLERY**  
A verbal update to be given by the Executive Director – Operational Services
- 5 KIDSGROVE SPORTS CENTRE**  
A verbal update to be given by the Executive Director – Operational Services
- 6 PUBLIC SECTOR COMMISSIONING IN PARTNERSHIP** (Pages 7 - 12)
- 7 COMMUNITY INTEREST COMPANY AS LEISURE MANAGEMENT OPTION** (Pages 13 - 14)
- 8 WORK PLAN** (Pages 15 - 18)  
To discuss and update the work plans to reflect current scrutiny topics
- 9 PUBLIC QUESTION TIME**  
Any member of the public wishing to submit a question must serve two clear days' notice, in writing, of any such question to the Borough Council.
- 10 URGENT BUSINESS**

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To consider any business which is urgent within the meaning of Section 100B(4) of the Local Government Act 1972.

**11 DATE AND TIME OF NEXT MEETING**

Monday 6 October 2014, 7.00pm in Committee Room 1

**Members:** Councillors Bailey (Chair), Mrs Burgess, Miss Cooper, Eagles, Harper, Mrs Heesom, Mrs Johnson, Plant, Rout (Vice-Chair), J Tagg and Miss Walklate

**PLEASE NOTE:** The Council Chamber and Committee Room 1 are fitted with a loop system. In addition, there is a volume button on the base of the microphones. A portable loop system is available for all other rooms. Should you require this service, please contact Member Services during the afternoon prior to the meeting.

**Members of the Council:** If you identify any personal training/development requirements from any of the items included in this agenda or through issues raised during the meeting, please bring them to the attention of the Democratic Services Officer at the close of the meeting.

**Meeting Quorums :-** 16+= 5 Members; 10-15=4 Members; 5-9=3 Members; 5 or less = 2 Members.

Officers will be in attendance prior to the meeting for informal discussions on agenda items.

## ACTIVE AND COHESIVE COMMUNITIES SCRUTINY COMMITTEE

Tuesday, 25th February, 2014

**Present:-** Councillor Reginald Bailey – in the Chair

Councillors Councillor Reginald Bailey, Councillor Miss Julie Cooper, Councillor Mrs Dylis Cornes, Councillor Mrs Gillian Heesom, Councillor Miss Sophie Olszewski, Councillor Glyn Plant, Councillor Amelia Rout, Councillor Miss June Walklate and Councillor Mrs Joan Winfield

### 1. DECLARATIONS OF INTEREST

There were no declarations of interest.

### 2. APOLOGIES

Apologies were received from Cllr Cairns.

The Committee sent their best wishes to Cllr Cairns.

### 3. MINUTES FORM THE PREVIOUS MEETING

**Resolved:** That the minutes of the meeting held on 3<sup>rd</sup> October 2013 be agreed as a correct record

### 4. PUBLIC SECTOR COMMISSIONING IN PARTNERSHIP, BRIEFING PAPER

The Chair welcomed Sue Nicholls from the CAB, Simon Harris from and Peter Bullock from Age UK to the meeting.

The main features of the Debt, Benefit and Consumer Advice and Information Services were highlighted. The new county wide service would include:

- A comprehensive telephone service
- A face to face service
- A specialist service for clients with diagnosed mental health issues
- A GP surgery service
- A district service in Newcastle under Lyme

The telephone service would be delivered through a contact centre at 3 venues across the county:

- Staffs South West CAB
- East Staffs CAB
- Staffs North and Stoke on Trent CAB

The telephone service would operate five days a week 9.00am until 5.00pm plus an evening service based on a rota across the sites. There would be nine full time

equivalent advisors responsible for the delivery of the telephone service offering gateway and generalist advice. These advisors would be supported by volunteers, recruited and trained to deliver telephone advice.

Face to face services would be delivered from eight district bureaux through referral from the contact centre. Referrals could also be made to this service from outreached and other bureau service provisions.

The generalist advice arm of the Newcastle District Service would be sub contracted to Staffordshire North and Stoke on Trent CAB and would be delivered from bureau premises and outreaches in Newcastle and Kidsgrove. The older persons service would be sub contracted to Age UK North Staffs. Both arms of the service would provide both face to face and telephone services to clients specifically in the Newcastle and Kidsgrove area.

The tailored service to be provided by Age UK North Staffordshire under the contract maintained many of the key characteristics of the service provided by the charity in Newcastle under Lyme currently.

Unfortunately public health money which could have specified where services could be delivered had not done this and as such there had been a significant shift in resources from North Staffordshire to the rest of the Country and up to 800 who had been receiving care from GP surgeries would no longer be able to receive this and would instead receive support through the telephone service. It was however expected that the phone service would significantly enhance access to available support.

Members queried how the calls would be monitored and whether the drop out rate would be monitored. It was confirmed that the calls and drop out rates would be closely monitored and that the aim was to respond to 95% of calls, current data showed that there was a very low abandonment rate. It was thought that an adequate number of trained staff and volunteers had been recruited to support the system.

Members requested that an update on the services be provided to a future meeting.

**Resolved:**

- a) That Sue, Simon and Peter be thanked for their time and for the information provided.
- b) That an update on the service be provided to a future meeting of the Committee.

**5. ALLOTMENTS REVIEW WORKING GROUP**

A report was submitted to report the outcome of the work of the Allotments Review Task and Finish Group and to present the draft Allotments Policy to the Committee.

A verbal update in relation to the allotments in Silverdale Parish was provided by the Executive Director for Operational Services. Work was now underway to move the sites from the Borough Council to the Parish Council by way of a phased transfer. Work was also being done in relation to the setting up of allotment associations or

committees to help manage and support plot holders and it was hoped that Silverdale would be one of the first to have such an association set up.

Members thanked the working group and officers for all the hard work that had been put into the draft policy.

**Resolved:**

- a) That the report is received.
- b) That the Active and Cohesive Communities Overview and Scrutiny Committee endorse the findings of the Allotments Review Task and Finish Group and officer recommendations and that the draft Allotments Policy be approved for consultation.
- c) That a report be brought to a future meeting of Cabinet, recommending that the findings of the Active and Cohesive Communities Overview and Scrutiny Committee are accepted and that the draft Allotments Policy is approved for consultation.

**6. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS UPDATE REPORT AND ACTION PLAN**

An update report and action plan was submitted to the Committee for approval in relation to the safeguarding Children and Vulnerable Adults Policy.

Members discussed the action plan and requested that an update be brought back to the committee in 6 months time so that progress could be closely monitored. Members also queried how and if the Council was audited in relation to the policy, the Executive Director for Operational Services stated that he would look into this and report back to a future meeting.

**Resolved:**

- a) That a further update on the action plan be brought back to the Committee in 6 months
- b) That clarity regarding the auditing of the policy be investigated.

**7. PORTFOLIO HOLDER QUESTION TIME**

Cllr Elizabeth Shenton introduced herself as the new portfolio holder with responsibility for the majority of the areas covered in the Committees remit.

Cllr Shenton highlighted that she was keen to keep the community centre review high on the agenda and would be meeting with officers to move this forward.

Cllr Shenton also provided the Committee with a breakdown of events planned to date that would be held to commemorate the Great War over a three year rolling programme. Events included exhibits at the museum, photography competitions, a project by the Sentinel to publish letter written at the time of the war, a piece of work by the Civic Society in relation to the men who had stayed to work in the mines and various events at Keele University.

8. **WORK PLAN**

**Resolved:** That the work plan be noted and agreed

9. **URGENT BUSINESS**

**Chair**

## Report to the Active and Cohesive Scrutiny Committee

30 June 2014

### Public Sector Commissioning in Partnership (PSCiP)



**Report Author:** Mark Bailey  
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#### Introduction

To present to the Committee an update on the progress of the PSCiP programme.

#### Background

PSCiP was aimed at recognising the potential of significant savings for all countywide partners involved in commissioning from the voluntary/third sector across Staffordshire. In collaborating with the County Council and the then Primary Care Trusts (PCTs) as part of the PSCiP programme, NULBC have been the only district to enjoy the benefits of such work, with a number of similar authorities monitoring outcomes as the work develops and contracts are let.

As part of the work, NULBC retained responsibility to determine the service it wants and was involved in shaping the service specifications/outlines to make sure they meet local needs.

NULBC officers were an integral part of the PSCiP commissioning/tender process, and continue to have a voice as part of the ongoing monitoring process following mobilisation of the new contracts ensuring any issues linked to performance with the successful service provider are reviewed and appropriately responded to.

Officers at NULBC continue to contribute, support and maintain a profile as part of the work of PSCiP, albeit the focus for Newcastle has been linked to two specific service areas: Infrastructure Support & Volunteering Service and Debt, Benefits and Consumer Advice.

In terms of infrastructure support and volunteering, Voluntary Action Stoke-on-Trent (VAST) was awarded the contract to become the Borough's local development and support organisation in May 2013. Under this contract VAST offers capacity building support, funding advice, volunteering service and strategic support. The cost of delivery for Newcastle is £12,000 per annum for an initial period of two years with an option to extend.

A contract for Debt, Benefit, Information and Advice Service was awarded to Staffordshire South West Citizens Advice Bureau in March 2014 at a total budget of £675,815. The funded provision of £131,386 per annum from Newcastle Borough Council ensures delivery and access of a service to local residents as in previous years for an initial period of two years with an option to extend.

Members of this Scrutiny Committees have received presentations by both providers prior to the commencement of each contract.

### **Progress update for the commissioned services:**

As indicated above NULBC's focus as part of the ongoing engagement process has been linked to two specific service areas:

- **Infrastructure Support and Volunteering Service**
- **Debt, Benefits and Consumer Information and Advice Services**

#### *Infrastructure Support and Volunteering Service*

During the first 12 months of the contract, VAST delivered 232 support sessions with local groups, hosted 3 dedicated Newcastle voluntary sector forums, organised a very well attended funding fair, held a volunteering event for volunteers week and several student volunteering events at Newcastle college.

The contract included an agreement for VAST to work and support the Newcastle Partnership and attend its meetings (Partnership Delivery Group, LAP Chairs etc.). A funding toolkit has been produced with opportunities for training planned to be delivered in the current year on various associated themes.

The project has undergone reviews with the county monitoring group (including the involvement of an officer from Newcastle). Added to this, there have been meetings held at the Civic offices with officers of VAST to look at ongoing support and delivery in the borough.

VAST produce quarterly reports for the agreed PSCiP contract but will be producing an annual position statement in 2014-15 detailing the delivery for Newcastle Borough.

VAST attended various groups in order to continue to be the voice for the sector and to inform the sector. For example, VAST have engaged with the Building Resilient Families and Communities Programme particularly around the identification and recruitment of voluntary sector organisations to the Programme's Accreditation Scheme.

Some of the groups attended by VAST include:

- Staffordshire Strategic Partnership
- LEP Funding Sub-group
- FIP Steering Group
- Volunteering Staffordshire Steering Group
- BRF Steering Group
- Early Intervention Steering Group
- Safe and Strong Communities Strategy Group
- Newcastle Partnership Delivery Group
- Achieving Excellence in Early Years Strategy Group



- Responsible Authorities Group
- Police and Mental Health Strategic Change Group
- Children's Service Provider Forum
- Prevent Strategic Board
- BRFC Leadership Group
- Staffordshire Carers Partnership Group
- Compact Steering Group

In addition to the above, a number of strategic events have been held since May 2013 including:-

- A Newcastle event titled "Business as Usual" which was well attended and gave funding advice available to local community groups and organisations.
- In conjunction with the Public Health team events were held in the north, west and east of the county and attracted 96 delegates and aimed to inform and promote opportunities in the Public Health District Commissioning Prospectuses for the Year 2014 / 2015
- The Vast Annual Conference was attended by over 250 delegates and focused on funding and sustainability.

94% of respondents who accessed VAST's support or services say that their confidence has grown because of the support provided and 96% say they are now more able to represent themselves because of the support provided.

On closure of the former Newcastle Community for Voluntary Services (NCVS) office a number of staff were offered and took up posts within VAST. Some staff members from the former Staffordshire & Stoke-on-Trent Consortium of Infrastructure Organisations (SCIO) have also joined VAST following the award of the infrastructure support contract.

VAST have also opened an office adjacent to the Civic Offices in Merrial Street to support the delivery of services to infrastructure organisations.

*Debt, Benefits and Consumer Information and Advice Services*

The successful provider - Staffordshire South West Citizens Advice Bureau - commenced delivery of the contract on the 3 March 2014 at a total budget of £675,815. For this Borough, the funded provision of £131,386 per annum from Newcastle Borough Council ensures delivery and access of a service to local residents as in previous years, remaining a collaborative approach from both CAB and Age UK.

Officers from the County and Borough Councils have worked closely with the successful provider as part of the action planning process to address areas of clarification/concern from January-March 2014 to provide reassurances of the ability to deliver the service.

The service contains several elements:

- Telephone contact centre -operating on three sites in the county, one of them being in Newcastle (Wells Street), from the Staffordshire North and Stoke Bureau

- Face to face delivery will be funded to all 8 district bureaux, including the Wells Street bureau - this will mean a total of 150 of the most vulnerable service users are provided with generalist and special casework by referral from the contact centre annually
- Provision of a generalist advice service delivery within Newcastle-under-Lyme Borough, providing a minimum of 45 hours per week (including 20 hours of advice for older people delivered by Age UK) that includes outreach sessions at Kidsgrove and Madeley, and an additional telephone advice service of 16 hours per week

Due to the recent commencement of the contract, a detailed update is not possible and at this time there are no issues to be reported. Local contact with the service is maintained by a NULBC officer. Members can be reassured that a monitoring review meeting is scheduled for September and also an earlier meeting to discuss progress is to be held shortly.

## **Issues**

As reported in February the funding from Public Health to deliver 'Advice in Healthcare Settings' will cease for the Staffordshire North and Stoke Bureau, as it will in the Staffordshire Moorlands area. NULBC will consider the impact of the changes on demand for the advice service at the next review meeting with CAB.

The service provider will continue to respond to requests from residents of the borough linked to 'Debt, Benefits and Consumer' information advice and it is anticipated that, faced with current economic conditions, demand for the service will remain high. The new telephone service, which is intended to deliver advice on a triage basis, will be able to deal with many enquiries at first point of contact. NULBC propose to continue local monitoring of demand and review the contract delivery with the successful service provider.

The County Council has made changes to the contract management of commissioned projects with the responsibility moving to the Commissioning Delivery Hub. The review meeting in May 2014 for the Infrastructure Service was undertaken by officers from the Hub, and members can be reassured that the meetings are challenging and of a high standard to monitor ongoing service delivery of the commissioned providers and Newcastle officers continue to be involved.

A decision to extend the Infrastructure Support and Volunteering Service beyond May 2015 will need to be considered later in the year.

A summary of progress to update members can be provided in autumn 2014, unless requested earlier.

## **Questions to be Addressed**

- Is the information provided in this report sufficient for Members?

- Do Members wish to receive any further information and, if so, what information is required?
- Do Members have views on extending (or otherwise) the existing Infrastructure and Volunteering Service contract beyond May 2015?

### **Outcomes**

- To receive and understand an update on the work being done as part of the PSCiP Programme
- To highlight any issues with the existing arrangements in the two areas covered by PSCiP which include NULBC
- To be in a position to request further information

### **Invited Partners/Stakeholders/Residents**

Citizens Advice Bureau

VAST

Staffordshire County Council

### **Constraints**

- Provision of information on contracts recently let

### **Conclusions**

This note outlines the progress of the PSCiP Programme, specifically the work on the Infrastructure Support and Debt Benefits Advice contracts.

The note highlights where information is not available and also provides Members with information on future developments.

### **Relevant Portfolio Holder(s)**

Cllr Mike Stubbs – Communication, Policy and Partnerships

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**Report to Active and Cohesive Scrutiny Committee  
30 June 2014  
Leisure and Cultural Services Management Options Update**

## **Background**

A Leisure Trust Working Group established in February 2010 first looked at options for the future management of the Council's Leisure and Cultural facilities. An options appraisal was undertaken for the following options:

- Remain in House
- Establish a new Local Trust
- Establish a Hybrid Trust with a private sector operator.
- Establish a new Trust with a neighbouring authority
- Partner with an existing Trust

◇

For a number of reasons, including uncertainty over pension costs, TUPE and set-up/procurement costs as well as the need to undertake a soft market test, which were potentially in excess of any VAT or NNDR savings that would accrue to the Council, the review concluded that the most appropriate option was to continue to operate the services in house.

Subsequently, a new delivery model became available called a Community Interest Company (CIC) and the Working Group, along with appropriate specialist advice, examined the potential of a CIC to manage leisure and cultural facilities and services, in the context of the Council's 'Co-operative Council' vision. As a wholly owned company of the Council this overcomes many of the barriers associated with the trust models but relies entirely on mandatory and discretionary rate relief to deliver financial benefits. The approach would therefore reduce our contribution to the rating pool and was not seen as a significant enough benefit. The discussions also concluded that the benefits of aligning facilities and services to the co-operative council ethos could just as easily be achieved through in house management. This work is now being developed by Leisure and Cultural Services and the remainder of this report covers our approach to achieve this.

## **The Co-operative Council approach for Leisure and Cultural Services**

### The approach

The co-operative council can provide an overarching framework in dealing with some of the challenges we face across the board, whilst not losing sight of our priority outcome of 'a healthy and active community'. But more is required than just a way of dealing with the current austerity measures. A culture change is needed, as despite our strong record in achieving savings in previous spending reviews, it is simply no longer possible to achieve the required savings through efficiency drives alone. We also think it is naïve to believe that savings on the scale required will not affect residents' lives but these could be minimised by improved delivery mechanisms. Our answer, we think, sits in developing a set of principles rooted in the cooperative council and also preparing for coproduction.

### Commissioning

The funding that the Council provides covers a broad range of expenditure, from employing staff, to purchasing supplies, heating and maintaining buildings and covering our transport needs. We are in the process of developing a cultural commissioning strategy to ensure that funding is only spend where it will achieve our agreed objectives for the service based on community need.

### Delivery

Leisure and Cultural Services delivers a broad range of activities to a diverse customer base. To ensure that the needs of customers are fully understood and met we give the highest priority to their safety, the quality of the service they receive and minimising the impact our operations have on the environment. We are therefore working towards recognised International/British/European standards in these three areas, to demonstrate our fitness to deliver and remain competitive.

### Enabling

We are engaging with our staff, customers, volunteers and other stakeholders to make sure we have the skills and capacity to deliver and continuously improve. There are four strands to our engagement strategy; firstly we provide information so people can make a choice as to getting involved (for example, leaflets, notices, and web site). Secondly we consult with people so that their views are reflected in our decisions (for example surveys, comments cards etc.). Thirdly, we support people to achieve their objectives (for example supporting Clayton Sports Centre to access funding). And finally we want people to realise their ambitions through joint projects with us (coproduction).

### Business Development

In order to ensure our approach is successful we need to have the processes in place to both develop services and measure their impact and performance. The viability of the majority of the service is dependent on income generation and it is vitally important that robust payment and monitoring and marketing processes are in place so we can offer the right level of assurance and base our decisions on robust data and intelligence.

Robert Foster  
Head of Leisure and Cultural Services

## SCRUTINY COMMITTEE WORK PLAN



<b>Committee Name:</b>	Active and Cohesive Communities Scrutiny Committee
<b>Chair:</b>	Cllr Reginald Bailey
<b>Vice-Chair:</b>	Cllr Amelia Rout
<b>Portfolio Holder(s) Covering the Committee's Remit:</b>	Cllr Trevor Hambleton – Leisure, Culture and Localism Cllr Mike Subbs – Communications, Policy and Partnerships Cllr Terry Turner – Economic Regeneration, Business & Town Centres Cllr John Williams – Planning and Assets
<b>Work Plan Correct As At:</b>	20 June 2014

Date of Meeting	Item	Reason for Undertaking
<b>30 June 2014 (Agenda dispatch 20 June 2014)</b>	The Future Development of the Borough Museum & Art Gallery	To receive a verbal update from the Executive Director – Operational Services and asking the Committee to consider including this item on their work plan for the year
	Kidsgrove Sports Centre	To receive a verbal update from the Executive Director – Operational Services and asking the Committee to consider including this item on their work plan for the year
	Public Sector Commissioning in Partnership	Summary update to be received
	Community Interest Company as Leisure Management Option	Summary update to be received

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<b>Cont'd ... 30 June 2014 (Agenda dispatch 20 June 2014)</b>	Work Plan & Scrutiny Topics for 2014/2015	To discuss the work plan and potential topics that Committee members would like to scrutinise over the forthcoming year
<b>6 October 2014 (Agenda dispatch 26 September 2014)</b>	Portfolio Holder(s) Question Time	An opportunity for the Committee to question the Portfolio Holder on their priorities and work objectives for the next six months and an opportunity to address any issues or concerns that they may currently be facing. It's also an opportunity for the Portfolio Holder to flag up areas within their remit that may benefit from scrutiny in the future i.e. policy development.
	Fishing Pool Tenancy Licences/Leases	To discuss the varying differences in relation to fee, the number of fishing pool licences/leases and locations
	Allotments Working Group	To provide a twelve month review following the Task and Finish Group
	Events to Commemorate World War 1	Update to be provided
	Sports and Active Lifestyles Strategy	To work with Health Scrutiny when appropriate
	Safeguarding Children & Vulnerable Adults	Further update on the action plan to be received (following consideration at 25 Feb 2014 meeting), with clarity regarding auditing of the policy requested.
	Keele Golf Course	To discuss the interim usage on the course
<b>9 March 2015 (Agenda dispatch 27 February 2015)</b>	Annual Review of the Scrutiny Committee's Work	
<b>Task and Finish Groups:</b>		
<b>Future Task and Finish Groups:</b>		
<b>Suggestions for Potential Future Items:</b>	<ul style="list-style-type: none"> <li>• The Future Development of the Borough Museum &amp; Art Gallery</li> <li>• Kidsgrove Sports Centre</li> </ul>	

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	<ul style="list-style-type: none"><li>• Ryecroft</li><li>• Sport and Active Lifestyles Strategy – keep on agenda and work with Health and Well Being Scrutiny when appropriate</li><li>• Annual Review of the Scrutiny Committee’s Work</li></ul>
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**REMIT**

**Active and Cohesive Communities Scrutiny Committee is responsible for:**

- Arts Development
- Britain in Bloom
- Cemeteries and Crematorium
- Children and Young People
- Safeguarding Board, Children’s Centre District Management Board/  
Community and Learning Partnerships
- Community Recreation
- Cultural Development
- Health Improvement
- Leisure Facilities
- Museum
- Sports Development

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