MEMBERS ARE ASKED TO ATTEND A WORKSHOP AT 5.00PM ON THE COUNCIL NEW BUILD HOUSES BUSINESS CASE. THIS WILL HELP INFORM MEMBERS IN THEIR DISCUSSION OF ITEM 6 ON THE AGENDA
Members of the Public and any Councillor are welcome to attend this meeting.

A loop system for hearing impairment is provided, together with disabled access to the building.

If Councillors and visitors wish to attend meetings and have particular needs they should inform the Council before arriving at the meeting.

ITEMS FOR DISCUSSION WITH THE PRESS AND PUBLIC PRESENT

1. APOLOGIES

2. SUBSTITUTE MEMBERS

The Service Director for Law and Governance will report on any changes in the membership of the Panel notified in advance in accordance with Procedure Rule 75.

3. DECLARATIONS OF INTEREST

To receive any declarations of interest from Members of the Panel on matters before the meeting

4. SIGNING OF MINUTES

The minutes of the Panel meeting held on 19 October 2011 will be available for signing and can be viewed on the Council's website at the following address:

http://archive.bournemouth.gov.uk/main/Minutes_Agendas/AdultCommunityOverviewScrutinyPanel.asp

5. PUBLIC ISSUES

a. Public questions

To receive any Public Questions under Procedure Rule 17.

b. Deputations

To receive any deputation requests under Procedure Rule 22.
6. **COUNCIL NEW BUILD HOUSES - BUSINESS CASE**

6.00 - 6.20pm To consider a report on the business case for the new build of 105 Council houses.

See paper to be circulated at ‘A’.

7. **HOUSING REVENUE ACCOUNT - HRA - BUDGET 2012/13**

6.20 - 6.40pm To consider a report on the HRA budget and level of rent and associated charges for 2012/13.

See report to be circulated at ‘B’.

8. **MEDIUM TERM FINANCIAL PLAN 2012/13 - 2016/17 AND 2012/13 BUDGET OPTIONS**

6.40 - 7.00 pm The Overview and Scrutiny Management Panel on 20 October 2011 agreed to include this matter on its agenda for its meeting on 26 January 2012 together with any comments from the other Overview and Scrutiny Panels.

In the light of the provisional Local Government Grant Settlement the Panel will be asked to consider whether it wishes to make any comments to the Overview and Scrutiny Management Panel in the context of the service areas within its remit. Any comments which the Panel may wish to make will be informed by the outcome of an informal meeting of Chairs and/or Vice-Chairs of the Overview and Scrutiny Panels to be held in early January 2012 to consider the implications of the provisional Settlement.

9. **PERFORMANCE MANAGEMENT FRAMEWORK FOR THE CORPORATE PLAN**

7.00 - 7.15pm At its meeting of 20 October 2011, the Overview and Scrutiny Management Panel set up a Task and Finish Group to develop proposals about how the overview and scrutiny function could be strengthened further by considering performance information in relation to the implementation of the Corporate Plan.

The Task and Finish Group has met since that date with a view to agreeing a consistent approach to be adopted across all Overview and Scrutiny Panels in dealing with the performance management framework and how the Corporate Plan will be monitored. In this connection, a number of options are being examined and these are set out in the briefing paper circulated at ‘C’. The views of the Panel will be considered by the Overview and Scrutiny Management Panel at its meeting on 26 January 2012.
10. **UPDATE ON WORK PROGRAMME AND AREAS FOR MONITORING, including**

7.15 - 7.30pm

- Neighbourhood resolution panels and restorative justice - see paper *to be circulated* at ‘D’
- Night time economy late night visit - see paper *circulated* at ‘E’
- Safebus - update at meeting

11. **ANY OTHER BUSINESS**

7.30 pm To consider any other business of which prior notice has been received and by special circumstances, which shall be specified in the minutes, the Chair is of the opinion that the items should be considered as a matter of urgency.
Note to all Overview & Scrutiny Panels

Issue: Performance Management of the Council’s priorities
Meeting Date: 11th January 2011
Report Author: Performance Management Task and Finish Group
(Cllr King, Cllr Weinhonig, Cllr Chapman, Cllr Williams, Cllr Russell)
Officer Contact: Jane Portman 01202 456104 jane.portman@bournemouth.gov.uk
Clare Matthews 01202 454958 clare.matthews@bournemouth.gov.uk

1. Recommendations:
   (a) Agree which priority outcomes are scrutinised by each Overview and Scrutiny Panel(s), and which panel will be the overall lead for each priority outcome.
   (b) Request each panel considers and recommends to the Overview and Scrutiny Management Panel, aspects of work that should form part of performance measures.

2. Background
   2.1 The Overview and Scrutiny Performance Management Task and Finish Group were appointed to review the performance management of the Corporate Plan, and to strengthen the role of Overview and Scrutiny in this process.

3. Performance Management:
   3.1 The Local Government Improvement and Development defines performance management as ‘taking action in response to actual performance to make outcomes for users and the public better than they would otherwise be’.
   3.2 Benefits of performance management include the ability to track progress in delivering our priorities and enabling us to take any necessary action. This in turn means we can improve the delivery of outcomes for services users, and provide evidence that we have delivered on our promises.

4. Council Priorities
   4.1 The Council’s priorities as outlined in the Corporate Plan are:
      • An Efficient Council;
      • Community Action;
      • An Improving Environment; and
      • A Thriving Economy.

   4.2 Each priority has a number of priority outcomes that sit beneath. Service Directors align their service plan activities to these priority outcomes, but there is currently no strategic overview of our performance against these outcomes, therefore we can not accurately state what we have achieved.

5. Strengthen role of scrutiny
   5.1 The Performance Management Task and Finish Group believe the Council’s Overview and Scrutiny function has a key role in ensuring our priority outcomes are achieved, and therefore our Corporate Plan is delivered.
5.2 The Task and Finish Group propose each Overview and Scrutiny Panel lead on a number of priority outcomes, receiving quarterly performance information which will allow the panel to monitor and where necessary recommend action to ensure the outcome is successfully achieved.

5.3 The lead panel for each outcome must be defined, a suggested approach has been outlined at Appendix A. This panel is asked to review Appendix A and agree which priority outcomes they will scrutinise. Where there is more than one panel reviewing an outcome, it is proposed that one panel will take the lead, and this should also be considered.

5.4 Having agreed which priority outcomes they will lead on, this panel is asked to consider what aspects of work could be measured, and what are the indicators of success for each priority.

5.5 The Overview and Scrutiny Management Panel will review all the suggestions and will make recommendations to Cabinet regarding which measures will be most effective.
### Appendix A: Proposed alignment of Council Priorities against Overview and Scrutiny Panels

**Overview and Scrutiny Management Panel** - role is to provide challenge, arbitrate on cross cutting themes, and sift out those measures that are too costly to collect.

<table>
<thead>
<tr>
<th>Admin and Resources</th>
<th>Adult and Community</th>
<th>Economy and Tourism</th>
<th>Education and Children</th>
<th>Environment and Transport</th>
<th>Health</th>
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</thead>
<tbody>
<tr>
<td>1.1 More services delivered in partnership with other organisations by working with both the private, and the community and voluntary sectors</td>
<td>2.1 Reduced levels of anti-social behaviour</td>
<td>3.1 Improved facilities for visitors and residents</td>
<td>2.1 Reduced levels of anti-social behaviour</td>
<td>3.2 Increased promotion of sustainable modes of transport, especially bus travel, walking and cycling</td>
<td>2.4 Increased public awareness of health issues and targeted activity in areas of health inequality</td>
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<td>1.2 Increased efficiency of services through the implementation of the Transformation Programme</td>
<td>2.2 Vulnerable adults and children safeguarded</td>
<td>4.1 Bournemouth promoted as Britain’s premier coastal resort</td>
<td>2.2 Vulnerable adults and children safeguarded</td>
<td>3.3 Improved quality of parks and countryside</td>
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<tr>
<td>1.3 Improved skills and flexibility within the Council’s workforce</td>
<td>2.3 Increased prevention and early intervention</td>
<td>4.2 Increased regeneration for those areas most in need</td>
<td>2.3 Increased prevention and early intervention</td>
<td>3.4 Reduced levels of household waste</td>
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<td>1.4 Increased returns from the management of Council assets</td>
<td>2.5 Improved engagement and consultation with the public</td>
<td>4.3 Increased employment opportunities through stronger partnerships with the local business community</td>
<td>2.5 Improved engagement and consultation with the public</td>
<td>3.5 Increased activity to respond and adapt to the effects of climate change</td>
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<tr>
<td>Admin and Resources</td>
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<td>2.5 Improved engagement and consultation with the public</td>
<td>2.6 More Council housing built, more affordable housing available, and increased support for the development of homes that are affordable for first-time buyers</td>
<td>4.4 Bournemouth promoted as a good place to do business</td>
<td>4.2 Increased regeneration for those areas most in need</td>
<td>4.6 Growth in the Green Economy</td>
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<tr>
<td>4.4 Bournemouth promoted as a good place to do business</td>
<td>4.5 Increased graduate retention and local employment</td>
<td>4.6 Growth in the Green Economy</td>
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</tbody>
</table>
What can we do as a result of this visit which reduces crime and disorder, increases public safety, reduces public nuisance, and protects children from harm?

Attended by Jon Shipp (NTE coordinator), Tony Williams (BBC), Leslie Butler (BBC), Cllrs Weinhonig, Adams, Morgan, Smith, Williams, Crawford, Lancashire

1. Background
Since 2007 the Adult and Community Panel has organised NTE visits to provide all panels with an insight to one of our core economies which drives employment and diversity of entertainment in a safe environment. From our visits it is evident that town centre establishments want what the public wants, A Safe, Exciting and Clean environment.

MP’s, Councillors and members of the public have criticised this economy but how is it, that our NTE won a Purple Flag last year unless we are doing things well? Thus much criticism is perception and not evidence based. Upholding standards is our responsibility.

The Town Centre Master Vision and development of the NTE requires greater engagement and diversity to ensure we create a vibrant future of a 21st Century Coastal Garden Town, perhaps a City!

A snapshot of previous visits shows how officers and members have worked with partners to provide a great night time experience for all.

There is still work to be done but improvements were evident from a snapshot of 4 years ago.

2. Benchmarking
Snapshots of previous visits over the last 4 years show improvements.

It is however difficult to compare “the old days” when taking in to account the change in dynamics of our town. We cannot turn the clock back; instead we should embrace the changes and engage more in the Town Centre Master Vision to achieve best use of our town centre economy.

Compare

- Today
- 4 years ago
- 1990’s
- 1980’s

Additional Factors to consider

- Growth in local population
- Increased need for public transport
- Development of Community Policing and partnerships with NHS and 3rd Sectors
- Bournemouth’s Growth in popularity as a venue to visit for a night out
- Changes in Licensing and Planning legislation since 2003, n.b. latest changes

3. Schedule for visit
10.00 Meet at Tourism Information Centre in Westover Rd – update from Street Services
10.30 Walk round ‘West End’ venues – Pier Approach – Town Centre
12.00 Fusion Club – meet with Club Chaplain Michael French
13.00 Chilli White – meet with Paul Kenyon – Manager of Bliss and Chilli White
14.00 Final walk around to Town Centre – Safe Bus Visit
What can we do as a result of this visit which reduces crime and disorder, increases public safety, reduces public nuisance, and protects children from harm?

4. Visit Report

10.00 Meet at Tourism Information Centre in Westover Rd

Background on street cleaning schedule and challenges for late night enforcement. Details of Purple Flag award to Town Centre in recognition of Night Time Economy. Discussion on coalition reforms including Late Night Levy. Picture of previous visits and improvements, Details of Town Watch explained.

10.30 Walk round ‘West End’ venues – Pier Approach – Town Centre

Youths drinking and availability of alcohol to underage drinkers was questioned. SNT’s may wish to extend community policing until 11 pm on Fridays & Saturdays throughout the year, not just the summer. What is the cycle of mystery shopping at off licences and success rates in this area?

Commercial collections of rubbish have improved in the pedestrian corridors. However litter, empty bottles and cans are still a problem.

Could litter collections be extended or rescheduled to prepare for the 00.00hrs surge of visitors to the town centre?

11.00 Visit to 1812, Royal Exeter

Warmly welcomed by our host and shown around both venues with time for questions. Two venues under one roof well managed and exciting for all age groups. Arrival of taxis can be an issue to traffic approaching a roundabout, but this appears to be well managed by staff at this venue.

11.30 Visit to Klutes

Total opposite ends of the spectrum. The neighbouring buildings and surroundings appear in poor condition. Concerns at this venue began with traffic and queue management notwithstanding only one doorman on duty.

The road was blocked by taxis, parked cars and pedestrians for about 15 minutes. We were invited to enter but declined given the time schedule. A disappointing visit, perhaps requiring action from officers and Licensing.

11.40 Walk through Gardens

Police on hand to deal with an injured pedestrian and a group of youths. No issues, good community policing.

11.50 Horseshoe Common Area “Bottleneck” and Noise

The barriers for the smoking area around establishments and positioning of bins close to the taxi rank is not good. An innovative approach to the Town centre economy around Horseshoe Common is required.
What can we do as a result of this visit which reduces crime and disorder, increases public safety, reduces public nuisance, and protects children from harm?

Horseshoe Common Area - “Bottleneck”
Taxi’s, Pedestrians, Queues for venues, public transport, private vehicles, groups of people etc..
The barriers for the smoking area around establishments and positioning of bins close to the taxi rank is not good. An innovative and simple solution should be explored for greater safety.

Traffic, Pedestrian bottleneck and greater taxi activity,
There is an evident safety issue at this bottleneck notwithstanding issues at individual venues e.g. Klutes. Westover Rd and the town centre is less used at peak times, overflow goes to the Lansdowne.
Should we look at how best to organise transport in and out of the Town Centre by day and night?

Horseshoe Common Area - NOISE
It was remarked that establishments across the town licensed for music, dance or entertainment after 11 pm ought to have two sets of doors to reduce the “explosion of noise” when an entertainment venue opens its doors to let patrons in and out.

FUTURE for Horseshoe Common
There is much in the pipeline, for example with BDC development and a skate park for the general area, but discussion on the immediate area in proximity to the bars would be useful. This and other matters shall be raised in the forthcoming Gold Group (NTE) consultation starting in January 2012.

12.00 Fusion Club – meet with Club Chaplain Michael French
WOW…what can we say how refreshing to see all ages drinking coffee, eating great food, chatting and also “getting down to the sounds” These sorts of events could be promoted in vacant properties to create some new community engagement and pride for those who don’t want alcohol to have a good night out.

The work of volunteers out on the streets to offer pastoral care is an invaluable element of this work which is heavily supported by Michael French and the YMCA.
Keep up the good work, how can we get involved and support this work?

Could the suggestions of Jon Shipp be explored?
“Use vacant or other suitable venues – attract younger element with their culture (eg short film/expressive art) or sport. Use Michael French to set-up (and run if he has the capacity) with music and organisation – or use a member of his team”.

There are empty spaces like TJ Hughes in Boscombe and areas of the IMAX which could be used!

12.30 The Vulnerable
Increase in Vulnerable/professional homeless on pedestrian area of Old Christchurch Rd
There is evidence of a culture of “beggars” coming out around 11pm.
This culture has not improved significantly but what more can we do?
Previous visits reveal that as an Authority we are making a real difference to help the homeless. Offenders leaving prison, ex addicts and those with less obvious disabilities are sometimes overlooked by the “system”
An update on performance of our Homelessness strategy and support to those most need would be valuable.

Litter
Litter from fast food venues outside their establishments is improved in comparison with previous visits. Looking at the overall litter picture there is no room for complacency, or keeping our foot of the gas pedal.

13.00 Chilli White – meet with Paul Kenyon – Manager of Bliss and Chilli White
A well managed and safe environment for visitors.
The economic effect of poor press and confidence in the area was discussed.
A detriment to business resulted in the establishment’s need to introduce a new pastoral care system to support security and enforcement, a very credible business practice.
Concerns were raised regarding council position on license enforcement and planning approval for venues. Members and officers were on an informal visit and views expressed were not regarded as either prejudicial or personal in any way.
What can we do as a result of this visit which reduces crime and disorder, increases public safety, reduces public nuisance, and protects children from harm?

13.30 Horseshoe Common, Environmental ENFORCEMENT, PLANNING & LICENSING

Distribution of unlicensed massage and escort cards were witnessed.
What is the Council’s and Police policy on such establishments?
Suspicion of private hire licence breaches at Horseshoe common leading to Richmond Hill.
What is the cycle of taxi mystery shopping exercises by officers?
Pedestrians, taxis and traffic bottleneck more evident in this area.
Taxi Marshalls, discuss the value and cost!

A suggestion mooted was that BBC could engage with partners in the business community providing them with a licence to control litter and environmental asb.
Town Centre Management enforcement partnerships could be explored using existing examples.

13.45 Safe Bus

What an excellent facility, owing the NHS and the community a huge debt.
Volunteers and professional NHS expertise means we have an A&E and pastoral care under one roof.
Questions on funding were asked to ensure that we recognise the added value to the wider community and the local/national demands on our health services due to alcohol related incidents and those that just need someone to talk to when the night is going wrong!
Volunteers are core to the safe bus initiative including the Police and PCSO's.
A report on funding and sustainability of this facility should be considered by both Health and Adult & Community panels in the future.

2.00 Late night dispersal and visitor safety

Bottlenecks already raised results at Horseshoe Common results in the Lansdowne area and the Triangle taking the overflow. Are we making best use of taxi ranks in our town centre?
These bottle necks contribute to asb.
Taxi/Private Hire business protection
The concentration of taxi activity around Horseshoe Common permits rogue private hire and taxis to tout business without detection as witnessed during our visit.

5. Recommendation to Adult and Community Panel

That all panels and statutory boards note this report and that the Adult and Community Panel lead a joint T&F scoping exercise with the Health Panel and Licensing Board to identify responsibilities and actions from officers before proceeding with a formal Task & Finish Group.
What can we do as a result of this visit which reduces crime and disorder, increases public safety, reduces public nuisance, and protects children from harm?

Attachment

Please see link below


- reduction of crime and disorder
- public safety
- reduction of public nuisance
- protection of children from harm

Articles contained in the above link include –

Bournemouth is proud to have been accredited with a Purple Flag for Night Time Economy – the town now has blue flags for beaches, green flags for parks and a purple flag for the night time economy! This prestigious award demonstrates the town’s ambitions to develop and improve the night time ec...

17 July 2009 After many months scrambling through the administrative minefield the Safe Bus has finally been cleared for operations, starting from 24th July on every Friday and Saturday night until 29th August. It is expected to open around 10pm until 3am, or later if enough volunteers are available...

The trial for taxi marshals to monitor and assist pedestrians in the taxi queue back in 2006 was extremely successful. The licensed trade supported this initiative in spirit and with money, but needed the support of the cabs to continue it. Regrettably this simply didn’t happen. Then it was felt t...