

Community Overview and Scrutiny Panel, 19 January 2017

**COMMUNITY OVERVIEW AND SCRUTINY PANEL
19 January 2017**

PRESENT: Councillor Michael Weinhonig - Chairman; Councillor Nigel Hedges - Vice-Chairman; Councillors Jackie Edwards, Cheryl Johnson, Andy Jones, Roger Marley, Anne Rey, Nick Rose, Allister Russell.

ALSO PRESENT: Councillor Blair Crawford - Cabinet Member for Adult Social Care; Councillor Nicola Greene - Deputy Leader and Cabinet Member for Education and Children's Services; Councillor Jane Kelly - Cabinet Member for Regeneration and Public Health; Councillor David Smith - Cabinet Member for Planning and Environment; Councillor Lawrence Williams - Cabinet Member for Tourism, Leisure and Culture. Councillors John Adams, Pat Oakley, Phil Stanley-Watts

ALSO ATTENDING:

Gary Josey	Service Director, Housing and Communities, and Panel Lead Officer
Mike Claxton	Neighbourhood Chief Inspector, Dorset Police
Andy Williams	Community Safety Manager
Kelly Ansell	Head of Housing and Community Enforcement
Neil Goddard	Service Director, Community Learning and Commissioning
Medi Bernard	Service and Strategy Manager, Bournemouth Libraries
Sue Bickler	Head of Community Regeneration
Jack Blankley	Volunteer and Unpaid Work Co-ordinator
Julie Mackay	Volunteer Co-ordinator (Dorset Youth Offending Service)
Stefanie Peffer	Human Resources Volunteer

The meeting commenced at 6:15p.m.

To see a copy of the public reports that were considered by the Panel and to listen to the Council's audio recording of this meeting please visit: <http://www.bournemouth.gov.uk/councildemocratic/CouncilMeetings/CommitteeMeetings/CommunityOverviewScrutinyPanel/2017/01/19/communityoverviewscrutinypanel19-jan-2017.aspx>

SECTION I - BUSINESS RECOMMENDED TO THE COUNCIL

No items

SECTION II - BUSINESS DECIDED UNDER DELEGATED POWERS

1. APOLOGIES and SUBSTITUTE MEMBERS

There were none.

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2. DECLARATIONS OF INTEREST

Item on Libraries - update on entrepreneurial activities: for the purpose of transparency Councillor Nick Rose declared that he was a children's author with a set of books in every Bournemouth library.

3. CONFIRMATION OF MINUTES AND ACTION SHEET

The Panel considered the minutes of the Panel meetings on 4 October and 29 November 2016 and the actions arising.

Councillor John Adams, as a member of the Dorset Police and Crime Panel, provided an update on the Service Improvement Panel which had been established to examine complaints about the Dorset Police 101 non-emergency number.

DECISION MADE:

- a. The minutes of the meetings held on 4 October and 29 November 2016 were agreed and signed by the Chairman.
- b. The actions arising from the meeting on 4 October 2016 and the updates were noted.

4. PUBLIC ISSUES

There were no public questions, deputations or petitions for this meeting.

5. QUESTIONS TO CABINET MEMBERS

There were no questions submitted for this meeting.

6. COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT

The Community Safety Manager introduced a report which gave an update on the priorities of the Bournemouth Community Safety Partnership (CSP) and how these were progressing against targets for the year 2016/17.

Progress in the first half of 2016/17 (April to September) was set out in paragraphs 6 - 12 of the report. It was noted that there had been an increase in reported crime compared with the same period last year. The Community Safety Manager explained that some of these increases, especially in relation to domestic abuse and hate crime, could be attributed to increased reporting of offences and improvements in identifying high risk victims. Incidents of anti-social behaviour had increased across Dorset. The

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report explained how these levels varied in different parts of Bournemouth and the reasons for this.

Paragraphs 13 - 19 of the report gave a detailed breakdown of current and planned activities in relation to community safety priorities. The report also outlined the suggested priorities for 2017/18 which continued to focus on violent crime and anti-social behaviour, and raising the profile of hate crime which had seen a significant rise in the July to September period. Other areas which the CSP needed to address included reducing reoffending, preventing violent extremism, modern slavery and trafficking, and emerging issues such as cyber-crime.

The Community Safety Manager responded to questions and provided further information on a number of points raised by members in discussion. The Panel asked about the review of the Safe Bus which was mentioned in paragraph 16 of the report. The Community Safety Manager explained that although the aims of the Safe Bus were being successfully delivered, it was costly to maintain in its current format. The review would consider alternative arrangements for staffing and hosting the Safe Bus. It was noted that some clubs and pubs offered chill out rooms for customers. The use of these premises was one option which could be explored. Members felt that the Panel should have some input into the discussions. It was suggested that two members attend a stakeholders meeting which was taking place with the Cabinet Portfolio Holder in February and feedback to Panel members afterwards.

The Community Safety Manager was asked about how cyber-crime was being dealt with. He explained that although this wasn't one of the headline priorities for the CSP it was being tackled using a similar partnership approach. Chief Inspector Claxton and Councillor Smith, the Portfolio Holder, assured members that Dorset Police did have specialist teams which investigated cyber-crime. The Panel commented on the role of the media in reporting crime. This could have a positive impact by raising awareness and encouraging people to report incidents.

The Head of Housing and Community Enforcement confirmed that there were no specific plans to roll out the Boscombe-based Community Safety Accreditation Scheme at the present time. Members asked about the recording of anti-social behaviour (ASB) statistics. The Community Safety Manager confirmed that the statistics based on reports to Dorset Police did not necessarily include incidents logged with the Council's out of hours noise complaints service. He agreed to make arrangements for members to receive a composite set of statistics on a quarterly basis. He responded to a ward member's concerns about ASB in Winton East and explained that this was a complex area which displayed a mixture of all types of ASB. The Community Safety team was working very hard with Council colleagues and Dorset Police to identify and tackle offenders.

A Panel member asked if the Council could lobby for the introduction of sanctions used in other countries against licensed premises serving intoxicated customers. It was explained that the current licensing regime

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included strict conditions about serving people who were intoxicated. Any premises found not operating in accordance with the conditions of its

licence could result in having its licence reviewed, modified or revoked. Members talked about general licensing issues and it was noted that these formed part of the CSP's activities in relation to its priority to tackle alcohol related violence. It was noted that the Night Time Economy Manager had offered to arrange an evening/night time visit around the Town Centre for Panel members and follow this up with a presentation at the next Panel meeting on 4 April.

Councillor Kelly, Portfolio Holder, and the Head of Housing and Community Enforcement reported on the links between the Boscombe Regeneration Partnership, Operation Galaxy and the CSP.

DECISION MADE -

- a. That the Panel supports the actions taken to date and the suggested priorities for the 2017/18 CSP Delivery Plan;
- b. That the Panel nominates two members to attend the stakeholder meeting with the Portfolio Holder about the Safe Bus review in February and report back to the Panel;
- c. That composite statistics on ASB be made available to all members on a quarterly basis.

7. UPDATE ON ENTREPRENEURIAL ACTIVITIES IN LIBRARIES

The Service and Strategy Manager, Bournemouth Libraries, presented an update on entrepreneurial activities in libraries since last reported to the Panel in January 2016. She thanked Councillors Weinhonig, Hedges, Edwards, Rose and Battistini for their ideas and contributions to this work. The presentation covered the following areas:

- Legislative context and the delivery of the statutory library service in Bournemouth.
- Legislation in relation to charging - what may and may not be included.
- What people value in their library service - their priorities, opinions and suggestions.
- Breakdown of how library services are being used and comparative income trends for 2015 and 2016.
- Categories making the most income in each of the twelve libraries, including printing, room hire, overdue and/or hire fees. It was noted that Chip and pin was installed on self-service kiosks in 2016. Fees and charges were currently under review and the library service encouraged the public and volunteers to get involved so that proposals could be 'reality-tested'.
- Use of premises - in terms of occupancy a number of options were actively under consideration, to be reported to the Panel in six

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months. The service was also considering options and appetite for wider catering offer, expanding range of sales goods, and using market intelligence to assess demand and attract new users.

- Use of space to support home workers and start-ups - not a large income generator but has social/economic value.
- Other income from donations and charging for adult events and sponsorship, and from a range of external sources - for example Bournemouth was leading one bid and partnering in another bid for Arts Council England funding. Public libraries had also successfully bid together to be appointed to the Government framework to tender for assisted digital/digital inclusion paid services, something they had always provided but not been funded for.
- Volunteers and supporters provided an important and valued contribution - number of hours and range of activities increasing. Two 'friends of' groups, including EnPals fundraising supporters at Ensbury Park Library - currently working with ward members on potential for producing business case in relation to use of flat
- Collaboration for value - for example working together on library stock procurement to achieve the best deals.

Councillor Williams, Portfolio Holder, reported that the pressures on the library service were the same as the pressures on the Council as a whole and for local government in general. He continued to work with the service to look at all ways to make libraries viable and sustainable and to achieve targets.

The Service and Strategy Manager responded to questions from panel members. One of the trends in complaints received in 2016 related to the new functionality of self-service kiosks. She explained that complaints formed a very small percentage of comments received and were specific rather than reflecting any general dissatisfaction. In this case the introduction of Chip and pin had altered the appearance of the self-service screen but staff had worked with users to overcome any initial concerns. In respect of support for home workers and start-ups libraries were able to provide rented space with WiFi and catering for people to use and network together. Introducing heritage zones in more libraries was not an entrepreneurial activity but their value was recognised and could possibly be rolled out. The library service would very much like to introduce advertising on the back of tickets, recognising this as potentially excellent opportunity for income.

Members thanked the Service and Strategy Manager for her dedication and hard work and she thanked members for their ideas and suggestions which library staff appreciated.

DECISION MADE:

- a. That the update on entrepreneurial activities in Bournemouth libraries over the last twelve months be noted;

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- b. That the Panel receives an update in six months on the options actively under consideration in respect of the occupancy of premises.

8. REVIEW OF 'DEVELOPING A VOLUNTEERS STRATEGY FOR BOURNEMOUTH'

The Head of Community Regeneration introduced a report which set out progress in delivering the Volunteers Strategy since its adoption in June 2016. She commented on the significant impact of the Volunteer and Unpaid Work Co-ordinator's work, and asked members to support volunteering by advocating and promoting it in their various roles as a councillor.

The Volunteer and Unpaid Work Co-ordinator gave a presentation to accompany the report and highlighted the key points for members to consider:

- The definition of volunteering - this included less formal/recognised acts which still contributed to the overall community, such as helping a neighbour.
- The role of Bournemouth Council for Voluntary Services with whom the Council has a Service Level Agreement.
- Around 76,000 Bournemouth residents volunteered for some kind of unpaid work - this was slightly below the national average
- The impact of the Volunteer and Unpaid Work Co-ordinator in driving the strategy forward, changing attitudes to volunteering and understanding its benefits.
- The aims of the strategy and the progress in implementing these as detailed in section 9 and appendix 1 of the report.
- The importance of creating a new database to provide a structure for managers of volunteers to recruit, monitor and develop opportunities within the Council.
- The Council's role in hosting a volunteers fair to promote volunteering and organising an event to recognise volunteers with the Council. It was noted that in only three months there were now 210 volunteers on the database.
- The importance of training in valuing and developing staff and volunteers
- Developing a fair expenses policy so that volunteers are not left out of pocket by volunteering.
- Long term objective to embed volunteering as a key part of service delivery

In addition to the case study on the care leavers mentoring scheme included in the report the Panel heard evidence from three volunteers in different fields of work:

Lisa Brooks, Housing resident involvement volunteer, through video recording, talked about how she had become involved in working with

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Housing Landlord services. She felt the Council was good at listening to its tenants and leaseholders. She had started by providing her input into the equality and diversity policy. She now took part in the regular neighbourhood inspections. The Service Director for Housing and Communities explained that residents were encouraged to participate in

these inspections as a way of working with the Council to take ownership of issues affecting their local communities.

Julie Mackay, Volunteer Co-ordinator for the Youth Offending Service, talked about her experience of working for the YMCA and the National Trust, and provided a comprehensive picture of her current role supporting people who volunteered for the Dorset Combined Youth Offending Service. She felt that volunteering in the public sector offered a unique experience and had a real impact on the young people who the volunteers gave up their time to work with. She responded to questions from the Panel and explained that the volunteer co-ordinator provided guidance and support to the volunteers, building relationships with them and ensuring they were valued. Unfortunately, the role was often considered to be a 'by the way', which was not the case especially going forward.

Stefanie Peffer, volunteer in Human Resources, was studying for a degree in Psychology. She had attended the Student Volunteers Fair and had decided to volunteer with the Council to gain work experience. She had worked in Community Regeneration helping to develop the volunteer database and was now working on recruitment in Human Resources. She responded to questions from the Panel and explained that having a degree was not necessarily enough in today's job market. Gaining work experience through volunteering provided her with something different to include on her CV. She would be happy to recommend volunteering with the Council to others.

The Service Director, Housing and Communities, explained that a key part of the Volunteer and Unpaid Work Co-ordinator's role was to create a more consistent model of volunteer recruitment, development and management across the Council whereas before only some services had provided these opportunities. One member felt that there may be some types of volunteering where the co-ordinating role wasn't necessary. Another member spoke about keeping things as simple as possible for volunteers. While the Panel acknowledged that there was no 'one size fits all' model, it recognised the importance of having a structured approach to supporting and valuing volunteers through the dedicated co-ordinator post. Members felt that additional impetus could be given to Volunteers Strategy by asking the Cabinet to appoint a 'Member Champion' for volunteers.

The Panel also discussed the proposed introduction of a fair expenses policy for Council volunteers and one member objected to this on principle. The Head of Community Regeneration explained that this issue needed to be explored to make sure that there were no financial barriers to someone becoming a volunteer. Many volunteers were able to claim expenses but chose not to. Other services offered their volunteers refreshments and

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subsistence. Members were advised that expenses would be considered as part of the review of the Corporate Volunteering Policy.

In respect of the care leavers mentoring scheme the Chairman asked that the Corporate Parenting Panel be kept informed of progress.

The Chairman thanked Stefanie Peffer and Julie Mackay for attending the meeting and sharing their experiences with the Panel.

DECISION MADE:

Recommended to Cabinet:

- a. That the Panel recommends that the Cabinet continues to support volunteering as a viable tool in shaping future service delivery within the Council
- b. That the Panel asks the Cabinet to consider appointing a Member Champion for volunteers
- c. That the Volunteer Strategy be supported by advocating that services encourage and develop new volunteering opportunities at a strategic level and sign up all their current volunteers to the volunteer database by September 2017.

9. FORWARD PLAN

The Panel considered its forward plan and noted that it would be updated to reflect any matters arising from this meeting.

DECISION MADE:

That the Panel approves its forward plan as updated at this meeting.

The meeting closed at 8.44pm

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