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Our reference:
Your reference:
Date: 17 November 2011

To all Members of the Partnership Delivery Group

Dear Councillor

A meeting of the PARTNERSHIP DELIVERY GROUP will be held on Monday 28 November 2011 at 7.00 pm in **Committee Room 1**, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely

Head of Corporate Services

AGENDA

1. Apologies for absence.
2. Declarations of Interest.
3. Notes of the Meeting held on Monday 26 September 2011 (pages 1 - 4).
4. Review of the Rushcliffe Community Contact Centre

The report of the Head of Partnerships and Performance is attached (pages 5 - 10).

5. Rolling 2 Year Work Programme

The report of the Head of Partnerships and Performance is attached (pages 11 - 12).

Membership

Chairman: Councillor R Hetherington
Vice-Chairman: Councillor F A Purdue-Horan
Councillors Mrs D M Boote, R L Butler, H A Chewings, A M Dickinson,
E J Lungley, Mrs M Stockwood and T Vennett-Smith

Meeting Room Guidance

Fire Alarm - Evacuation - in the event of an alarm sounding you should evacuate the building using the nearest fire exit, normally through the Council Chamber. You should assemble in the Nottingham Forest car park adjacent to the main gates.

Toilets - Facilities, including those for the disabled, are located opposite Committee Room 2.

Mobile Phones – For the benefit of other users please ensure that your mobile phone is switched off whilst you are in the meeting.

Microphones - When you are invited to speak please press the button on your microphone, a red light will appear on the stem. Please ensure that you switch this off after you have spoken.



**NOTES
OF THE MEETING OF THE
PARTNERSHIP DELIVERY GROUP
MONDAY 26 SEPTEMBER 2011**

Held at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford

PRESENT:

Councillors R Hetherington (Chairman), Mrs D M Boote, R L Butler,
H A Chewings, A M Dickinson, E J Lungley, F A Purdue-Horan,
Mrs M Stockwood, T Vennett-Smith

ALSO IN ATTENDANCE:

Councillor S J Boote
J Maxwell, Regional Director (North)
L Khan, Head of Housing (North)

OFFICERS PRESENT:

C Bullett	Deputy Chief Executive (CB)
N Carter	Partnerships and Projects Manager
C McGraw	Head of Community Shaping
V Nightingale	Senior Member Support Officer

APOLOGIES FOR ABSENCE:

There were no apologies for absence

6. Declarations of Interest

There were none declared.

7. Notes of the Previous Meeting

The notes of the meeting held on Monday 20 June 2011 were accepted as a true record.

8. Annual Review of Spirita Partnership

The Head of Community Shaping informed Members that the Council had transferred its housing stock in 2003 to Rushcliffe Homes which was now known as Spirita. She explained that Spirita had attempted to incorporate Members' questions into their presentation.

Mr Maxwell and Ms Khan gave a presentation outlining the partnership between Spirita and Rushcliffe Borough Council and Spirita's key services. It also explained the future for Spirita as part of the Metropolitan Housing Partnership, which had six organisations providing the same services. It had been agreed to split these into two regions with Spirita being in the north region. There had been a restructure and the new senior management team had been appointed on 9 May 2011. It was envisaged that this new structure would bring an enhanced financial position and improvements to residents through reinvestment in frontline services. Members were informed that this

would give a uniformed and consistent approach across the business, with local area offices in the regions and a centralised back office. A new single national customer service centre would be introduced. It was agreed that Members would be provided with information regarding who to contact at the local area office.

Ms Khan outlined the areas of partnership work including affordable homes, voids and allocations, anti-social behaviour, residents' initiatives and estate inspection regime. She highlighted their key services and explained how Spirita were performing. With regard to income recovery she stated that there was an improving trend and there was a good working relationship with the Council's benefits section in respect of the verification framework.

With regards to the housing stock she informed Members that Spirita had achieved 100% compliance with gas servicing and the decent homes standard. There was a cyclical programme of improvements ie new kitchens with properties being visited every five years. In respect of responsive repairs Members were informed that it had been decided to move towards a single annual contract with a supplier which was less resource intensive and had increased performance. This had led to a 95% customer satisfaction

Members were informed that the company was considering the redevelopment of garage sites which had been a successful method of adding small developments. This had been possible due to Homes and Community Agency Funding.

In respect of void properties the Group were informed that from April to September 2011 the average length of time to relet a property was 57.2 days although this was starting to improve. Members were informed that as part of the Choice Based Letting scheme the Council had moved towards a weekly bidding cycle rather than fortnightly, it was envisaged that this would also improve the number of days taken to relet properties. It was recognised that this was an area for improvement, although consideration of the stock was required to ensure that the properties available met the needs of the residents.

Following a question the Group were informed that the company had a three stage complaints procedure. As part of the procedure complainants were given a named officer with target response times. If a complaint escalated to stage three it was considered by an independent board consisting a director and two tenants. As part of the restructure there would soon be a dedicated team. Complaints relating to staff, including sub-contractors, were mostly not upheld, however, they were all considered at monthly team meetings.

Concerns were raised about anti-social behaviour and the length of time taken to deal with issues. Mr Maxwell stated that there was now a specialist team to ensure a consistent approach. It was vital that people's expectations were managed and officers needed to explain what actions could and could not be taken. For an eviction a court of law would have to be satisfied that everything had been tried to resolve the issue and modify people's behaviour. These cases were taken seriously and family intervention projects had been introduced. In answer to a question Members were informed that when moving an anti-social behaviour family into another area the need for sensitive lettings was always considered and that local lettings plans could be used

where appropriate. In these cases the company worked closely with the Council to ensure that the make up of an estate did not change. The Head of Community Shaping stated that lessons had been learnt from past experiences and that local lettings plan, where established, worked well. It was requested that communication with the ward members was included in the plan to improve relationships. Ms Khan stated that Spirita worked closely with officers including the domestic violence co-ordinator.

With regard to the number of properties left empty that were damaged Mr Maxwell stated that this was a very small percentage and were not always because of intentional damage for example it could be that the previous tenant had not been able to maintain the property. It cost approximately £500,000 per year but the greater impact was the longer turnaround time.

Following a question regarding meeting the housing needs of the area Mr Maxwell explained that the strategic vision was taken by the parent body, who also look at the local issues and needs. Work was undertaken in partnership with the Council, which was very positive, and funding organisations to develop the type of housing required. He also explained that Metropolitan was not just a landlord who provided homes and sheltered accommodation but also provided registered care homes. Demand for housing could be identified through the bidding process for Choice Based Letting.

In respect of tenants and the use of the internet Mr Maxwell explained that as part of the residents' contact with the Customer Services Centre a tenant profile would be developed. It was recognised that people were individuals and communication needed to be tailored to the person. He acknowledged that some of the elderly did not use computers however there were many silver surfer groups in other areas of the country and this could be developed in Rushcliffe. Many of the wardens at the sheltered housing schemes were on hand to assist people. The Head of Community Shaping stated that the Council was always looking at communication with vulnerable groups and this had been a high priority when introducing the Choice Based Letting scheme, with a newsletter, phone and text options included. There were also support mechanisms in place.

The Group asked that ward Members be contacted regarding community events and estate inspections. Ms Khan agreed to take this on board.

The Chairman thanked Mr Maxwell and Ms Khan for their informative presentation and for answering Members' questions.

9. Work Programme

The Group considered its work programme. It was noted that there would be a review of the Community Contact Centre partnership at the next meeting and Members were asked to provide their questions to the Partnerships and Projects Manager for collation. Following Members' concerns officers stated that questions could always be asked at the meeting however, over the last few years it had led to more productive meetings if the partner involved understood Members' issues and concerns before the meeting as it allowed them to research the areas. Some of the Members felt that it would have been useful for them to have seen all the questions put to the partners.

It was felt that it would be beneficial if a visit to the Contact Centre could be arranged before the meeting for Members.

In respect of scrutiny of any other partnerships officers stated that as part of the Council's four year plan services might develop new partnerships and these could be included if felt to be appropriate. The Cotgrave Masterplan could be included in the future as it had only recently been agreed.

Members felt that there needed to be clarification between the work of the Partnership Delivery Group and the Performance Management Board.

The meeting closed at 8.50 pm.

Action Sheet

PARTNERSHIP DELIVERY GROUP - MONDAY 26 SEPTEMBER 2011

Minute Number	Actions	Officer Responsible
8. Annual Review of Spirita Partnership	<ul style="list-style-type: none"> a) Spirita contact details to be provided for all Members b) the percentage of properties damaged/abandoned be provided by Spirita c) Wardens to help collect data on preferred methods of communication or to assist residents d) introduce a silver surfers programme in the Rushcliffe area e) Ward Members to be invited to community events and estate inspections 	Head of Community Shaping in partnership with Spirita
9. Work Programme	A visit to the Rushcliffe Community Contact Centre be arranged before the Group's next meeting.	Partnerships and Projects Manager



PARTNERSHIP DELIVERY GROUP

28 NOVEMBER 2011

REVIEW OF THE RUSHCLIFFE COMMUNITY CONTACT CENTRE

4

REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

Summary

Shirley Woltman, Customer Services Manager, will give a presentation on how the partnership with Nottinghamshire Police is working in the Rushcliffe Community Contact Centre after the first seven months of operation. The presentation will remind the Group of the original strategic objectives of the partnership and achievement against them, how the partnership is governed and managed, the impact of the partnership on performance, providing support for other agencies and the potential opportunities to expand partnership working.

In response to a request from the Group the presentation will also provide an update on the Nottinghamshire Police's review of assets and the impact on the service provided at the remote sites ("spokes").

At its last meeting the Partnership Delivery Group decided that it would be helpful for Members to have the opportunity to visit the Community Contact Centre. Visits took place during October and Members may wish to comment on any observations made during their visit.

Recommendation

It is **RECOMMENDED** that the Partnership Delivery Group consider and comment on the development of the partnership after the first seven months of operation of the Rushcliffe Community Contact Centre.

Background

1. In line with the Cabinet recommendation of 16 January 2007 the Council has been developing its hub and spoke customer service model which saw in April 2011 the opening of the new Rushcliffe Community Contact Centre (the "hub") in the West Bridgford Police Station in partnership with Nottinghamshire Police.
2. The following three strategic objectives were set for the project:
 - "Residents will have access to public services in locations and at times convenient to them by their chosen method of communication"
 - To provide a joint front facing Customer Service Centre in West Bridgford in partnership with Nottinghamshire Police
 - To deliver the hub of the Council's 'Hub and Spoke' customer services model agreed by Cabinet in January 2007

3. The customer services partnership with Nottinghamshire Police first began in 2007 when the Borough Council successfully began providing a joint service, on a limited scale, from five of the Police Contact Points (the “spokes”), these are located in Cotgrave, East Leake, Ruddington, Radcliffe on Trent and Keyworth.
4. In 2009 the opportunity arose to expand the partnership with the Police to develop the “hub”. This aspect of the partnership encompasses the sharing of West Bridgford Police Station and the provision of a joint service for face to face enquiries at the Community Contact Centre.
5. The Borough Council contributed a capital sum, in the order of £700,000, for the conversion of part of the station in return for rent free occupation of the building for 14 years. Utility costs are shared, but only where they exceed the existing cost of running the station prior to the start of the partnership.
6. One of the priorities of developing the partnership was to bring together the existing teams and cultures of the two organisations. The outcome of a lot of hard work by all involved has resulted in the respective customer services and police front counter staff being successfully merged to form one team. The team is managed by our Customer Services Manager.
7. Throughout the development of the partnership a number of key challenges have been overcome. These include, the design of the centre to meet the requirements of both organisations, branding, staff vetting and security, connectivity and use of the IT systems, staff training and establishing how the partnership will operate.
8. The presentation will cover the governance arrangements which have been developed for the partnership. A Strategic Board has been established, which meets quarterly to provide strategic guidance for the partnership, reviews joint performance and provides guidance on significant operational issues (e.g. HR and IT).
9. Members will be aware that the Performance Management Board scrutinises the performance of the Rushcliffe Community Contact Centre. The presentation will therefore focus on the changes in demand and customer satisfaction since the Centre opened, plus the challenges faced in developing appropriate performance measures for the partnership. An example of the performance measures considered by the Operational Board is appended for information.
10. Rushcliffe Borough Council and Nottinghamshire Police are the two founding members of the partnership, but there is an aspiration to expand the partnership as appropriate opportunities arise. The presentation will bring Members up to date with current developments and also talk about the services already provided for other organisations and potential to extend self-service opportunities for our customers.
11. Finally, in response to a request from the Partnership Delivery Group the presentation will also provide an update on the Nottinghamshire Police’s review of assets and the impact on the service provided at the remote sites (“spokes”).
12. Earlier this year Members will be aware that Nottinghamshire Police, who were seen as one of the key partners to develop these remote facilities, announced their plans for rationalising the number of rural police stations and the Council has therefore been investigating the opportunities to work with other potential

partners. Whilst the Police may be reducing the number of their stations it must be recognised that council customer service staff are trained in taking police enquiries and would continue to offer this service whatever the location of any future partnership arrangement.

13. An opportunity has been identified within Bingham to further develop a customer services access point and this proposal will be considered by Cabinet at its meeting on 29 November 2011.

Financial Comments

There are no Financial Comments

Section 17 Crime and Disorder Act

The Council's customer services advisors are trained in delivering face to face enquiries on behalf of the Nottinghamshire Police and could therefore provide improved access to police services for customers.

Diversity

The hub and spokes concept aims to make public services accessible to residents in locations and at times convenient to them by their chosen method of communication.

Background Papers Available for Inspection: Nil



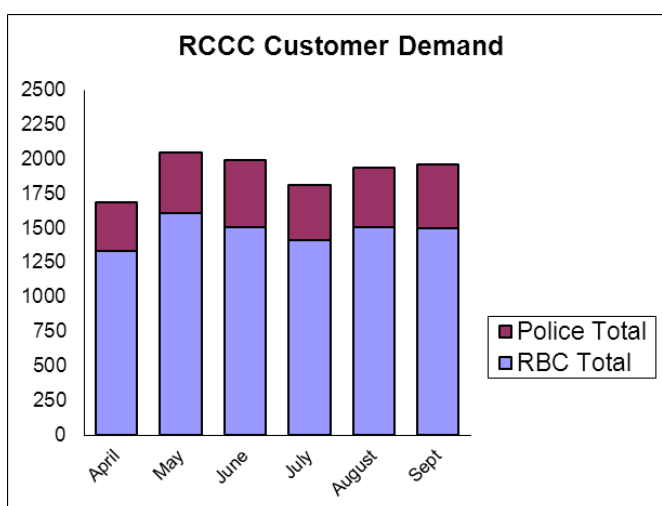
RCCC Performance Report – April to September 2011

Service Desks	April	May	June	July	August	Sept
Number of customers for RBC service	1774	1983	2069	1937	1950	2019
Number of customers for Police service	360	451	490	403	431	468
Total number of customers	2134	2434	2571	2346	2392	2492

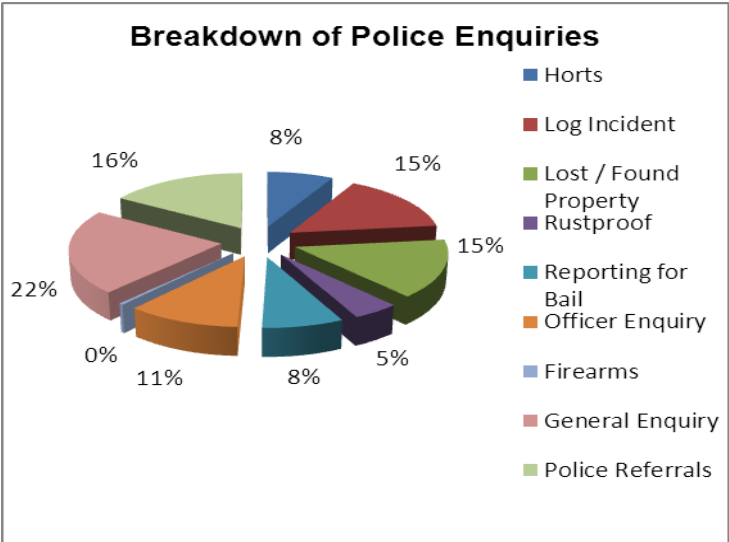
Contact Points						
Number of customers for RBC service	196	164	165	121	130	140
Number of customers for Police service	29	33	37	34	26	40
Total number of customers	225	197	202	155	156	180

Monthly Demand Service Desks

Month	RBC Reception	RBC Desks	RBC Referrals	Police Reception	Police Desks	Police Referrals
April	393	804	134	236	102	22
May	252	1187	172	252	131	58
June	213	1126	166	246	157	87
July	185	1078	149	187	126	90
August	149	1178	181	243	107	81
Sept	302	1074	120	256	139	73



Breakdown of police enquiries



Partnership Service Delivery

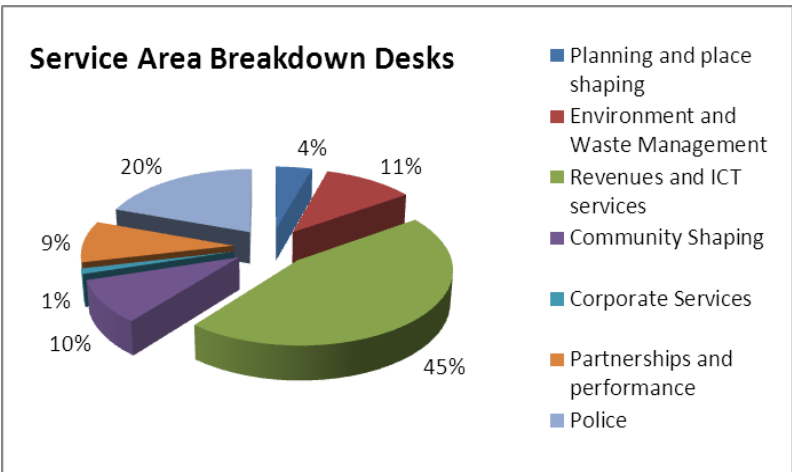
During the first 6 months of operation staff at the Rushcliffe Community Contact Centre has delivered a total of 4,810 services on behalf of partners. This comprises of 2,209 customers visiting for a Police related matter which includes taking reports of incidents, completing road traffic offence documents, registering persons reporting for bail and managing lost and found property. A full breakdown of services is provided to the Strategic Board.

Service delivery on behalf of Nottinghamshire County Council consists of 1,689 phone calls and 183 customers visiting with enquiries ranging from the concessionary fares scheme, highways reports and social services contact information.

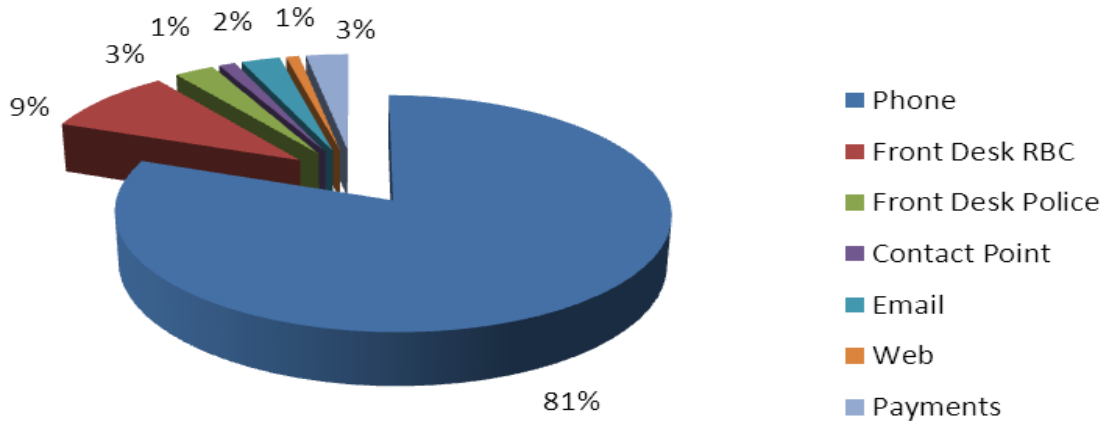
Enquiries resolved for Spirita include 391 visitors and 338 phone calls. Services delivered include completion of proof of rent forms, termination of tenancies and retention and collection of property keys.

Breakdown of RBC service area enquiries face to face

Planning and place shaping	499
EWM	1237
Revenues and ICT	5135
Community Shaping	1070
Corporate Services	133
Partnerships and performance	1026
Police	2209



April 2011 to October 2011 - Contact Method



REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

Summary

This report sets out a rolling work programme for the Partnership Delivery Group for 2011/12 based on the areas proposed and supported by the Group during the previous municipal year.

Recommendation

It is **RECOMMENDED** that the Partnership Delivery Group agrees the proposed work programme for 2011/12.

1. The work programme for the Partnership Delivery Group is developed around the corporate priorities that fall within its remit and takes into account the timing of the Group's business in the previous municipal year and any emerging issues and key policy developments that may arise.
2. The Chairman and Vice-Chairman of all four scrutiny groups meet quarterly to review and co-ordinate the overall scrutiny programme and this may result in amendments to the individual scrutiny group's programme. The last meeting was held on 16 September 2011 and it was agreed that the review of the Rushcliffe Community Contact Centre would include an update on the remote sites.
3. As part of this agenda item Members are invited to discuss and consider potential questions they would like to raise in relation to the consideration of the South Notts Community Safety Partnership.
4. The following table sets out the proposed rolling 2 year work programme.

Date of Meeting	Item
28 November 2011	<ul style="list-style-type: none"> • Rushcliffe Community Contact Centre Review • 2 year rolling work programme, including capturing questions for the South Notts Community Safety Partnership
23 January 2012	<ul style="list-style-type: none"> • South Notts Community Safety Partnership - update • 2 year rolling work programme

Date of Meeting	Item
19 March 2012	<ul style="list-style-type: none"> • Annual Review of Scrutiny • Progress report on the Rushcliffe Sustainable Community Strategy action plans • 2 year rolling work programme, including capturing questions for the Nottinghamshire County Cricket club
June 2012	<ul style="list-style-type: none"> • Nottinghamshire County Cricket club – Progress on community benefits • Approve Work Programme • 2 year rolling work programme, including capturing questions for Spirita Ltd
September 2012	<ul style="list-style-type: none"> • Annual review of partnership with Spirita Ltd • 2 year rolling work programme
November 2012	<ul style="list-style-type: none"> • 2 year rolling work programme, including capturing questions for the South Notts Community Safety Partnership
January 2013	<ul style="list-style-type: none"> • South Notts Community Safety Partnership - update • 2 year rolling work programme
March 2013	<ul style="list-style-type: none"> • Annual review of scrutiny • 2 year rolling work programme
June 2013	<ul style="list-style-type: none"> • Approve the work programme • 2 year rolling work programme
September 2013	<ul style="list-style-type: none"> • Annual review of partnership with Spirita Ltd • 2 year rolling work programme

Financial Comments

No direct financial implications arise from the proposed work programme

Section 17 Crime and Disorder Act

In the delivery of its work programme the Group supports delivery of the Council's Section 17 responsibilities particularly in relation to the performance of the Council.

Diversity

The policy development role of the Group ensures that its proposed work programme supports delivery of Council's Corporate priority 6 'Meeting the Diverse needs of the Community'.

Background Papers Available for Inspection: Nil