

**When telephoning, please ask for:** Viv Nightingale  
**Direct dial** 0115 914 8481  
**Email** vnightingale@rushcliffe.gov.uk

**Our reference:**  
**Your reference:**  
**Date:** 16 September 2011

To all Members of the Partnership Delivery Group

Dear Councillor

A meeting of the PARTNERSHIP DELIVERY GROUP will be held on Monday 26 September 2011 at 7.00 pm in the Council Chamber, 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 20 June 2011 (pages 1 - 3).
4. Annual Review of Spirita Partnership

The report of the Head of Community Shaping is attached (pages 4 - 5).

5. 2 Year Work Programme

The report of the Head of Policy and Performance is attached (pages 6 - 7).

### **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, 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 20 JUNE 2011**

Held at 7.00pm 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, J E Greenwood (substitute for Councillor A M Dickinson)  
E J Lungley, F A Purdue-Horan, Mrs M Stockwood

**OFFICERS PRESENT:**

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

**APOLOGIES FOR ABSENCE:**

Councillors A M Dickinson and T Vennett-Smith

**1. Declarations of Interest**

There were none declared.

**2. Notes of the Previous Meeting**

The notes of the meeting held on Thursday 24 March 2011 were accepted as a true record.

Following a request at the previous meeting Members received further information on the Aiming High project and the Family Night session at Rushcliffe Leisure Centre and the Advice Network.

Members were informed that the draft Greater Nottinghamshire Housing Needs information had only just been received and officers would produce a briefing note.

**3. Role and Remit**

The Partnerships and Projects Manager gave a presentation outlining the role of scrutiny and in particular the role of the Partnership Delivery Group. He explained that scrutiny had been created by the Local Government Act 2000 and that it had been introduced in Rushcliffe in 1999. Scrutiny's role was the method for the 'non executive' members to influence policy development and service delivery. It was also an opportunity to examine the Cabinet's decisions via the Call In process.

In particular the Group's key role was to take forward, enhance and develop partnerships – it also had a role in examining the effectiveness of partnership working arrangements. In order that this could be done effectively the Group

had a rolling 2 year work programme which Members monitored at each meeting and this could be altered to reflect the Council's changing priorities.

Members felt that it was important that the work programme was structured to ensure that only one external partner was invited to a meeting. Members felt that this was beneficial for both the Group and the partner.

When considering the four scrutiny groups Members felt that 2 were reactive and 2 were proactive.

#### **4. List of Partnerships**

The Deputy Chief Executive (CB) explained that the previous membership of the Group had felt that it would be beneficial for the new Members to consider a complete list of all the partnerships that the Council was involved in. The list also highlighted the different types of partnerships, which were statutory, contractual or voluntary. If Members had concerns regarding any of the partnerships it was agreed that the Chairman and Vice Chairman would co-ordinate any questions and the Group could discuss any areas of concern at the meeting prior to an external visitor attending.

The Group noted the list of partnerships.

#### **5. Rolling 2 Year Work Programme**

The Deputy Chief Executive (CB) outlined to the Group the work programme and when key partners had been invited to attend. Members noted that Spirita were attending the next meeting and it was envisaged that they would explain their recent restructure, how this would work for residents in Rushcliffe and how Councillors fed into the process.

Members who had previously attended the Group's meetings stated that the work undertaken with key partners such as Spirita, the Police and Parkwood were very informative and interesting discussions. They had also felt it reassuring to identify that there were no pattern to resident's problems.

In respect of the South Notts Crime Reduction Partnership representatives from the Police and the Fire Authority had attended previous meetings and it had been very beneficial to Members to see how they had met their targets and how their services had been rationalised.

With regard to the Rushcliffe Community Contact Centre the Deputy Chief Executive (CB) stated that Members would discuss the relationship with the spokes at the Group's meeting in November.

Another key partnership was the Local Strategic Partnership and each year the Group considered how Rushcliffe had met the targets in the Rushcliffe Sustainable Community Strategy. However, funding was possibly ceasing and there would need to be a review of how the work could be undertaken.

The Deputy Chief Executive (CB) explained how the partnership had been initiated with the Nottinghamshire County Cricket Club and how this had provided many community benefits. He stated that there was a significant

review of the partnership due in December 2012 and therefore it had been programmed into the Group's work programme in June 2012.

The Group agreed its 2 year rolling work programme.

The meeting closed at 7.40 pm.

## **Action Sheet**

### **PARTNERSHIP DELIVERY GROUP - MONDAY 20 JUNE 2011**

<b>Minute Number</b>	<b>Actions</b>	<b>Officer Responsible</b>
2. Notes of the previous meeting	Officers to produce a briefing note regarding the Greater Nottingham Housing Needs information	Head of Community Shaping
4. List of Partnerships	An item regarding a visit by an external partner be placed on the preceding agenda to ensure that Members' questions are collated	Partnerships and Projects Manager

## **REPORT OF THE HEAD OF COMMUNITY SHAPING**

### **Summary**

Members have requested an annual review of the partnership with Spirita (formerly Rushcliffe Homes.) Rushcliffe Borough Council transferred its housing stock to Rushcliffe Homes in January 2003. The Council has worked closely with Spirita as the main provider of affordable housing in the Rushcliffe area since then. Jon Maxwell (Regional Director) and Lucky Khan (Interim Head of Housing) will provide a presentation to members on performance to date this year and their future plans.

### **Recommendation**

It is **RECOMMENDED** that Members consider the presentation made by Spirita and endorse the work of the partnership.

### **Details**

1. Spirita will provide Members with a presentation. This will focus on two aspects focusing on performance to date and future working. The presentation will cover the following areas:
  - Partnership Working and Key Services- including the development of affordable housing, managing voids and allocations (Choice Based Lettings), improving the local housing stock, responsive repairs, the estate inspection programme, voids and allocations, customer services and tackling anti-social behaviour
  - Income recovery
  - Asset Management- including gas servicing, appliance servicing, cyclical redecoration and kitchen replacement and communal aerials. The service will be focused on improving customer satisfaction whilst reducing costs of delivering the service.
  - Performance on complaints and a new specialist complaints team within the Customer Service Centre to maximise resolution of complaints at the first point of contact.
  - Sheltered and Supported Housing
  - Communications and resident involvement and recent initiatives to involve residents
  - The delivery of the new Customer Service Delivery Model in April 2013, reviewing service delivery, improvements in customer service and care, reinvesting in key service areas and restructuring of services. The aim of the new Customer Service Centre is to 'get things right first time'.
  - Review of key service areas including income management and service charges, customer services, repairs and asset management, voids and

allocations, community safety and anti-social behaviour, resident involvement and community investment, neighbourhood management, care and support and repairs strategy

- Customer Services and points of contact for customers and members
- Empty Homes- these teams will work in each region and are responsible for all aspects of empty homes including lettings and voids.

2. In preparation for the Scrutiny Group members were asked to submit questions for discussion with Spirita, which have been provided to Spirita for their information. These focused on the following topics:

- emergency planning arrangements for vulnerable residents
- complaints
- abuse of staff and actions taking against tenants
- health and safety, specifically relating to safety standards in new kitchens and when properties are fit to be relet
- maintenance programme and updating of existing stock
- internet access and consultation
- future of sheltered accommodation and community centres
- resident involvement and local residents committees
- staffing and the new restructure.

3. In addition to their presentation to Members, Spirita will take questions on the above and other matters requested.

4. Officers have requested additional information to be circulated to members prior to the Scrutiny meeting for Members consideration.

#### **Financial Comments**

There are no financial implications to this report

#### **Section 17 Crime and Disorder Act**

Spirita are a member of the Community Safety Partnership and work closely with the police and Rushcliffe Borough Council to ensure that S17 is considered within their daily activities.

#### **Diversity**

Spirita are committed to the equality and diversity agenda and consider this in all aspects of their work.

**Background Papers Available for Inspection: Nil**

## Standard Checklist for Reports

Meeting: Partnership Delivery Group

Report Title: Annual Review of Spirita Partnership

Author: Head of Community Shaping

The following issues are relevant to this report and have been properly considered in its preparation and in the recommendations made. Appropriate consultation has been made and advice sought on these issues as required. (See notes on the intranet)

Financial	<input type="checkbox"/>	Human Rights	<input type="checkbox"/>
Legal	<input type="checkbox"/>	Equal Opportunities	<input type="checkbox"/>
Policy	<input type="checkbox"/>	Crime and Disorder	<input type="checkbox"/>
Risk Management	<input type="checkbox"/>	Environment/EMAS	<input type="checkbox"/>

(Mark all appropriate boxes)

Has the relevant Deputy Chief Executive signed off the report Yes/No

Has this report been considered by SMT Yes/No

Comments:

If you do not think your report needs to consider any of the above categories please state why.

Name of Officer Completing Form:

*This form must be completed and sent to the relevant Member Support Officer together with the Report by the agreed deadline. It will also be appropriate to complete this form when producing reports for certain officer meetings, e.g. Management Team*

**Notes for completion of this form can be found on the intranet**







## PARTNERSHIP DELIVERY

26 SEPTEMBER 2011

## ROLLING 2 YEAR WORK PROGRAMME

# 5

### 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.
3. At its meeting on 20 June 2011 the Group agreed that when scrutinising external partners it would place an item on the preceding agenda to ensure Members' questions are collated. The work programme has therefore been amended to meet this request.
4. As part of this agenda item Members are invited to discuss and consider potential questions they would like to raise in relation to the review of the Rushcliffe Community Contact Centre.
5. The following table sets out the proposed rolling 2 year work programme.

Date of Meeting	Item
26 September 2011	<ul style="list-style-type: none"><li>• Annual review of partnership with Spirita Ltd</li><li>• 2 year rolling work programme</li></ul>
28 November 2011	<ul style="list-style-type: none"><li>• Rushcliffe Community Contact Centre Review</li><li>• 2 year rolling work programme, including capturing questions for the Crime and Disorder Reduction Partnership</li></ul>

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

### **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**

## Standard Checklist for Reports

Meeting: Partnership Delivery

Report Title: 2 year Rolling Work Programme September 2011

Author: N Carter

The following issues are relevant to this report and have been properly considered in its preparation and in the recommendations made. Appropriate consultation has been made and advice sought on these issues as required. (See notes on the intranet)

Financial	<input type="checkbox"/>	Human Rights	<input type="checkbox"/>
Legal	<input type="checkbox"/>	Equal Opportunities	<input type="checkbox"/>
Policy	<input checked="" type="checkbox"/>	Crime and Disorder	<input type="checkbox"/>
Risk Management	<input type="checkbox"/>	Environment/EMAS	<input type="checkbox"/>

(Mark all appropriate boxes)

Has the relevant Deputy Chief Executive signed off the report Yes/No

Has this report been considered by SMT Yes/No

Comments:

If you do not think your report needs to consider any of the above categories please state why.

Name of Officer Completing Form: N Carter

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