

NOTTINGHAM CITY COUNCIL

AREA TWO COMMITTEE (BASFORD AND BESTWOOD WARDS)

MINUTES

of meeting held on **25 JANUARY 2012** at

Loxley House, Station Street, Nottingham from 4.34 pm to 5.58 pm

Present

- ✓ Councillor Grocock (Chair)
- ✓ Councillor Ottewell (Vice-Chair)
- ✓ Councillor Arnold
- ✓ Councillor Norris
- ✓ Councillor Smith
- Councillor Wildgust

✓ indicates present at meeting

Community Representatives

- Mr R Glass - Leen Valley Community Association
- Mr M Nawrocki - Leen Valley Tenants and Residents Association
- Mr G Hall - Old Basford Neighbourhood Watch Association
- Rev. A Morris - St Matthews Church
- Mr P England - Whitemoor Neighbourhood Watch Association

City Council colleagues, partners and others in attendance

- Mr D Halstead - Head of City Services)
- Mr A Henry - Neighbourhood)
- Environmental Manager)
- Mr I Holloway - Sports Events officer) Communities
- Ms H May - North Locality Area Manager)
- Miss J Shadbolt - Project Officer)
- Mrs L Black - Head of Revenues, Benefits)
- and Welfare Rights) Resources
- Miss C M Jackson - Constitutional Service Officer)
- Mrs S Fraser) Nottingham City Homes
- Miss L Hoban)

Please note: except where otherwise indicated, all items discussed at the meeting were the subject of a report which had been circulated beforehand.

29 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Wildgust, Maria Hemphill (Chair, Area 2 Panel), Marie Wright and Pat Chambers (Bestwood Estate Community Centre) and Gary Cawthorne.

30 DECLARATIONS OF INTERESTS

Ms H May and Mr A Henry declared personal interests in agenda item 7, 'Neighbourhoods Consultation (City Services and Area Management)' (minute 32) regarding the proposed restructure of Service, insofar as the proposals could effect their current positions.

31 MINUTES

RESOLVED that, the minutes of the last meeting held on 29 November 2011, copies of which had been circulated, be confirmed and signed by the Chair.

32 NEIGHBOURHOODS CONSULTATION (CITY SERVICES AND AREA MANAGEMENT)

(Director of Communities)

Mr D Halstead, Head of City Services highlighted the following issues for the Committee:

- the Council faced an ongoing, unprecedented budgetary challenge which necessitated looking at new ways of doing things. The aim was to restructure Neighbourhood Services (highways, Street Cleansing, and Highways and Grounds Maintenance) and Communities and Neighbourhoods (Area Management, Neighbourhood Engagement, Partnership Development) to form leaner, more efficient locality based teams to oversee all of the above functions as one;
- a number of proposals had been considered by the Council and formal consultation with those affected began on Tuesday 13th December 2011 and was due to end on 12 March 2012. Approximately 70 colleagues were affected by the proposals;
- the proposals included:
 - reducing the number of management layers to refocus on frontline service delivery, meeting the needs of local people in the best, most reactive way;
 - introducing a new operating model which covered three key City localities - North, Central and South, with neighbourhood workers still operating at Ward and Area level but reporting into one of the three locality managers. This would allow the needs and demands of the

ACTION

place to be considered, rather than the boundary area and would enable more collaborative working;

- each of the three localities would have a locality manager, four Neighbourhood Operations Managers working on one or two areas/wards and a neighbourhood action co-ordinator for each ward. The Neighbourhood Operations Managers would manage the operational staff directly;
- the aim was that the management restructure would save the Council £1million a year whilst still delivering high profile and high quality neighbourhood based operational services and protecting frontline jobs and services.

Councillor Norris advised the meeting that he was the political lead for the re-structuring in his capacity as Portfolio Holder for Area Working, Cleansing and Community Safety. In Councillor Norris' view, the cleansing staff at the Council were some of the best in the Country. The work of the cleansing staff in achieving the award of 'Britain's Cleanest Large City' was recognised. It was recognised as important to get through the re-structure process without reducing frontline cleansing staff. Neighbourhood Management would still have a vital role to play in the organisation. Councillor Norris thanked colleagues in the affected teams for their professionalism to date throughout the process.

The Chair emphasised the importance of continuing to deal with 'bread and butter' issues out in the communities and asked Councillor Norris to keep a watching brief on developments in his Portfolio Holder role.

RESOLVED that Mr Halstead be thanked for his presentation and that the contents be noted.

33 GAME ON NOTTINGHAM
(Director of Sport, Culture and Parks)

Ian Holloway, Sports Events Officer, explained to the meeting that in order to ensure that the Council took the opportunity to play its part in the 2012 Olympic Games, a programme of events was being planned in order to celebrate the Games. The following points were drawn to the Committees attention:

- Game On was the brand associated with the Councils programme of events and activities themed around the London 2012 Games;
- it was hoped that the programme would inspire residents across the City in a range of sporting, cultural and education projects that celebrated the UK hosting the Olympics;
- the full Citywide programme of events and activities would run from March to November 2012 and was set out in Appendix 1 to the report;

ACTION

- the community programme of Game On provided local groups and organisations the opportunity to deliver their own programmes to inspire their communities;
- support would be provided to groups through the production of a Game On Community Toolkit providing ideas for activities and events, delivery of local funding, surgeries to support local groups in applying for external funding and the proposed simplification of accessing ward allocated funding;
- one aspect of the 2012 programme would seek to embrace the ambitions of local communities. Area Committees and Ward Councillors were being asked to consider funding requests from local ward based groups to deliver 2012 themed events and activities. Each Area was being asked to allocate £2012 to support the Programme within the Area for local groups to access, to support the delivery of events and activities.

In the discussion which followed, it was agreed that all schools should have the opportunity to participate in the initiative. A liaison officer had been appointed to specifically to encourage all schools to get involved.

RESOLVED

- (1) that the Game On branding and Citywide programme of events and activities due to take place in 2012 be noted;**
- (2) that local groups and organisations be encouraged to deliver their own 2012 themed activities and events to create a legacy for their local communities;**
- (3) that £2012 from the ward budgets be allocated to help support local groups and organisations that wished to deliver localised 2012 events and activities;**
- (4) that the process of accessing this money through groups contacting Neighbourhood Action Officers in the first instance, be approved;**
- (5) that the thanks of the Committee to Mr Holloway for his presentation, be recorded.**

34 CITIZEN FIRST

(Director of Human Resources and Transformation)

Ms L Black was in attendance to explain the Councils new customer care strategy, Citizen First and to seek views from those attending the meeting. The following points were highlighted:

ACTION

- the Citizen First Strategy was part of the Council's wider Transformation Programme which would deliver major change and improvement across the organisation in the way services were delivered. This would help to ensure Council services were flexible, cost effective and met citizens' needs;
- the aims were to:
 - work with partners to establish a single standard for service delivery. There was a need to work with other organisations so that citizens knew what to expect of service delivery, conduct and values, regardless of who delivered the service;
 - improve the range and quality of access citizens had to services and information. The Council would work with other organisations to ensure that citizens received:
 - a better telephone service;
 - clearer and better structured information on services available, describing what the Council and partners could and could not do;
 - updated information that was easier to understand; and
 - access to services that provided choice in how citizens requested a service and raised issues;
 - ensure that the Council dealt with citizen queries more quickly, clearly and effectively. The Council would work with other organisations so that citizens could expect:
 - colleagues who tried to resolve queries first time and help improve services;
 - more queries resolved at the first point of contact, regardless of who delivered the service;
 - honesty if needs could not be met;
 - well trained, well informed colleagues who delivered high-quality services;
 - professionalism, with customer services at the forefront of their approach;
 - engage with citizens better and use their feedback to continually improve the Council's standard of service. The Council would work with other organisations so when citizens wanted to make a comment, compliment or complaint:
 - this was easy to do;
 - there were different ways of doing this;
 - full and joined up responses were made as quickly as possible; and
 - learning from the nature of the comments or complaints was used to improve what the Council did and how it did it;
 - find better ways of working. The Council would change the way it

ACTION

worked with other organisations:

- making changes based upon citizen and colleague feedback wherever possible;
- making it simpler to deliver services and for citizens to receive seamless service delivery;
- using IT where it helped to provide a better service; and
- provide better value for money.

Councillors, community representatives and others present at the meeting, made the following comments:

- it was important that colleagues tried to pass citizens on to the person they needed to speak to when they had been put through to the wrong person on the telephone. Too often citizens felt they were being passed around;
- it was important to inform Tenants' and Residents' Associations of the consultation on the strategy to ensure that as much feedback was obtained as possible;
- it was important that colleagues understood that they were in effect the face of the Council when they picked up the telephone to citizens. Good customer care needed to be embedded in the culture of the Council;
- there was some cynicism in the Community regarding consultation, with some Citizens believing that it was simply a box ticking exercise;

RESOLVED

- (1) that the presentation be noted;**
- (2) that the thanks of the Committee to Ms Black for her attendance be recorded;**

35 AREA CAPITAL RESOURCES
(Director of Neighbourhoods and Communities)

Ms H May, North Locality Area Manager, introduced the report outlining monies available in relation to the Area Capital Programme for 2011-13 for the Basford and Bestwood Wards.

Appendix 1 detailed that £139,336 had been allocated for the Bestwood Ward and £118,998 for the Basford Ward.

A revised Appendix 2 detailing allocations made by the Committee so far was distributed at the meeting and submitted to the online agenda following the meeting. The remaining Local Transport Plan balance for Basford was £69,723 and for Bestwood, £29,212.

ACTION

Ms S Fraser, the Tenancy Estate Manager for Nottingham City Homes outlined the list of proposed expenditure on Housing Environmental Schemes for 2011-12 for both the Bestwood and Basford Wards. The sum of £99,780 had been set aside for housing environmental improvements in Bestwood and £44,554 in Basford.

RESOLVED

- (1) that the monies available to the Basford and Bestwood Wards, as detailed in Appendix 1 to the report be noted;**
- (2) that the spend to date from the Local Transport Plan, section 106 and environmental monies be agreed;**
- (3) that the list of housing environmental schemes in both the Basford and Bestwood Wards be approved;**