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| <b>OVERVIEW AND SCRUTINY COMMITTEE</b>  |
| <b>6 SEPTEMBER 2017</b>   |
| <b>DISCUSSION WITH THE PORTFOLIO HOLDER FOR COMMUNITY AND CUSTOMER SERVICES</b> |
| <b>REPORT OF HEAD OF LEGAL AND GOVERNANCE</b>                                   |

**1 Purpose**

- 1.1 To hear from the Portfolio Holder for Community and Customer Services on his red and amber Council Plan priorities, and budget challenges.

**2 Action required**

- 2.1 To use the information received at the meeting from Councillor Toby Neal, Portfolio Holder for Community and Customer Services, to inform questioning and identify potential areas for future scrutiny.

**3 Background information**

- 3.1 On 9 November 2015, the Council Plan was formally approved by full Council, and guides the Council's services and approach to support the delivery of its key priorities for the city until 2019.
- 3.2 The Council Plan 2015-19 identifies the following for Councillor Toby Neal:
- aims over the 4 years covered by the Plan:
    - ensure Nottingham is a clean and safe place that people are proud to live in;
    - work with the police and other partners to continue to drive down crime and anti-social behaviour;
    - make the Council the most customer friendly in the country with even more ways to interact with the Council than ever before;
  - the key things that will be done are:
    - cut the number of victims of crime by a fifth and continue to reduce anti-social behaviour;
    - work with citizens to keep Nottingham England's cleanest city;
    - work with partners to reduce the number of repeat victims of hate crime by 20% and victims of domestic violence by 10%;
    - increase the number of people using council services online and ensure that more services can be accessed through self-service.

**4 List of attached information**

- 4.1 None.

**5 Background papers, other than published works or those disclosing exempt or confidential information**

5.1 None.

**6 Published documents referred to in compiling this report**

6.1 Council Plan 2015-19.

**7 Wards affected**

7.1 All.

**8 Contact information**

8.1 Laura Wilson  
Senior Governance Officer  
0115 8764301  
[laura.wilson@nottinghamcity.gov.uk](mailto:laura.wilson@nottinghamcity.gov.uk)