

Vibrant and Sustainable City Scrutiny Panel

23 March 2017

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny
Venue Committee Room 3 - 3rd Floor - Civic Centre

Membership

Chair Cllr Ian Angus (Lab)
Vice-chair Cllr Christopher Haynes (Con)

Labour

Cllr Mary Bateman
Cllr Philip Bateman
Cllr Val Evans
Cllr Bhupinder Gakhal
Cllr Keith Inston
Cllr Lynne Moran
Cllr John Rowley
Cllr Zee Russell
Cllr Caroline Siarkiewicz
Cllr Tersaim Singh

Conservative

Cllr Andrew Wynne

UKIP

Cllr Malcolm Gwinnett

Quorum for this meeting is three Councillors.

Information for the Public

If you have any queries about this meeting, please contact the democratic support team:

Contact Neil White
Tel/Email Tel: 01902 550181 or neil.white@wolverhampton.gov.uk
Address Democratic Support, Civic Centre, 2nd floor, St Peter's Square,
Wolverhampton WV1 1RL

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Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

Agenda

Part 1 – items open to the press and public

Item No. *Title*

MEETING BUSINESS ITEMS

- 1 **Apologies**
- 2 **Declarations of interest**
- 3 **Minutes of the previous meeting (2 February 2017)** (Pages 3 - 6)
[To approve the minutes of the previous meeting as a correct record]
- 4 **Matters arising**
[To consider any matter arising from the minutes]

DISCUSSION ITEMS

- 5 **Update on Medium Term Financial Strategy savings within Corporate Landlord 2017/18** (Pages 7 - 10)
[Tim Pritchard, Head of Corporate Landlord, to present briefing paper]
- 6 **Update on Housing Company (WV Living) (verbal report)**
[Lesley Roberts, Chief Executive, Wolverhampton Homes, to present update report on Housing Company (WV Living)]

Vibrant and Sustainable City Scrutiny Panel

Agenda Item No: 3

Minutes - 2 February 2017

Attendance

Members of the Vibrant and Sustainable City Scrutiny Panel

Cllr Ian Angus (Chair)
Cllr Val Evans
Cllr Bhupinder Gakhal
Cllr Keith Inston
Cllr John Rowley
Cllr Zee Russell
Cllr Caroline Siarkiewicz
Cllr Tersaim Singh
Cllr Andrew Wynne

Employees

Andy Jervis	Head of Public Protection
Colin Parr	Head of Governance
Earl Piggott-Smith	Scrutiny Officer
Ross Cook	Service Director, City Environment
Steve Woodward	Head of Environmental Services

Part 1 – items open to the press and public

Item No. *Title*

- 1 Apologies**
Apologies were received from the following member(s) of the panel:

Cllr Christopher Haynes
- 2 Declarations of interest**
There were no declarations of interest reported.
- 3 Minutes of the previous meeting (1 December 2016)**
That the minutes of the meeting held on 1 December 2016 be approved, and signed by the Chair.
- 4 Matters arising**
There were no matters arising from the minutes.
- 5 Environmental Services Improvement Update - presentation**
Steve Woodward, Head of Environmental Services, gave a detailed presentation on the range of services and the performance against key standards.

Andy Jervis, Head of Public Protection, explained that the current contract with Kingdom Security is out for tender and the expectations of the Council in terms of quality and performance expected from the successful bidder. The Head of Public Protection explained the reasons for appointing Kingdom Security and the range of work they currently undertake.

The Head of Environmental Services commented on the reduction in the number of complaints about fly-tipping.

The panel commented on the use of mechanical sweeper street cleaners and litter pickers. The Head of Environmental Services explained that it is difficult to use sweeper machines because of parked vehicles which limit the space to operate the machine effectively. The current arrangement is that a mechanical sweeper is used every 12 weeks, but the service will respond to requests from the public.

The panel queried the policy of dealing with litter on orphan land or areas next to land managed by Wolverhampton Homes. The Head of Environmental Services explained that fly-tipping on orphan land is an issue in determining ownership. The Head of Environmental Services reassured the panel that the Council is working together well with Wolverhampton Homes to deal with issues relating to maintenance and grass cutting issues in areas next to each other, which make best use of the available resources and benefit both organisations.

Steve Evans, Cabinet Member for City Environment, commented on work being done to improve the systems to allow the public to report issues and for them to be dealt with more effectively.

The panel wanted to formally record their thanks to employees working in Bereavement Services for the high standard of excellent service they offer relatives.

The panel welcomed the report.

Resolved:

The panel agreed to note the presentation.

6 **Public Space Protection Order (Review of Designated Public Place Order)**

Colin Parr, Head of Governance, gave a brief overview of the consultation on a proposal to introduce a Public Space Protection Order (PSPO). The aim of the change is to tackle issues that have a negative environmental impact on the appearance in St Peter's and Park wards of the city. The Head of Governance explained that the report was presented to Adults and Safer City Scrutiny Panel but considered that the issues covered by the PSPO that it would be appropriate to get comments of the panel.

The panel queried the additional benefits that the proposal would provide above existing legislation available to tackle the issues detailed in the report. The Head of Governance commented that a PSPO would give the police greater discretionary powers to prohibit behaviours in response to local concerns about anti-social behaviour, such as drinking alcohol. The introduction of a PSPO would also support the achievement of objectives in the Council Corporate Plan. The PSPO also requires a lower evidential threshold.

The panel queried if the introduction of a PSPO would have the effect dispersing the problem to areas outside the designated ward areas suggested. The Head of Governance explained that the issue of displacement had been discussed and the service will monitor feedback from the public and take appropriate action. The Head of Governance added that there is existing DPPO in use that covers the whole city, which authorises the police to require a person to stop drinking and surrender alcohol where ASB is an issue.

The panel queried how the scheme would be policed and the number of conviction. The Head of Governance commented that he was aware of only one conviction for a breach of the order and based on past experience most people will stop drinking in public when asked. The panel agreed on the need for effective enforcement on the policy to reassure the public and performance monitoring.

The panel discussed the reluctance of the public to report incidents of ASB to the police and what can be done to encourage them to do so.

The panel welcomed the report and supported the proposal to introduce a PSPO.

Resolved:

The panel comments on the proposal to introduce a PSPO for use within St Peter's and Park ward areas to be included in the consultation response that will be presented to Cabinet.

7

City Centre Market

Colin Parr, Head of Governance, gave a brief presentation on proposed market relocation site and the advantages that the site would offer to both traders and the public. The Head of Governance explained that the work is part of a wider £55 million redevelopment of the site and the developers have been very positive about the choice of location and its future potential. The Head of Governance commented that the initial feedback about the new site from traders has been very positive

The panel welcomed the proposed changes to the location of the market, but commented on the importance of engaging with the traders about the plans.

The Head of Governance commented on the plans to consult with traders and outlined the different development phases. The Head of Governance commented that the timetable may change once building work starts on the site – but the work will be done to ensure that traders can continue to operate during the Christmas period, if there are any delays in the building work timetable.

The Head of Governance commented on new ideas for promoting the markets to the public and work being done to develop a more diverse product offer that is more attractive to larger number of people. The Head of Governance commented on the expected benefits of the increased investment in developing the site and the view that this will attract a wider range of traders.

Cllr Steve Evans, Cabinet Member for City Environment, commented the investment in the markets and the redevelopment of the site is part of a wider transformation work and the reasons for choosing the area.

The Cabinet Member for City Environment commented on the importance of having a city centre market and its heritage. The Cabinet Member for City Environment commented on the need to provide modern facilities that will increase footfall and make it more attractive offer.

The panel welcomed the proposal and supported the plans for the site.

The meeting closed at 7.30pm

Vibrant and Sustainable City
Scrutiny Panel
23 March 2017

Agenda Item No: 5

Date: 10 March 2017

Briefing Paper

To: The Chair, Councillors of *Vibrant and Sustainable City Scrutiny Panel*

Title: Update on Medium Term Financial Strategy savings within Corporate Landlord 2017/18

a) Background

At the VSCS panel meeting 8 December the Chair requested further details to be provided for MTFs savings proposed within Corporate Landlord, Place Directorate for 2017/18. Since the previous panel meeting these savings have been re-profiled in response to various service reviews and ongoing re-procurement activities, specifically in areas of Facilities Management. These re-profiled savings were endorsed at the Cabinet on 22 February 2017 and subsequently at Council on 1 March 2017; this briefing note reflects these changes.

b) Key Issues

The savings for Corporate Landlord in financial year 2017/18 can be broadly summarised as follows (with further detail in appendix A):

1. **Service wide restructure** £150k

Detailed reviews undertaken into service areas within Corporate Landlord, as part a wider service development plan, identifies additional savings that may be available from deletion of vacant posts remaining in the structure. These reviews are supported by officers in procurement, business change and transformation and will ensure staff structures remain relevant and efficient to deliver the Corporate Landlord service delivery model. It is anticipated improvements in processes, systems and centralised data will ensure any post reductions are viable and without risk. The reviews have now been aligned as well as explicitly linked to the outcome based planning process.

2. **Asset and Estate Management** £997k

A number of key work streams have now been commissioned to ensure the asset portfolio is performing to its optimum capability. In particular these will be informed by:

- The development and implementation of the Strategic Asset Plan, setting a clear direction for asset management, ensuring support of corporate objectives, business planning, risk management and wide property objectives.
- Production of a Disposal and Acquisition Strategy to opportunities for CWC to expand the commercial/investment property portfolio to provide new revenue income streams as well as dispose of the assets that are no longer fit for purpose.

- Improve the management of the commercial estate through comprehensive review of leases and licences and the establishment of market-led service charges.
- Reduction in rent arrears and increased recovery of bad debts through reviews and implementation of process and systems for debt monitoring, collection and recovery.
- Analysis of asset utilisation resulting in rationalisation, co-location, investment and disposal proposals, links to the One Public Estate agenda.
- Review of the corporate property database to set the baseline and identify any gaps in processes and information. The availability of accurate property data is vital if the Council is to not only manage its portfolio effectively on a day-to-day basis but also to make informed strategic decisions.
- Identify additional income from shops previously within the Housing Revenue Account (HRA) and now managed within the General Fund by the Estates Team, Corporate Landlord.

The ongoing review of all property will identify savings in energy consumption and utility costs and charges. This will include a review of rates as well as consumption aligned to the council's disposals strategy for surplus assets and be informed by:

- reduced business rates, reduced energy and utility costs (including billing audits and smart metering) resulting from identification and disposal of surplus assets and management of void properties;
- energy assessments to identify measures for poorly performing buildings;
- energy management schemes to reduce consumption and therefore purchase of allowances under the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme;
- review of the council's Energy Fund aimed at invest-to-save initiatives energy efficiency measures to reduce carbon emissions or water consumption.

These schemes or initiatives extend across the council's operational and commercial estate, the schools portfolio as well as links to similar initiatives under consideration within Wolverhampton Homes. A Senior Energy Officer has been appointed and will lead on all energy management initiatives with a view to developing an overarching strategy and action plan.

3. Facilities Management

£487k

As the hard and soft facilities management activities have been consolidated within the Corporate Landlord service delivery model there will be further opportunities to generate efficiency savings as well as increased income generation. These will be identified through a customer led review of services provided to council and schools as well as external customers. The above provide the context to projected savings/income targets yet they may vary between work areas as the outcomes of the reviews are completed. An impact assessment will ensure risks are managed to ensure service continuity and statutory compliance.

Contact Officer: Tim Pritchard
Head of Corporate Landlord

T: 01902 552904

E: tim.pritchard@wolverhampton.gov.uk

Appendix A: Head of Corporate Landlord: 2017/18 MTFS Savings Profile

Activity	£000s	
Service-wide		
Phase 1 restructure	50	Saving delivered
Phase 2 review and further rationalisation	100	Part delivered (£61k) through deletion of vacant post (Facilities Officer grade 6) and deletion of VR post (Service Development Assistant grade 3). Further posts identified in Assets and Projects and works that will fulfil remaining savings.
<i>Sub total</i>	<i>150</i>	
Asset and Estate Management		
Carbon Reduction Commitment	41	Saving delivered from rationalisation of wider portfolio and removal of inflation.
Future Spaces	56	Savings resulting from rationalisation of operational portfolio.
Utilities and business rates payments from surplus/disposed/vacant buildings	400	Savings resulting from rationalisation of operational portfolio: subject to a review at close of 2016/17 of actual expenditure.
Commercial estate income	500	Increased income levels through improved management of the commercial portfolio. Includes £250k stretch income target from HRA shops.
<i>Sub total</i>	<i>997</i>	
Facilities Management		
Management of public conveniences	95	Saving delivered from insourcing of management contract.
Closure of low use public conveniences and revised charging arrangements	42	Further work required here on potential standard charge for £0.20p for all public toilets. Review July 2017 (1 year).

Income from provision of School Meals	250	Increased income from higher charge for school meals; subject to external review of business model and options appraisal for future activity (due for completion end of March 2017). All in the context of a reducing customer base, hence identified as risk to saving.
Facilities management review	100	Efficiency savings resulting from re-procurement of buildings statutory compliance and planned preventative maintenance and associated repairs.
<i>Sub total</i>	<i>487</i>	
Total Corporate Landlord MTFS Savings 2017/18	1 634	