

Sunderland East Area Committee: Work Plan 2011-12

Priority: CLEANER AND GREENER STREETS
Budget: £36,000 **Allocated: £36,000** **Balance: £0**

Item 3 ANNEX 1:
Lead Co-ordinators
 Helen Peverley, City Centre
 Nicky Rowland, East area

Outcome Measure 1: Deliver activity to improve local quality of life and increase public satisfaction in the area.
 Outcome Measure 2: Challenge service providers to improve the standards of service and the levels of public satisfaction and trust with them

Issue	Local Action to Influence Services	Lead Agent	Progress Report	Due to Committee	Call for Projects	Influencing Roll	RAG
1. Proposed to have a walk and talk improvement budget, to support the delivery of action against the priority.	Allocate a proportion of SIB 2011-12 budget to solve small problems identified by ward members, to deliver improvements in their local area.	Area Committee	Each walk and talk session is allocated £1,500 to spend on identified improvements. Total agreed £36,000. (£6,000 per ward per year, £6,000 for City Centre) COMPLETED May 11	May-11	£36,000 Approved	Identify projects for allocation of budgets delegated to Area Committee.	G
2. To improve the appearance of streets across the East area. It is proposed to deliver a Walk and Talk programme across the 5 wards and the City Centre. The Walk and Talk Programme is to discuss and find ways of enhancing the environment within the neighbourhood, resulting in an improved quality of life for all residents.	The East area comprises of 5 wards, 3 of which make up the City Centre. It is proposed to host: • 5 'Walk and Talk' sessions, on a 3 monthly cycle, in each of the five wards throughout the forthcoming year, making a total of 20 'Walk and Talk' sessions, in addition. • 2 City Centre 'Walk and Talk'	Local Ward Cllrs, with support from Officers	Elected members agreed routes and dates throughout 2011-2012. Information to be publicised across the East. Partners invited to participate in walk and talk sessions. For further information see report 3.ii .	Jul 11 - Jun 12	Nil	Engage and involve local people and organisations in developing and delivering area priorities.	G
	Members to agree routes and	Local		Jul 11 - Jun	Nil	Identify projects	

	dates of programme, at a ward level. Share with partners and promote	Ward Cllrs, with support from Officers		12		for allocation of budgets delegated to Area Committee.	G
3. Responsive Local Services	Opportunity for ARMs to provide Area Committee with an update on programmes, initiatives and actions being delivered across the East.	H Peverley and N Rowland	For further information see report 3.ii.	May 11 - Apr 12	Nil	Monitoring and sharing of information.	G
4. Greenspace topic paper consultation identified development opportunity at Old Ryhope Colliery site, currently green open space.	Opportunity to work with Woodland Trust's 'Jubilee woodlands scheme' to plant and designate it as a Jubilee Woodland for the Queen's Diamond Jubilee in 2012. The project guidance is set for release in late 2011, with planting expected to commence in Spring 2012.	N Trueman OCE	The Council carried out extensive investigation into the feasibility of the proposal based on project guidance. Unfortunately it was found that it was not possible to proceed, given the financial resources required to both develop and maintain the woodland and the feasibility of being able to attract sufficient external resources to meet those costs. COMPLETED Sep 11	Sep-11	Nil	Engage and involve local people and organisations in developing and delivering area priorities.	G
5. Can we develop the land at the front of St Marks, Millfield into a community garden?	The Council would be keen to discuss this further with interested VCS groups in the area.	East VCS Area Network	£4,504 SIB approved to carry out capital works to area of land. Project to be complete May 2012. ONGOING	Jan-12	Nil	Engage and involve local people and organisations in developing and delivering area priorities.	A

6. Selective licensing and Neighbourhood Management Scheme in Hendon.	Health, Housing and Adult Services to provide an update on scheme.	G Wilson, HHAS	Update report provided in Nov 11 on Selective Licensing and Neighbourhood Management. Agreed to receive further progress reports during the course of the project. ONGOING	Nov-11	Nil	Aware of external factors.	A
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Sunderland East Area Committee: Work Plan 2011-12

Lead Co-ordinator

**Priority: Seaton Carew to South Bents Coastal Path
COASTAL PATH**

Tim Ducker, Sunderland City Council

Budget: Nil

Outcome Measure 1: Ensuring that local initiatives meet local requirements

Outcome Measure 2: Attracting external funding

Issue	Local Action to Influence Services	Lead Agent	Progress Report	Due to Committee	Call for Projects	Influencing Roll	RAG
1. Connecting the path to community and identifying a suitable route from Hendon Beach up to the City Centre, onto Wearmouth Bridge.	Task and Finish Group to be established to consider, what the new access is? How do we get the most out of it? Raising awareness of responsibilities of users?	Area Committee	Task Group established. No budget allocated. COMPLETED Jul 11	Jul-11	Nil	Engage and support partner agencies in delivery area	G
		T Ducker, City Services	Task Group walked the draft route. Modifications proposed and agreed by Committee. Proposals submitted to Natural England for consideration and endorsed. COMPLETED Jan 12	Jan-12	Nil	Engage and support partner agencies in delivery area priorities.	G
		T Ducker, City Services	Produce a draft mapped route of the English Coast Path. COMPLETED Nov 11	Nov-11	Nil	Monitoring and sharing of information.	G
		C Young, City Services	River corridor: Site visit identified potential issue with cladding on the retaining wall at Panns Bank and another wall at the road to the water side promenade/parking area. Referred to City Services for investigation and action. Revisit site once works completed. ONGOING	Mar-12	Nil	Improving the appearance of the river corridor. Compliments Aim 3 of the Economic Master Plan	A

		T Ducker, City Services and N Trueman, OCE	Land formerly known as the Edward Thompson Paper Mill to the rear of Hendon Promenade. Outlined application approved July 11 to redevelop 10.62 hectares of land. No planning application submitted as of yet. Task Group to be notified, if submitted. LOGGED Nov 11	Nov-11	Nil	Awareness of external factors.	G
		T Ducker and K Makepeace, City Services	River Wear Trail boards renewal programme. Proposals drafted to have boards designed and costed, highlighting heritage, routes and waymarks, boards need take into consideration coastal path. ONGOING	Mar-12	Nil	Improving standard of services.	A
		Task and Finish Group	Explore 'better than basic' signage along route. Proposal to approach Switch, to seek resources to assist Task Group research and collate information about the community and its history. ArO to investigate further and report back to Task Group. ONGOING	Jun-12	Nil	Ensure services meet local requirements.	A
2. Natural England are the lead agent on installing the Seaton Carew to South Bents Coastal Path.	A brief presentation on the coastal path to be provided.	T Ducker, City Services	Presentation provided. COMPLETED Jul 11	Jul-11	Nil	Engage and support partner agencies in delivery area priorities.	G

<p>3. The coastal path is for pedestrian use only.</p>	<p>Durham Heritage Partnership have submitted a Heritage Lottery Bid to enhance Natural England's coastal path. Task and Finish Group to receive an update on progress.</p>	<p>N Benson, Durham Heritage Partnership</p>	<p>HLF invited the Group to submit a full application. Overall project costs, £444,900, £50,000 of which is being sought from SIB. SIB will contribute towards physical improvements to access points and paths, HLF would fund physical improvements and Rangers post. Decision pending on both grants. ONGOING</p>	<p>Jun-12</p>	<p>£50,000</p>	<p>Monitoring and sharing of information.</p>	<p>A</p>
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Sunderland East Area Committee: Work Plan 2011-12

Priority: EMPLOYMENT, ENTERPRISE AND WELFARE RIGHTS

Budget: £125,000 Allocated: £124,392 Balance: £322

Outcome Measure 1: Increasing opportunities to employment, enterprise and welfare advice

Outcome Measure 2: Improving local access to information advice and guidance

Lead Co-ordinators

Joan Reed, Sunderland Council

Liz St Louis, Sunderland Council

Lead Agents: SES and SNCBC

Issue	Local Action to Influence Services	Lead Agent	Progress Report	Due to Committee	Call for Projects	Influencing Roll	RAG
1. Call for projects to deliver two projects: working with families and employability support for people not in receipt of benefits.	Area Committee to receive a report on the 'call for project' with recommendations to approve the strongest applicant(s).	Area Committee	Two organisations were commissioned to deliver activities aimed at increasing employment, enterprise and access to welfare advice. COMPLETED May 11.	May-11	£124,392 Allocated	Initiatives are delivered to meet local requirements as fully as possible.	G
	Lead Agent to produce performance reports to Area Committee.	N Vokes, SNCBC.	Working with Families - Project launch date Oct 2011, one year funding. Targets - people into employment 40 - business start ups 10 - advice and support provided to 250 people - qualifications gained 100 - young people out of NEET 11. ONGOING	Nov-11 and Apr-12	£49,982 Approved	Initiatives are delivered to meet local requirements as fully as possible.	A
		K Marquis, SES	Employability support for people not in receipt of benefits - Project launch date Jul 2011, 15 months funding. Targets - people into employment 96 - business start ups 37 - advice and support provided to 420 people - 5 community events. ONGOING	Nov-11 and Apr-12	£74,696 Approved	Monitor the quality and effectiveness of the services delivered.	A

2. During consultation exercise on the emerging priorities it was recognised that good access to information, advice and guidance in relation to welfare right issues do not just affect the East area and has been recognised as a city wide issue, that requires a city wide response.	Briefing on the Information, Advice and Guidance Review, including a discussion on the future role for 1st tier advice providers.	Liz St Louis and Joan Reed, SCC	Lead Officer in attendance to provide a presentation on the Information, Advice and Guidance Review. COMPLETED Jul 11	Jul-11	Nil	Influence service improvement activity.	G
	Briefing on self service options. Consultation on local access points.		Members nominated organisations and community venues to provide self service options for customers. COMPLETED Sep 11	Sep-11			G
	Update on 1st tier contracts		Lead Officer in attendance and provided an update on 1st tier contracts. COMPLETED Jan 12	Jan-12			G

Sunderland East Area Committee: Work Plan 2011-12

Lead Co-ordinator

Priority: PUBLIC TRANSPORT

Nexus

Budget: £500

Allocated: £500

Balance £0

East VCS Area Network

Outcome Measure 1:

Improve the standards of service and the levels of public satisfaction and trust with them

Outcome Measure 2:

Consult, engage and involve local people and VCS in development and delivery

Issue	Local Action to Influence Services	Lead Agent	Progress Report	Due to Committee	Call for Projects	Influencing Roll	RAG
1. To establish a formal structure to feed residents and VCS concerns through from the East Area into Sunderland City Council's Cabinet and Nexus.	Nexus to be invited to become a member of Sunderland East Area Committee.	M Jackson, OCE	Nexus agreed to become a member of Area Committee. COMPLETED May 11	May-11	Nil	Involve partners in developing the work plan.	G
	Using existing structures within the community, for example, surgeries, VCS Area Network meetings, etc to gather feedback from the public and forward onto Nexus, via Area Committee.	East VCS Area Network	Pilot held in Rynope and evaluated. Proposal to roll out public meetings on public transport across all wards. Request to approve £500 to carry out meetings. For further information see Item D. SIB approved. COMPLETED Sep 11	Sep-11	£500	Actively review activities of other agencies within the area.	G
2. Act as a consultative body on behalf of Cabinet for the Accessible Bus Network Design Project.	Share and consult residents and VCS groups on plans agreed, and promote initiatives taken to improve local quality of life and public satisfaction.	East VCS Area Network	Four public meetings held across the East. General comments received and feedback provided. Relationship established between Nexus, Area Committee and VCS Area Network to continue to facilitate future discussions, as and when. COMPLETED Nov 11	Nov-11	Nil	Involve residents and VCS in developing the work plan.	G

<p>3. Advice and information link needed between advice centres and Nexus to promote offers on travel tickets.</p>	<p>Connection to welfare advice priority. Nexus to make links with advice centre and promote special offers.</p>	<p>Nexus</p>	<p>Partnerships have been established with Job Linkage and welfare advice providers in the area. Nexus have been attending 'drop in' sessions with job seekers, providing information on travel tickets, savings, etc. COMPLETED Nov 11</p>	<p>Nov-11</p>	<p>Nil</p>	<p>Involve partners in developing the work plan.</p>	<p>G</p>
<p>4. Identifying gaps in bus routes.</p>	<p>Complete mapping exercise. Stage 1, identify bus routes, stage 2, identify main services/building, stage 3, overlay information and identify gaps, considering times, fees and target audience. Recommendations on way forward to be presented to Area Committee.</p>	<p>Nexus and East VCS Area Network</p>	<p>Report presented in Nov 11. Recommendations agreed. Agreed to review the findings after one year. ONGOING</p>	<p>Nov-12</p>	<p>Nil</p>	<p>Involve residents and VCS in developing the work plan.</p>	<p>A</p>
<p>NEW ISSUE 5. Quality Contract / Voluntary Partnership Schemes</p>	<p>In November 11, the Integrated Transport Authority, with the support of Sunderland Council, other councils and Nexus, proposed major changes to the way local bus services are planned, provided and paid for.</p>	<p>Nexus</p>	<p>Currently Stakeholder engagement sessions are scheduled to be held throughout January and February, with a decision being made by ITA later in the year. An update report will be provided at a future meeting. ONGOING</p>	<p>TBA</p>	<p>Nil</p>	<p>Schemes are delivered to meet the needs of local residents</p>	<p>A</p>

Sunderland East Area Committee: Work Plan 2011-12

Priority: YOUTH AND TEENAGERS

Budget: £75,000 Allocated: £75,000 Balance: £0

Outcome Measure 1: Increase the number of young people participating in positive activity

Outcome Measure 2: Increase the number of young people influencing local decisions

Lead Co-ordinator:

Andrew Carton, Sunderland Council

Issue	Local Action to Influence Services	Lead Agent	Progress Report	Due to Committee	Call for Projects	Influencing Roll	RAG
1. Challenge negative perceptions of young people, celebrate positive achievements.	Deliver joint surgeries between local ward councillors and young people across the wards.	A Abdul, Children Services	Group recommending to continue the Joint Ward Surgeries with young people. Further information is provided in Item 3.iv.	Sep-11	Nil	Views of young people are feed into Area Committee.	G
2. Reduction in funding. Committee prioritised two gaps in provision, activities during school holidays and Junior work, 8-12 year olds.	Area Committee to receive a report on the 'call for project' with recommendations to approve the strongest applicant(s).	Area Committee	Five organisations were commissioned to deliver positive activities during school holidays and Junior youth clubs during term time, see below. COMPLETED Jul 11.	Jul-11	Nil	Views of young people are feed into Area Committee.	G
		L Wilson Box Youth Project	Positive Activity Programme Doxford - Project July 11 - Jun 13, delivering a Junior Club (term time) positive activities (school holidays) Target - 285 young people benefiting from the project. ONGOING	Nov 11 - April 12	£13,000 Approved	Identified the need to have a policy on rolling out Junior Work across the City. Escalate.	A

Issue 2 continued		R Duggan, Hendon Youth Initiative	E-Clusive: Hendon and St Michaels. Project July 11 - Jun 13, delivering a Junior Club (term time) positive activities (school holidays) 3. Target - 600 young people benefiting from the project. ONGOING	Nov 11 - April 12	£28,000 Approved	Identified the need to have a policy on rolling out Junior Work across the City. Escalate.	A
		M Robson, St Marks CA	St Marks Activity Zone: Millfield. Project July 11 - Jun 13, delivering a Junior Club (term time) positive activities (school holidays) Target - 312 young people benefiting from the project. ONGOING	Nov 11 - April 12	£13,500 Approved	Identified the need to have a policy on rolling out Junior Work across the City. Escalate.	A
		T Semley, Blue Watch Youth Centre	Positive Activity Programme: Ryhope. Project July 11 - Jun 13, delivering a Junior Club (term time) positive activities (school holidays) Target - 258 young people benefiting from the project. ONGOING	Nov 11 - April 12	£13,000 Approved	Identified the need to have a policy on rolling out Junior Work across the City. Escalate.	A
		P Curtis, North East Sports	Future Goals: East. Agreed to re-submit new application outlining projects and outputs in line with the grant award. Subject to appraisal project will start in Oct 11. ONGOING	Oct 11 - April 12	£7,500 Approved	Identified the need to have a policy on rolling out Junior Work across the City. Escalate.	A

<p>3. Young people at road shows have asked for unlit Multi Use Games Area (MUGAs) and Dual Use Games Area (DUGAs) to be lit up to allow access during the Winter.</p>	<p>Encourage VCS groups, who have had MUGAs installed via Council funding, to open the site up and allow community access. Indicate number of MUGAs/DUGA's in the East, investigate feasibility and costs to light sites. Report to be presented to Task and Finish Group for consideration.</p>	<p>M Curry and V French, City Services</p>	<p>SIB approved to install street lightings around MUGA at Hall Farm. Consultation held with local residents. Agreed to install timer on lights. Residents involved were grateful and felt that their voices had been heard. COMPLETED. Feb 12</p>	<p>Nov-11</p>	<p>£10,852 Approved</p>	<p>Ensure services meet local requirements.</p>	<p>G</p>
<p>4. Open up school facilities to the wider community on an evening and weekend.</p>	<p>Share recent scrutiny report on Extended School provision with Task and Finish Group, and consider at an area level.</p>	<p>A Carton, Children Services</p>	<p>Lead to attend a future East Locality Schools meeting (all schools present) to progress the issue of schools opening up facilities to the wider community. A new strategy, "Creating a Sporting Habit for Life", delivered by Sport England offers an opportunity to access funding to open up school sport facilities for wider public use, this could be considered as part of the discussion. ONGOING</p>	<p>Apr-12</p>	<p>Nil</p>	<p>Ensure services meet local requirements.</p>	<p>A</p>
<p>5. To support and share good working practices funded by the authority between the Council and partners to encourage continuous improvements.</p>	<p>Projects funded via grants or contracts that have delivered to a high standard against a robust performance management framework to be promoted and considered by the relevant service area when designing future service delivery or allocating future commissioning contracts or grants.</p>	<p>Sunderland Partnership</p>	<p>Proposed to be discussed at the Adults Partnership Board and Children Trust Board. Update to be provided to future Task Group in Feb 12. ONGOING</p>	<p>Apr-12</p>	<p>Nil</p>	<p>Ensure services meet local requirements.</p>	<p>A</p>

<p>6. Financial barrier when wanting to participate in positive activity, i.e., swimming.</p>	<p>Children and young people are encouraged to sign up to a free Life card, which provides a level of discount to activities to Council sport, wellness and leisure facilities.</p>	<p>P Power, City Services</p>	<p>In Aug 11 City Services circulated PDF version of the Life Card. Now available to download on Let's Go, Families Information Service and Active Sunderland websites. Shared via VCS Area Networks. Monitor membership uptake, over Q3 and Q4, report back in April 12. In Nov, Group felt it important to do more publicity around the benefits of having a Life card. P Power agreed to speak to Comms. ONGOING</p>	<p>Apr-12</p>	<p>Nil</p>	<p>Supporting Sunderland First Initiative and Economic Masterplan</p>	<p>A</p>
<p>7. Aiming High (disabled children and young people), concerns that with recent reviews Aiming High services would be affected.</p>	<p>As part of the budget process it has been confirmed that front line services have been protected and that current levels of service delivery will be maintained in the immediate term.</p>	<p>M Boustead, Children Services</p>	<p>In Nov 11, update report provided to Committee. No further action required. COMPLETED Nov 11</p>	<p>Nov-11</p>	<p>Nil</p>	<p>Consult, engage and involve partners in developments.</p>	<p>G</p>
<p>8. The East area has a number of local clubs and groups available for CYP to attend. Unfortunately a lot of CYP and families do not know about them.</p>	<p>Publicise services across the East to young people, families, carers and professional. To provide options for young people to participate in activities. Include any new provision or alternative activity, for example, sports clubs in the publicity.</p>	<p>S Maddison, J Wheelie, Children Services/ A Tuck, City Services.</p>	<p>Information has been shared and uploaded onto relevant website. The Council are currently working on a Digital Strategy which is looking at all council owned website, recommended to put work on hold until Strategy agreed. ON HOLD.</p>	<p>Jan-12</p>	<p>Nil</p>	<p>Sharing information.</p>	<p>A</p>

<p>9. Pupil Premium: low uptake from eligible families who qualify for free school meals (FSM). This will affect the level of funding schools receive.</p>	<p>Connect with the Child and Family Poverty Strategy to increase uptake of FSM within the East.</p>	<p>A Carton, Children Services</p>	<p>Campaign agreed to ensure families get access to their entitlement to FSM. Families now have to 'opt out', instead of 'opting in', potentially benefiting between 535 and 1418 children. COMPLETED Jan 12</p>	<p>Jan-12</p>	<p>Nil</p>	<p>Sharing information.</p>	<p>G</p>
<p>10. General feeling that the services currently being delivered has made a dramatic difference in reducing NEETs across the East area. Concerns that these will increase.</p>	<p>Evaluate the impact of changes. Questions to answer. Have recent changes reduced access to education or employment skills training? Are schools more or less involved in addressing NEETs? Can the Pupil Premium make a difference? Is there an increase in NEETs? Are more young people declaring themselves as homeless? What is the impact of the Education Maintenance Allowance ceasing and the benefits review on 16-18 year olds? Evaluation period between April 2011-April 2012.</p>	<p>B Scanlon, Children Services</p>	<p>Update due to Committee in May 12. ONGOING</p>	<p>May-12</p>		<p>Ensure services meet local requirements.</p>	<p>A</p>
<p>11. Task and Finish Group identified the high demand for sports coaches and referees in the East area.</p>	<p>Recommendation to work with Sport and Leisure to design a package that would target local residents to become coaches and referees, after which enabling them to gain employment.</p>	<p>P Power, City Services</p>	<p>SIB approved to deliver a pilot Referring Bursary Scheme. Evaluation due Oct 12. ONGOING</p>	<p>Oct-12</p>	<p>£2,640 Approved</p>	<p>Supporting the Economic Masterplan.</p>	<p>A</p>

Sunderland East Area Committee: Work Plan 2011-12

Lead Co-ordinators

Priority: TACKLING CRIME

Neal Craig: Sunderland Central

Budget: £74,599

Allocated: £62,204

Balance: £12,395 (£7K ringfenced)

John Connolly: Sunderland East

Outcome Measure 1: To reduce crime in Sunderland East

Outcome Measure 2: To increase confidence levels within communities

Issue	Local Action to Influence Services	Lead Agent	Progress Report	Due to Committee	Call for Projects	Influencing Roll	RAG
1. To reduce crime in Sunderland East, City target 2% and increase confidence levels within out communities.	Joint meetings between police and elected members to continue. To be held before Area Committee and renamed Tackling Crime Task and Finish Group.	N Trueman, OCE	All meetings booked into members and Inspectors diaries, up until April 2012. COMPLETED Jul 11	Jul-11	Nil	Consult, engage and involve partners in developing and delivering the priority.	G
	LMAPs to be strengthened by ARMs attendance. Connecting cleaner and greener streets priority.	ARMs	Both ARMs attend the relevant LMAPs. COMPLETED Jul 11	Jul-11	Nil	Improve standards of service.	G
	PACT meetings to be strengthened by ARMs and or Ward Managers to attend, outcomes of which to be feed into appropriate lead e.g. LMAPs, Task and Finish Group, Area Committee.	ARMs	Currently ARMs attending PACT meetings. COMPLETED Jul 11	Jul-11	Nil	Improve standards of service.	G
	Information from Daily Reports to be discussed at LMAPs.	N Craig, J Connolly	Reports are discussed and information shared, where relevant. COMPLETED Jul 11	Jul-11	Nil	Increasing public satisfaction and trust levels	G
2. Gather intelligence and	Issues feed from existing structures indicated above and	Northumbria Police	Inspectors to provide updates on crime statistics. Further detail provided in report, see item 3i.	Mar-12	Nil	Challenge service providers to	

discuss: Crime and Fire Statistics.	structures indicated above and feed into Task and Finish and Area Committee for discussion.	Tyne and Wear Fire and Rescue	Station Manager to provide updates on fire statistics. Further detail provided in report, see item 3i, annex 3.	Mar-12	Nil	providers to improve standard of service.	A
3. £74,599 aligned against the priority.	Two organisations were commissioned by Committee to deliver two projects aimed at reducing crime, these are Operation X, Northumbria Police and Championing the East, Tyne and Wear Fire and Rescue.	N Craig / J Connolly. Northumbria Police.	Further detail provided in report, see item 3i, annex 2.	Mar-12	£40,000 Approved	Identify projects for allocation of budgets delegated to Area Committee.	A
		Groundworks/TWF&R	Update due April 2012	Apr-12	£12,720 Approved		
4. Traffic calming measures.	To investigate the feasibility of reducing speeding and dangerous driving along Glenesk Road, St Marks Road North and Besford Close.	Cllrs and City Services.	Glenesk Road Local Cllrs to consult residents on options for Glenesk Road, preferred option to inform an SIB application. Meeting to be held between Cllrs and Officers to agree next steps. ONGOING	Sep 11-Mar 12	ring fenced £7,000 SIB	Challenge service providers to improve standard of service.	A