

Decision Ref No:

EX.268/04

Subject Matter:

INTEGRATED SERVICE DELIVERY ON AN AREA BASIS

To consider a report from the Head of Commercial and Technical Services (CTS.24/04) setting out proposals to establish area teams to deliver an integrated service for a range of street scene operations.

It was intended to establish multifunctional teams to deliver street cleaning and routine aspects of highway maintenance (on 'claimed highways') and grounds maintenance. At this stage, the more specialised and project based operations would not be included due to economies of scale. However, the balance/range of services would be monitored and adapted where appropriate.

The standards of service provided would initially be based on current levels with a balance between cyclical/planned works and responsive work to deal with problems that emerge. Existing standards are considered to be high and public surveys confirm a high level of satisfaction and any changes must sustain these levels. However, it is considered that there should be some flexibility to deal with specific problems and priorities within local communities.

The intention was to move away from focussed services to operate teams on a geographical/location basis initially split into five area teams. This should develop greater community links and ownership/responsibility by the workforce.

A proposed organisational structure for the revised arrangements was submitted and which could be put into place for delivery of services from 1 April 2005.

It was also intended to hold regular meetings between Area Managers/Supervisors and Ward Members to provide feedback on local problems and to identify priority areas of improvement and provide feedback/agree action plans. Other proposals to engage the community and Ward Members were submitted.

With regard to budgets, the operational costs would be met from a reconfiguration of existing base budgets. There were, however, a number of one-off set up costs, primarily related to training, which were the subject of a bid for £25,000 through the 2005/06 budget process.

Whilst the initial proposals were based on the integration of front line street scene services, there were a number of additional areas that the Council may wish to consider incorporating into this area based culture in the future.

Decision:

1. That the proposed integration of street scene services and changed delivery systems be approved in principle and further detailed issues be developed in conjunction with the Environment, Infrastructure and Transport Portfolio Holder.
2. That the bid for one-off funding of £25,000 in 2005/06 be considered as part of the budget process.
3. That the report be referred to the Infrastructure Overview and Scrutiny Committee for consideration.

Key or Non-Key Decision:

Key

Key Decision Ref:

KD.42/04

Portfolio:

Environment, Infrastructure and Transport

Who made decision:

Executive

Date:

20-Dec-04

Reports and Background Papers considered:

Report CTS.24/04 of the Head of Commercial and Technical Services

Reasons for Decision:

The proposals provide an exciting opportunity to engage elected Members and the community in developing streetscene services to improve responsiveness and target local priorities. The changed operational arrangements are compatible with improving efficiency, as set out by Sir John Gershon and should enable more works to be undertaken. The evolutionary approach provides capacity for learning and further development of the emerging culture.

Summary of Options rejected: None

Interests declared None

Date published 22-Dec-04

Urgent decision not subject to call in No

Consent of Chairman/ Deputy Chairman of Council to Urgency: Not applicable

Deadline for call-in: 31 December 2004 at 1700

Implementation date if not called-in: 4 January 2005

Relevant Overview and Scrutiny Committee: Infrastructure

Call-in notified to and date notified:

Approved for implementation on:
