

NEIGHBOURHOOD SERVICES

Portfolio Holder Statement Update June 2012

1. What have the measures in the Portfolio Holder Statement been telling you about how things are going in service during 2011/12?

Overall the service is meeting the demands of customers in terms of time to taken to respond to PCN appeals, the issuing of Resident Parking Permits and the proportion of requests for integrated waste service which are responded to within 2 working days.

Over the last 6 months car park usage suggests that visits to town centres have stabilised after two years of generally downward trend.

The general poor economic outlook is having a negative impact on our recycling income particularly in the last quarter. That could have implications on our recycling income in 2012/13 which we estimate will be £60k down on the original budget.

Which measures have been of particular interest or concern during the period and what have you learnt about your systems from these measures? Please attach the final version of your SAP customer & operational measures for the year.

The one measure which has been of most interest during the year is the time taken to deal with PCN appeals. Initially the period taken to deal with an appeal increased due to the need to invest time in the "parking appeals" intervention resulting in taking staff away from their core task. However we never exceeded the maximum time allowed by DfT and once the intervention was completed we immediately saw the benefit of increased efficiency with the time taken to deal with a PCN appeal down to 14 days.

Currently the time taken to deal with an appeal is down to under 7 working days but this in part is as a result of the time being invested in the "enforcement" intervention which has taken staff away from enforcement tasks. As a result the number of PCN's issued has decreased. However the new beats which have been identified as a result of the intervention will concentrate staff in the areas where abuse of the regulations is highest and this is likely to increase the number of PCN's issued.

With regard to contract services significant time and effort had been spent "door knocking" in order to try and encourage residents to increase recycling. Regretfully this effort was not productive as it did not increase the recycling collected. We are now using a smaller team to deliver specific projects aimed at increasing recycling like introducing co-mingled collections of recycling from flats. The team could be used to help with the roll out of plastic recycling with the new contract in 2013.

The high cleansing standards we have established have resulted in a high collection rate of street sweepings which has a negative impact on our recycling rates as they

were not recycled. However in consultation with WCC our street sweeping will now be recycled which will increase recycling levels by around 2%.

2. What have you done to date as a result of learning from these measures?

In addition to using our own measures as a tool to help improve efficiency we have been looking at other data the Council collects in order to help us identify additional improvements to the service we can deliver for our customers.

Data provided via the web-site has identified those services we should be transferring onto the web. As a result we have introduced an on-line permit renewals service which has reduced paperwork and processes. We have launched an on line service to allow people requiring waivers (often local businesses) to apply on-line rather than have to visit Riverside House.

3. What has been the impact of what you have done to date?

As a result of the interventions we have undertaken we have now restructured the contract services team and brought the two main contracts (integrated waste and ground maintenance) more closely together.

Bringing the two contracts more closely together has expanded the role the "area officers" performs to include elements of the GM contract (highway grass) as well as working to support Housing officers. This means that the majority of day to day customer queries / requests are dealt with by the one team who can direct the most appropriate resources we have at our disposal to deal with the full range of service issues we deal with.

4. What else do you plan to do as a result of learning from these measures?

We are now revisiting previous quality audits of parks and open spaces to establish if the investments we have made have maintained or improved the quality of those parks and open spaces.

5. Of your key projects (as identified in your portfolio holder statement) how many were completed and how many are not? Of those that were not completed please indicate what the revised dates are.

Project	Progress	Original milestones	Revised milestones
Contract services intervention across the two main contracts	Final phase to be completed	June 2012	June 2012
Parking <i>enforcement</i> team intervention	Now need to agree new terms and conditions	June 2012	October 2012
GM/Culture intervention	Final phase to be completed	June 2012	June 2012
Re-let Waste and GM contract	On target	September 2012	September 2012
Roll out grey bins PHASE 1, 2, 3	Completed	End April 2012	End April 2012

Next phase of Jephson Gardens paths upgrade	Completed	End April 2012	End April 2012
Abbey Fields car park upgrade	Awaiting submission of planning application		

6. Does your Service Area Plan/Portfolio Holder Statement need to be amended? If so, please describe the changes.

As a result of our restructure we now have four teams operating within Neighbourhood Services. The "contract management team" now has the wider responsibility for parks and open spaces which has been picked up from Culture as a result of the restructure and intervention and the bringing together of the two main contracts.

The waste minimisation team will focus on projects rather than door knocking.

The green space team will focus on delivering the more technical aspects of parks and open spaces including the delivery of specific park projects.

The parking enforcement team will be more targeted to those areas where abuse of the parking restrictions is taking place whilst the appeals team will undertake a follow up intervention aimed at moving more services on-line.

The key projects for 2012/13 are set out below. This will be updated throughout the year. A major influence on the priorities for the second half of the year will be the outcome of the contract re let which will be resolved in September.

Project Name	Predicted savings	Start date	End date
Parking enforcement team intervention new shifts	£35k	On-going	October 2012
Parking appeals intervention pay by phone / credit / debit card	£5k	October 2012	April 2013
Contract services intervention across the two main contracts	£139K	On-going	June 2012
Re-let Waste and GM contract to include bring banks and schools	Unknown	On-going	September 2012
Review the way free replacement of red boxes to homes is arranged	£25k	October 2012	April 2013
St Nicholas Park lighting / CCTV / other works	£65k already in budget	On-going	October 2012
Abbey Fields car park upgrade	£155k already in budget	On-going	Autumn Winter 12/13