

 Overview and Scrutiny Committee September 25th 2018		Agenda Item No. 9
Title	Neighbourhood Services – Service Review	
For further information about this report please contact	Rob Hoof Head of Neighbourhood Services Robert.hoof@warwickdc.gov.uk 01926 456302	
Wards of the District directly affected		
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	NA	
Background Papers	NA	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No
Equality Impact Assessment Undertaken	No
NA	

Officer/Councillor Approval		
Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive	13/9/18	Chris Elliott
Head of Service	13/9/18	Rob Hoof
CMT	13/9/18	Bill Hunt
Section 151 Officer	13/9/18	Mike Snow
Monitoring Officer	13/9/18	Andrew Jones
Finance	13/9/18	Mike Snow
Portfolio Holder(s)	13/9/18	Cllr Moira-Ann Grainger
Consultation & Community Engagement		
NA		
Final Decision?	NA	
Suggested next steps (if not final decision please set out below)		

1. **Summary**

1.1 This report brings together details of the performance of Neighbourhood Services.

2. **Recommendation**

2.1 That Overview and Scrutiny Committee should review the Neighbourhood Services Performance Report and make observations on it as appropriate.

3. **Reasons for the Recommendation**

3.1 It has been requested by members that performance details are reviewed.

3.2 Neighbourhood Services are presenting this report on performance to the Overview and Scrutiny Committee.

3.3 Performance

3.3.1 Details of Neighbourhood Services performance against the Service Area Plan were reported to Executive in April within the finalised Service Area Plan for 2017/18.

3.3.2 The 2017/18 performance report has been updated to reflect the full year and is available as Appendix A. The aforementioned Service Area Plan for 2017/18 is available as Appendix B.

4. **Policy Framework**

4.1 **Fit for the Future (FFF)**

"The Council's FFF Strategy is designed to deliver the Vision for the District of making it a Great Place to Live, Work and Visit. To that end amongst other things the FFF Strategy contains several Key projects.

"The FFF Strategy has 3 strands – People, Services and Money and each has an external and internal element to it. The table below illustrates the impact of this proposal if any in relation to the Council's FFF Strategy."

FFF Strands		
People	Services	Money
External		
Health, Homes, Communities	Green, Clean, Safe	Infrastructure, Enterprise, Employment
<u>Intended outcomes:</u> Improved health for all Housing needs for all met Impressive cultural and sports activities Cohesive and active communities	<u>Intended outcomes:</u> Area has well looked after public spaces All communities have access to decent open space Improved air quality Low levels of crime and ASB	<u>Intended outcomes:</u> Dynamic and diverse local economy Vibrant town centres Improved performance/productivity of local economy Increased employment and income levels

Impacts of Proposal		
Provision of high quality parks and open spaces support a range of activities that support the health and wellbeing agenda including sports pitches, children's play equipment, walking, running etc. Servicing and maintenance of Housing areas are included with the maintenance contracts managed by Neighbourhood Services.	The services provided by Neighbourhood Services make a considerable contribution to making the district clean green and safe, as it maintains and develops green spaces, is responsible for street cleansing and the Ranger Service, and provides a wide range of waste collection services.	The provision of a high quality public realm makes the district a great place to live work and visit. Provision of off street car parking directly supports the vibrancy of town centres.
Internal		
Effective Staff	Maintain or Improve Services	Firm Financial Footing over the Longer Term
<u>Intended outcomes:</u> All staff are properly trained All staff have the appropriate tools All staff are engaged, empowered and supported The right people are in the right job with the right skills and right behaviours	<u>Intended outcomes:</u> Focusing on our customers' needs Continuously improve our processes Increase the digital provision of services	<u>Intended outcomes:</u> Better return/use of our assets Full Cost accounting Continued cost management Maximise income earning opportunities Seek best value for money
Impacts of Proposal		
Staff are continually developed using a range of methods including formal courses, in-house training and attendance at seminars, conferences or regional bodies.	The Service Area is continually looking at ways of improving the way services are delivered to customers, through improved working practices and use of ICT.	Neighbourhood Services ensures that any expenditure achieves the best value for money. It is also responsible for several major income streams to the Council which are continually reviewed to ensure income targets are met, and exceeded where possible.

4.2 Supporting Strategies

There are several strategies that underpin the delivery of services including the Warwickshire Waste minimisation Strategy, Green Space Strategy, and the emerging Off Street Car Park Strategy.

4.3 Changes to Existing Policies

4.3.1 There are no changes to existing policies as a result of this report.

5. Budgetary Framework

- 5.1 Annual Budgets for Neighbourhood Services are set by the Executive on an annual basis and budget reports are routinely considered by the Senior Management Team, with quarterly reports issued to the Executive.

6. Risks

- 6.1 Risks are managed using the service area's Risk Register which is regularly reviewed and updates, and is subject to scrutiny by the Finance and Audit Committee on the 25th September 2018.

7. Alternative Option(s) considered

- 7.1 As this report is predominantly for information, at the request of the Overview and Scrutiny Committee, no other options are proposed.