

Street Care Review

Findings of The Review Team

25th May 2007

Overview

- Background
- The Objectives!
- What we did!
- What we learnt!
- What we are going to do!
- Any Questions?

The Review Team

- Sarah Incher - Service Manager
 - Lynne Broome - Street Care Officer
 - Alan Arnold - Service Operative
 - John Lee - Service Operative
 - Paul Wheeler - Service Operative
 - Cathie Powell – Corporate Director
 - John Elson – Acting Head of Service
 - Kelly Handley - Facilitator
 - Cllr David Simpson – Portfolio Holder
 - Cllr Denis Gotel – Scrutiny Member
 - Cllr Sharyn Wheale – Scrutiny Member
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The Service

- Road and Street Cleaning, Toilet Cleaning, Graffiti Removal, Removal of Dead Animals, Flytipping, Removal of Abandoned Cars
 - 620 Kms of road, 5 Public Conveniences
 - Annual budget - £531k
 - Delivered in house by: 3 Street Care Officers + 11 Operatives.
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The Objectives!

- Customer Focus
- Efficiency
- Priorities

What we did!

Preparation work

- Meetings with staff
- Citizens panel survey - 70% satisfaction with street cleaning service
- Member survey
- Benchmarking - Street Cleaning in Hart compares well with other authorities

What we did!

THE REVIEW WEEK

- Mon – am - Meeting with internal stakeholders
 - Mon – pm – Meeting with reps from citizens panel
 - Tue – Visit to Fareham BC
 - Weds – am – Meeting with external stakeholders
 - Weds – pm – Staff briefing
 - Weds – evening - Meeting with members
 - Thurs – Reviewed info gathered and agreed outputs
 - Fri – Presentation of findings
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What we learnt!

- Survey and benchmarking results showed current service compared well
 - Feedback from consultation and visit showed that there was room for improvement
 - Priorities identified: Communication, Service Vs Needs, Organisation of Work, Standards, Education/ Information/Prevention, Enforcement, Resources, Working with Others/Partners
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What we are going to do!

COMMUNICATIONS

Short term

- Improve information on website
- Improve flow of information to crews and feedback
- Expanding use of mobile phones for crews

Medium Term

- Publish contact details on vehicles and at sites
 - Advertise standards
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What we are going to do!

SERVICE Vs NEEDS

Short - Medium Term

- Revision of work schedules
 - Dealing with emergency incidents
 - Out of hours service
 - Address Public conveniences policy
 - Bulky green waste collection?
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What we are going to do!

ORGANISATION OF WORK

Medium - long term

- Review of work processes, re-invest any efficiencies found in the provision of an enhanced service / invest to save
 - Improved monitoring and supervision of crews
 - Reorganise work patterns
 - Emergency incident crews
 - Improved liaison between grounds maintenance and litter picking service
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What we are going to do!

STANDARDS

Short term

- Clarify who does what!
 - Publish clear standards
 - Define and publish Citizens Charter
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What we are going to do!

EDUCATION

Short Term

- Publish charter
- Posters – link with recycling talks; and no smoking publicity

Long Term

- Children – education visits
- Work to promote Community Pride “Keep Hart Tidy”

What we are going to do!

ENFORCEMENT

Medium - Long Term

- Clean Neighbourhoods and Environment Act - working party established to determine Councils view – information gathered this week will feed into this process
- Consider mobile CCTV for covert surveillance of flytipping
- Abandoned vehicles – car park manager currently reviewing

What we are going to do!

RESOURCES

- Review of equipment & allocation of staff – pavement sweeper vs manual
- Instigate procurement process for replacement road sweeper
- Look at increase in road sweepers to 3 (2 staff per vehicle) and use of “blower”

What we are going to do!

WORKING WITH PARTNERS

- Short Term
- Improved liaison with Hampshire Highways
- Quarterly liaison meetings with Parish Councils.
- Medium Term
- Encouraging project integra to expand remit into street cleaning
- Survey of business community and provision of improved links / explore sponsorship.
- Use of Offenders for Community service
- Learn from others / more visits.

Summary

- Hard work
- Enjoyable
- We listened
- We have learnt a lot!
- We have got a lot to do!

THANK YOU!
&
ANY QUESTIONS?