

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

<b>1.</b>	<b>Meeting:-</b>	<b>Regeneration Scrutiny Panel</b>
<b>2.</b>	<b>Date:-</b>	<b>6 November 2009</b>
<b>3.</b>	<b>Title:-</b>	<b>Streetpride Response Times</b>
<b>4.</b>	<b>Directorate:-</b>	<b>Environment and Development Services</b>

**5. Summary**

Streetpride is undertaking a review of its current set of 30 target response times and wishes to invite the Panel to contribute to the process

**6. Recommendation:**

**That Panel Members contribute to the review of Streetpride's response time targets**

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## **7. Proposals and Details**

Streetpride has recently commenced a review of its current set of 30 response time targets and a peer review has been undertaken to compare Rotherham's targets with those of other similar Local Authorities (see Appendix 3). It is proposed to submit a report to the Cabinet Member for Streetpride in December 2009 making recommendations following the review thereby establishing an up-dated set of targets for Streetpride's response times to the most common types of request for service. The review will need to consider the balance between meeting customer expectations and council priorities whilst not setting targets which are so onerous as to adversely affect operational efficiency and cost.

The review of targets is currently focussing on the following areas:

- Street lighting
- Blocked gullies
- Dangerous defects in the carriageway
- Dangerous defects in the footway
- Missing covers in the highway / footway
- Overflowing litter / dog bins
- Reports of litter
- Drug litter

It is proposed any changes would come into effect from 1 April 2010. Members of the Scrutiny Panel are invited to contribute to the review process

## **8. Finance**

Of the 30 response times, 27 are wholly funded from the Streetpride budget but 3 areas, namely drug litter fly tipping and graffiti are funded jointly with Neighbourhood Services. Costs incurred in delivering the vast majority of the current target response times are hence covered by the Streetpride Revenue Budget for 2009/10. The financial implications of any proposed changes will be assessed as part of the review process so that any changes can be taken account of in the budget setting process for 2010/11.

## **9. Risks and Uncertainties**

Streetpride's overall efficiency in meeting target response times can be adversely affected by factors beyond Streetpride's control (such as flooding) and will to be dependant on the Service receiving adequate levels of funding.

## **10. Policy and Performance Agenda Implications**

Streetpride's rapid response in dealing with environmental issues makes an important contribution to three of the Council's corporate priorities: 'Rotherham Safe', 'Rotherham Proud' and Sustainable Development. This is achieved through Streetpride's rapid and efficient response to local environmental issues including the

timely clearance of litter, disposal of abandoned cars, dealing with fly tipping, and removal of graffiti and dog fouling.

## **11. Background Papers and Consultation**

Appendix 1 – The current set of targets and actual performance in 08/09

Appendix 2 - Minutes of the Streetpride DPM Meeting of 2 September 2009

Appendix 3 - Table of response times compared with other Local Authorities (peer review)

Neighbourhood Services have been consulted regarding the proposed review

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