

## **CABINET MEMBER FOR STREETPRIDE**

**Venue:** Training Room, 3rd Floor  
Bailey House,  
Rawmarsh Road,  
Rotherham. S60 1TD

**Date:** Monday, 30th November, 2009  
**Time:** 9.45 a.m.

### **A G E N D A**

1. To determine if the following matters are to be considered under the categories suggested, in accordance with the Local Government Act 1972 (as amended March 2006).
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Review of Streetpride's Response Times. (report attached) (Pages 1 - 5)  
Jon Surridge, Projects and Performance Officer, Streetpride, to report.  
- following a full review of Streetpride's suite of Target Response Times, it is proposed that targets in four areas be changed as shown in Appendix 1. The proposed changes can be accommodated within existing budgets.

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

1.	<b>Meeting:-</b>	<b>Cabinet Member - Delegated Powers Meeting</b>
2.	<b>Date:-</b>	<b>30 November 2009</b>
3.	<b>Title:-</b>	<b>Review of Streetpride Target Response Times</b>
4.	<b>Directorate:-</b>	<b>Environment and Development Services</b>

**5. Summary**

Following a full review of Streetpride's suite of Target Response Times, it is proposed that targets in four areas be changed as shown in Appendix 1. The proposed changes can be accommodated within existing budgets.

**6. Recommendation:**

**That the suite of Target Response Times for Streetpride services be changed to those shown in Appendix 1, effective from 1 April 2010.**

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## **7. Proposals and Details**

The Streetpride Management Team has carried out a detailed review of Streetpride's Target Response Times in consultation with Members, relevant staff in Streetpride and Neighbourhood Services and the Streetpride 'Learning from Customers' Forum. A revised suite of targets is shown in Appendix 1, alongside the current targets.

There are four main areas where changes are proposed, which are: dealing with potentially dangerous highway defects, blocked gullies, overflowing litter/dog bins, and the clearance of litter following public reports. Appendix 1 describes the proposed changes in detail and the reasoning behind these.

The proposed changes will allow Streetpride to deal with reported highway defects and blocked gullies in a more cost effective (but safe) manner, thereby freeing up resources to significantly improve our performance in dealing with street litter, which is an area coming under increasing pressure, following publication of the recent 'Place Survey' results.

The proposals were approved in principle by the Regeneration Scrutiny Panel on 6 November 2009 and by the Streetpride Learning from Customers Forum on 16 November 2009. It is proposed to bring the new standards into effect on 1 April 2010. At the same time the Streetpride Service Standards Booklets and relevant information published on the Council's Website will be refreshed and up-dated accordingly.

## **8. Finance**

Overall, the proposals will be cost neutral, and can therefore be accommodated within existing budgets. The changes will require some re-organisation of work schedules and processes (particularly in respect of dealing with reports of litter). These changes can be accommodated as part of the re-organisation in the new year when grounds maintenance is to be brought in house and combined with street cleansing to form area based teams.

## **9. Risks and Uncertainties**

Streetpride's effectiveness in meeting its target response times can be adversely affected by factors beyond Streetpride's control (e.g. flooding emergencies or industrial action). Also, maintaining the currently high levels of performance against our targets will be dependent on Streetpride continuing to receive adequate levels of funding in 2010/11.

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

Streetpride's suite of challenging Target Response Times makes a significant contribution to three of the Council's key priorities: Rotherham Safe, Rotherham Proud, and Sustainable Development, by providing a rapid and effective response to

the most common types of local environmental problems, such as the clearance of litter, removal of abandoned cars, clearance of fly tipping, and cleaning up of graffiti and dog fouling.

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

Appendix 1 – Existing and Proposed Target Response Times (produced jointly with Neighbourhood Services)

**Contact Name:** *Jon SurrIDGE, EDS Projects and Performance Officer (Streetpride)*  
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APPENDIX 1

STREETPRIDE RESPONSE TIMES				
	Request for Action	Current Targets for 2009/10	Proposed New Targets for 2010/11	Notes
1(a)	Make safe dangerous overhanging trees/vegetation on highway land.	If necessary, the danger signed and guarded within <b>4 hrs.</b>	If necessary, the danger signed and guarded within <b>4 hrs.</b>	<b>No change proposed</b>
1(b)		Cutting back will be carried out within <b>5 days.</b>	Cutting back will be carried out within <b>5 days.</b>	<b>No change proposed</b>
2(a)	Make safe dangerous overhanging trees/vegetation on private land.	If necessary, the danger signed and guarded within <b>4 hrs.</b>	If necessary, the danger signed and guarded within <b>4 hrs.</b>	<b>No change proposed</b>
2(b)		Cutting back by the landowner - within <b>14 days</b> (after written notice received from Streetpride).	Cutting back by the landowner - within <b>14 days</b> (after written notice received from Streetpride).	<b>No change proposed</b>
3	Provision of estimate for vehicular dropped crossing.	Within <b>10 working days</b> (after receipt of written request)	Within <b>10 working days</b> (after receipt of written request)	<b>No change proposed</b>
4	Street light out.	<b>3 working days</b> (for a non supply fault)	<b>3 working days</b> (for a non supply fault)	<b>No change proposed</b>
5(a)	Faulty traffic lights.	All lights out - <b>1 hr</b>	All lights out - <b>1 hr</b>	<b>No change proposed</b>
5(b)		Single bulb failure - <b>24 hrs</b>	Single bulb failure - <b>24 hrs</b>	<b>No change proposed</b>
6	Potentially hazardous defect in the carriageway.	<b>4 hrs</b> (after being reported by the public)	Immediately dangerous defects made safe <b>within 4 hrs</b> (if deemed dangerous by the Area Co-ordinator)  Other (actionable) defects repaired <b>within 24 hours</b>	<b>Changes to the service standards are proposed</b> A lot of customer reports of potentially hazardous defects are found (upon inspection) not to be immediately hazardous. We are putting the rapid response teams on shifts, so we will have less resources in the working day for them to react immediately to reports. As part of the new process, in the working day an Area Coordinator will attend every report of a dangerous defect and will arrange for those defects which he or she considers to be immediately dangerous to be made safe within 4 hours of the customer's report. Other actionable (but not so urgent) defects will be repaired within 24 hours of the customer's report.
7	Potentially hazardous defect in the footway	<b>4 hrs</b> (after being reported by the public)	Immediately dangerous defects made safe <b>within 4 hrs</b> (if deemed dangerous by the Area Co-ordinator)  Other (actionable) defects repaired <b>within 24 hours</b>	
8	Removal of Fly Tipping	Within <b>1 working day</b>	Within <b>1 working day</b>	<b>No change proposed</b> - but 'exception reports' will be made (alongside the reporting of performance against the 1 day target) in cases where there was contamination to deal with, access difficulties or bad ground conditions - causing the 1 day target to be missed due to factors beyond Streetpride's control)
9	Removal of dog mess	Within <b>1 working day</b>	Within <b>1 working day</b>	<b>No change proposed</b>
10(a)	Removal of abandoned car.	Burnt out - <b>Same day</b> (if reported before 12.00 noon) otherwise <b>24 hrs</b>	Burnt out - <b>Same day</b> (if reported before 12.00 noon) otherwise <b>24 hrs</b>	<b>No change proposed</b>
10(b)		Wreck or dangerous - <b>Within 24 hours</b>	Wreck or dangerous - <b>Within 24 hours</b>	<b>No change proposed</b>
10(c)		Runner - <b>15 working days</b>	Runner - <b>15 working days</b>	<b>No change proposed</b>
11	Make safe missing cover e.g. public and private sewers, gas, water or BT apparatus.	<b>4 hrs</b> to make safe and inform the owner. (owner carries out repairs.)	<b>4 hrs</b> to make safe and inform the owner. (Owner carries out repairs.)	<b>No change proposed</b>
12	Clear up spillage on carriageway.	Within <b>4 hrs</b>	Within <b>4 hrs</b>	<b>No change proposed</b>
13	Empty overflowing litter bin/dog bin	Within <b>4 hrs</b>	Within <b>1 working day</b>	<b>A change to the service standard is proposed</b> It is proposed to relax this from 4 hours to 1 working day. This is in line with other Councils (where they have a standard) and we feel that this would still be recognised as a good service by the public. Also relaxing the response time to 1 working day would not impact as badly on the efficiency of the street cleansing teams doing planned / scheduled work.

APPENDIX 1

	Request for Action	Current Targets for 2009/10	Proposed New Targets for 2010/11	Notes
14(a)	Clear blocked gully following a public report	Sign and guard within <b>4 hrs</b>	If property is flooded or at risk of flooding - within <b>4 hrs</b>	<p><b>Changes to the service standards are proposed</b>                      Following a review of reports over the past 12 months, it is proposed to re-prioritise the targets depending on the severity of the problem (as indicated opposite) in order to improve the efficiency of the Drainage Unit and make it clearer to the public what level of service they can reasonably expect.</p>
		Blockage relieved within <b>1 working day.</b>	If the public highway is flooded or at risk of flooding within <b>1 working day.</b>	
14(b)			If non urgent and not causing flooding - within <b>15 working days</b>	
			If the public highway is severely flooded - sign and guard within <b>4 hours</b>	
15	Empty missed wheelie bin	<b>Same day</b> (if reported before 1.00pm) Within <b>1 working day</b> (if reported after 1.00pm)	<b>Same day</b> (if reported before 1.00pm) Within <b>1 working day</b> (if reported after 1.00pm)	<b>No change proposed</b>
16	Remove bulky item (after receipt of payment).	Within <b>9 working days.</b>	Within <b>9 working days.</b>	<b>No change proposed</b>
17	Remove racist or offensive graffiti	Within <b>1 working day.</b>	Within <b>1 working day.</b>	<b>No change proposed</b>
17a	Remove 'other' graffiti	Within <b>4 working days</b>	Within <b>4 working days</b>	<b>No change proposed</b>
18	Request for an enforcement visit	Within <b>4 working days.</b>	Within <b>4 working days.</b>	<b>No change proposed</b>
19	Clear up drug litter	Within <b>2 hrs</b>	Within <b>2 hrs</b>	<b>No change proposed</b>
20	Report of a stray dog	Within <b>1 working day</b>	Within <b>1 working day</b>	<b>No change proposed</b>
21a	Investigate un-taxed vehicle	Within <b>24 hours</b>	Within <b>24 hours</b>	<b>No change proposed</b>
21b	Remove untaxed vehicle	Within <b>24 hours</b> (after authorisation from DVLA)	Within <b>24 hours</b> (after authorisation from DVLA)	<b>No change proposed</b>
22	Remove litter following report	Within <b>7 working days</b>	Within <b>3 working days</b>	<p><b>A change to the service standard is proposed</b>                      It is proposed to improve on the current 7 day target and bring this down to 3 working days. This is more in line with other local authorities (where they have a standard) and will help to address the relatively low satisfaction levels for litter in Streetpride's 100 monthly 'call back' customer satisfaction surveys. It should also improve the poor perceptions regarding dealing with litter in the 2008 Place Survey. We will be able to make this change from 1st April 2010 as part of the forthcoming re-organisation of grounds maintenance and street cleansing into multi-skilled area based teams after grounds maintenance services are brought in house.</p>