

## ***Cabinet's Response to Review by the Improving Places Select Commission of Grounds Maintenance and Street Cleansing services***

<b>Recommendation</b>	<b>Cabinet Decision</b> <i>(Accepted/ Rejected/ Deferred)</i>	<b>Cabinet Response</b> <i>(detailing proposed action if accepted, rationale for rejection, and why and when issue will be reconsidered if deferred)</i>	<b>Officer Responsible</b>	<b>Action by (Date)</b>	<b>Progress Update June 2015</b>
That the options put forward as part of the initial officer review (appended to this report) that have not been explored further as part of this review be supported in principle and subject to further detailed consideration for ways of improving services and reducing costs.	Accepted	A draft <b>Street Cleansing Action Plan</b> has been produced which will be presented to Cabinet Member for Waste & Emergency Planning before the summer recess.	Director of Streetpride	July 2013	Street Cleansing Action Plan was taken to Cabinet Member for Waste & Emergency Planning as agreed. All actions in the plan have either been completed or are ongoing with the exception of one (bin mapping) which is dependent on the development of supporting IT systems.
That the proposed review of schedules and the removal of the schedule in one pilot area be completed, the pilot evaluated and rolled out as appropriate. The staff involved in the pilot should be consulted as part of the evaluation.	Accepted	The change to service deliver in a pilot area (Clifton) commenced in May 2013. Further alternative service delivery options are also being evaluated.	Leisure & Community Services (LCS) Manager	September 2013	Clifton pilot area has been retained as a way of working as it meets the specific needs in that area. Following consultation with staff and feedback from residents the trial of separate / dedicated bin emptying and litter picking teams proved to be unsuccessful and an amended version of teams doing both jobs but with greater freedom to determine the schedule has now been established. This is proving to be successful in meeting agreed targets.
That the areas detailed in section 5.1, and summarised below are subject to further detailed consideration and proposed actions reported back: <ul style="list-style-type: none"> <li>Use of spare capacity of green waste collection operatives on a Grounds Maintenance winter schedule</li> </ul>	Accepted	In place – green waste collections during the winter period are now scheduled for 4-weekly and spare resources are deployed across other Streetpride functions	Waste Manager	Completed	Green waste collection operatives supported leaf clearance work, however since the suspension of green waste collections in winter, and the move towards seasonal staff there is no longer capacity to do this.

<ul style="list-style-type: none"> <li>Urban gardening as an alternative to shrubs</li> </ul>	Accepted	A programme of shrub removal will enable this to happen; officers are working with <b><i>Rotherham in Root</i></b> .	LCS Manager	Ongoing	Work has progress to remove shrub beds where the opportunity and budget was available. There has been no progress on urban gardening mainly due to the lack of individuals / groups coming forward and any resource in the service to explore / develop the idea.
<ul style="list-style-type: none"> <li>Employment of member of staff to identify sites for alternative use/disposal</li> </ul>	Rejected	This work has been completed within existing resources.	n/a	n/a	A number of sites have been identified and further work needs to be carried out to explore the potential for alternative use / disposal
<ul style="list-style-type: none"> <li>Waiver of legal fees for disposal of sites</li> </ul>	Rejected	The Council has an established policy covering Asset Transfer and the disposal of sites which are declared surplus. Exceptions will continue to be considered on a case-by-case basis.	n/a	n/a	n/a
<ul style="list-style-type: none"> <li>Promotion of Streetpride's grounds maintenance service to schools</li> </ul>	Accepted	In place – schools have been contacted to make them aware of the availability of the Grounds Maintenance service; quotes have already been provided and will continue as contracts become available.	LCS Area Manager	Ongoing	Ongoing; the GM team continue to market the service to schools as contracts come up for renewal
<ul style="list-style-type: none"> <li>Opportunities for grass retardant spraying</li> </ul>	Accepted	Three sites across the borough have been identified – one highway verge, one roundabout and one green space.	LCS Area Manager	Completed	This was trialled to prove to be unsuccessful
<ul style="list-style-type: none"> <li>Dealing with over grown rural junctions</li> </ul>	Rejected	Sight lines are scheduled for 6 cuts/year, and this is supplemented with monitoring by Highways Inspectors	n/a	n/a	n/a
<ul style="list-style-type: none"> <li>Consortium for purchase of</li> </ul>	Accepted	Most equipment is provided through existing contracts which	LCS Manager	Ongoing	Based on the success of the contract to date the option to extend for a further two years has

equipment		terminate in 2015. Options will be evaluated for future procurement at the appropriate time.			been taken up. This matter will be considered again at the end of the contract.
That the Council considers the adoption of a Town/Village centre standard for Grounds Maintenance and Street Cleansing that focuses resources in these areas using the Parish Network where appropriate.	Rejected	<p>The basic approach that is already used is to provide the same outcome from the service. This proposal does not therefore fit in with the principle of targeting resources to areas of most need, and does not reflect the level of reports received through Streetpride Connect. In addition some townships already benefit from the use of a 'lengthsman' to match resources to need.</p> <p>An increased focus on village centres would involve the withdrawal of resources from other areas which inevitably means that standards 'where people live' would be reduced.</p>	n/a	n/a	n/a
That, subject to a positive full evaluation of the pilot, the Council purchasing further Billy Goat machines as and when resources allow.	Accepted	A full review of equipment is included in the Street Cleansing Action Plan, and will be completed this summer.	LCS Manager	September 2013	These are now with the operational teams and are used to remove detritus from footway backs, and where safe to do so carriageway channels.
That the response times for racist and homophobic graffiti is changed from 4 hours to 24 hours, to allow greater flexibility of resources and ensure this target can be met.	Accepted	In place	LCS Manager	Completed	Completed
That a study is completed to identify the most effective use of diminishing staff resources	Accepted	This is already included in the Grounds Maintenance and Street Cleansing Action Plans	LCS Manager	September 2013	Action plans were produced for both Grounds Maintenance and Street Cleansing. The majority of actions on both plans have either been completed or are ongoing.

<p>That customer contact is improved by the following and that this information is used to inform the Town/Village Centre standard:</p> <ul style="list-style-type: none"> <li>Recording contacts with geographical information to gather intelligence on trends and patterns.</li> <li>Weekly lists of big works and schemes</li> <li>Monitoring of standards and reporting back to customers who complain</li> </ul>	Accepted	A review of Customer Services systems is being undertaken across Streetpride which will improve processes.		Ongoing	
	Accepted	In progress – reports have been set up to enable analysis of trends and targeting of resources	LCS Manager & Performance Officer	January 2014	Complete
	Accepted	In place – this has been posted on the Council's website for a number of years	n/a	n/a	n/a
	Partially accepted	All complaints receive a formal reply as part of the corporate system. Responding to every report/request is not possible with current systems unless additional resources are provided.	Service Improvement team	tbc	n/a
<p>That ways to involve the community and generate civic pride are explored including:</p> <ul style="list-style-type: none"> <li>The development of an accredited volunteer scheme.</li> <li>Making the right tools for the job available for members of the community who wish to assist with neighbourhood tidying</li> </ul>	Accepted				
	Accepted	Work is in progress to establish a <b>Volunteer Bureau</b> to support services across all Council services. An initial report will be made to SLT this summer.	Director of Housing & Neighbourhood Services/Director of Streetpride	September 2013	Review was conducted by HR and did not progress at the time. However the reorganisation proposed by Commissioner includes provision for a role that can re-evaluate this.
	Partially accepted	The operation of some equipment requires (accredited) training and may not be appropriate for use by volunteers. Basic equipment such as litter pickers is already provided.	LCS Manager	Ongoing	n/a

<ul style="list-style-type: none"> <li>• Consideration of how the Streetpride Champions initiative could be re-invigorated or replaced.</li> <li>• Councillors and staff to become eyes and ears in the community</li> </ul>	<p>Accepted</p> <p>Accepted</p>	<p>In progress – a review of the role of SP Volunteers commenced earlier this year.</p> <p>The ‘not my job’ initiative is being re-launched with LCS Staff including awareness training on Child Sexual Exploitation (July).</p>	<p>Service Improvement Officer</p> <p>Member Development panel/LCS Manager</p>	<p>September 2013</p> <p>Ongoing</p>	<p>Commissioner has approved appointment of Love My Streets Coordinator. Recruitment on a 1-year secondment should be complete in July. This post has a critical role in managing the Volunteers programme.</p> <p>Streetpride management team have communicated this across all Streetpride services. More work may need to be in support of Members.</p>
<p>That an exercise to assess over used and under used bins is completed with a view to moving existing bins in line with its findings and that the following methods are used to maintain this over time:</p> <ul style="list-style-type: none"> <li>• Staff on the ground to monitor usage</li> <li>• Engagement with Planning on bins at application stages and ward members when removing bins</li> <li>• Monitoring of shopping areas</li> </ul>	<p>Accepted</p>	<p>In progress – initial review has been completed and is being quality checked.</p> <p>In place In place</p> <p>In place</p>	<p>LCS Area Manager</p>	<p>June 2013</p>	<p>Review of bin usage complete. Remedial action will be taken on a rolling programme dependant on available budget.</p> <p>Options</p> <ul style="list-style-type: none"> <li>- Remove and / or reposition under used / misused bins</li> <li>- Phased removal / replacement of concrete bins</li> <li>- Big Bellie Bins – ruled out do to level of investment required</li> </ul>
<p>That Cabinet consider any ways in which the Cabinet portfolios covering this area could be clarified and simplified.</p>	<p>Accepted</p>	<p>Changes were made to portfolios for the current municipal year</p>	<p>Cabinet</p>	<p>Completed</p>	<p>New portfolios recently introduced.</p>

That all pilots and initiatives generated as a result of this review are evaluated fully and progress is reported back to the relevant Cabinet Member.	Accepted	Regular updates will be provided to Cabinet Member for Waste & Emergency Planning	Director of Streetpride	Ongoing	Final update and report in June 2015
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