

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

Recommendation	Cabinet Decision <i>(Accepted/ Rejected/ Deferred)</i>	Cabinet Response <i>(detailing proposed action if accepted, rationale for rejection, and why and when issue will be reconsidered if deferred)</i>	Officer Responsible	Action by (Date)	Progress update November 2013
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 <i>Street Cleansing Action Plan</i> has been produced which will be presented to Cabinet Member for Waste & Emergency Planning before the summer recess.	Director of Streetpride	July 2013	Progress updates on both the street cleansing and grounds maintenance action plans have been provided to Cabinet Member for Waste & Emergency Planning
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	2 trials have taken place (Clifton area and a new borough wide method of operation) both have been evaluated (including staff consultation) and the outcomes are being used to determine future operations.
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"> • Use of spare capacity of green waste collection operatives on a Grounds Maintenance winter schedule • Urban gardening as an alternative to shrubs 	Accepted 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 A programme of shrub removal will enable this to happen; officers are working with <i>Rotherham in Root</i> .	Waste Manager LCS Manager	Completed Ongoing	This will be repeated in future years; some work on leaf clearance has been done this autumn. Officers investigated initiative to try to identify “safe” areas where vegetables could be planted on the street scene but to date none

<ul style="list-style-type: none"> • Employment of member of staff to identify sites for alternative use/disposal • Waiver of legal fees for disposal of sites • Promotion of Streetpride's grounds maintenance service to schools • Opportunities for grass retardant spraying • Dealing with over grown rural junctions • Consortium for purchase of equipment 	<p>Rejected</p> <p>Rejected</p> <p>Accepted</p> <p>Accepted</p> <p>Rejected</p> <p>Accepted</p>	<p>This work has been completed within existing resources.</p> <p>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.</p> <p>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.</p> <p>Three sites across the borough have been identified – one highway verge, one roundabout and one green space.</p> <p>Sight lines are scheduled for 6 cuts/year, and this is supplemented with monitoring by Highways Inspectors</p> <p>Most equipment is provided through existing contracts which terminate in 2015. Options will be evaluated for future procurement at the appropriate time.</p>	<p>n/a</p> <p>n/a</p> <p>LCS Area Manager</p> <p>LCS Area Manager</p> <p>n/a</p> <p>LCS Manager</p>	<p>n/a</p> <p>n/a</p> <p>Ongoing</p> <p>Completed</p> <p>n/a</p> <p>Ongoing</p>	<p>have been identified and no groups have come forward</p> <p>A report to CSART is in preparation</p> <p>n/a</p> <p>All local Schools have been contacted through head teacher and Chair of Governors, with an offer to provide a quotation for all Grounds Maintenance activities.</p> <p>The results of the trial have proved limited. The growth of the grass did slow but not sufficiently to mean it did not need cutting. We will try again next year to see if the spray can be applied differently to achieve benefits to our Service.</p> <p>n/a</p> <p>Work to evaluate future procurement will commence late 2013 / early 2014</p>
<p>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.</p>	<p>Rejected</p>	<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. I</p>	<p>n/a</p>	<p>n/a</p>	<p>n/a</p>

		<p>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>			
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	The review is complete and new equipment / machinery will be acquired during Autumn / Winter 2013/14
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	A report has been taken to Cabinet Member for Waste & Emergency Planning to agree changes to future cleansing standards and targets
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	Progress updates on both the street cleansing and grounds maintenance action plans have been provided to Cabinet Member for Waste & Emergency Planning

<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"> Recording contacts with geographical information to gather intelligence on trends and patterns. Weekly lists of big works and schemes Monitoring of standards and reporting back to customers who complain 	<p>Accepted</p> <p>Accepted</p> <p>Accepted</p> <p>Partially accepted</p>	<p>A review of Customer Services systems is being undertaken across Streetpride which will improve processes.</p> <p>In progress – reports have been set up to enable analysis of trends and targeting of resources</p> <p>In place – this has been posted on the Council’s website for a number of years</p> <p>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.</p>	<p>LCS Manager & Performance Officer</p> <p>n/a</p> <p>Service Improvement team</p>	<p>Ongoing</p> <p>January 2014</p> <p>n/a</p> <p>tbc</p>	<p>Changes have been made to the scripts used by Customer Contact Centre to provide callers with the next scheduled date they can expect grass / hedge cutting</p> <p>Analysis of all reports for grounds maintenance is now taking place quarterly to establish trends and peaks in service requests</p>
<p>That ways to involve the community and generate civic pride are explored including:</p> <ul style="list-style-type: none"> The development of an accredited volunteer scheme. Making the right tools for the job available for members of the community who wish to assist with neighbourhood tidying Consideration of how the Streetpride Champions initiative could be re-invigorated or replaced. 	<p>Accepted</p> <p>Accepted</p> <p>Partially accepted</p> <p>Accepted</p>	<p>Work is in progress to establish a Volunteer Bureau to support services across all Council services. An initial report will be made to SLT this summer.</p> <p>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.</p> <p>In progress – a review of the role of SP Volunteers commenced earlier this year.</p>	<p>Director of Housing & N/bourhood Services/ Director of Streetpride</p> <p>LCS Manager</p> <p>Service Improvement Officer</p>	<p>September 2013</p> <p>Ongoing</p> <p>September 2013</p>	<p>This work is now being led by HR; it is unlikely that a bureau will be set up, and services will continue to make their own arrangements</p> <p>Any member of the public that contacts our Service with a request to carry out a litter pick in their neighbourhood will be provided with litter pickers, bags, gloves (PPE) and we will arrange to collect the litter all free of charge.</p> <p>Data cleanse of Volunteer information undertaken. Core group of Volunteers established and asked to provide feedback on proposed changes to delivery of Streetpride Services. Volunteers actively working with Streetpride</p>

<ul style="list-style-type: none"> Councillors and staff to become eyes and ears in the community 	Accepted	The 'not my job' initiative is being re-launched with LCS Staff including awareness training on Child Sexual Exploitation (CSE) (July).	Member Development panel/LCS Manager	Ongoing	<p>to enhance the street scene in their local community and across the borough. Handbook produced providing Volunteers with key sources of information. Revised procedure introduced for contact with Streetpride Connect. Text to Tell Initiative introduced so reports can be made via mobile phone. Further work ongoing around integrating Volunteers with other key groups, and agencies e.g. Area Assembly, Rotherfed, Neighbourhood Watch</p> <p>All Grounds Maintenance and Street Cleansing Staff are encouraged through the "Not My Job" initiative to report street scene issues that would not normally constitute their role. The number of reports by each team is noted on our Team Action Plan (TAP) CSE Training will be delivered to staff Nov – Dec 2013</p>
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<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"> • Staff on the ground to monitor usage • Engagement with Planning on bins at application stages and ward members when removing bins • Monitoring of shopping areas 	Accepted	<p>In progress – initial review has been completed and is being quality checked.</p> <p>In place In place</p> <p>In place</p>	LCS Area Manager	June 2013	Bins have been identified and a programme of replacement / removal has been put in place. Roll out will be dependent on annual budget resource
<p>That Cabinet consider any ways in which the Cabinet portfolios covering this area could be clarified and simplified.</p>	Accepted	Changes were made to portfolios for the current municipal year	Cabinet	Completed	n/a
<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.</p>	Accepted	Regular updates will be provided to Cabinet Member for Waste & Emergency Planning	Director of Streetpride	Ongoing	Progress updates on both the street cleansing and grounds maintenance action plans have been provided to Cabinet Member for Waste & Emergency Planning