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## **Meeting of the Executive Member for Neighbourhood Services and Advisory Panel**

Report of the Director of Neighbourhood Services

### **ENCAMS Neighbourhood Pride Service Review**

#### **Summary**

1. This report provides an introduction to the presentation that will be given to the EMAP meeting by Steve Graham, Regional Director of Environmental Campaigns (ENCAMS) following a 'Light Touch Review' of the new Neighbourhood Pride Service. The service is predominantly made up of street cleaning and grounds maintenance staff.

#### **Background**

2. In August 2007 ENCAMS were engaged to undertake a review of the new Neighbourhood Pride Service. Officers felt that it would be beneficial to receive an independent assessment of the service, which had been restructured and then rolled out across the City in April 2007 following a review.
3. ENCAMS were engaged in the spirit of the Council being 'open' about its desire to continuously improve, working with members and the community. Improvements to performance and customer satisfaction levels have been experienced following the rollout although if these were to be sustained officers considered that it would be beneficial to work with partners such as ENCAMS in the future who have significant experience in this area of our work.
4. The review included mystery visits in and around York to:
  - Independently observe the standards of cleaning prevailing across the City including neighbourhood areas;
  - Observe cleansing operations to gauge if they were fit for purpose and effective;
  - Assimilate a range of recommendations for the Council to consider in the spirit of achievement of excellence and in demonstrating continuous improvement across the service.
5. The exercise also included face to face interviews with key members and the delivery of a workshop for operatives to provide feedback on their experiences since the new service was implemented.

## Findings of the Review

6. The presentation will inform members of the findings of the review and conclude with a small number of overall recommendations, which ENCAMS believe would further improve the service provided if implemented. A summary of these are as follows:
  - There should be a plan to give attention to shop frontages (working with relevant land owners) outside the city centre especially with regard to detritus which would bring the BV199 scores up in some areas;
  - The Council is an ENCAMS cigarette campaign partner (pilot area) and enforcement in the city centre would make a big difference. After the evaluation of the pilot, the Council should consider further campaigns and enforcement to reduce cigarette littering;
  - The barrow staff would benefit from additional training to assist them with their new role;
  - Area inspectors need to carry out a repeat of this monitoring exercise once a quarter to ensure that continuous improvements are sustained;
  - Appropriate training in the use of mobile graffiti kits would be beneficial;
  - The Council will receive a Defra (Department for Environment, Food & Rural Affairs) and ENCAMS Local Environmental Quality report in the spring of 2008, which can be used to track changes and review priorities following implementation of these recommendations if agreed;
  - It would be beneficial to further develop relationships with utility companies with regard to the management of graffiti on their property to match the Council's response time regarding removal;
  - The Council would benefit from exploring/developing a 'one directorate' approach to environmental maintenance with appropriate and related delivery and budgets;
  - The Council could develop an internal Cleaner, Safer, and Greener working group to drive forward specific recommendations.

## Consultation

7. Consultation regarding the review was held with members, frontline staff and officers.

## Options

8. The options for members to consider are:

**Option 1:** To agree all the recommendations detailed within Paragraph 6 above and ask officers to develop an action plan so as to implement these as soon as reasonably practicable.

**Option 2:** To disagree with all or some of the recommendations.

## **Analysis**

9. Option 1 will provide improved environmental maintenance services throughout York. Option 2 would maintain the current level of service.

## **Corporate Priorities**

10. This work has a direct impact on the following Corporate Priority:

*Improve the actual and perceived condition and appearance of the city's streets, housing estates and public spaces;*

### **Implications:**

**Financial.** There are no direct financial implications other than the cost of providing training for the frontline staff, which will be met from existing budgets.

**Human Resources.** There are no direct implications for staff.

**Equalities.** There are no equalities implications in this report.

**Legal.** There are no legal implications in this report.

**Crime and Disorder.** There are no crime and disorder implications in this report.

**IT.** There are no IT implications associated with this report.

**Property.** There are no property implication in this report.

## **Risk Management**

In compliance with the Council's risk management strategy the main risks that have been identified in this report are those which could lead to the inability to meet business objectives (Strategic) and to deliver services (Operational), leading to financial loss (Financial), non-compliance with legislation (Legal & Regulatory), damage to the Council's image and reputation and failure to meet stakeholders' expectations (Governance).

Measured in terms of impact and likelihood, the risk score all risks has been assessed at less than 16, This means that at this point the risks need only to be monitored as they do not provide a real threat to the achievement of the objectives of this report.

## **Recommendations**

11. That the Advisory Panel advises the Executive Member to approve the recommendations from the review, as detailed at paragraph 6 of the report.

**Reason:** to further improve service delivery of the Neighbourhood Pride Service.

### Contact Details

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**Report Approved**



**Date** 7/1/08

**Specialist Implications Officer(s)**

*None*

**Wards Affected:**

All



**For further information please contact the report author**

**Background Papers:**

None

**Annexes:**

None