

***Executive Member For Neighbourhood
Services and Advisory Panel***

7th December 2006

Report of the Director of Neighbourhood Services

Services Plans April 2007/08

Summary

1. The purpose of this report is to seek the approval of the Executive Member for the Service Plans for 2007/8 of each of the Service areas.

Background

2. Every large organisation needs documents that lay out the future direction it is taking and to manage the resources needed. One of the key objectives of the Transforming Service and Financial Planning project was to introduce processes that enable services and financial planning to be more clearly linked. This project introduced Service Planning Templates across the Council. Neighbourhood Services have adopted these documents as its basis for year on year service and financial planning and monitoring process.
3. Three reports per year will be presented to the Executive Member for Neighbourhood Services and Advisory Panel. The first two will be the quarter 1 and quarter 2 monitoring reports, which will allow members to see how the Directorate is performing against specific service standards. The final one will be a report on performance for the whole year.

Comments of the 2007/08 Service Plans

4. There are eight service plans, each lead by an Assistant Director.
5. They are:
 - Environmental Health and Trading Standards (Annex 1)
 - Licensing and Bereavement Services (Annex 2)
 - Neighbourhood Pride Unit (Annex 3)
 - Building Maintenance (Annex 4)
 - Civil Engineering (Annex 5)

- Waste Services (Annex 6)
- Street Scene (Annex 7)
- Cleaning Services (Annex 8)

Headlines

6. Environmental health and trading standards enforce a wide range of legislation that regulates public safety, protects the environment, protects the financial well-being of York residents and businesses, promotes public health and which contributes to reducing anti-social behaviour. We aim to achieve compliance through providing advice and support to legitimate business, delivering a range of targeted educational initiatives and take formal enforcement action.
7. Bereavement Services provide a dignified and sympathetic cremation and burial service. Each year we carry out about 2000 cremations. In addition we carry out welfare funerals where people die with no one available to make funeral arrangements.
8. The licensing service covers a wide range of licensing and registration functions in the city including taxis, alcohol and entertainment, trading activities, gaming activities and sports grounds. In 2005/06 we licensed 720 vehicles and 862 drivers and tested 629 taxi meters; we licensed 783 premises and 964 personal licences under the Licensing Act 2003; issued 308 consents to trade in the street; issued 168 gaming permits and 120 street collection permits together with various other lower volume activities.
9. Neighbourhood Management aims to increase and improve local democracy, participation and involvement in the decision making process and influence over service delivery by the council, by supporting and developing ward committees, residents associations and community groups at large. Key to this will be the delivery of effective neighbourhood action plans.
10. Building Maintenance provides Building, Mechanical and Electrical Engineering Services that will develop into a more comprehensive range of construction and related services for domestic and commercial properties. The critical success factors are the development of the Leadership framework and the growth of business with both existing and new customers.
11. Civil Engineering are well developed in the use of the European Foundation for Quality Management (EFQM). Frontline staff are being engaged in reviewing the current service and are playing an active part in identifying service improvements. The service recognises the needs to involve customers. Service Development are assisting with service monitoring and customer satisfaction objectives and feedback mechanisms.
12. Waste Services recognise the need to ensure consistency of service that meets the needs of its customers. It will play a pivotal role in ensuring we

divert waste away from landfill by raising awareness of waste within York. As the service develops from the historical refuse collection service into a complete waste management partnership with residents, the service must develop its presence on the street. A key development for this service is establishing a robust customer interface where service changes can be clearly communicated.

13. Street Scene The workforce will be involved in decision making and will feel part of the service improvement. Allowing us to provide a service that is seen to be of a high standard and can also be backed up by objective evidence and sound process philosophies.
14. Cleaning Services Good communication will be the backbone of this service. We will engage staff at all levels and use their knowledge and ambitions to drive the service forward. We currently have high levels of satisfaction and it is vital we build on this success in the coming years.

Corporate Priorities

- 15 The Services Plans indirectly will contribute to most of the Corporate Priorities. There are three Priorities that directorate will make a direct input to the Improvement Statement:
 - Decrease the tonnage of biodegradable waste and recyclable products going to landfill.
 - Improve the actual and perceived appearance of the City's streets, housing estates and publicly accessible space.
 - Improve the quality and availability of decent homes that people can afford.

Implications

- 16 The implications in this report are:
 - **Financial** - These Service Plans will be delivered within the budgets expected to be agreed in January 2007 and being considered elsewhere on this agenda.
 - **Human Resources (HR)** - There are no HR or other implications arising from this report.
 - **Equalities**- The equality issues are addressed in each of the Service Plans
 - **Legal** – There are no legal implications in this report.
 - **Crime and Disorder** – The improvement in cleanliness of the City will contribute to improving Crime and Disorder
 - **Information Technology (IT)** – There are no IT issues in this report
 - **Property** – There are no property issues in this report

Risk Management

- 17 Key reporting mechanisms to Members on Service Plans will continue to be through the two mid-year monitoring reports and the final year results. These reports will address the progress made on the targets.

Recommendations

- 18 The Executive Member is asked to approve the Service Plans proposals for Neighbourhood Services for 2007/8.

Reason: To monitor and review performance in this portfolio area.

Contact Details

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Report Approved

Date 21/11/06

Specialist Implications Officer(s) .

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

None

Annexes

Environmental Health and Trading Standards (Annex 1)
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