



Service Plan 2007/08 (Stage 1 Template)

Service Plan for: Street Scene Services

Directorate: Neighbourhood Services

Service Plan Holder: John Goodyear

Workplans: Street Scene Review

Director: Terry Collins

EMAP : Neighbourhood Services

1. Service description & objectives

Service description

The service covers 2 main functions:

- Grounds Maintenance
- Street Cleansing

Both are carried out by geographically based teams, North, South, East, West and City Centre, each containing staff with grounds maintenance and cleansing skills and two centrally based teams with specialist skills

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Grounds maintenance

This includes the maintenance of all council owned land, except schools and covers the full range of horticultural tasks from maintenance of grass and flower beds to tree and bowling green maintenance

Street Cleansing

This includes both manual and mechanical cleansing of council owned land from the parishes to the city centre, the service is provided for 364 days a year, from 06.00 to 19.00.

Our customers are residents, visitors to the city, businesses and elected members.

Service Objectives

- Service objective 1 - Improve the actual and perceived condition and appearance of the city's streets, housing estates and publicly accessible spaces.
- Service objective 2 – To improve and maintain the physical look of the city.
- Service objective 3 – To maintain a highly motivated workforce, through training and involvement.
- Service objective 4 – To encourage involvement of the public, and partners from the public and private Sector in both of the above.
- Service objective 5 – To contribute towards an improved CPA rating for the authority
- Service objective 6 - To encourage involvement of minority groups in the life of the city
- Service objective 7 – Maintain 'York Pride' at the core of all we do.
- Service objective 8 – To work closely with other directorates to bring about improvements

2. Significant drivers for change and improvement

Driver	Affect on service delivery
<ul style="list-style-type: none"> • Street Scene Review • York Pride 	<ul style="list-style-type: none"> • Will cause morale to fluctuate amongst the workforce, however this should be short term. • Will lead to significant improvements in standards. • The 'York Pride' philosophy will be at the heart of everything we do. It will cover all aspect of the 'York Pride' initiative.

3. Priority improvement for 2007/08 & beyond

Performance improvement	Reason why improvement is required
<ul style="list-style-type: none"> • Achieve stretch targets in LPSA-2 • Improve communication with workforce • Achieve Improved CPA rating 	<ul style="list-style-type: none"> • Will enable us to improve PI results (BVPI 199), non payback of funding • Will lead to service improvements, by us all understanding each others perspective • Will achieve one of our corporate aims and improve staff morale

Other comments to note

Our overall aim over the next 12 months will be the successful implementation of the Street Scene review.

4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Implement Street Scene Review.	Higher customer satisfaction levels Improved BVPI 199 ratings	This is a new action, but the outcomes mirror some of those in the 06-09 plan.	Council priority To: Improve the actual and perceived condition and appearance of the city's streets, housing estates and publicly accessible spaces.	This action will be the focal point of all that we do and will lead to long term sustainable improvements.

This part of the template should be used to inform DMT and EMAP of any significant changes to actions or service delivery in 2007/08.

Please note that this part of the template is not about justifying your services existence or improvements. We recognise that the vast majority of the work done in services relates to regular service delivery activities, which will always be carried out and improved within the existing annual base budget. There may however, be other actions or projects that you have to deliver in addition to, or instead of these. For example, some may be required in response to new drivers such as legislation, York's Local Area Agreement or the council's 13 corporate priorities. In other cases it may be that reprioritisation of work, or budget limitations have led to improvement work slipping to 2008/09 and beyond.

There are 3 areas to consider here:

- **previously approved improvement actions:** Start by reviewing actions from section 5 of the 2006/07 service plan (the 'balanced scorecard of outcomes' part). The key actions that need to be considered at this stage of the planning and budget process are the 'Customer' and 'Process' based outcomes and actions, although the 'Finance' and 'Staff' based ones may be important for some service areas. Check whether these will all be completed by March 2007 or whether any will need to be carried over to 2007/08 - or beyond.
- **new actions for 2007/08:** Are there any new (high profile) actions you need to deliver next year? You may need to check a number of sources to make sure all actions have been considered. These include 'growth bids', 'partner strategies', 'capital project programme', 'IT Development Plan' or actions from priority 'Delivery & Innovation Plans'. *
- **actions or services that are no longer feasible or required:** In some cases you may need to list any previously agreed *actions/improvements*, which your service is now **not** be able, or required to deliver. This may be as a result of customer consultation, reprioritisation or changes in legislation.

Note:

* Delivery & Innovation Plans are currently being developed to support each of the council's 13 corporate priorities. You may be asked to attend a planning forum with one or more of the priority champions and this should help identify any actions that you may need to include in this section of the template.

Ignore actions that may have transferred over to another service plan area as a result of a restructure. The relevant service manager responsible will be asked to pick these up.