

**Environmental Scrutiny
Committee
15th November 2016
Neighbourhood Services
Update**

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Neighbourhood Services – what is happening.....



1. Cleansing is now intrinsically linked with other frontline services to deliver what is called Neighbourhood Services.
2. The blitz and afternoon teams have been formed to support targeted intervention within key areas to drive forward improvements.
3. Waste education and enforcement became Neighbourhood Services enforcement and has been targeted for improvements relating to expanding powers and digitisation of enforcement processes.
4. Work with the asset and engineering team to deliver a 'One Council' approach to asset management and deliver key projects such as LED street lighting.

A New Approach – Why?



Resource is finite and therefore there is a need to maximise the outputs and outcomes – for every £ invested what do I get?

With Neighbourhood Services there is potential of delivering real added value by aligning and sharing core processes and best practice.

The Council cleans up other people's rubbish and therefore the citizen is key to making improvements – there are 360,000 citizens compared to 171 Cleansing operatives – this represents 0.05% of the population or 1 cleansing operative for every 2100 citizens.

The whole street scene is what a citizen sees and if their street is dirty and shabby then the respect for the street diminishes.

A New Approach

Neighbourhood Services identified the need to engage with the Citizens.



Love Where You Live initiative
Winning the 'Hearts and Minds'

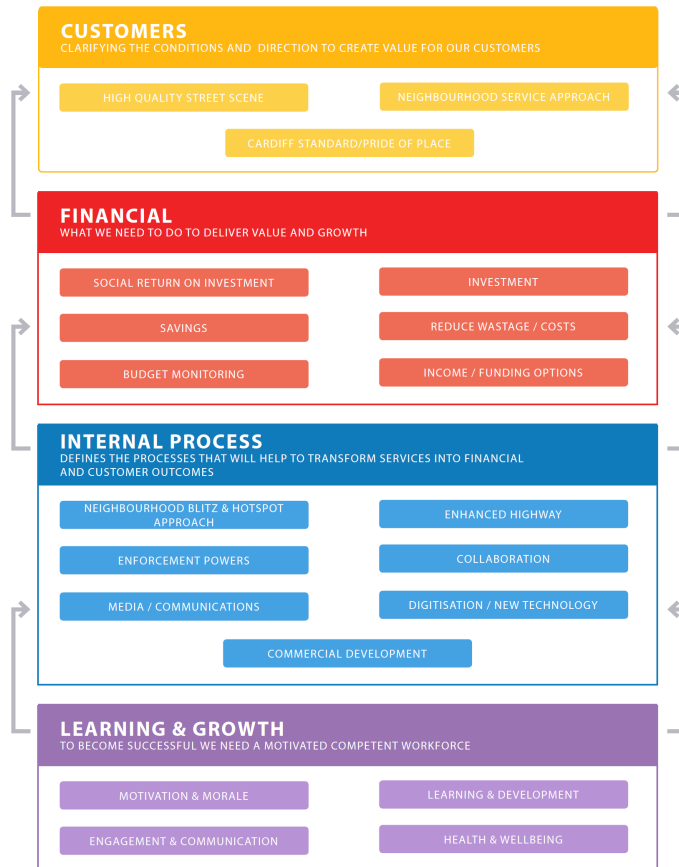


It is engagement with Citizens that will ensure that the work we do will be sustainable – services delivered, education, enforcement and volunteering all have an important part for this engagement to succeed.



Balanced Scorecard

OUR STRATEGY MAP



Balanced Scorecard Approach will be utilised to ensure the customer, financial, internal process and learning & growth aspects are balanced by setting objectives against each strategy.



Achievements to date

- Blitz teams working well and delivering improvements
- LEAMs indicator slightly improving
- Neighbourhood Enforcement Team making improvements:
 - Student waste issues being addressed, educated homes and put 2200 homes in notice.
 - Waste & LEQ team issued 937 FPN's – income at £214k on target to meet £360k.
- LED street lighting contract will start December 2016
- AMX asset management progressing – allowing scheduling of work.
- Chipside now hosted allowing expansion of Moving Traffic Offence cameras, Mi-Permit, improved licensing & digitalisation of enforcement processes.
- Neighbourhood Services Management Team working together to resolve issues - improved collaboration on resolving issues.



What next....

- Review the Blitz work and establish how we move forward next year.
- Continue work to align core processes and get teams working closer together – Parks asset team moving to Assets & Engineering.
- Continue with the ‘Love Where You Live’ initiative – partnership with Keep Wales Tidy?
- Extend enforcement to highways licensing and other areas.
- Digitisation of services with Chipside and AMX.
- Work with Organisation Development to deliver a ‘Report it’ app as this is a priority for the Service.
- Deliver commercialisation projects.