
REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	26th APRIL 2018	CATEGORY: DELEGATED/
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	ADRIAN LOWERY DIRECT SERVICES MANAGER	DOC:
SUBJECT:	SERVICE POLICIES	REF: SB
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 The Committee endorses the service policies set out in the attached appendices
- 1.2 The Committee notes that a similar report is being considered by the Environmental & Development Services Committee on 19 April 2018 in respect of services falling within their terms of reference.
- 1.3 The Committee notes that work is ongoing to develop a range of quality standards and benchmarks which will enhance monitoring of performance and enable comparison with other local authorities, for which a further report will be brought later in the year.

2.0 Purpose of Report

- 2.1 The Council provides a wide range of services throughout the district, some through in-house teams, such as refuse collection and street cleaning, and others through partnerships and private contractors, such as waste recycling. Irrespective of how a service is actually provided, the standards that the public can expect should be the same and be monitored to ensure that they are being properly delivered.

- 2.2 Over the Christmas period, a number of complaints were received over refuse and waste collections. Upon investigation, some were found to be justified, but others, particularly over the frequency of collections, were not. This led to a review of the standards the Council has committed to deliver across a range of services so that everyone can be clear as to what they can expect.
- 2.3 This report sets out those standards falling within the terms of reference of this Committee, some of which are already published on the Council's website. It is intended to follow up with quality and benchmarking measures that will enable enhanced monitoring of public services in the future, thereby improving openness and accountability.

3.0 Detail

- 3.1 Given the subject of complaints received over the Christmas period, the first step was to review standards for refuse collection and recycling, for which responsibility is split between the Council's in-house team and Palm Recycling.
- 3.2 Although the Council has its collection timetable hand-delivered annually to each household and there was no service failure by the contractor, there was clearly more work that could be done to clarify and confirm what the Council is committed to do in respect of these services that are important to and valued by residents.
- 3.3 This led to looking at other services which are provided by the in-house Direct Services Team. These encompassed street scene, cultural services, parks and open spaces, cemeteries and external communal areas on Council housing estates (cleaning of internal communal areas is contacted out).
- 3.4 The policy statements have been set in a common format, linking back to the Corporate Plan and individual Service Plans. In the main, they represent what the Council currently does, although some elements, such as maintenance of hedges on Council housing estates, are not yet being fully delivered to the required standard.
- 3.5 Whilst the housing service already benchmarks its performance through the national body HouseMark and also commissions a regular independent customer survey (STAR), no comparable information is available on the other services covered by the review. It is intended to look at appropriate organisations, such as the Association for Public Service Excellence (APSE) and Keep Britain Tidy.

4.0 Financial Implications

- 4.1 The costs of delivery falls to each service budget within the General Fund and, in the case of Council housing, to the Housing Revenue Account.

4.2 In November 2017, the Committee considered a report on adding a further crew to the refuse collection service at a cost of £130,000 a year. This was subsequently added to the budget by the Finance and Management Committee using monies from the Growth Reserve in the Medium-Tram Financial Plan.

5.0 Employment Implications

5.1 There are no direct employment implications arising from this report although, should service standards and delivery options change in the future, any impact on staffing will be assessed and reported to Committee.

6.0 Corporate Implications

6.1 The setting of formal services standards and monitoring their achievement is a key element to the Council continuing to deliver services to the residents of South Derbyshire and fulfil its commitments across the People, Place and Progress themes of the Corporate Plan.

7.0 Community Implications

7.1 Delivering the highest quality services to South Derbyshire residents and being open and accountable for its actions fulfils the Council's obligations to the community.

8.0 Conclusions

8.1 The Council continues to develop its services both as a result of population and other growth and to respond to the needs of residents. In doing so, it is important that everyone is clear as to what the Council does and what they can expect in the area they live in.

8.2 This report has been based on a review of standards across a range of services that are important to and valued by residents. The Council remains committed to improving services wherever it can and to be open and accountable for what it does.

APPENDICES

- 1. Cultural services, parks and open spaces policy**
- 2. Housing estate and communal areas policy**
- 3. Housing internal communal areas policy**