

REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES	AGENDA ITEM: 8
DATE OF MEETING:	24th JANUARY 2018	CATEGORY: RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	ADRIAN LOWERY, 01283 595764 adrian.lowery@south-derbys.gov.uk	DOC:
SUBJECT:	SERVICE STANDARDS - SUPPORTING PERFORMANCE MEASURES	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 That Committee approves the Council becoming a member of Keep Britain Tidy at the expert level of membership.
- 1.2 That Committee approves a set of performance measures to support the delivery of Service Standards by the Direct Services Team as detailed in the report.
- 1.3 That Committee approves an annual Local Environmental Quality Survey be undertaken by Keep Britain Tidy.

2.0 Purpose of the Report

- 2.1 To agree a number of performance measures to support the delivery of Service Standards previously agreed by Committee and these be monitored going forward.
- 2.2 To inform members of the benefit of joining Keep Britain Tidy as an expert member.
- 2.3 To inform members of the benefit of undertaking an annual Local Environmental Quality Survey.

3.0 Executive Summary

- 3.1 The setting of formal Services Standards and monitoring their achievement is a key element to the Council continuing to improve its delivery of services to the residents of South Derbyshire and fulfil its commitments across the People, Place and Progress themes of the Corporate Plan.
- 3.2 Keep Britain Tidy is seen as the expert in the sector, and has built on its experience of delivering the Local Environmental Quality Survey of England for Defra and developing the National Indicator 195 methodology.

- 3.3 The following headline measures are proposed to be adopted to support the delivery of the previously agreed Service Standards:
- Adherence to Service Standards for Grass Cutting - at three, four and 16 cuts depending on the nature of the area
 - Undertake Local Environment Quality Survey (LEQS).
 - % of fly-tips cleared within 24 hours.

3.4 Although it is extremely useful to gather quantitative performance data, an independent review of the local environmental quality (LEQ) of an area being undertaken would help the Council to identify the quality of the Service delivered and highlight any key issues to address. Independent monitoring can be used to measure performance against targets and to guide service improvement.

4.0 Detail

4.1 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.

4.2 A series of Service Standards documents were approved by the Environmental and Development Services and Housing and Community Committees in April 2018. These policies set out the Environmental Maintenance Standards that the Council is committed to deliver across a number of areas including: Street Scene, Waste and Transport, Cultural Services (parks and open spaces) and Housing Services (estate and communal areas).

4.3 The Service Standards reports gave a commitment to develop underpinning headline performance measures that looked at the impact of the Council's service delivery on the local environment.

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

4.5 Management information collated on performance against all the Standards continues to be monitored to ensure the Standards are being adhered to, daily workforce activity is already monitored through supervisors and line managers, in terms of progress and quality, however, it is felt that a more formal level of performance monitoring is required to enable officers to provide both Senior Managers and Councillors with sufficient information to be satisfied that Service Standards are being met.

- 4.6 The following measures are proposed to be adopted to support the delivery of the Standards and be used for ongoing monitoring:
- Adherence to service standards for Grass Cutting – at three, four and sixteen cuts depending on the nature of the area.
 - Undertake a Local Environment Quality Survey (LEQS).
 - % of fly-tips cleared within 24 hours.

- 4.7 It is proposed to report the number of cuts completed each quarter against the number scheduled in order to assure the Committee of adherence with the grass cutting Service Standards.
- 4.8 The percentage of fly-tips cleared within 24 hours will be a quantitative measure, the timescales will relate only to working time and be measured from the time the Clean Team is made aware of the fly-tip. Targets for improvement will be set from an initial baseline.
- 4.9 In addition to the quantitative measures proposed it is also considered that undertaking an annual Local Environmental Quality Survey would also enable the Council to gauge public opinion of the Service.
- 4.10 Keep Britain Tidy is seen as the expert in the sector, and has built on its experience of delivering the Local Environmental Quality Survey of England for Defra and developing the National Indicator 195 methodology.
- 4.11 Although it is extremely useful to gather quantitative performance data, it is considered important that an independent review of the local environmental quality (LEQ) of an area is carried out to identify any key issues that need to be addressed. Independent monitoring can be used to measure performance against actual targets or to guide service improvement.
- 4.12 The outcomes from a Local Environmental Quality Survey can be used in planning and to effectively target problem issues and areas. It is also important to be able to monitor the impact and effectiveness of any activity that aims to reduce littering, improve the environment of local places or increase recycling.
- 4.13 Keep Britain Tidy surveys are tailored to meet the needs of a local area and are carried out by trained Keep Britain Tidy surveyors. The aim of the LEQ surveys is to produce information that will assist in improving the resource efficiency and attractiveness of the area for the benefit of residents, businesses and visitors.
- 4.14 Keep Britain Tidy provide beginning to end management of the survey, including:
- Planning and design of the survey according to the client's needs
 - Gathering of data from an agreed number of sites
 - Data provision, e.g. NI195-style results, and accompanying report
 - Surveyor observations and recommendations
 - Presentation of results
- 4.15 Membership of Keep Britain Tidy allows for access to its Local Environmental Quality Surveys. There are also a number of further benefits to the expert membership level , including;
- Free places at all Network/Regional learning events
 - Four 'Ask the Expert' opportunities
 - Unlimited access to 'Ask the Network'
 - Full access to Network member area and resources
 - Access to LEQs Pro Survey System
 - Monthly and weekly news round-up in your inbox
 - Eligibility to enter the Keep Britain Tidy Awards
 - Ability to order customised campaign posters
 - Access to a resource library
 - Discounted training

- A free place at the Annual Network Conference
- A free place at the Annual Network Awards
- Annual 1-2-1 with Keep Britain Tidy

5.0 Financial Implications

- 5.1 Membership of Keep Britain Tidy at the expert level would cost £1,995 per year.
- 5.2 An annual Local Environmental Quality Survey would cost approximately £5,000 per year.
- 5.3 These costs can be met from the Direct Services budget.

6.0 Corporate Implications

Employment Implications

- 6.1 No direct implications although officer time and input to the local Environmental quality surveys will be required.

Legal Implications

- 6.2 The Council is a designated Principle Litter Authority and has a statutory duty to arrange for the collection of litter and fly tipping. Failure to meet our statutory duty could lead to the public serving notice on the Council or the Secretary of State intervening.

Corporate Plan Implications

- 6.3 The report addresses the corporate plan action PL6. Deliver services that keep the District clean and healthy. Provide clean and green streets, neighborhoods' and open spaces and specifically delivers action PL6.1 Monitoring of street scene services (including fly tipping, grass cutting and litter collection).

Risk Impact

- 6.4 Reputational risk if Services are not delivered to a high standard; however, the service standards, additional resources allocated and renewed focus on delivering excellent services helps to mitigate this risk.

7.0 Community Impact

Consultation

- 7.1 None

Equality and Diversity Impact

- 7.2 None

Social Value Impact

- 7.3 Enhancing the health and well-being of local communities can be aided through keeping the District clean and tidy, evidence from the governments Litter Strategy identifies that residents feel safer in their local environment when it is free from litter, detritus and graffiti. 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.

Environmental Sustainability

- 7.4 Part of the aim of performance monitoring and in particular LEQ surveys is to produce information that will assist in improving the resource efficiency and as such reducing the Council's impact on the environment.