



Report of The Director of Environment and Neighbourhoods

Meeting: Outer North West Leeds Area Committee

Date: 9 November 2009

Subject: Relationship & Reporting between Streetscene Service & Area Committees – North West Outer Environmental Sub Group Feedback

Electoral Wards Affected:

Adel & Wharfedale
Guiseley & Rawdon
Horsforth
Otley & Yeadon

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity
Community Cohesion
Narrowing the Gap

Council Function

Delegated Executive Function available for Call In

Delegated Executive Function not available for Call In Details set out in the report

EXECUTIVE SUMMARY

In February 2009 the North West Outer Area Committee received a report regarding the relationship between Streetscene Service and the Area Committees. The report outlined the issue of giving Area Committees more influence over the localised delivery of Streetscene Services.

Within the report were five recommendations that would improve the current relationship and the North West Outer Environmental Sub Group were delegated the responsibility for discussing the recommendations in details and reporting back to the Area Committee.

This report details the discussion around each recommendation and the decision reached.

1.0 Purpose of this Report

- 1.1 In February 2009 the North West Outer Area Committee received a report on the regarding the Relationship and Reporting between Streetscene Services & Area Committees which made five recommendations that would allow the Area Committee to have more influence over the localised delivery of Streetscene Services.

The detailed discussions regarding the five recommendations was delegated to the North West Outer Environmental Sub Group. This report details the discussions that took place at the sub group on 27 July 2009 and the decision reached regarding the recommendations.

2.0 Main Points

- 2.1 Within the report 'Relationship and Reporting between Streetscene Services and Area Committees presented to the North West Area 27 July 2009 five recommendations were made to give the Area Committee more influence over the localised delivery of Streetscene Services.

The five recommendations were :

- (i) Consider the Area Committee reporting process in terms of timetable, format and contents.
- (ii) Consider the use of DLEQS surveying and measuring methodology at a local level. This will have surveying resources implications that need to be identified and agreed.
- (iii) How Area Committees are Area Management can assist Streetscene Services with customer / community engagement.
- (iv) Consider whether individual ward member meetings with Streetscene Officer will be desirable and what the arrangement would be.
- (v) Consider the use of the 'probability / impact' approach to service prioritisation.

3.0 Environmental Sub Group Discussion

- 3.1 At the meeting on 27 July 2009 each of the above recommendations were discussed and outcomes arrived are listed below:

- (i) Reporting process

It was agreed that regular update reports need to be submitted to the Area Committee. However, Streetscene Services do not currently have local performance information only national indicator 195 information that is prepared and presented at a citywide level.

Basic information is collected within the service relating to referrals, service requests, complaints and jobs completed.

The Sub Group agreed that until more local performance / measurement information is available that reports to the Area Committee would be based upon the factual information currently available.

The Sub Group recommended that the frequency of reporting will have resource implications for the service and the time delay in collecting information may limit the information that would be available for a quarterly report.

(ii) Use of DLEQS – District Local Environment Quality Surveys

DLEQS is a nationally used environmental surveying and measuring methodology developed and administered by the tidy Britain Group (formerly ENCAMS)

Streetscene Services is proposing that the DLEQS methodology is introduced at an area level to measure performance and identify environment quality issues. The survey would enable accurate performance monitoring, changes in environmental quality standards and identify specific environmental issues within the area such as fly-tipping, graffiti etc.

The information delivered through DLEQS would provide a set data for regular reports to the committee and would assist with service prioritisation and deployment of resources.

The Sub Group received a brief presentation outlining the DLEQS methodology and how it would be applied.

Streetscene Services is currently looking at ways to provide DLEQS across all areas of the city and funding this centrally to give a consistent approach to all area committees.

The Sub Group acknowledges the practical benefits of DLEQS and recommended that further feedback should be received from Streetscene Services regarding the citywide application before a discussion could be made.

(iii) Customer / Community Engagement

The Sub Group acknowledged the importance of effective customer engagement and consultation, but also accepted that this is difficult task considering the wide range of services provided by Streetscene Services

The Sub Group agreed that to progress this issue Streetscene Services will work closely with colleagues in Area Management to carry out local area customer satisfaction surveys. In particular more use could be made of the Area Committee Community Engagement Plan.

(iv) Ward Member Meetings / Site Visits

Direct contact between Members and Streetscene Officers is an important aspect of developing and improving the relationship between the Area Committee and the Service.

The Sub Group acknowledged the importance of this and confirmed that site meetings take place when required and that officers within the service responded

to specific issues when requested.

The suggestion of a formal schedule of meetings was discussed. However the Sub Group felt that the current arrangement works. This situation can be reviewed in six months.

(v) Probability / Impact Approach to Service Prioritisation

The principle of using a 'probability / impact approach' to service prioritisation was discussed; however, the Sub Group felt that some of the other recommendations (e.g. DLEQS and access to accurate performance information) need to be embedded before this tool could be considered.

4 Recommendations

4. Following the discussions that took place at the Environmental Sub Group on 27th July 2009, the following actions are recommended:

(i) Reporting Process

Reports every three months initially covering

Complaints
Compliments
Referrals
Work completed by task

(ii) Use of DLEQS

Streetscene Services continue to look at funding and delivering DLEQS centrally.

(iii) Customer / Community Engagement

Streetscene Services continue to work with colleagues in Area Management to carry out customer satisfaction surveys and make more use of the Area Committee community Engagement Plan.

(iv) Ward Member Meetings / Site Visits

The current arrangements continue and be reviewed in six months.

(v) Probability / Impact Approach to Service Prioritisation

This principle be revisited when the other recommendations have been embedded.

Background Papers: None