

‘Care For Your Area’ Services – Efficiency, Improvement & Transformation Review.

‘Care for Your Area’ is an umbrella organisation that provides a large number of different front line services. The scope of this review is to consider the following services: Refuse Collection, Street Cleansing, Horticultural Services, Urban Parks, Recycling Services, Markets, Public Conveniences and Workshops & Vehicle Maintenance. This review will consider each of these separate services in turn. Other services that fall within CFYA that are subject to previous & ongoing reviews include Commercial Waste Services, Highway Maintenance, Countryside Parks, Bulky Household Waste.

Public Conveniences

Service Baseline / Initial Challenge	Guidance	Information												
Description of Current Service	Who provides the service?	<p>The service is provided through an in-house provision by Care For Your Area Services based at Cowpen Lane Depot, Billingham.</p> <p>We currently provided a service to 5 public conveniences located at Stockton High Street, Norton, Preston Park, Ropner Park and Yarm High Street. The toilets are cleansing twice daily by CFYA, with the exception of Preston Park which is cleaned by another service, and the opening times are as follows:-</p> <table data-bbox="1444 1070 2045 1273"> <tr> <td>Stockton</td> <td>8.45am – 5.00pm</td> </tr> <tr> <td>Norton</td> <td>Access via cash payment 24/7</td> </tr> <tr> <td>Ropner Park</td> <td>8.45am – 5.00pm</td> </tr> <tr> <td>Preston Park</td> <td>8.45am – 5.00pm</td> </tr> <tr> <td>Wynyard Woodland Park</td> <td>8.45am – 5.00pm</td> </tr> <tr> <td>Yarm</td> <td>Access via radar key</td> </tr> </table> <p>All maintenance and inspection arrangements are provided by CFYA Services.</p>	Stockton	8.45am – 5.00pm	Norton	Access via cash payment 24/7	Ropner Park	8.45am – 5.00pm	Preston Park	8.45am – 5.00pm	Wynyard Woodland Park	8.45am – 5.00pm	Yarm	Access via radar key
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Baseline	History how service was formed and why it exists	<p>The provision of public conveniences across the UK has traditionally been the responsibility of Local Authorities although there is no statutory requirement to provide these facilities.</p> <p>Stockton Borough previously had 7 public toilets although the transfer of Billingham and Thornaby Town Centre's led to the transfer of these functions to the developers / owners of these sites several years ago. The new owners of Thornaby Town Centre have opted against public convenience provision, whilst the Billingham town centre owners have closed the toilets pending a review of their provision and location.</p>
Challenge	What influences impact on the service (political, social economical, technological)	<p>Although there are no significant influences on this function at the moment, public conveniences are none the less are high profile that do attract media attention.</p>

	How does the service perform	The Service performs well with the Stockton facility being awarded "Loo of the Year" in 2005/6. In the last three years we have received 5 customer complaints and 8 compliments. There are no local or national performance indicators that are appropriate to this function and there is little in terms of other awards or benchmarking groups that are specific to this area of service.
	What does inspection tell us about this service?	This service was part of the CFYA inspection has was awarded 3 stars with excellent prospects for improvement following the last Best Value inspection.
	What resources are used?	There is currently 2 x FTE in Stockton and the other sites are covered by 3 x PT staff. There are also the associated costs of those consumables associated with the use of the toilets and general repairs and maintenance costs.
	What assets are used to deliver the current service?	The assets are those buildings which house the facilities although Stockton is part of the larger Shambles development, with the remaining sites being free standing structures.
	Are there any limitations or barriers affecting the delivery of the service?	There are financial limitations associated with the service provision as we are only able to cover the opening times within the normal 'core' working day as extended hours would result in increased staffing costs as well as the potential for a rise in vandalism as a

		consequence of the facilities being open longer.
	If the service is outsourced or provided by a third party, how are service standards monitored?	Service standards would be monitored through a client function although the currently cleansing tick sheet system would continue to be utilised to ensure effective cleaning and maintenance visits – ad-hoc inspections would also be undertaken to ensure that the toilets are opened and closed at the advertised times.
	Could the service be provided through a different mechanism?	Options include introducing a charge at each public convenience, though there would be initial capital costs and the income generated is likely to be very small. Alternatively, the cleaning functions within the public conveniences could be examined to determine the best delivery model.
Customer Baseline	<p>Who are the customers what are their needs now?</p> <p>How are service users consulted and how do their views shape delivery?</p> <p>How satisfied are the customers?</p>	<p>The customers can be anyone within the vicinity of these sites at any time during the operating hours. Those individuals with a disability currently have access to the sites after normal opening hours through the use of radar keys.</p> <p>There has been limited consultation in relation to this specific service although CFYA as an overall service does consult using a variety of methods when considering service changes and improvements.</p> <p>Customer Satisfaction levels with public conveniences was 77% in 2009/10 (based upon monthly telephone satisfaction surveys</p>

	<p>How do you communicate with your users?</p> <p>How are these services promoted / marketed?</p> <p>What do Viewpoint Surveys/ internal audit reports tell us about the service?</p>	<p>conducted by the corporate customer services team).</p> <p>Users are engaged in several ways including through the provision of a front-line customer services team, providing a range of services to end users, publicity material which is distributed to every household annually, ongoing liaison with Elected Members and other groups, attendance at residents meetings, walk the wards as well as information which is regularly updated on the council website.</p> <p>As well as those methods detailed above, we undertake selective marketing for several of our services as well as publishing regular service information in a range of local media.</p> <p>Surveys and audit reports are always very positive on the whole with minimal areas for improvement.</p>
<p>Customer Challenge</p>	<p>Are there customers who could use the service but don't and are there customers using the service who shouldn't be?</p> <p>Who are the customers of the future and what are their needs?</p> <p>What is likely to impact on demand for these services in the future?</p> <p>What do complaints/ compliments tell you about these services?</p>	<p>Whilst the facilities are well used, they do suffer from anti social behaviour problems.</p> <p>Anyone who lives, works or visits the Borough.</p> <p>Town centre redevelopment projects will create a demand for public conveniences.</p> <p>There have been very few complaints about this service (5 in 3 years) therefore there is little data to interpret and those complaints</p>

		received were isolated to individual cleansing issues etc.
Aims & Objectives Baseline	Is the service required by statute?	No
	Is there a statutory level of service?	No
	Is the service responsive or proactive or a mixture?	Mixture of both
Challenge	Is the service needed?	The service may be required in those locations where there are no other facilities i.e. parks. Some customers feel uncomfortable having to rely on pubs, supermarkets.
	What would happen if the service was not provided either in whole or part?	Potential increase in the level of customer complaints as well as adverse publicity.
	How would the service react to new pressures what capacity would be required to deal with additional / new demands?	It would depend on what these pressures were.
Aims & Objectives Challenge	Who provides a similar service to this using a different delivery mechanism e.g. external partnerships, shared services etc?	A range of leisure facilities, pubs, restaurants, supermarkets and shops which allow access to toilet facilities.
Relevance / Context Baseline / Challenge	How does the service fit with the overall aims of the Council?	The service current fits within the Environment Cabinet portfolio as part of the range of streetscene . environmental services provided by CFYA.
	How does the service contribute to key policy areas?	This service needs to be considered as part of the wider service provision which clearly links into the wider environmental agenda.
	What policies, plans and strategies impact on the service e.g. statutory, policy, function , other services?	Any development plan for those locations where our facilities are location e.g. any development plans for parks which may

	Are there any political judgements / decisions involved in determining the level of service?	<p>impact on the continued delivery of the service.</p> <p>Public conveniences are a high profile and sensitive front line service.</p>
Financial / Resource Considerations Baseline	<p>What are the costs of the service?</p> <p>Capital and revenue costs?</p> <p>What is the level of 3rd party expenditure?</p> <p>What contracts or other arrangements are in place (spend analysis)</p> <p>What is the Council's commitment to contracts/other arrangements?</p> <p>Do you have any charging policies?</p> <p>How have Gershon efficiency savings impacted on the service and how were the service planning to meet future Gershon efficiency targets?</p> <p>How will the current financial climate affect the service?</p>	<p>The overall budget projection for 2010/11 is £98,926.</p> <p>Revenue only.</p> <p>There is no third party expenditure other than basic repairs and maintenance for minor repairs – overall projection on repairs and maintenance is £5k and utility payments of £22k</p> <p>There are no contracts for this service.</p> <p>Not applicable.</p> <p>We currently charge for entry in to Norton toilets at 20p per visit (£264 per annum).</p> <p>Use of part time staff to cover cleansing functions – reduction of manned cover although this was introduced over 10 years ago.</p> <p>Overall review of the service in line with EIT efficiency savings.</p>

Financial / Resource Considerations Challenge	How can you demonstrate that the service is cost effective overall? Do external contracts offer value for money?	Benchmarking with private sector providers of cleaning services could be undertaken as part of the review of the most effective delivery model. Not applicable.
Service Drivers	What do we need to change and why? What are the main drivers of change?	Not changing the current arrangements remains an option as too does examining the most effective delivery model. The need to make significant efficiencies across CFYA and the council in general.