

## **Agenda Item**

### **Report to Place Select Committee**

### **Report of the Corporate Director of Community Services**

**14 November 2016**

## **ANNUAL OVERVIEW OF COMMUNITY SERVICES**

The ambition set out in the Council Plan was for a cleaner, greener Stockton-on-Tees which leads the UK in waste minimisation, has excellent parks and green spaces and the highest quality housing provision. It sets out how we will tackle climate change by preparing for potential changes in the services we deliver and how we deliver them in so doing reducing our own carbon footprint. It also details the activity associated with the ambition to have neighbourhoods in which our residents feel pride and have a real sense of belonging and ownership.

### **Summary**

The purpose of the report is to present to members an overview of the Council's Community Services over the last year, highlighting key achievements and future challenges. The report gives an overview of key achievements during 2015-16, along with a summary of key challenges for the year ahead, and reference to some of the emerging issues which are likely to impact on future delivery and performance of services.

1. Appendix 1 gives further detail regarding the performance indicators that underpin some of the key achievements referred to in report.
2. Officers will present this overview of performance for discussion with the Committee.

### **Officer Contact Details:**

**Name:** Jamie McCann  
**Title:** Director of Community Services  
**Tel:** 01642 527071  
**E-mail:** jamie.mccann@stockton.gov.uk

## **COMMUNITY SERVICES OVERVIEW OF ACHIEVEMENTS, CHALLENGES AND EMERGING ISSUES**

## **1. KEY WORK AREAS**

### **Care for Your Area - Community Services**

- Refuse Collection
- Recycling and Green Waste Collection
- Street Cleansing
- Grounds Maintenance and Arboriculture Services
- Registration and Bereavement Services
- Markets Management
- Community Transport
- Asset Management

### **Technical & Commercial Services**

- Heating, ventilation and electrical
- Fleet management
- Vehicle maintenance
- Highways
- Winter maintenance

### **Waste Management**

- Waste minimisation
- Civic amenity site
- Waste strategy
- Waste disposal

## **2. KEY ACHIEVEMENTS – 2015-2016**

- Satisfaction rating for CFYA Services averaged at 93.5% over the year this figure includes Bulky Waste Collections (97%), Refuse Collections (96%), Kerbside Recycling (95%), Street Cleansing (96%) and Parks/Open spaces (94%).
- The Mori Residents Survey net satisfaction survey is showing a 9% increase in customer satisfaction when compared with 2012. To summarise, 90% of residents are satisfied with the Refuse Collection Service, 85% are satisfied with Street Lighting and 78% are satisfied with parks and open spaces.
- Community Services has received 257 compliments/commendations during 2015/16 from members of the public.
- The service was shortlisted for three APSE awards for Best Service Team of the Year for Highways, Winter Maintenance, Street Lighting, Street Cleansing and Streetscene.
- The Community Safety Team were successfully incorporated into the scope of services provided by Community Services.

## **3. CHALLENGES DURING 2015-16**

- Service delivery in light of cuts and reduction of resources has proved challenging, especially in view of the increasing number of properties within the borough with a decreasing revenue budget.
- There are ongoing difficulties operating large and complex operational services across a range of small depot locations which are no longer fit for purpose.
- The significant financial pressures the Council has and is facing, has seen a reduction in the level of service Community Services have been able to offer.
- Management of customer expectations who have been used to extremely high levels of service standards for well over a decade.

#### **4. STRATEGIC PRIORITIES 2016-17**

##### **1) To be a Borough that is clean and green:**

- Provide effective management of waste collection and disposal – this will include the delivery of a range of front line services provided by Care for Your Area to residents and businesses within the Borough.
- Develop and implement the Borough's Snow Plan, Winter Maintenance and Extreme Heat Plan to ensure that all Major Routes are gritted in accordance with the Winter Maintenance Plan.
- Implement the recommendations from Place Committee regarding kerbside waste collection services with the overall aim to improve recycling rates. This will include conducting consultation exercises in order to obtain views and ideas from residents and ensure the uptake of recycling opportunities are maximised.
- Increase the rates of household waste used to recover heat, power and other energy.
- Meet the future burial and cremation needs of the Borough through the provision of adequate burial space and crematoriums with particular emphasis on identifying burial space in the South and Central Stockton areas where there is particular shortfall.
- Maintain parks, green spaces, trees and natural habitats across the Borough – this will involve the provision of support and input for the Local Development Framework, Sustainable Community Strategy, Tees Valley Green Infrastructure Strategy and the Tees Valley Biodiversity Action Plan.
- Support the LED Street Lighting Renewable Programme ensuring that programme and budget savings are made.
- Maintain standards of ground maintenance and cleanliness levels across the Borough.
- Provide a safe and attractive environment for residents through the management of Council assets by ensuring all Highway Maintenance work is carried out and inspection and maintenance regimes and conducted.
- Flood maintenance work aimed at reducing and mitigating the effects of flooding incidents will be undertaken through a programme of planned interactive interventions throughout the year.
- Ensure the management and delivery of the full range of Technical and Commercial Services for both internal and external customers.
- Undertake a management review across the service resulting in a revised operational structure and financial savings.

#### **5. EMERGING ISSUES 2016-17**

- Waste and Recycling – the current contract for the disposal of Household Waste which allows most waste to be diverted from traditional landfill to Energy from Waste through SITA is due to expire in 2020 and contract negotiations are ongoing at a Tees Valley level.
- In light of ongoing revenue pressures core services will be prioritised which will allow those areas in greatest need to be targeted. This approach will ensure the delivery of a high quality service despite these challenges and a weekly visit to all residential areas will still be supported.
- Kerbside recycling has been reviewed this year within the Place Committee Work Plan and work is ongoing at present on the six recommendations. This will include a full consultation exercise with residents, review of receptacles and options for the roll out of waste and recycling awareness campaigns.
- Ensure that Burial Needs and predicted shortfall in future provision of space is noted on the Corporate Risk Register.

## COMMUNITY SERVICES – PERFORMANCE UPDATE Q4 2015-16

### A. KEY PERFORMANCE INDICATORS (COUNCIL PLAN PRIORITIES)

- 1) EH102 Percentage of household waste landfilled: At year end **7.94%** of household waste had been landfilled. The SITA shutdown during the year and protestor action has had a negative impact on this indicator. The target for 2015/16 has not been achieved.
- 2) EH103 Percentage of household waste reused, recycled or composted: At Year End **25.82%** of household waste was re-used, re-cycled or composted. The target of >30% for the year has not been achieved.
- 3) EH105 Percentage of areas with unacceptable levels of litter: The Street Cleanliness surveys which determine levels of litter are undertaken three times a year. These indicate that **7.6%** of sites surveyed have unacceptable levels of litter. This indicator has shown some improvement throughout the year, however, the target for 2015/16 has not been achieved.
- 4) EH106 Percentage of areas with unacceptable levels of detritus: The Street Cleanliness Surveys which determine levels of detritus are undertaken three times a year. These indicate that **5.2%** of sites surveyed have unacceptable levels of detritus. This indicator has shown some improvement throughout the year, however, the target for 2015/16 has not been achieved

### B. GENERAL THEMATIC PERFORMANCE ISSUES

- 1) LED Street Lighting  
Stockton Borough Council's LED Street lighting replacement programme continues to progress well. The scheme which is projected to save £1.8m per year from reduced energy and maintenance costs has already seen the conversion of 5000 lanterns and the installation of 3,100 new columns. Feedback from customers following conversion shows an average 74% satisfaction rating.
- 2) Tees Valley Waste Management Strategy  
Work is ongoing to contribute towards the delivery of the Joint Tees Valley Waste Management Strategy and Action Plan.
- 3) Recycling  
Work has continued to develop systems for maximising re-used and re-cycled waste and these have been approved by Place Committee.