

ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Tuesday, 9 July 2019
Report Subject	Review of Streetscene Standards
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Streetscene and Countryside
Report Author	Chief Officer (Streetscene and Transportation)
Type of Report	Operational

EXECUTIVE SUMMARY

Cabinet approved a set of Streetscene performance standards at the commencement of the new service in 2012. The standards formed the basis of the portfolio's quarterly performance report, which was then heavily scrutinised by both the Environment Overview and Scrutiny Committee and Cabinet.

The updated 2019 Council Plan includes a new performance measure of Streetscene standards, under the Safe and Clean Council theme and as a result, the direct output of the portfolio will, once again, be reported through the Scrutiny process.

The standards have not changed over the past 7 years, despite significant changes to the scope of the portfolio. Some of the standards are no longer relevant and some areas of the new Streetscene and Transportation service are not represented at all within the standards.

A review of the standards has therefore been undertaken and the Environment Overview and Scrutiny Committee are asked to consider the performance targets which have been set for the service and make recommendation on any revisions they may feel appropriate, ahead of the new performance monitoring process being introduced for 2019/20.

RECOMMENDATIONS

1	That Scrutiny recommends adoption of the Streetscene service standards detailed in Appendix 1 of this report, including the proposed additions to the revised list as a result of the portfolio changes.
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REPORT DETAILS

1.00	REASONS FOR A REVIEW OF STANDARDS
1.01	In 2012, following the introduction of the Streetscene service, a raft of service standards were produced, which were subsequently approved by Cabinet. The standards provided a key reporting and monitoring function during the early years of the new service and the information was closely scrutinised during the quarterly reporting periods, both by the Environment Overview and Scrutiny Committee and Cabinet.
1.02	The performance reporting arrangements changed in 2014 to more closely reflect the measures contained within the Council's Improvement Plan and as a consequence the regular reports on Streetscene standards were discontinued.
1.03	The updated 2019 Council Plan however, includes a new performance measure which reflects performance against the Streetscene standards, under the Safe and Clean Council theme and once again the service output will be reported and challenged through the scrutiny process.
1.04	The standards have not changed over the past 7 years, despite significant changes to the scope of the portfolio. Some of the standards are no longer relevant and some areas of the new Streetscene and Transportation service are not represented at all within the standards.
1.05	Appendix 1 provides a full list of all the original standards, together with the proposed additions/deletions as a result of the portfolio changes. Environment Overview and Scrutiny are requested to consider the measures and targets and make recommendations on any changes or additions they require to adequately monitor the performance of the portfolio.
1.06	The new standards will form a key element of the reporting measure in respect the Safe and Clean Council theme of the Council Plan

2.00	RESOURCE IMPLICATIONS
2.01	The resources required to deliver the current service standards are based on existing staffing levels and budgets within the service and any changes to the standards will have an impact on expenditure levels.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	With Cabinet Member
3.02	With Overview and Scrutiny Committee – July 2019

4.00	RISK MANAGEMENT
4.01	Failure to achieve the standards may result in reputational issues for the Council.

5.00	APPENDICES
5.01	Appendix 1 – Proposed Streetscene Standards

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Contact Officer: Stephen Jones – Chief Officer Streetscene and Transportation Telephone: 01352 704700 E-mail: Stephen.o.jones@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	None