Neighbourhood Services Portfolio Holder Statement

O&S Committee
11th December 2012.

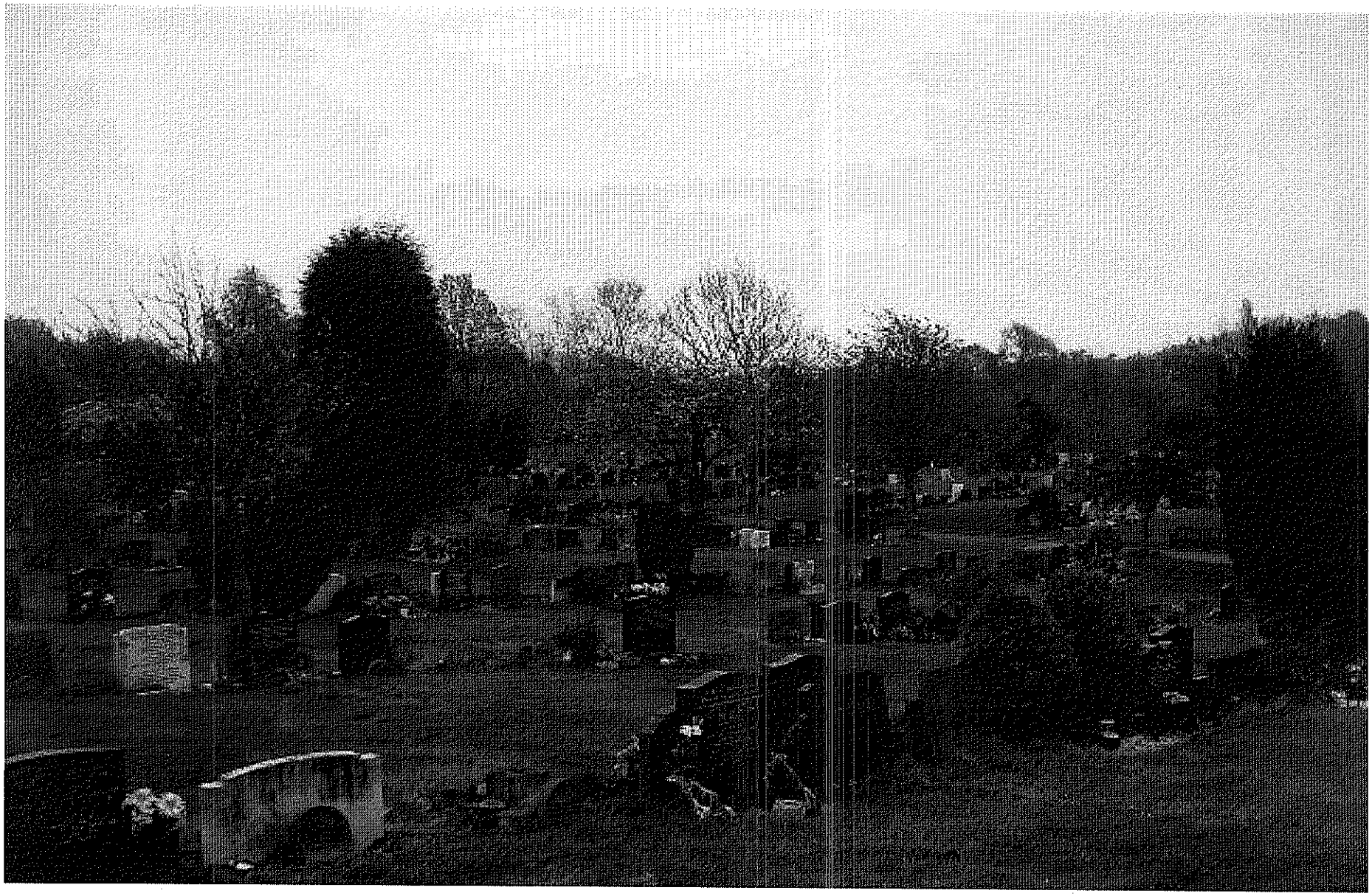
Purpose of Service

The purpose of Neighbourhood Services
is to help support making the district
a great place to live work and visit
by making sure the district is
clean, safe and sustainable.

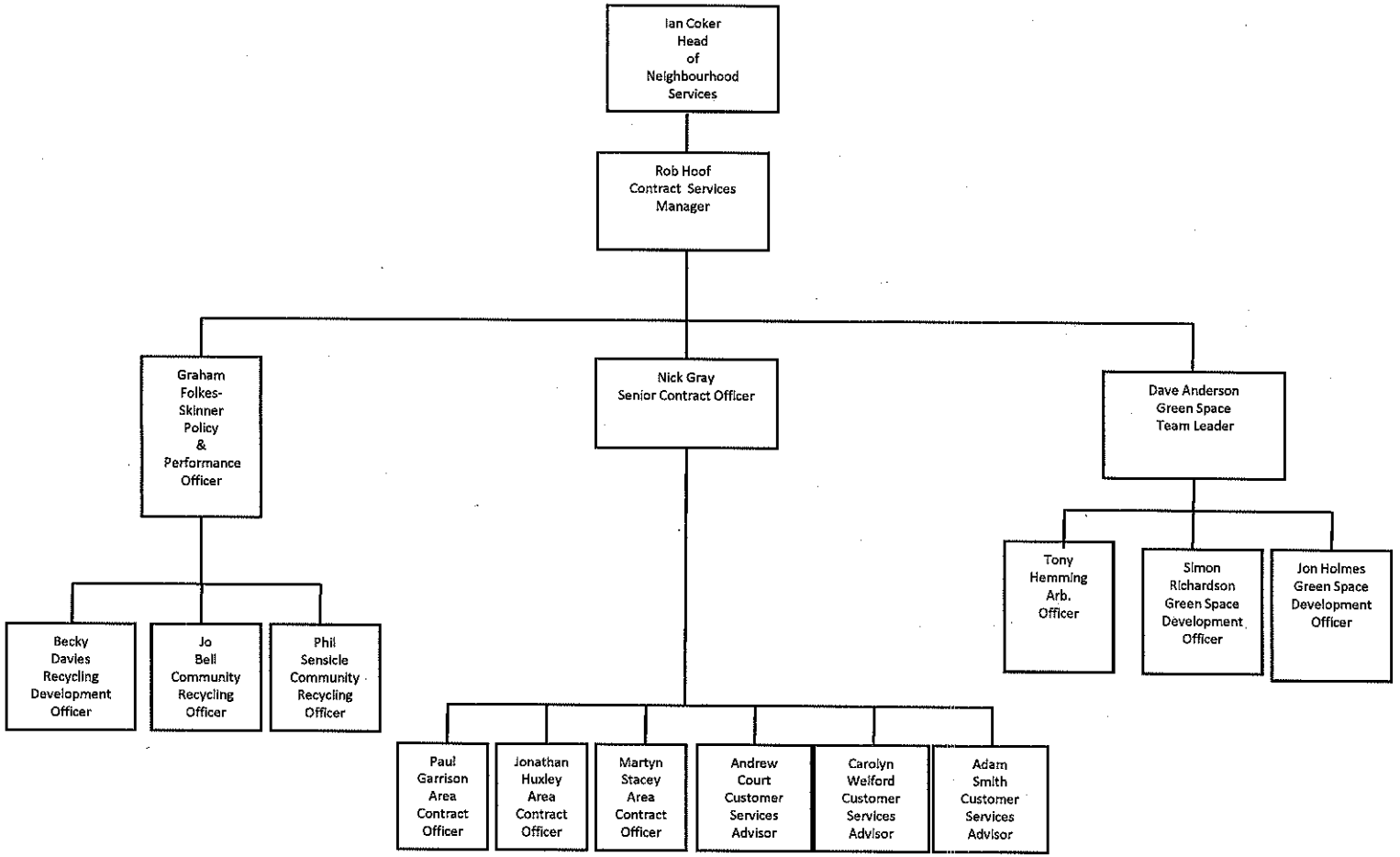
Contract Management Team

- Point of Contact for a Range of Street Scene Services
- To Manage Key Service Contracts
- Increasing Recycling Levels
- Management and Development of the Districts Parks and Open Spaces

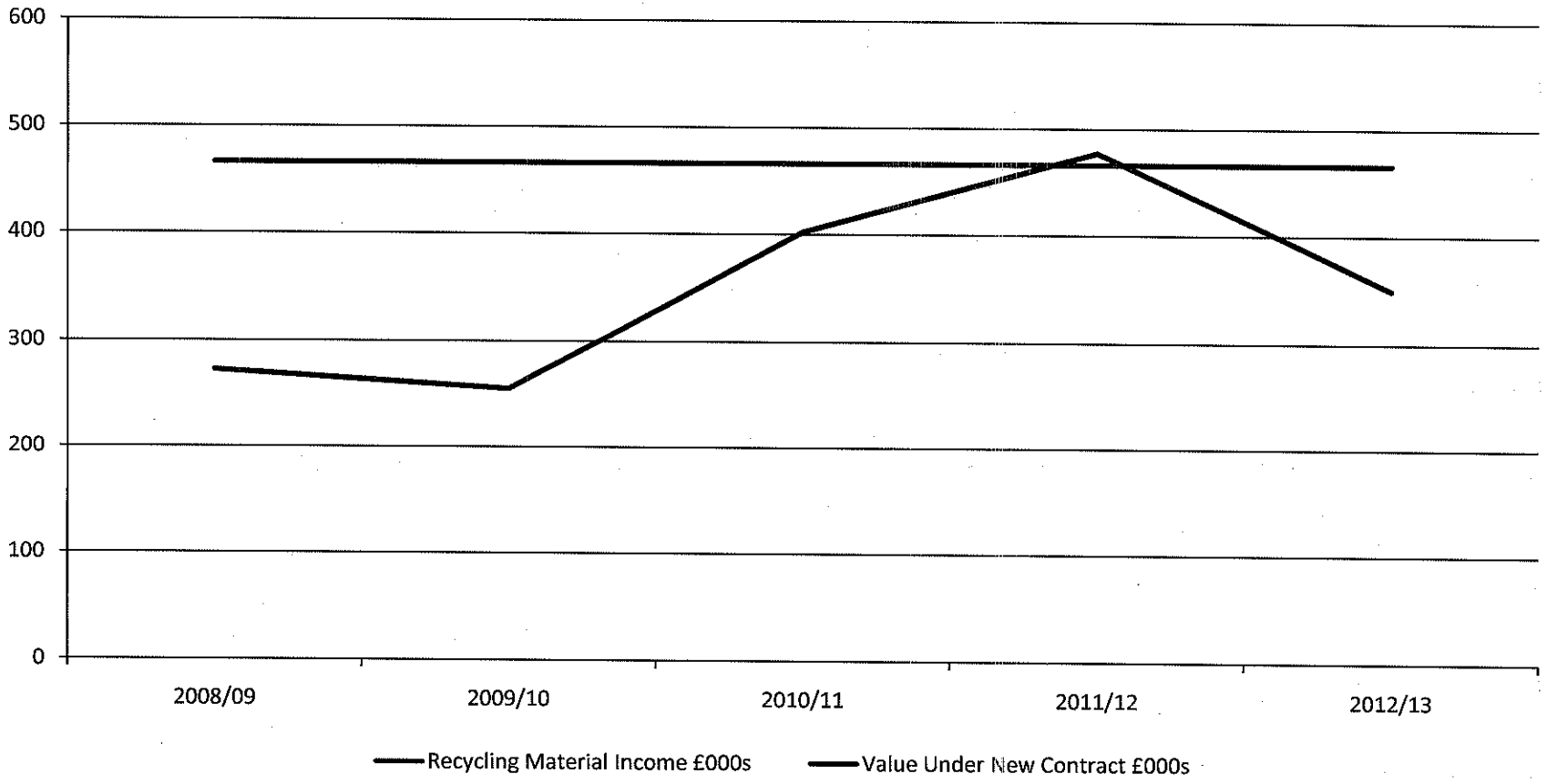
What We Do



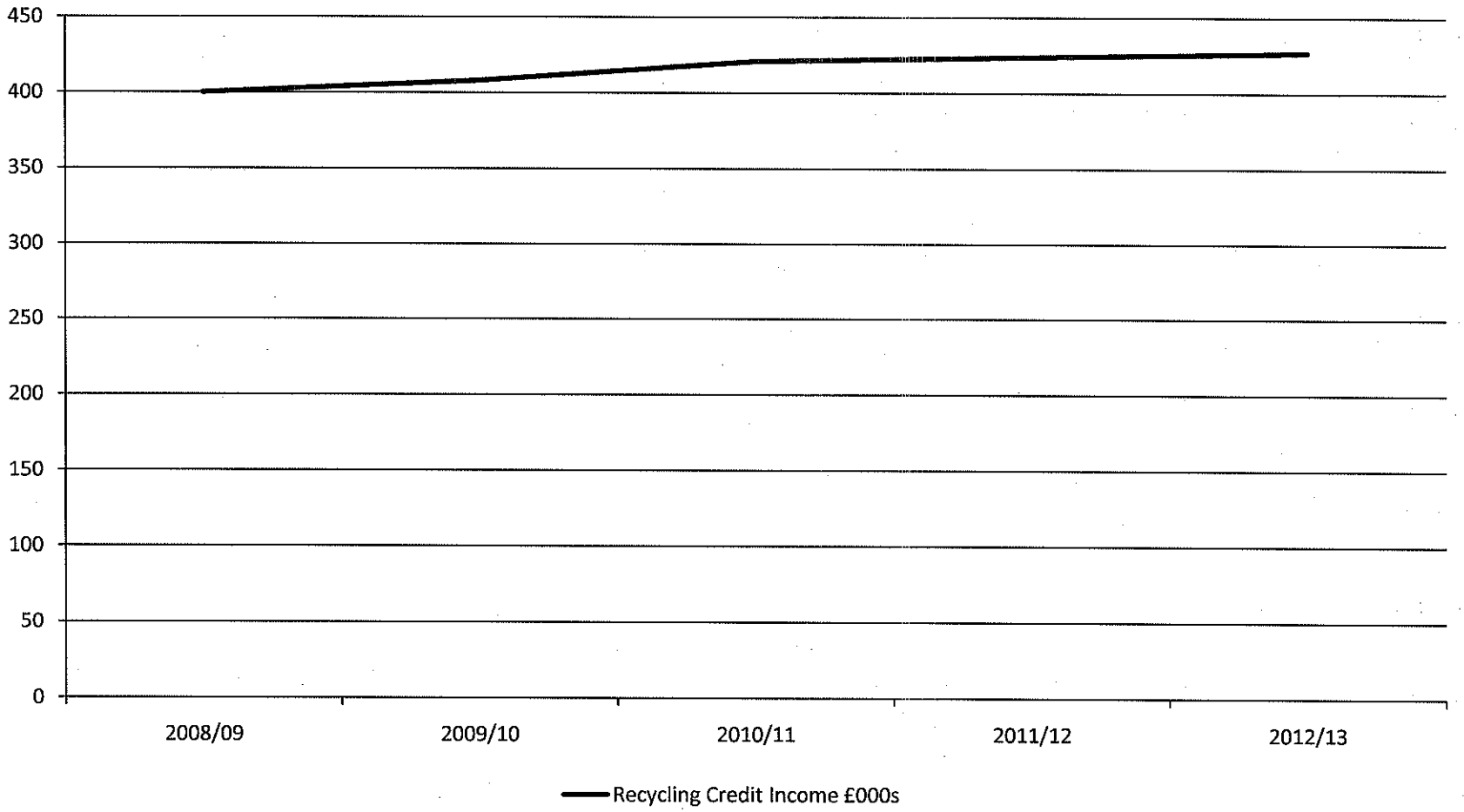
Contract Services Team structure



Income from Sale of Recyclable Materials



Income from Recycling Credit



Customer Measures

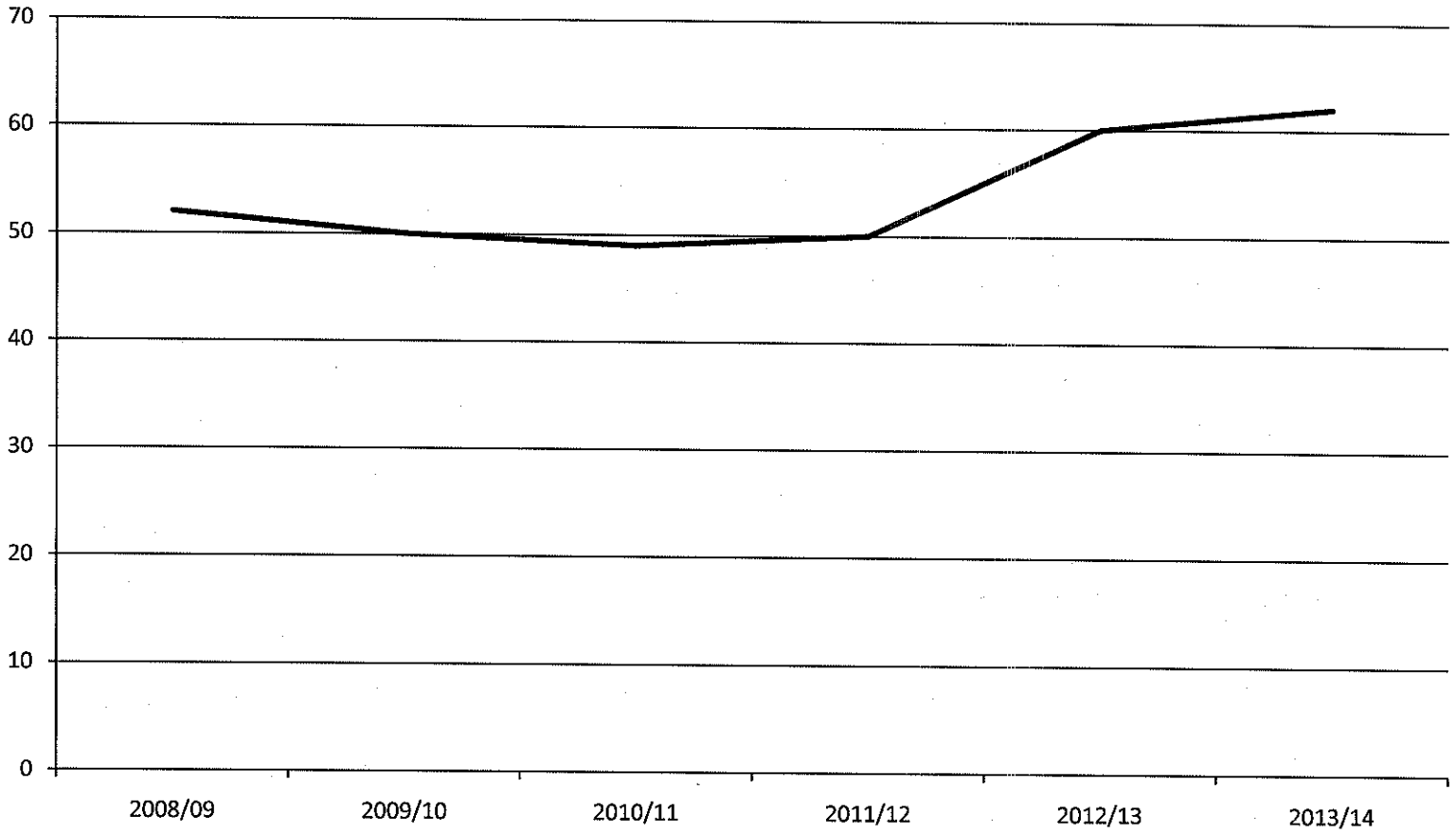
- 76% of Customer Enquiries Responded to Within 2 working Days

- 5700 RRU Jobs Carried Out Each Year

Fit For the Future Outcomes

- To Bring Parks Service into One Service Area
- Broader Role of Area Officers
- More Focused Parks Team
- Increased Recycling Through Service Change
- Annual Saving of £125k

Recycling Rate %



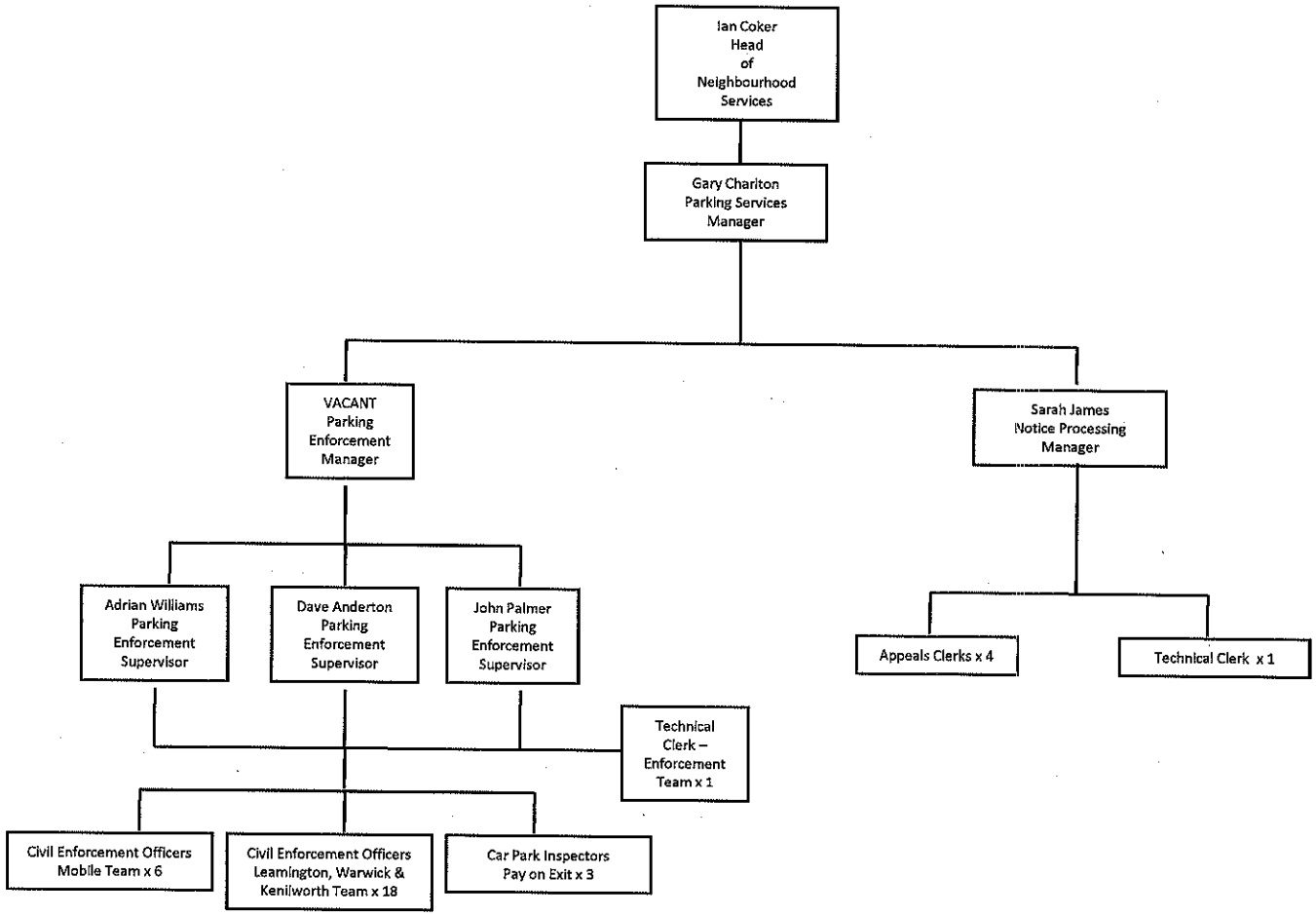
Contract Renewal

- Secure Providers for Key Frontline Contracts
- Maintain Standards
- Provide Additional Services
- Better Service Cover at Weekends
- Income Certainty
- Annual Saving of £1.1 Million

Parking Services

- Enforcement of the off and on-street parking restrictions
- Administration of the resident parking schemes and car park season tickets
- Control of fees and charges for off-street car parks

Parking Services Team Structure



Parking Services Income

Off-Street Income	2010 - 2011	2011 - 2012	Estimated 2012 - 2013
Pay and Display	£1,977,516	£2,050,609	£2,100,000
Season Ticket	£222,237	£188,425	£185,000
Penalty Charge Notice	£108,472	£93,905	£85,000
Total Income	£2,308,225	£2,332,939	£2,370,000
Total Expenditure	£1,838,213	£1,962,436	
Surplus	£470,012	£370,503	

Customer Measures

- On average 315 off-street PCN's issued each month.
- 28% of the PCN's issued are challenged.
- On average a 10 day PCN response time.
- On average a 2 day permit application turnaround.

Fit for the Future Outcomes

- Introduction of locality working for enforcement team
- Mobile working solution for the pay on exit team
- Reduced administration processes by introduction of improved I.T.
- Move to on-line applications for permits and waivers – PCN appeals to follow
- Review of structure and role focus – new rotas and working practices to be introduced in January 2013

Projects Looking Forward

- Contract Demobilisation
- Contract Mobilisation – New Services
- On Street Enforcement