

Overview and Scrutiny Task Group - Streetscene

Agenda and Reports

For consideration on

**Wednesday, 20th August
2008**

In Committee Room 1, Town Hall, Chorley

At 6.30 pm



This page is intentionally left blank

12 August 2008

Dear Councillor

**OVERVIEW AND SCRUTINY TASK GROUP - STREETSCENE -
WEDNESDAY, 20TH AUGUST 2008**

You are invited to attend a meeting of the Overview and Scrutiny Task Group - Streetscene to be held in Committee Room 1, Town Hall, Chorley on Wednesday, 20th August 2008 commencing at 6.30 pm.

AGENDA

1. **Apologies for absence**

2. **Declarations of Any Interests**

Members are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda. If the interest arises **only** as result of your membership of another public body or one to which you have been appointed by the Council then you only need to declare it if you intend to speak.

If the personal interest is a prejudicial interest, you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

3. **Minutes (Pages 1 - 2)**

To confirm as a correct record the Minutes of the meeting of the Overview and Scrutiny Task Group – Streetscene held on 24 July 2008 (enclosed)

4. **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item(s) on the agenda will be asked to put their question(s) to the Panel. Each member of the public will be allowed to ask one supplementary question within his/her allocated 3 minutes.

5. **Consideration of the Draft Scoping Document (Pages 3 - 6)**

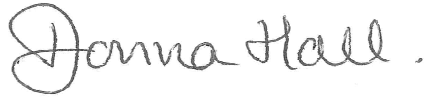
To consider the draft scoping document and agree any amendments (enclosed)

6. **Collection and Consideration of Evidence**

To consider the findings and conclusions from the Value for Money Review relating to the Streetscene Division of the Neighbourhood Directorate and the maintenance schedules for the services provided by the Streetscene division of the Neighbourhoods Directorate. (to follow)

7. **Any other item(s) that the Chair decides is/are urgent**

Yours sincerely



Donna Hall
Chief Executive

Gordon Bankes
Democratic Services Officer
E-mail: gordon.bankes@chorley.gov.uk
Tel: (01257) 515123
Fax: (01257) 515150

Distribution

1. Agenda and reports to all Members of the Overview and Scrutiny Task Group - Streetscene (Councillor Adrian Lowe (Chair) and Councillors Julia Berry, Terry Brown, Doreen Dickinson, Pat Haughton, Marion Lowe, June Molyneaux, Debra Platt, Shaun Smith, Joyce Snape, Stella Walsh and Peter Wilson for attendance.
2. Agenda and reports to Ishbel Murray (Corporate Director (Neighbourhoods)), Keith Allen (Streetscene Manager), Carol Russell (Head of Democratic Services) and Gordon Bankes (Democratic Services Officer) for attendance.

This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.

આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

01257 515823

کیجئے:

This page is intentionally left blank

Overview and Scrutiny Task Group - Streetscene**Thursday, 24 July 2008**

Present: Councillor Adrian Lowe (Chair) and Councillors Terry Brown, Doreen Dickinson, June Molyneaux, Debra Platt, Shaun Smith, Joyce Snape and Peter Wilson

Also in attendance: Councillors Councillor Julia Berry, Pat Haughton and Marion Lowe

08.01 APOLOGIES FOR ABSENCE

An apology for absence was submitted on behalf of Councillor Stella Walsh

08.02 DECLARATIONS OF ANY INTERESTS

No members declared an interest in respect of items on the agenda.

08.03 PUBLIC QUESTIONS

There were no questions from Members of the public.

08.04 SCOPING EXERCISE

The Corporate Director (Neighbourhood) gave a short presentation on the Neighbourhoods Directorate setting out its areas of responsibility and objectives.

The basis of the inquiry would be on the Streetscene Division which was split between street cleaning and grounds maintenance, The budget, and the number of staff employed by the Division was given, with Members attention drawn to the schedules of maintenance for both areas.

A brief outline of the performance of both street cleaning and grounds maintenance was also given.

Member's immediate response on issues in which the inquiry could focus its attention on was the operation of the schedule of maintenance.

Members expressed concern that the schedule of maintenance for the following areas was not as efficient and effective as it should be and requested to have sight of these documents at a future meeting.

- Street cleaning
- Emptying Litterbins
- Sweepers
- Tree pruning
- Grass cutting

Members raised concern that some areas had not been placed on a schedule of maintenance, therefore creating an area of neglect. Complaints had also been received regarding the maintenance of cemeteries and the emptying and size of litterbins particularly, those around schools.

Reference was also made to the Scrutiny Inquiry that was done a few years ago on the Grass Cutting service and the need to revisit the recommendations that the Inquiry produced to see if they have been carried out.

All the issues and concerns of Members would be incorporated into the scoping document for the inquiry, which would be drawn up by the Democratic Services Officer and Corporate Director (Neighbourhoods) in consultation with the chair of the Task Group and submitted to the next meeting.

08.05 DATES OF FUTURE MEETINGS

The group **AGREED** that the next meeting would be held on Wednesday 20 August at 6.30pm.

Chair

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic: Streetscene Inquiry	Investigation by: Overview & Scrutiny Streetscene Task Group
	Type: Inquiry

<p>Objectives: To investigate and evidence the service currently provided by the Streetscene Section of the Neighbourhood Directorate with particular focus on:</p> <ul style="list-style-type: none"> • The relationship between the land in the Chorley Wards with maintenance schedules. • The frequencies of maintenance schedules for street cleaning relating to: emptying litterbins, sweepers, tree pruning, grass cutting. • The identification and inclusion of all of the Council's land on maintenance schedules. • Provision of litterbins, the appropriate capacity of them and the frequency of emptying. • Provision of lengthsmen in Parishes. • To investigate the standards provided by the current streetscene maintenance schedules. 	<p>Desired Outcomes:</p> <ul style="list-style-type: none"> • To make recommendations in areas where improvements are required. • To identify any barriers that may face the Council in delivering the improvements to the services and any solutions. • To identify any future improvements. • To maximise operational efficiencies. • To maximise improvements. • To improve the effectiveness of the maintenance schedules.
---	---

<p>Terms of Reference:</p> <ul style="list-style-type: none"> • To assess the current service provision and identify service improvements. • To report on the inquiries findings and make recommendations to Overview and Scrutiny Committee, and if required Executive Cabinet, consistent with the Inquiry's findings, and desired outcomes. • To review any complaints received about the streetscene services.
--

<p>Key Issues:</p> <ul style="list-style-type: none"> • Customers experience and satisfaction/dissatisfaction. • Operational Issues. 	<p>Risks:</p> <ul style="list-style-type: none"> • Having the desired outcomes beyond the capacity to deliver. • Financial and Resource Implications
---	---

Venue(s): Town Hall, Chorley	<p>Timescale:</p> <p>Start: July 2008</p> <p>Finish:</p>
------------------------------	---

Information Requirements and Sources:

Documents/evidence: *(what/why?)*

Current schedules which are available

Witnesses: *(who, why?)*

Responsible Officers: Keith Allen, Streetscene Manager
 Executive Member (Neighbourhoods), Councillor Eric Bell
 Other service providers:

- Lancashire County Council
- APSE Family Network authorities
- Housing Associations i.e. Chorley Community Housing, People & Places

Consultation/Research: *(what, why, who?)*

APSE Family Network

Site Visits: *(where, why, when?)*

Association of Public Service Excellence – benchmarking reports where available

Officer Support:

Lead Officer:

Ishbel Murray Corporate Director
 (Neighbourhoods)

Committee Administrator:

Gordon Bankes (Democratic Services Officer)

Corporate Policy Officer:

Likely Budget Requirements:

Purpose

£

Total

Target Body¹ for Findings/Recommendations

(Eg Executive Cabinet, Council, PCT)

Overview & Scrutiny Committee and Executive Cabinet

SCRUTINY INVESTIGATION -	Streetscene Task Group																	
	2008						2009											
	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	
TASK																		
1. TOPIC SELECTED	22																	
2. SCOPE INQUIRY			24	20														
3. COLLECT EVIDENCE				20														
4. CONSIDER EVIDENCE																		
5. REPORT																		
6. FEEDBACK & ACTION																		
7. MONITOR																		

This page is intentionally left blank