

REPORT OF OVERVIEW AND SCRUTINY COMMITTEE

1. This report summarises the business considered at the meeting of the Overview and Scrutiny Performance Panel on 10 July 2014.

OVERVIEW AND SCRUTINY PERFORMANCE PANEL – 10 JULY 2014

Performance Focus: Streetscene Services

2. The Panel had expressed an interest in scrutinising the performance of Streetscene Services, with a particular focus on grounds maintenance, street cleansing and parks and open spaces. We considered a report of the Chief Executive which gave key performance indicators for Streetscene Services and summarised project delivery, budget investment, modernisation and customer satisfaction information.
3. Councillor Adrian Lowe, Executive Member for Streetscene Services attended the meeting along with Jamie Dixon, Head of presented the report and answered questions of the Panel.

Performance

We were informed that new IT systems were now in place to try and improve performance indicators that were currently off target. Call back figures had improved following a change in mobile devices from Blackberries to iPads with a significant reduction in repeat requests. Members were encouraged to log in to My Account through the website to register service requests/issues as we would be informed via email of progress when requests etc. were resolved and we asked for this initiative to be promoted to Councillors, Parish and Town Councils as well as with the public. Members commented that responses to multi issue or multi street queries appeared to take a longer time to resolve and officers reported that this issue was being looked in to.

Project Delivery

In response to queries regarding prioritisation of neighbourhood projects, it was reported that streetscene services were managing over 35 of these projects. As part of managing capacity, the projects had been staggered to be delivered over the year and although the majority would not start until at least September 2014, all were on course to be completed by the end of the Council year.

Budget Investment

Investment of new litter bins had received good feedback with larger capacity bins that could take dog waste. Issues with unadopted areas in Buckshaw had meant that bin location and waste collection were complex due to the different landowners and developers involved. However, work was ongoing in Main Square to locate bins just prior to the area being adopted. In delivering the Astley 2020 project, car parking was raised as an issue. We were informed that although Car Park Infrastructure was in the current year's programme, this would require a feasibility study and planning permission and therefore could not be completed until 2015/16.

Modernisation

The Panel commented on the need to either cut the grass more frequently or to collect the cuttings whilst mowing grassed areas. Both of these issues had cost implications. The Council would look at hotspots where this was a problem, but was also looking to start grass cutting earlier in the year.

In relation to public realm improvements we were informed that Lancashire County Council would not enforce obstructions on the highways unless there was a highways safety issue.

Customer Satisfaction

To improve on customer satisfaction, the Panel were advised that IT solutions and calling cards were in place. Customer feedback was being reviewed and officers looked for particular themes/communication issues to try and identify problems.

Chorley Council Performance Monitoring – Fourth Quarter

4. We considered the Council's Performance Monitoring for the fourth quarter of 2013/14 which had been reported to Executive Cabinet in June that set out performance against the Corporate Strategy, with a summary of the performance of key projects, all of which were on track or scheduled to start later in the year. 72% of corporate strategy measures and 86% of key service measures were performing on or above target or within 5% tolerance.
5. We were provided with information on action plans that had been developed to improve performance for those projects that were performing below target and received assurances that information would be circulated on responses to queries that the Panel had raised on the following:
 - Delivery of the Chorley Youth Zone
 - An update on progress of the Friday Street Health Centre
 - Changes to working practices to fit neighbourhood working and public health priorities
 - Working Together with Families
 - Establishing a Chorley Youth Council/Youth Ambassador Scheme
 - Chorley's Credit Union – extending the offer

Recommendation

6. To note the report.

COUNCILLOR JOHN WALKER
CHAIR OF OVERVIEW AND SCRUTINY COMMITTEE

DS