

## OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

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

<p><b>Objectives:</b> 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"> <li>● The relationship between the land in the Chorley Wards with maintenance schedules.</li> <li>● The frequencies of maintenance schedules for street cleaning relating to: emptying litterbins, sweepers, tree pruning, grass cutting.</li> <li>● The identification and inclusion of all of the Council's land on maintenance schedules.</li> <li>● Provision of litterbins, the appropriate capacity of them and the frequency of emptying.</li> <li>● Provision of lengthsmen in Parishes.</li> <li>● To investigate the standards provided by the current streetscene maintenance schedules.</li> </ul>	<p><b>Desired Outcomes:</b></p> <ul style="list-style-type: none"> <li>● To make recommendations in areas where improvements are required.</li> <li>● To identify any barriers that may face the Council in delivering the improvements to the services and any solutions.</li> <li>● To identify any future improvements.</li> <li>● To maximise operational efficiencies.</li> <li>● To maximise improvements.</li> <li>● To improve the effectiveness of the maintenance schedules.</li> </ul>
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<p><b>Terms of Reference:</b></p> <ul style="list-style-type: none"> <li>● To assess the current service provision and identify service improvements.</li> <li>● 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.</li> <li>● To review any complaints received about the streetscene services.</li> </ul>
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<p><b>Key Issues:</b></p> <ul style="list-style-type: none"> <li>● Customers experience and satisfaction/dissatisfaction.</li> <li>● Operational Issues.</li> </ul>	<p><b>Risks:</b></p> <ul style="list-style-type: none"> <li>● Having the desired outcomes beyond the capacity to deliver.</li> <li>● Financial and Resource Implications</li> </ul>
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Venue(s): Town Hall, Chorley	<p><b>Timescale:</b></p> <p>Start: July 2008</p> <p>Finish:</p>
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**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**

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**Target Body<sup>1</sup> for Findings/Recommendations**

(Eg Executive Cabinet, Council, PCT)

Overview & Scrutiny Committee and Executive Cabinet