

## **Community Team**

### **PURPOSE**

1. This report is to brief the Environment Select Committee on the formation of the Community Teams for the new Highway and Streetscene Contract.

### **INTRODUCTION**

2. The local highways and streetscene services are high-profile at the local level: the public have high expectations and performance is under constant scrutiny and have key links beyond the direct service, such as addressing antisocial behaviour. Public perception that performance is good enhances the council's reputation, and vice versa.
3. These services are a key element of localism and offer an opportunity to develop this now and for the foreseeable future.

### **THE COMMUNITY TEAM**

4. The Community Team proposal is for the Local Highway and Streetscene local services (pot hole filling, grass cutting, litter collection, litter bin emptying, dead animal collections etc) to be provided by a team of stewards located in one community area board. The improvements this allows are:
  - a. Previously there were a maximum of two Parish Stewards in any given community area, now there will be a team of a minimum of four stewards, increasing the visibility of the Council in the community.
  - b. The scope of activities undertaken by the stewards will be increased to cover all the local highway and streetscene duties allowing a greater range of services to be provided locally. All stewards will be able to complete any activity provided by the Local Highway and Streetscene Service.
  - c. The land types for which the stewards are responsible is increased from highway only to include Wiltshire Council amenity land, so a greater area is covered.
  - d. All the operatives operate on a 'Find and Fix' philosophy when issues are found they can be resolved immediately. This means that we remove the duplication and waste of different operatives visiting the same site and reduces the time taken to deal with issues.
  - e. An operational financial savings of £0.975 million has been identified.

## THE CONTRACT MANAGEMENT

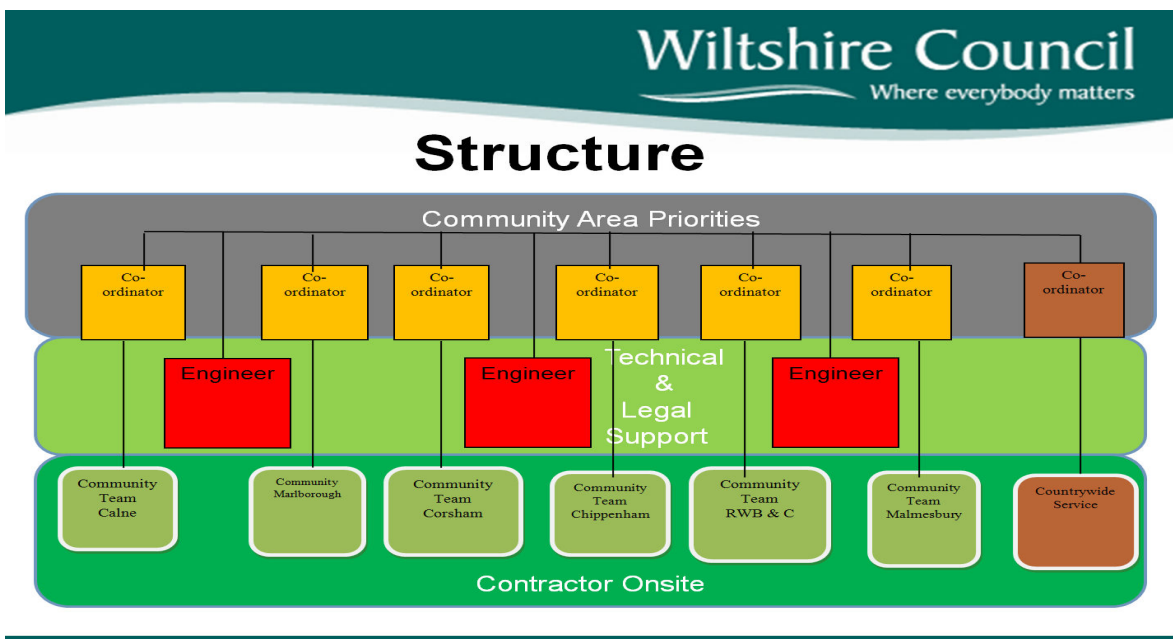
5. A new client structure will be introduced in 2013. The new structure follows the philosophy of having generic officers responsible for all Local Highways and Streetscene Services within a community area board. The improvements this allows will be:
  - a. A robust, transparent client structure with clear lines of responsibility, accountability and authority for both external and internal stakeholders.
  - b. A one point of contact for town and parish councils for all services provided by the Local Highway and Streetscene Service.
  - c. An empowered local client officer for all the contracted Local Highway and Streetscene services allowing the local community priorities to be considered across many services. This greater scope of services covered will allow more local priorities to be considered and greater involvement by town and parish councils.
  - d. Management savings of £0.212 million have been identified.

## SERVICE EFFICIENCIES

6. The service efficiencies are achieved by having a generic empowered workforce and client which can deal with tasks as they find them. Ensuring the right fix first time, removing countless wasted miles and duplicated resources when different crews or officers are sent to the same location to complete tasks. As an example an operative drives a road, sees a dead animal and picks it up (saving reporting from members of the public, back office support and another crews being sent to collect the animal). This practice can be replicated throughout the service from grass cutters collecting litter to street cleaners filling pot holes etc.

## COMMUNITY TEAMS & REPORTING STRUCTURE

7. Local Highway and Streetscene Client and Community Team reporting structure:



8. The Wiltshire Council Coordinator, on a day to day basis is responsible for the management (client) of the local highways and streetscene assets and the community priorities within one community board area.
9. The Community Coordinator is the town and parish council contact for that community board area.
10. An Engineer provides the technical support and strategic service provision across two community board areas.
11. An identified Community Team will support one community board area board, providing a full range of services to the community from grass cutting, litter collection and street cleaning services, grounds maintenance through to pothole repairs.
12. Community Team numbers and required skills will vary in type and size depending on the needs (amount of asset managed) in the individual community board areas.
13. The service delivery focus on ensuring the right operative is in the right place/location for 'fix it right first time'. This ensures maximum service effectiveness and heightens the council's reputation among the public for joined-up working.
14. The priorities and scope of the Community Team will be set by the Wiltshire Council Community Co-ordinator. Currently the following services are within the scope of the team:

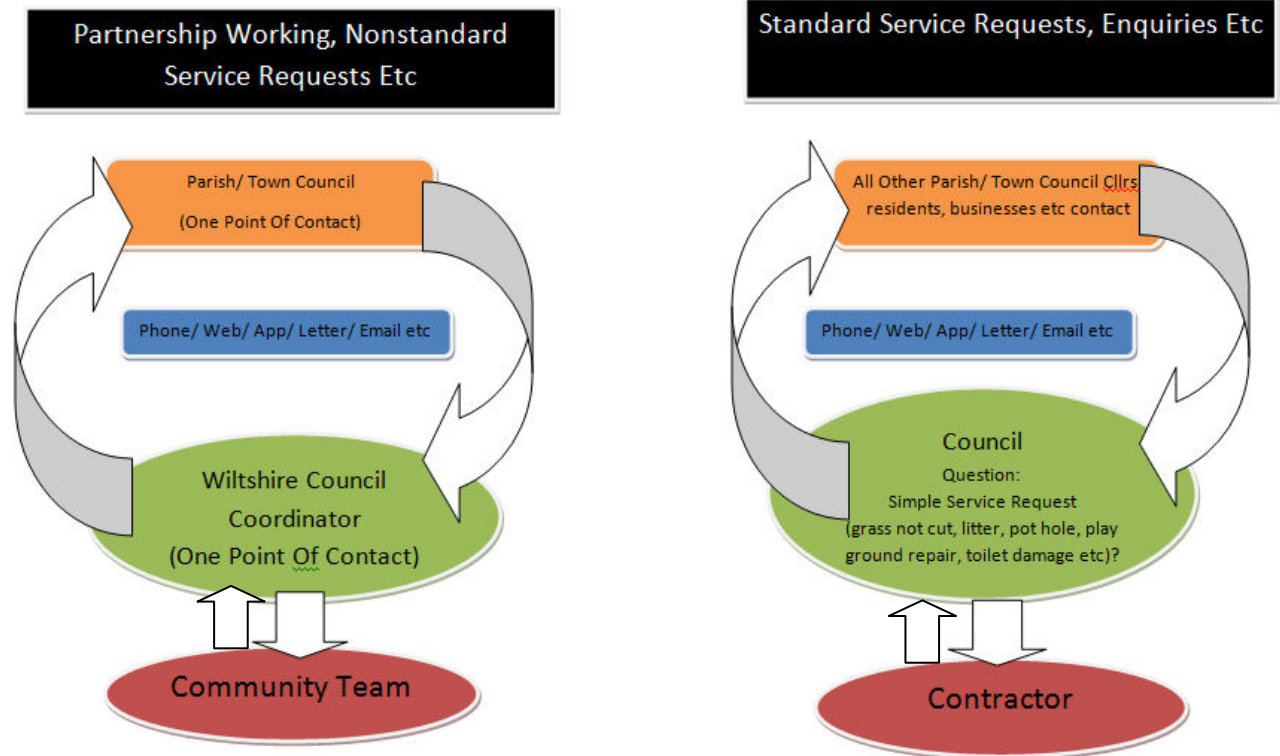
Bin Erecting	Litter picking	Potholes/Overruns
Asset reviews	Weed spraying	Trip hazards
Syringe removal	Street sweeping	Street furniture repair
Graffiti removal	Shrubs/Plants/Hedges on private land overgrowing on the highway	Grass Cutting
Chewing gum	Bin emptying	Illegal signs removal
Shrubs/Plants on Council land	Fly tipping removal	Dog fouling removal
Ditch clearances	Dead animal removals	Fly posting removal

15. Communities have different demands, and these are also affected by the seasons. The future service will be sufficiently flexible to accommodate these differences and changes.

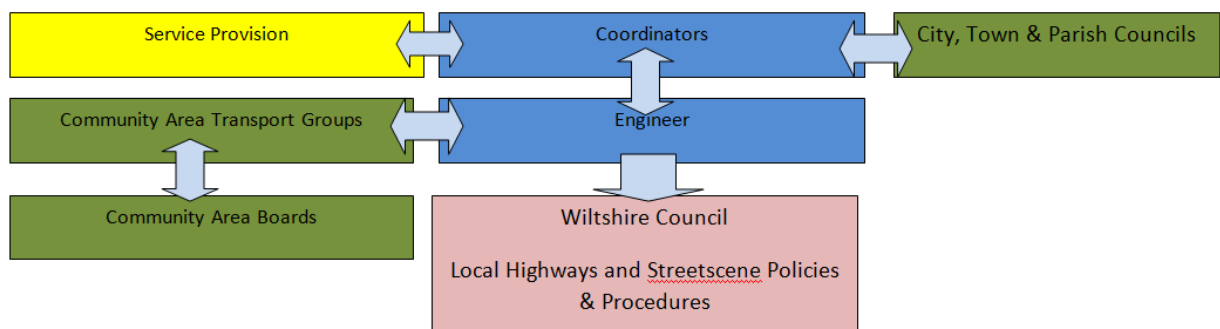
## COMMUNICATIONS

16. The Coordinator is the point of contact for parish and town councils for service issues.

17. General enquires go to the Admin Support at the depots.



18. Feedback to Community Area Boards is undertaken by the Engineer at the Community Area Board Transport Groups. The Coordinator updates the Engineer prior to the Community Area Transport Group (CATG) meeting and the operational information is obtained from Exor (the Highway Database).



19. The parish and town councils on the CATGs may decide to fund or provide resources to support the community team. The funding and support will be agreed by the present Engineer.

## **COMMUNITY INVOLVEMENT**

20. Community Team Purpose is:

*“Working with the community to meet the needs of the asset and the community priorities whilst maximising the use of resources”*

21. The new service builds on the work of the current Parish Steward Scheme by enlarging the number of services (to include local streetscene services) which the town and parish council can identify issues as local priorities and agree with the Wiltshire Council Coordinator.
22. The new service builds on the work by the Streetscene Service in support of events such as the Britain in Blooms. It also builds on the community involvement schemes. This partnership allows local groups to improve private land and the community teams to address all issues on Local Highways and Streetescene land meaning the whole area is improved. This allows the work of volunteers to increase the community improvements achieved by the Council's limited resources.
23. The new service allows Community Groups to identify changes, with the Coordinator, in maintenance schedules. This could be reducing grass cutting to allow wild flowers growth, or moving a litter picking areas from one location to another to better meet the demands of the local area.
24. The service looks to support communities to support themselves. This can be achieved by schemes such as sponsor/ adopt a litter bin. This is where the community identifies a litter issue, which the Council does not recognise as a priority, but the community can provide and then pay for Wiltshire Council to maintain.

## **CONCLUSION**

25. The redesigned service will be both better and have lower direct costs (savings circa £1.2 million) than the present one.
26. It can improve processes to remove waste and duplication, by doing more permanent maintenance (so they don't recur and cause rework), and by removing unnecessary roles from the structure.
27. The local highways and streetscene service supports localism, through community-led involvement of service delivery and identifying service priorities, and through enabling community participation in delivery.