Neighbourhood Services Project

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What’s the issue?

- Declining resource due to budget reductions
- Services operating in ‘silos’
- Duplication of effort and pass-ons
- Independent management of assets and resources
- Lack of ownership of issues/proactive approach, long customer times
- Opportunity for more Neighbourhood Management and Operational Interfaces
What did we do?

• Workshops to review roles of services in the community and resources
• Reviewed structures combine managerial & operation roles
• Identified where resources could be shared to deliver efficiencies, income and ‘community capital’
• Commenced an operational pilot in February, area basing teams, co located.
• Built local knowledge and ownership of local environmental issues
• Increased motivation, communication and reduced failure demand, improved customer response.

• "OWN IT, DO IT SORT IT!"
Functional View of Future NM Services

Lead
Operational Manager

Neighbourhood Services
Zone Manager

Community Engagement
(Function)
- NMAs
- Park Ranger Service
- Education
- Environmental / Bio Diversity
- Community Engagement

Grounds Maintenance
(Function)
- All Land / Grounds Maintenance Activities
- Specialism's Retained e.g. Sports Turf, Ornamental

Cleansing & Enforcement
(Function)
- Fly Tipping
- Litter Bins
- Shop Fronts
- Dog Fouling
- Graffiti
- Mechanical Sweepers
- Enforcement
- FPN's
- Community Sweeping

Commercial Opportunities
(Function)
- Sports Bookings
- Landscape & Maintenance
- Frontages & Site Clearances
- Skip Services & Inspections
- Community Events

Focus for the trial
What barriers did we face?

- Staff to change their way of working
- Depot assets and internal barriers
- Identify and set measures of success and benefits
- Savings Target of £1.6M for City rollout
- Increasing the report it function and connectivity
- Lack of adequate technology therefore pilot not as efficient as could be
- Not all opportunities fully explored - Time
What are we doing next?

- Consultation regarding the management restructure
- Back office workshop to identify further efficiencies
- Full Enforcement operation
- Evaluating pilot for roll out city wide for frontline operations.
- Enabling the required technology
- Considering other Service Areas that could benefit from this approach
- Develop the wider Community approach
What do we need from CPB?

- Ensure issues reported through the appropriate channels e.g. C2C
- Identify opportunities for engaging volunteers with the NS project
- Coordination support of partnership and Neighbourhood services Board
- Any ideas for improvement.