

THE PURPOSE AND OBJECTIVE OF THE REVIEW

4. The purpose of the review was to address concerns about the standard of the environment works carried out by HTS across the Town. These works are linked to the Council corporate priority, a Clean and Green Environment.
5. A key objective of the review was the development of an improvement plan to address the following operational areas within Grounds Maintenance and Street Scene:
 - a) Identify 'quick wins' to show progress on issues recognised as affecting the satisfaction/perception of HTS, such as grass cutting and tall grass/weeds around obstacles.
 - b) A 'clean-up' programme to commence from 1 April 2018, or earlier, sufficient to make a visible impact on tired looking neighbourhoods including, what is practicable and the costs.
 - c) Examine how to make the management information for the environmental services more cost effective and transparent (e.g. using technology such as GIS, route optimisation software and vehicle tracking).
 - d) Examine how co-ordinating Grounds Maintenance and Street Scene Services can contribute to points a, b and c above.
 - e) Review the KPI, standards and frequency for Landscape Maintenance.
 - f) Identify any works not covered by the Annual Service Charge (ASC) that could contribute to points a, b and c above.

THE APPROACH OF THE REVIEW

6. An Environment Task and Finish Group comprised of Officers from the Council and HTS was setup in the autumn of 2017 to implement the review.

THE IMPROVEMENT PLAN

7. The improvement plan set out at Appendix A commenced in January 2018. The works are split into three categories:
 - a) Quick Wins (Non-ASC Works): The responsibility of the Council via Non-Housing and funded by the County Council.
 - b) Quick Wins (ASC Works): Covered by the ASC and implemented by HTS.

- c) Additional Works (Not covered by the ASC): HTS to provide detailed reports via business cases on how the works will be delivered, the costs, the timescales for completion and the impact on the services.

The business cases will be reviewed in accordance with the evaluation criteria set out in Schedule 2 (Business Case Methodology) of the Services Agreement.

IMPLICATIONS

Place (Includes Sustainability)

As contained within the report.

Author: Graeme Bloomer, Head of Place

Finance (Includes ICT)

The changes and improvements will be largely dealt with through external sources or within the existing contractual payments being made under the ASC. Where additional investment is required this will be considered alongside the appropriate business cases submitted to the Council by HTS (P&E) Ltd and should additional budgetary provision be required then the appropriate approvals will be sought in line with the Councils Financial Regulations.

Author: Simon Freeman, Head of Finance

Housing

As contained within the report.

Author: Andrew Murray, Head of Housing

Community Wellbeing (Includes Equalities and Social Inclusion)

Having a pleasant, clean and green environment is an important factor in determining the quality of life of individuals, as well as being an influencing factor when attracting potential new investment to the town.

Author: Jane Greer, Head of Community Wellbeing

Governance (Includes HR)

None specific.

Author: Amanda Julian, Legal Services Manager

Appendices

Appendix A – Improvement Plan for Environment Services

Background Papers

None

Glossary of terms/abbreviations used

ASC – Annual Service Charge

HLF – Heritage Lottery Fund