

Regeneration and Neighbourhoods Overview and Scrutiny
Committee 9th July 2014

Work of Executive Member for Environment and Highways Services

Introduction

The Portfolio is quite broad and diverse therefore it isn't as simple as being able to identify 5 key priorities above anything else. Therefore I have tried to bring to Members attention key priorities by service and then sought to highlight which I think are key in bold and italics. For ease of reference we have pulled out the key priorities and included a summary at the head of this briefing paper..

It is important to note some over-riding priorities such as the need to:

- Continue with the downsizing programme in line with Council's budget reductions.
- Continue to modernise and improve the efficiency and effectiveness of our services by working smarter, using IT based solutions and reviewing processes to ensure LEAN principles.
- To maintain the image of quality of the built environment as an essential frontline service.

Summary of Priorities

1. Successfully deliver Network Recovery, LED Retrofit and Pennine Reach schemes.
2. Improve quality, productivity and efficiency of services through LEAN and smarter delivery, better trained, motivated, engaged staff, working with procedures and in an environment which promotes good standards of health and safety.
3. Modernise customer contact with digital gateways, access to forms and service requests.
4. Promote behaviour change through the Your Call agenda, including targeting gateways in 2014/15.
5. Effective regulation of the private rented sector through selective licensing and regulation of Houses in Multiple Occupation.
6. Address impact of environmental crime and hygiene on neighbourhoods.
7. Effective use of PCSOs in collaboration with Constabulary to affect a better approach to 'Street Scene'.
8. Minimise impact of floods on the Borough.

Key Risks

1. Managing downsizing of significant front facing services whilst maintaining a level of service quality.
2. Delivering Network Recovery and LED programme to a quality, to programme and in the most efficient manner possible.
3. Being able to secure long-term improvement to assist in land fill diversion and improvement of recycling rates.
4. Risks to not being able to achieve effective Licensing of private rented properties, including regulation of HMOs.
5. Sustaining income generation as a key aspect of the assumptions enabling downsizing.

Highways Asset Management Integrated Services (HAMIS)

1. ***HAMIS are now delivering schemes that previously would have been outsourced to contractors. Consequently one of the main aims is to successfully deliver the Network Recovery, Pennine Reach, Guide Roundabout and the LED retrofit projects.***
2. Seek continual improvement of service quality and strive to ensure the core highway and lighting services are consistently delivered to a high quality standard.
3. ***Ensure compliance with health and safety requirements to protect the public and employees.***
4. Maximise opportunities for income generation and cost effectiveness in delivering our service areas, to support the viability of services going forward after completion of the aforementioned projects.
5. Operate within the reduced highway and street lighting budget through effective financial control, administrative and management information systems.
6. Market our services, communicate fully with our customers and staff and listen to their views from which services will be re-assessed and refocused.
7. ***Examine and evaluate new techniques to aid with the continual improvement of quality and efficiency.***
8. Be committed to maintaining a competent and committed workforce by investing in relevant training and development opportunities. Additionally we will ensure our operational teams work alongside private contractors, to help up-skill them.
9. Ensure the strategic road network remains safe and operational during the winter maintenance season.

10. Minimise the impact of flooding within the borough and continue to enforce the land drainage act, along with developing systems for SUDS/ SAB to ensure effective drainage design and flood risk assessment on future developments.

Environment and Public Protection

- 1. Housing Standards we will deliver the Selective Licensing schemes for Griffin and assess re-designation of schemes in Darwen and Infirmary. Invest in early intervention work to ensure higher housing standards for HMOs will also be enforced and rogue landlords targeted for housing and other enforcement.**
- 2. Continuing to drive the Your Call agenda, maintaining levels of activity in Clean Ups and extending reach of Your Call to include target areas (eg Infirmary) and gateways**
- 3. Work closely with NHCS Portfolio to ensure Council is getting best value from its investment in PCSOs. To look at ways of smarter working and authorisation for enforcement at a 'Streetscene' level.**
4. To promote effective Licensing services which help inform a more positive culture from licensed operations such as Alcohol premises, gambling, Taxi Trade, including ensuring a fair and cost effective policy for charges where we have discretion.
5. Continue to identify alternative solutions for the avoidance of landfill, with the emphasis on tackling the contamination of recycling waste to satisfy the TEEP regulations.
- 6. Effective introduction of the Asidua system to replace Service Request Manager, whilst scoping opportunities for mobile/smarter working. All forms and applications to be digitally available.**
7. Seek to develop stronger business models for income generating services to help provide mitigation for budget cuts.
8. Development of closer working with Public Health to enable public protection to assist in achieving common health and well-being objectives for our communities e.g. smoking, air quality, food hygiene etc.

For further information contact Sayyed Osman, Director for EHN Dept', Portfolio lead Director for Environment and Highways.