

Ref:

Called in

Yes/No

THE THANET DISTRICT COUNCIL

DECISION OF INDIVIDUAL CABINET MEMBER

Name of Cabinet Member:

Relevant Portfolio:

Date of Decision:

Subject:

Key Decision In Forward Plan

Brief summary of matter:

Operational services need to introduce up to date Street Cleansing service standards in order to be clear and open with both staff and the public going forwards. This is so that the public understand what they can expect from the street cleansing service, and in return what we expect from them in order to be able to fulfil our service obligations. We need to have clear service standards to make sure we meet our corporate priority of having a clean and well maintained environment.

Decision made:

That the Street Cleansing service standards document is adopted and published on our website and for communications campaigns to be used to highlight some of the key messages.

Reasons for decision:

The service standards are needed as a reference for the public as soon as possible to assist with the service.

Alternatives considered and why rejected:

The only alternative would be not to have customer service standards, which would not be acceptable.

Details of any conflict of interest declared by any executive Member who has been consulted and of any dispensation granted by the Standards Committee:

Author of Officer report:

Background papers

Cleansing Service Standards - Google Docs
Annex 1 - Google Docs

Statement if decision is an urgent one and therefore not subject to call-in:

None

Last date for call-in:

1 March 2023