

Street Cleansing Service Standards

Report in support of the Individual Cabinet Member Decision

Date	16 February 2023
Report Author	Matthew Sanham, Acting Director of Finance and Operations
Portfolio Holder	Cllr Bob Bayford, Portfolio Holder for Environmental Services and Special Projects
Status	For Decision
Classification:	Unrestricted
Key Decision	No
Ward:	All Wards

Executive Summary:

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.

Recommendation(s):

That the attached 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.

Corporate Implications

Financial and Value for Money

There are no identified financial implications at this time. Any future financial implications will need to be recognised as they become known and contained within the agreed budget for this area of work.

Legal

There are no legal implications directly arising from this report.

Risk Management

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

Without these standards there may be uncertainty of responsibilities and expectations.

These Service Standards remove uncertainty around service provision.

Corporate

Environment is one of the three key themes of the Corporate statement with an emphasis on being clean and well maintained. This objective can only be achieved through well defined service standards.

Equality Act 2010 & Public Sector Equality Duty

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

There are no direct equality implications arising from this report, however the delivery and implementation of and budgetary changes will consider this as part of the budget setting process and be reported to members in due course.

It is important to be aware of the Council's responsibility under the Public Sector Equality Duty (PSED) and show evidence that due consideration has been given to the equalities impact that may be brought upon communities by the decisions made by Council.

Corporate Priorities

This report relates to the following corporate priorities: -

- Growth
- Environment
- Communities

1. Introduction and Background

- 1.1 The purpose of creating revised street cleansing service standards is to support our corporate priorities with an emphasis on Environment and to provide a consistent approach to our Street Cleansing service, informing residents of how this operates, what we expect from them and in return what they can expect from us.
- 1.2 It is important that we have an up to date set of service standards for both staff and public to refer to as guidance for this service.
- 1.3 We have/are implementing key changes to the service and as a result this is a key document that supports delivery which allows for benchmarking performance. This document can be used as a tool to clear up confusion which many residents express in relation to elements of this service on a regular basis. We propose that these service standards are published and easily accessible on our website for the public

2. Current Situation

- 2.1 We currently find that many residents are confused about elements of our service, which impacts on expectations and ultimately our performance and efficiency as a result. Having clear service standards we can refer them to will help solve this issue.
- 2.2 Our policies and services have been designed in line with the central government legislation which we are bound by such as the Environmental Protection Act 1990.
- 2.3 It is important with equalities in mind that we communicate our service standards clearly across the district, that residents know where to find the information about our key frontline service and that this information is accessible to all, and doesn't discriminate against protected characteristics.

3. Next steps

- 3.1 To adopt the Street Cleansing Service Standards, with the decision notice in this report completed and signed by the portfolio holder responsible for Environmental Services and Special Projects.

Contact Officer: *Matthew Sanham, Acting Director of Finance and Operational Services*
Reporting to: *Chris Blundell, Acting Deputy Chief Executive and Section 151 Officer*

Annex List

Annex 1 Street Cleansing Service Standards

Corporate Consultation

Finance: Greg Dungan (Finance Manager)

Legal: Sameera Khan, Interim Monitoring Officer