

## **Neighbourhood Services Future Council Improvement Review – Cover Report**

### **1.0 Purpose of the Report**

1.1 The purpose of the attached report (Item 5b) is to provide the Overview & Scrutiny Committee (OSC) with an updated position in relation to the Neighbourhood Services review and outline the changes that can be expected to be achieved in the new modernised delivery model.

### **2.0 Introduction/Background**

2.1 A key priority for the organisation is maintaining the physical environment of the borough. Barnsley Council Neighbourhood Services are responsible for grounds maintenance (including horticulture [e.g. gardening], arboriculture [trees and shrubs], maintenance of public rights of way and street cleansing [including litter picking and fly tipping]).

2.2 Although Neighbourhood Services has already gone through extensive change since 2010, modernisation is required to meet future demand and address key issues facing the service. As a result, a review of the service was conducted by the newly formed Transformation Team to examine service delivery and look at how functions are managed.

### **3.0 Current Position**

3.1 Following the initial review, evidence based conclusions have been drawn and key recommendations made to improve service delivery and outcomes for customers and communities.

3.2 Item 5b, 'Future Council Improvement Review – Neighbourhood Services for the Overview & Scrutiny Committee', details the focus of the review, the findings and the recommendations made.

### **4.0 Next Steps/Future Challenges**

4.1 Following further analysis and evaluation, it is anticipated that the recommendations will be implemented by April 2019 without diminution of service to the public.

### **5.0 Invited Witnesses**

5.1 At today's meeting, the following representatives have been invited to answer questions regarding this area of work:

- Matt Gladstone, Executive Director – Place
- Paul Castle, Service Director – Environment & Transport, Place Directorate
- Howard Gaskin, Area Manager, Environment & Transport, Place Directorate
- Rachel Tyas, Head of Transformation, Environment & Transport, Place Directorate
- Cllr Roy Miller, Cabinet Spokesperson - Place

## **6.0 Possible Areas for Investigation**

6.1 Members may wish to ask questions around the following areas:

- What consultation has taken place with stakeholders during the review, what evidence is available of their input and how will they be involved in the future?
- How will efficiencies be achieved through this review, for example investment in new technology?
- What actions will be taken to ensure an agile workforce that can be more responsive and effective?
- How do you plan to address rigid working practices and ensure better joined up working with other services?
- How do you plan to change the culture of poor communication between operational management and front-line staff?
- To what extent are partners engaged in this work and contributing to tackling the challenges faced?
- What barriers exist to prevent community involvement in maintaining the borough and how can these be removed?
- What are the key risks and challenges for the forthcoming year and how will these be managed?
- What is being done to work with other local authorities to ensure best practice is developed and shared?
- What mechanisms are in place to ensure the gathering of timely and accurate data, and how will intelligence be used to drive the service forward?
- In your opinion, which of the recommendations will have the largest impact upon work in our public spaces?
- What actions could be taken by Members to support the recommendations from the review?

## **7.0 Officer Contact**

Anna Marshall, Scrutiny Officer: [scrutiny@barnsley.gov.uk](mailto:scrutiny@barnsley.gov.uk)

22<sup>nd</sup> January 2018