

Streetpride Response Times

SUMMARY:

- 1.1 Since its launch on 17 May, 2010, Streetpride has developed response times to issues commonly reported by the public. Streetpride will measure its performance against these response times and provide regular reports to senior management, elected members and customers. The response times will be reviewed and amended annually to reflect performance and/or other relevant circumstances.

RECOMMENDATION

- 2.1 To approve the response times as shown in Appendix 2.
- 2.2 To approve the principle of regular reporting to elected members and citizens together with an annual review of the response times.

REASONS FOR RECOMMENDATION

- 3.1 There are national indicators covering some of the issues shown in Appendix 2 but they are not particularly user friendly. Adoption of these standards by the Council will allow management information to be produced and improvements made to the service based on accurate and relevant performance data.
- 3.2 To make a commitment to the public that we will measure, monitor and report our performance.

SUPPORTING INFORMATION

- 4.1 On 20 April 2010, Cabinet approved a report entitled "Streetpride – update on progress and approval of way forward". This report did contain a schedule of response times relating to the services provided by Streetpride.

- 4.2 The response times in the April report were based on those of another Authority whose Streetpride service is much more established than that of Derby. It has become apparent since the launch of Derby Streetpride that some of the response times originally quoted is not appropriate for Derby; others are too lax whilst some are too stringent.
- 4.3 A workshop has been held with all the appropriate stakeholders involved and each indicator has been discussed in detail. The specific working arrangements of Derby along with the appropriate policies and systems have been taken into account when setting the standards for Derby. For ease of reference, the proposed standards are shown alongside the existing standards in Appendix 2.
- 4.4 One area where there has been an involved debate is that of clearing blocked gullies. The problem with blocked gullies is that they usually only become noticeable in times of heavy rainfall. Inevitably, flooding starts to occur on the carriageway and the Council starts to receive calls about blocked gullies. In these circumstances, it is very difficult to ascertain if a gully is actually blocked and requiring cleaning as opposed to it being surcharged by the sheer amount of water trying to enter it. The whole issue of gully cleaning has been studied in depth and despite previous budget cuts in gully cleansing, it is felt that we can work “smarter” and target those known hot spots for cleaning on a more frequent basis even if that is at the expense of decreasing the frequency in trouble free areas even further. This topic will be the subject of further study and report which will consider a change to gully cleansing frequencies to reflect the needs of the system better. It is therefore recommended that we don't have targets for gully blockage clearing at this stage but rather that we concentrate on improving the gully cleaning regime, and keep this area of work under review.
- 4.5 It is intended that performance information will be collected against each of the standards set and shared with the Cabinet member for Neighbourhoods on a monthly basis. The performance information will also be submitted to the Neighbourhoods Commission and all Neighbourhood Boards as well as being published on the Council's web site on a quarterly basis.
- 4.6 On an annual basis, performance against each of the standards will be analysed by a panel comprising Cabinet member, appropriate staff and customers and the standards will be amended as appropriate. The customers on the panel will be Streetpride Champions following the launch of that particular initiative later in the year.
- 4.7 The Streetpride service has now been operational for four months and in that time the service has received positive feedback from members of the public, Councillors and businesses. Cabinet will note that some of the indicators in Appendix 2 have changed from the original specification. For example, Item 4 shows a relaxing in the target from 3 working days to 5 working days. This change reflects the priorities of customers and also relates to the need for improved technology and process engineering. These aspects are planned as part of the One Derby One Council Transformation Programme, and therefore in time the targets will be increased to take full advantage of the new technology, and increased efficiency.

OTHER OPTIONS CONSIDERED

- 5.1 There are a few national indicators which relate to highway maintenance, cleansing issues and refuse collection but these are somewhat technical in nature and not particularly customer friendly. This initiative will collect performance information against a set of criteria that the public actually contact us about. This proposal is in addition to the national indicators and does not replace them.

For more information contact: Name Tom Knight, Interim Director of Streetpride
Background papers: 01332 256094
List of appendices: e-mail: tom.knight@derby.gov.uk
None
Appendix 1 – Implications
Appendix 2 – Streetpride Response Times 2010

IMPLICATIONS

Financial

- 1.1 There are no funding implications associated with collecting performance data in the manner proposed. Clearly, the actual level of service provision is directly related to the budget available but this proposal is about performance measurement and communication rather than about the actual level of service provision.

Legal

- 2.1 None

Personnel

- 3.1 None

Equalities Impact

- 4.1 None

Corporate objectives and priorities for change

- 5.1 This proposal contributes directly to the Council's overall vision "to create a city for all, through strong leadership and excellent customer focused services". The proposal addresses those issues which are important to customers, measures performance against them and communicates the results to them. The proposal contributes specifically to the corporate priority: "City for safer, stronger and cleaner communities".