## **MAIDSTONE BOROUGH COUNCIL**

## ENVIRONMENT AND TRANSPORTATION OVERVIEW AND SCRUTINY COMMITTEE

# 17 AUGUST 2010

# **REPORT OF HEAD OF CHANGE AND SCRUTINY**

### **Report prepared by Les Smith**

### 1. <u>2010-11 FIRST QUARTER PERFORMANCE OF STREET</u> <u>CLEANSING</u>

- 1.1 <u>Issue for Consideration</u>
- 1.1.1 To consider the 2010-11 first quarter performance results of the street cleansing survey and determine whether action is required to improve performance.
- 1.2 <u>Recommendation of the Head of Change and Scrutiny</u>
- 1.2.1 The 2010-11 first quarter street cleansing survey showed a satisfaction rate of 60.32% compared to a target of 67%. Members are recommended to interview Jonathan Scott, Street Scene Manager, to establish the reasons for performance and recommend action as appropriate.
- 1.3 Reasons for Recommendation
- 1.3.1 The Environment and Transportation Overview and Scrutiny Committee is responsible for monitoring performance of the areas of the Council's business that falls within its remit. Street cleansing falls within the Committee's remit.

A key role for overview and scrutiny is to drive improvement in public services, reviewing performance management information, identifying services that are not performing and making recommendations for improvement. Interviewing Jonathan Scott, Street Scene Manager to establish the reasons for the shortfall and identify appropriate action will ensure the committee is monitoring and seeking to improve the council's performance in key service areas.

- 1.4 <u>Alternative Action and Why Not Recommended</u>
- 1.4.1 The Committee could choose not to interview Jonathan Scott about the first quarter performance, but that would prevent the Committee from

fulfilling its remit to be responsible for performance management of the services within its terms of reference.

#### 1.5 Impact on Corporate Objectives

1.5.1 Performance management of this area helps to meet the corporate objective for the Borough to be 'A place that is clean and green'.

### 1.6 Risk Management

- 1.6.1 There are no risks involved in considering why the result of the first quarter street cleansing satisfaction survey was below target, or in establishing the steps being taken to improve performance.
- 1.7 Other Implications
- 1.7.1
- 1. Financial
- 2. Staffing
- 3. Legal
- 4. Equality Impact Needs Assessment
- 5. Environmental/Sustainable Development
- 6. Community Safety
- 7. Human Rights Act
- 8. Procurement
- 9. Asset Management