

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. 2010-11 FIRST QUARTER PERFORMANCE OF STREET
CLEANSING**

1.1 Issue for Consideration

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 Recommendation of the Head of Change and Scrutiny

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 Alternative Action and Why Not Recommended

1.4.1 The Committee could choose not to interview Jonathan Scott about the first quarter performance, but that would prevent the Committee from

