

Eden District Council

Services Portfolio
16 November 2017

**Services Portfolio Plan 2017-2018
Half Year Monitoring**

Portfolio:	Services Portfolio
Report from:	Deputy Director Technical Services
Wards:	All Wards
OPEN PUBLIC ITEM	

1 Purpose

- 1.1 To review progress (as at 30 September 2017) against actions and targets in the Services Portfolio Plan 2017-2018.

2 Recommendation

- 2.1 The progress of actions in the Services Portfolio Plan during the first six months of 2017-2018 are noted.

3 Report Details

- 3.1 The Services Portfolio Plan takes from the Council Plan 2015-2019 the priorities, objectives and strategic actions which are relevant to the Services portfolio. The Action Plan in each Portfolio Plan includes a number of delivery actions and targets, by which progress may be monitored and reported.
- 3.2 The Action Plan in Appendix A sets out all delivery actions that the Services Portfolio holder consider to be key targets for 2017-18.

4 Policy Framework

- 4.1 The Council has four corporate priorities which are:
- Decent Homes for All;
 - Strong Economy, Rich Environment;
 - Thriving Communities; and
 - Quality Council
- 4.2 This report meets corporate priorities: Strong Economy, Rich Environment, Thriving Communities and Quality Council.
- 4.3 Portfolio Plans are the means by which the priorities, objectives and strategic actions in the Council Plan are delivered.

5 Consultation

5.1 No consultations have taken place.

6 Implications

6.1 Financial and Resources

6.1.1 Any decision to reduce or increase resources must be made within the context of the Council's stated priorities, as set out in its Council Plan 2015-2019 as agreed at Council on 17 September 2015.

6.1.2 There are no proposals in this report that would reduce or increase resources.

6.2 Legal

6.2.1 There are no legal implications arising from this report.

6.3 Human Resources

6.3.1 There are no human resources implications.

6.4 Statutory Considerations

Consideration:	Details of any implications and proposed measures to address:
Equality and Diversity	There are no equality and diversity issues
Health, Social Environmental and Economic Impact	There is no health, social, environmental or economic impact
Crime and Disorder	There are no crime and disorder implications arising from this report
Children and Safeguarding	There are no child protection implications arising from this report

6.5 Risk Management

Risk	Consequence	Controls Required
Failure to monitor and report the progress of portfolio plans.	Public, financial or reputational harm to the Council.	Effective corporate planning procedures in place, including monitoring and reporting.

7 Other Options Considered

7.1 No other options have been considered.

8 Reasons for the Decision/Recommendation

- 8.1 To ensure that Executive functions included in the portfolios relating to the Services Portfolio are actioned and monitored.

Tracking Information

Governance Check	Date Considered
Chief Finance Officer (or Deputy)	01/11/17
Monitoring Officer (or Deputy)	08/11/17
Relevant Assistant Director	01/11/17

Background Papers: None

Appendices: Appendix A Services Portfolio Plan 2017-2018

Contact Officer: Jane Langston, Deputy Director Technical Services

Portfolio Plan	Services
Priority/priorities (general)	Quality Council
Priority/priorities (detail)	Delivering accessible, effective and value for money services
Year	2017-18
Portfolio Holder	Adrian Todd
Lead Officer	Jane Langston, Deputy Director Technical Services

This Portfolio Plan is a summary of key activities and priorities for 2017-18 and the resources available to meet them.

Responsibilities and Budget of the Portfolio

Service/Function	£	Department
Public Conveniences	216950	Technical Services
Street Cleaning	320570	Technical Services
Provision of Amenities	62320	Technical Services
Footway Lighting	188160	Technical Services
Recycling	163350	Technical Services
Refuse Collection	810350	Technical Services
Appleby Fair	69770	Environmental Health
Cemeteries	94720	Technical Services
Closed Churchyards and war memorials	27780	Technical Services
Vehicle Off-Street Parking	-99410	Technical Services
Parks and open spaces	375157	Technical Services
Building Regulations	87220	Technical Services
Other building control	37100	Technical Services
Environmental enhancement and conservation	44770	Environmental Health

Total	2,398807	
Building control business unit	240830	Technical Services
Planning Services business unit	699520	Technical Services
Technical Services Business Unit	673140	Technical Services

Commercial Opportunities

The Council has an agreed Commercial Plan which covers the period 2017–2020. The Commercial Plan sets out the principles the Council will work to in addressing unknown factors in the Council's Medium Term Financial Plan and seeks to generate and/or save £1 million by the end of the Plan's term. In the table below are actions which the Portfolio Holder may choose to undertake to help achieve that goal, in accordance with the three investment principles.

Principle	Actions
Investing for a social return	
Investing for financial and social return	
Investing for a financial return	Whilst the strategic actions are not investments the outcome will be savings to the Council

Outside Bodies

Cumbria Strategic Waste Partnership

Key Policies and Plans Relevant to this Portfolio

Service Contracts
Sand bag Policy
Footway lighting policy
Street Naming and Numbering Policy
Public Toilet Policy
Seat policy

Appendix A - Action Plan - 2017-18 for Services Portfolio

Objective: QC5: continue to provide efficient and cost effective statutory and discretionary services

Strategic action	Delivery action	Target/measure	Progress at 30 September 2017	Outturn - progress at 31 March 2018	Reason for any under performance and revised target date
QC5a: Effectively monitor our contracts to ensure the services provided are high quality and cost efficient	Review the waste collection contracts and identify changes in service to deliver savings.	Outcome of review is reported to council in March 2018.	Working with Waste and Resources Action Programme (WRAP) and other Local Authorities on a consistency project for Cumbria. The outcomes will be reviewed when available. WRAP consultants to provide an Interim Report before 1 st January 2018 in time for the report to Council in March.		
	Continue supporting the WRAP consistence project for Cumbria	Report on cost and performance options to Council in March 2018.	Continued discussions with Cumbria Waste Recycling (CWR) on ways of increasing recycling through the collection of additional		

Strategic action	Delivery action	Target/measure	Progress at 30 September 2017	Outturn - progress at 31 March 2018	Reason for any under performance and revised target date
			recyclates or different collection methods		
	Review the garden waste service and identify changes in service	Outcome of review is reported to council in October 2017	This is linked to the consistency project, to be reported this financial year.		

Action Plan - 2017-18 for Services Portfolio

Objective: QC5 - continue to provide efficient and cost effective statutory and discretionary services

Strategic action	Delivery action	Target/measure	Progress at 30 September 2017	Outturn - progress at 31 March 2018	Reason for any under performance and revised date when target will be met
To devolve discretionary services to the Town and Parish Councils	Undertake Consultations with Parishes to promote and provide information on the devolution process	Consultation takes place with all the Parish Councils	This is an ongoing process with CALC who have been appointed to work with the Parish Councils. A considerable number of meeting have taken place already with a number of Town and Parish Councils agreeing in principal to take on the devolved services.		
	Develop a programme for the devolution of discretionary services to the Parish and Town Councils	Initial report to Council in July 2017 with general proposals. Progress on devolution is reported back to	An initial report on devolution was agreed at Council in July 2017 to Council. A letter was sent out to all Town and Parish Councils setting out the		

Strategic action	Delivery action	Target/measure	Progress at 30 September 2017	Outturn - progress at 31 March 2018	Reason for any under performance and revised date when target will be met
		executive in March 2018.	<p>Council's position in relation to devolution and funding of discretionary services from 2022 onwards.</p> <p>Progress to be reported to Executive in March 2018</p>		
	As part of the devolving of services to review the provision of public toilets and consider if disposal of the toilets is an option.	Outcome of the review is reported back to the executive in October 2017.	<p>The transfer of public toilets is part of the ongoing devolution discussions with Parish and Town Councils.</p> <p>A report has been produced for Economy and Environment Scrutiny Committee in December 2017.</p>		

Action Plan - 2017-18 for (insert) Portfolio

Objective: TC3a - Support Eden's communities in protecting and enhancing the built and natural environment to have well-kept towns and villages

Strategic action	Delivery action	Target/measure	Progress at 30 September 2017	Outturn - progress at 31 March 2018	Reason for any under performance and revised date when target will be met
TC3a: Continue to support communities in their efforts to reduce waste, tackle fly tipping and littering and encourage recycling across the district	Look at proposals for increased recycling to meet the statutory 50% recycling rate by 2020.	Proposals identified and reported to portfolio holder by January 2018.	Working with WRAP and other Local Authorities on a consistency project for Cumbria. The outcomes will be reviewed when available. WRAP consultants to provide an Interim Report before 1 st January 2018. The report to portfolio holder may be delayed until February 2018. Continued discussions with CWR on ways of increasing recycling through the collection of additional recyclates		
	Review current recycling rates and trends. Areas for improvement identified and implemented	Data is collected and interpreted and areas for improvement identified			

Strategic action	Delivery action	Target/measure	Progress at 30 September 2017	Outturn - progress at 31 March 2018	Reason for any under performance and revised date when target will be met
			or different collection methods		
	To promote and support the annual keep Britain tidy campaigns	Report to portfolio holder the number of Parish Councils and communities groups who borrow litter pickers and clean up their neighbourhoods.	<p>Campaigns in 2017 included The Great British Clean Up and #LitterHeros.</p> <p>The Contracts team work with local groups.</p> <p>In 2017 – 27 Events organised by Groups/Parish Councils (1st January 2017 up to 30th September 2017)</p>		