

Subject: Review of services provided by GYB Services

Report to: Environment Committee 12th April 2017

Report by: Director of Customer Services and Managing Director GYB Services

SUBJECT MATTER/RECOMMENDATIONS: - Members are requested to note the report

1. Current Position

The value of the joint venture arrangement is the flexible approach to how we use the dedicated resource level on Council work. This enables us to be responsive to challenges or changes as they arise. It is however a finite resource so it is important that priorities are communicated. The Borough Council have identified/reconfirmed priorities upon which they wish GYBS to focus during the coming year. These are:

- Great Yarmouth Market Place and Town Centre
- Great Yarmouth and Gorleston Seafronts
- Litter and Street Cleansing
- Grass cutting
- Pathways and Passageways

In order to address these priorities GYB Services has made the following changes to its service provision:

Grass cutting

Following issues with grass cutting last year, due mainly to the exceptionally warm and wet weather in the first half of the season, a review was undertaken to see what could be done within the existing budgetary constraints to be more flexible and responsive to unseasonable weather conditions.

As a result, this year the grass cutting teams will be trialling a 4 day working week (although same number of hours). It is anticipated that this will provide more resilience in terms of catching up after bad weather/machinery breakdowns. The trial will be evaluated over the first three months of the cutting season.

Significant work has been done recently with regard to managing the risks of HAVS (Hand/Arm Vibration Syndrome) which has affected a number of our staff and has introduced additional operational constraints that we are working to accommodate within both our Health and Safety and service delivery obligations. This complicated process may lead to some short term service impacts from time to time that we are monitoring and working hard to manage the greater restrictions on machinery use by monitoring workforce activities and operating flexibly.

Reorganisation within the Grounds Section has enabled enhanced supervision, which will now be measured and recorded as a KPI on the balanced scorecard.

Street Cleansing

Significant problems were experienced in 2016/17 with mechanical sweeper breakdowns. As a result, GYB Services have retained an old mechanical street sweeper, which has been replaced with a new one for 2017/18, to be used as a breakdown spare. We have also invested in an increase to the level of spare parts held by us, in particular which have been prone to failure in the past.

On high profile areas (e.g. seafront), we have identified and targeted 'hot-spot' areas where specific issues were causing problems within/between programmed cleansing visits. Cleansing regimes have been adjusted to try to deal with these issues more effectively

Performance and productivity will continue to be monitored; supervisor checks will now be measured and recorded as a KPI on the balance scorecard.

Refuse Collection

GYB Services are continuing to identify, trial and implement operational changes to try and create further capacity within existing resources for refuse to accommodate service growth from both new build (est. 300 for 2017/18) and increases in the garden waste collection service (target for 2017/18 1000 additional properties)

2. LIAISON BOARD/ BOARD MEETING

The quarterly Liaison Board and full Board Meetings were held on 6th March. Period 10 finances and performance against the business plan 2016/7 were reviewed and reported as on track. Compliments (of which there were 37) and Complaints (of which there were nine) were noted for the 3-month period November to January. Customer satisfaction was measured at almost 100%, with 74 out of 75 customers called satisfied with the service provided. The Project and Risk registers were reviewed and the Toilet refurb projects for 2017/18 were discussed.

The majority of the meeting was spent on discussion of the Business Plan for 2017/8 which is covered by an additional report. A Health and Safety report, predominantly relating to HAVS, was given and has been summarised in this report.

Following these discussions, the GYB Services Business Plan for 2017/8 was approved by the Board, to be passed to Environment Committee.

3. RECOMMENDATION

Members are asked to note the update