

Report to: **Overview and Scrutiny Panel**
Date: **3 November 2016**
Title: **LOCALITY SERVICE PERFORMANCE**
Portfolio Area: **Customer First**

Wards Affected: **All**

Relevant Scrutiny Committee: **N/A**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken: Any recommendations generated for the Executive will be considered at its next meeting on 1 December 2016

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RECOMMENDATION

To note the performance of the Locality Service and support the close ongoing monitoring of the Service by the Locality Manager and Group Manager.

1. EXECUTIVE SUMMARY

- 1.1** Further to scrutiny of the Locality Service in March this year, this report provides an update on agreed revisions to the Service to meet business need.
- 1.2** The report provides performance figures for place based case management; heavy footfall engagement events; Member support including locality fund processing and Civica Mobile.
- 1.3** The revisions to the Service have been well received with evidence that the Locality Service is widely appreciated.

2. BACKGROUND

- 2.1** The Locality Service is a relatively new service which came into operation in June 2015. In essence the Locality Service acts as a liaison and support service which undertakes work on behalf of a number of services across the organisation.
- 2.2** There are two distinct roles in the Locality Service namely, Mobile Locality Officers and Locality Engagement Officers. Whilst the Mobile role is well understood and received it was felt the Locality Engagement role needed refinement.
- 2.3** A report to this Committee in March of this year detailed proposed refinements which were subsequently approved by Executive. Section 3.0 of this report provides a performance update on the refinements made.

3. PERFORMANCE UPDATE APRIL-OCTOBER 2016

It was agreed the following areas of work should be the focus of activity for the three **Locality Engagement Officers**.

3.1 Place Based Case Management

It was agreed Locality Engagement Officers should continue to staff the locality inbox on a daily basis and handle place based case management requests. Since April Locality Engagement Officers have dealt with **706** cases. Breakdown as follows:

Environmental Protection	56
Waste and Street Scene	457
Council Tax/Business Rates	128
Environmental Health Nuisance	65
TOTAL	706

- 3.1.1** Locality Engagement Officers have also dealt with 6 stage 1 formal complaints on behalf of other services and **over 300** Round Review appeals. The timely dedicated support of the Locality Team has been recognised by Senior Leadership as a significant contribution towards the success of the spring Round Review project.

3.2 Engagement Events

It was agreed Locality Engagement Officer should focus on **place based consultation** with householders when new services are introduced or withdrawn and to use **heavy footfall** locations.

3.2.1 Round Review

In April Locality Engagement Officer organised and staffed 9 Round Review Roadshow events to inform residents of changes to the Council's recycling and waste collection service. At these events Locality Engagement Officers met with **1,532 residents**, handed out 453 rolls of sacks and provided invaluable feedback on how service changes were being received.

3.2.2 Joint Local Plan

In July and August Locality Engagement Officers organised and staffed 14 Joint Local Plan events to raise awareness of the Joint Local Plan process and signpost residents to the Council's website to have their say. At these events Locality Engagement Officers met with **886 residents**, handed out 630 post cards signposting the website and recorded the top three most popular Joint Local Plan issues at each event.

3.3.3 Junior Life Skills

In October Locality Engagement Officers worked with **850** school children from 40 different schools as part of Junior Life Skills week and facilitated mini workshops on the importance of recycling. It is proven that educating young people has a positive impact on increasing recycling rates as their *pester power* makes parents do the right thing i.e. recycle as opposed to sending waste to landfill.

3.2 Member Support and Sustainable Community Locality Fund

Since April 2016 Locality Engagement Officers have promptly processed **over 130** individual Member requests for Sustainable Community Locality Funding. Locality Engagement Officers have also provided Member support in establishing land ownership; coordinating events; facilitating community litter picks; signposting additional funding opportunities and resolving local place based issues.

3.3 Civica Mobile

Significant developments have been made on the implementation of Civica Mobile which will soon allow Mobile Locality Officers to access cases out in the field and significantly reduce the amount of double handling of service requests.

3.4 Mobile Locality Officer Role

The Mobile Locality role continues to go from strength to strength with the team recently adding visual tree inspections; housing benefits evidence gathering and shellfish water quality testing to their remit. Please see **Appendix A** for a full list of Mobile Locality Officer tasks.

4. OUTCOMES

4.1 By adopting the approved refinements the Locality Service has met business need which is evidenced by the progress update in section 3 above and also in the feedback in **Appendix B** attached.

4.2 By closely monitoring the workload of the team the Locality Manager has been able to flex resource to best suit business need across the organisation and in addition deal with unexpected workload requests e.g. the BT Payphone Consultation.

5. OPTIONS AVAILABLE AND CONSIDERATION OF RISK

5.1 The Council potentially has 3 options available. Risks associated with each are as follows:

Option	Risk
1. Revert to previous service delivery	Medium risk - not fully satisfying Member and business need.
2. Continue with current service delivery	Low risk – resources are in place and evidence shows the Locality Service is well received.
3. Alternative service delivery	High Risk - no known external providers and loss of control of front facing service.

5.2 The options have been developed based on current service information, Member feedback and discussion with Leadership Team service leads around business need and service development.

5.3 Based on evidence and feedback it is recommended that Option 2 is pursued.

6. IMPLICATIONS

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	O&S is responsible for monitoring the T18 programme and overseeing the performance of the Council.
Financial	N	There are no direct financial implications of the contents of the report.
Risk	Y	As outlined in section 5.0 of the report
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	
Safeguarding	N	
Community Safety, Crime and Disorder	N	
Health, Safety and Wellbeing	N	
Other implications	N	

APPENDICES

APPENDIX A. SH Mobile Locality Officer Tasks

APPENDIX B. SH Localities Feedback Examples April – October 2016