



APSE

Undertaking a fundamental review
of Street Scene Services



Why A.P.S.E.

- Experience
- Networks
- Flexible
- Added capacity
- Vision to reality
- Independent
- Consultancy and Interim Management

Street Scene Services



- Street Cleansing
- Grounds Maintenance
- Waste Management
- Highway Maintenance
- Street lighting
- Enviro-crime
- Countryside
- Enforcement



Review process

5 KEY STAGES

- Initial gap analysis
- Establishing current position
- Proposals
- Improvement plan
- Project management



Gap analysis

- Budgets
- Performance
- Council plan/member priorities
- Service priorities
- Public opinion surveys
- Employee issues
- Business processes



Current position

- Initial views
- Employee briefings/Q& A sessions
- Challenge events
- Options for change



Proposals

- Reports- Council protocols
- Achievable
- Consultation
- Hearts and minds
- Project planning



Implementation

- Project management plan
- Smart targets
- Financial issues
- Corporate ownership



Initial findings

- Staff morale
- Historical service
- Split service
- “Client Departments”
- VFM ?
- Corporate working
- Mix of strengths and weaknesses
- Communications
- Strategic planning



Proposals

- Localism model >area working
- Performance management
- Revised management structure
- Introduced 3 E`s programme
- Training and development
- Improved corporate working
- Operational review
- Budget planning/review
- External funding
- Red tape review

Thanks for listening



Any questions ?