

Glynn Humphries
Director of Environment and Street Scene

Ian Jones
Street Scene Manager
Wakefield Council

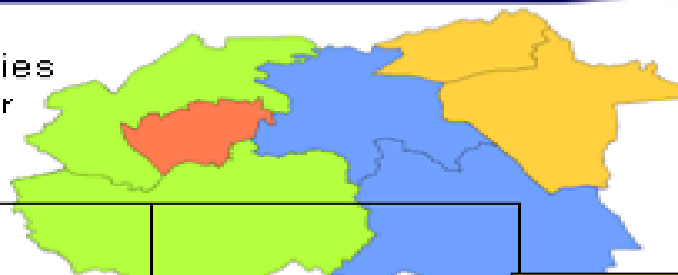
APSE – Aviemore 8th May 2014

Think family



Street Scene – Area Working

Glynn Humphries
Service Director



Ian Jones

Street Scene Manager – Wakefield North
West & Rural



Charlie Tindill

Street Scene Manager – Wakefield Central



Martin Womersley

Street Scene Manager – Altofts, Normanton
& South East



John Allen

Street Scene Manager – Pontefract,
Knottingley & Castleford



H Young
Think Family
Key Worker



Helen Walker
Neighbourhood
Co-ordinator



**Inspector
Ian Williams**



**Jane
Callaghan**
Neighbourhood
Co-ordinator



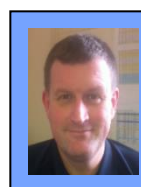
**Inspector
Ian Williams**



C Curtis
Think Family
Key worker



Mark Cranmer
Neighbourhood
Co-ordinator



**Inspector Geoff
Carter**



S Cooper
Think Family
Key Worker



**Christine
Beever**
Neighbourhood
Co-ordinator



**Inspector
David Bugg**



N Pickering
Think Family
Key Worker

Service Demand

- ❖ 327,627 Residents
- ❖ 150,000 Properties
- ❖ 13m bin/box collections per year
- ❖ 24M sq/mtrs of Green Space maintained
- ❖ 1.5m ln/mtrs streets cleaned
- ❖ Over 500 staff within the service

Varied Range of Services Provided



Landscaping



Waste management

28/09/2010



Sports turf



Forestry



Amenity turf



Machinery operations



Parks & Gardens



Cleansing operations



Cemetery operations

Street Scene WAMITAB / NVQ Centre



We have identified and encouraged staff to complete NVQs in Street Scene, as well as Literacy and Numeracy support through Skills for Life and Functional Skills.

NVQs completed

❖ Waste Recycling Level 1	62
❖ Waste Recycling Level 2	90
❖ Street Cleansing Level 2	54
❖ Internal Verifier Level 4	2
❖ Assessors Level 3	8
❖ Horticulture Level 2	6

On-going

❖ Waste Recycling Level 3	2
❖ Street Cleansing Level 2	30
❖ Assessors Level 3	2
❖ Highways	6
❖ Handling Aggression	40
❖ Literacy & Numeracy	10
❖ Horticulture Level 2	13

The Journey So Far

- ❖ Street Scene WAMITAB NVQ Centre
- ❖ Get Into Street Scene Programme 2013
- ❖ Work experience (2-8 weeks)
- ❖ Apprenticeships
- ❖ Mental Health Matters Back in Touch – Simon's Story
- ❖ Supporting the vulnerable – Malcolm's Story

What is Get Into Street Scene

The programme lasts six weeks and consists of the following:

- ❖ Pre-employment Training
 - ❖ Taster days - skills assessment
 - ❖ Employability and Sector Skills
 - ❖ In partnership with Wakefield College

- ❖ Work Experience Placement
 - ❖ Placement from 2-6 weeks
 - ❖ Working alongside Street Scene Staff
 - ❖ Apprenticeship approach - training one day per week

- ❖ Successful pre-employment training and work experience guarantees an apprenticeship interview

- ❖ Unsuccessful interviewees are offered support by “DWP”

Work Experience

- ❖ Wakefield Council Street Scene Services and Jobcentre Plus worked in partnership on a pilot to offer a number of work experience placements.
- ❖ It is an 8 week period, candidates will continue to receive their Jobseekers Allowance, travel expenses or childcare costs
- ❖ Candidates will be sourced from disadvantaged areas within Wakefield District and also from the Council's Troubled Families programme
- ❖ Cohorts have been identified and a pilot commenced July 2013 to cover all Street Scene depots and was extended to cover other roles.

Apprenticeships

- ❖ Currently 11 in Street Scene
 - ❖ 3 Business Admin
 - ❖ 5 Horticulture
 - ❖ 1 Street Cleansing
 - ❖ 1 Waste Recycling
 - ❖ 1 Hard Landscaping
- ❖ Five of the successful apprentices were from “Troubled Families” and had participated in the “Get into Street Scene” programme
- ❖ Recruitment is currently in progress for our next apprenticeships

DCLG Meet the Apprentices



Josh - Dreams Can Come True

- ❖ Troubled Families Peer review 2013
- ❖ Josh, GM Apprentice (Troubled Families)
- ❖ “This opportunity has given me a vision – I will be the next groundsman at Old Trafford”

Josh's Dreams Can Come True



Sharing the Vision with Nottingham



Priority
Families



A record 50 people aged 16-24 have been taken on by the City Council's Neighbourhood Services Department in the two-year scheme. Ten of these have been supported by the Priority Families programme.

Mental Health Matters Back in Touch

Simon's Story

- ❖ Simon was previously a transport manager but had to leave his job due to illness.
- ❖ With the support from the Council's Back In touch service he's now enjoying a new job as a Street Cleansing Operative.
- ❖ Simon said "I just wanted to get back into work and was referred to the service by my GP. Taking on the job has really improved my confidence and helped get my life back on track. I'm enjoying getting outside and meeting new people and I'm confident this will lead onto more opportunities".



Supporting the Vulnerable

Malcolm's Story

- ❖ Malcolm commenced an apprenticeship in Facilities in August 2012 as a roofer
- ❖ Due to being diagnosed ADHD, Malcolm was unable to continue with this apprenticeship due to his condition
- ❖ Street Scene and Corporate Development & Learning put together an apprenticeship to work with Malcolm and his condition
- ❖ Now working on a 2 year apprenticeship as a horticulturist

The Outcomes?

- ❖ Get into Street Scene:
 - ❖ 2 individuals into horticultural in Street Scene
 - ❖ 1 individual into business admin in Street Scene
 - ❖ 4 individuals have gained an Apprenticeship with other employers
 - ❖ 4 individuals are attending college
 - ❖ 1 individual has secured employment

The Outcomes?

❖ Work Experience:

- ❖ 4 individuals have received an 8 week work experience at the end of which they have been provided with training and a reference for use in their future job hunt

❖ Back in Touch

- ❖ 10 individuals received placements within the service
- ❖ 1 has been employed by Wakefield Council following external advert and competitive interview
- ❖ A further individual used the experience gained and succeeded in getting employment with a private company

The Case for Change

Increasing Inequalities

Financial Challenge

Increasing demand on Acute and Reactive Services

Systems Failure

- ❖ **Serious Case Reviews**

- ❖ **Independent Police Complaints Commission Investigation**

Need to enhance Social Capital

Shared Aims and Priorities

Services / Partners					
Aims & Priorities		Children & Young Peoples Plan	Health and Wellbeing Plan	Police and Crime Plan	Jobs and Growth Plan
	Value for Money	✓	✓	✓	✓
	Service Delivery Locally	✓	✓	✓	✓
	Services that are Integrated	✓	✓	✓	✓
	Prevention rather than Reaction	✓	✓	✓	✓
	Innovative and Creative	✓	✓	✓	✓

Where are we now?

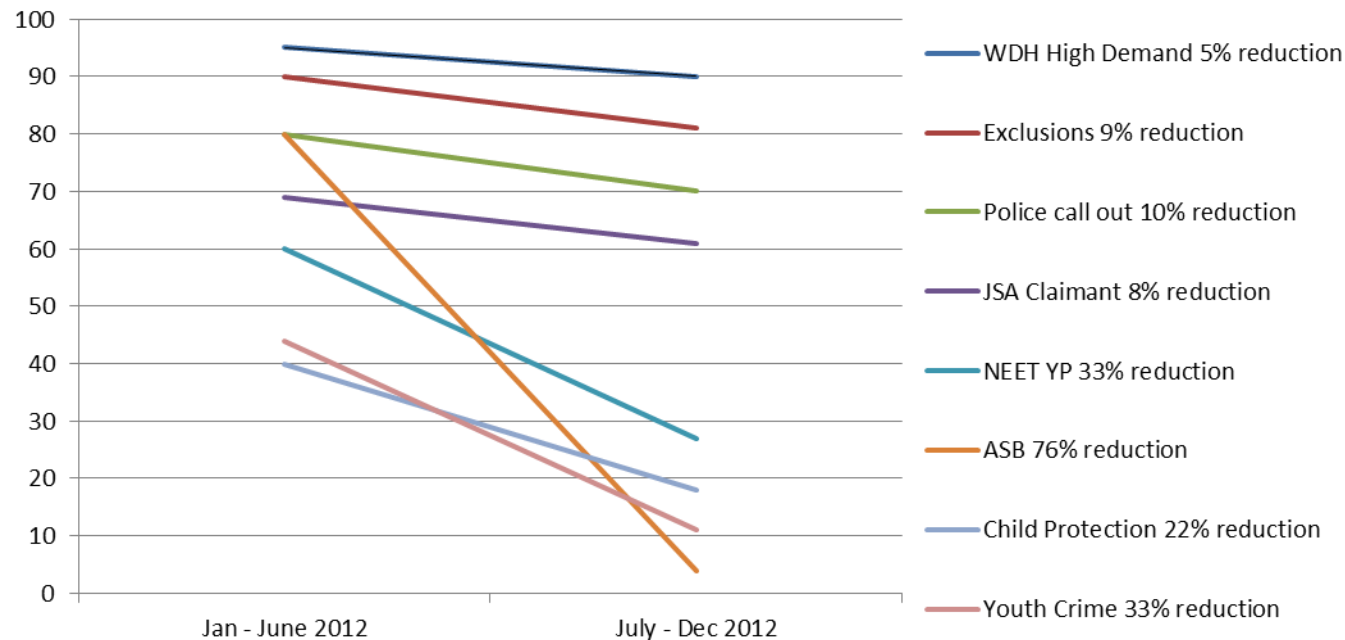
ACTION	UPDATE
Continue to support TF initiative	As one of the top national performers we are now moving towards a service re-design model inline with multi-agency pilot approach
Establish a multi-agency pilot – SE District	A pilot has been established for 6 months, highlight reports are shared at the multi-agency meeting
Roll out of multi-agency approach to further 6 areas	Work currently underway to identify appropriate facilities, action plan/Gantt has been produced and a multi-agency team established

Sharing the Journey



Measuring Performance

Percentage Decrease of Service Use



What Are the Challenges

- ❖ Requires a can do approach
- ❖ Take all staff on the journey
 - (Managers and front line staff)
 - Willing to take risks in a community budget/social capital approach
- ❖ Create consistency within the council
- ❖ Link with external business's (BITC)
- ❖ Understand the holistic impact of the family on services
- ❖ Create a performance measure, linked to service re design

Thank you

Any Questions