



Business Transformation- Neighbourhoods Operations Review

**Portfolio Holder, Environmental Services, Councillor
David Paterson**

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Neighbourhood Operations**



- What is Neighbourhood Operations?
 - Roads Maintenance - £6million
 - Environmental maintenance - £6million
 - Grounds maintenance
 - Burials
 - Street Cleansing
 - Public conveniences
 - Rapid response



The services involved in the review are:

- Grounds Maintenance – £2.5million
- Street cleansing - £1.1million
- Bereavement Services - £1million
- Public conveniences - £400k
- Rapid response - £1million

- Some numbers
 - Amenity grass - £990k
 - High amenity - £14k
 - Rough grass - £67k
 - Bedding - £216k
 - Rose beds - £28k
 - Woodland - £350k
 - Play areas - £208k



Council agreed to the review , 30th January 2014

Purpose of review:

- To deliver efficient services whilst continuing to meet the prioritised needs of the communities served by Scottish Borders Council.
- This includes making required savings of £450,000 (£250,000 in 2014-15 and £200,000 in 2015-16) which will help the Council towards its savings target of £28.7million

(a) Agrees to the review of Neighbourhood Operations' Services, including Parks and Open Spaces provision, Bereavement Services, Public Conveniences and Street Cleansing

(b) Agrees to the inclusion of maintenance within Burial Grounds as part of the assessment

(c) Agrees to the assessment criteria being used as the basis of the review of grounds maintenance (see Appendix One)

(d) Agrees to the establishment of a community fund which is created to support the growth in volunteer/community involvement/partnership development aimed at delivering the revenue financial plan savings targets

(e) Agrees that the discussion in respect of service reviews should commence with Ward Members and then extend to Community Councils and or other community groups as identified by local members

**(f) Agrees that service changes which have an impact on the public will only be implemented following agreement on a locality by locality basis at Area Forums;
and**

(g) Agrees to authorise the Head of Neighbourhood Services to make service adjustments to services where they have no immediate impact on the public



The kinds of changes being considered include:

- Reduced grass cutting
- Stopping grass cutting
- Changes to litter bin locations/street cleansing visits
- Different ways of providing water in some cemeteries
- Changes to provision of public conveniences in some areas

Where are we now?

10 work packages

- Site Assessment
- Community planning
- Facilities review
- Finance
- HR
- Legal/Estates
- Corporate
- Communications
- Risk
- Implementation



Site Assessment - How?

- An 8 point assessment has been undertaken across all green space areas currently maintained by SBC to identify priority assets
- A review of additional opportunities
- Cemetery maintenance
- A review of usage of Public Conveniences
- Street Cleansing review

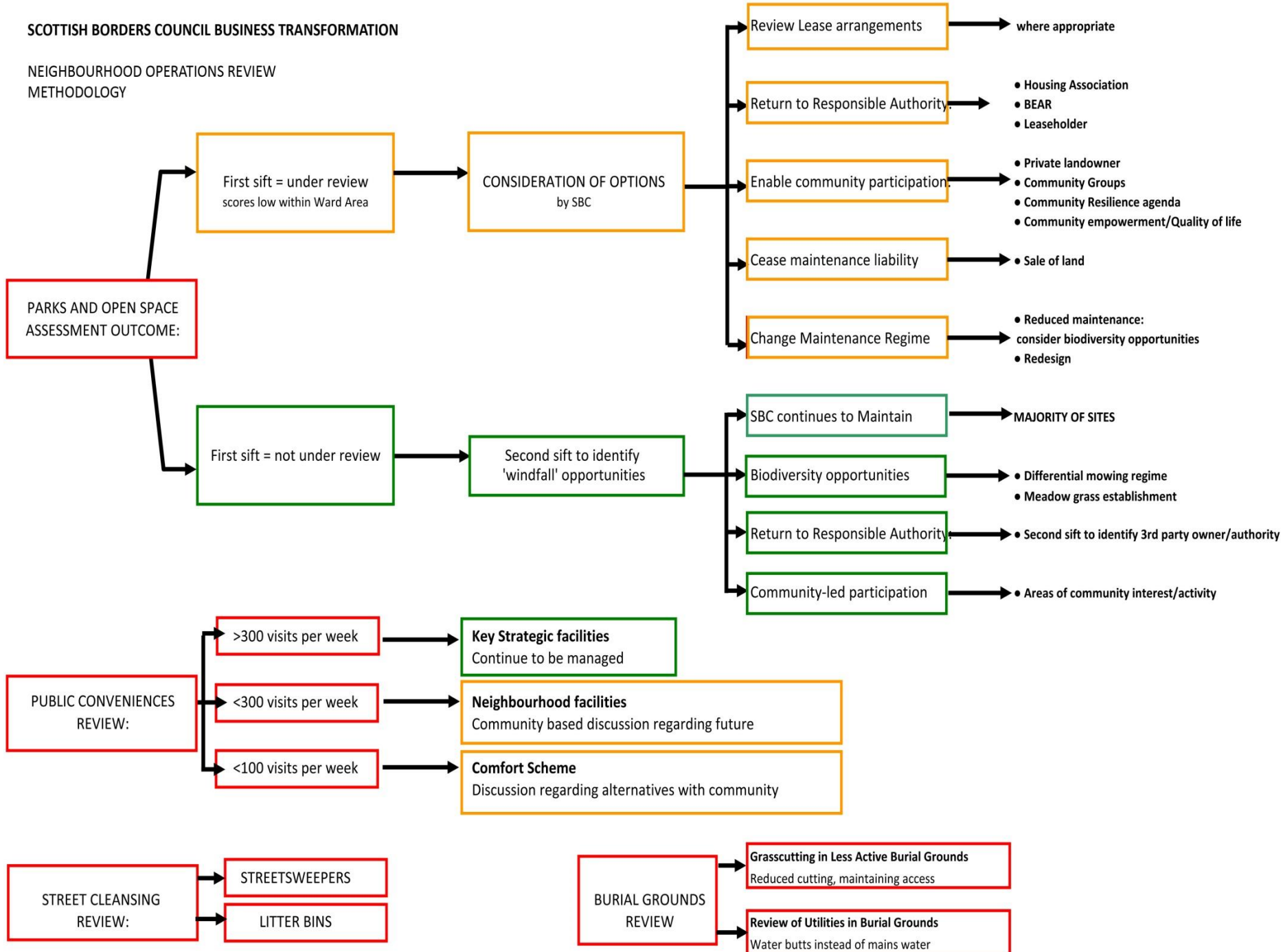


- **Assessment criteria**

- Ownership
- Maintenance costs
- Carbon input
- Economic output
- Landscape value
- Cultural value
- Equalities impact
- Accessibility

SCOTTISH BORDERS COUNCIL BUSINESS TRANSFORMATION

NEIGHBOURHOOD OPERATIONS REVIEW
METHODOLOGY

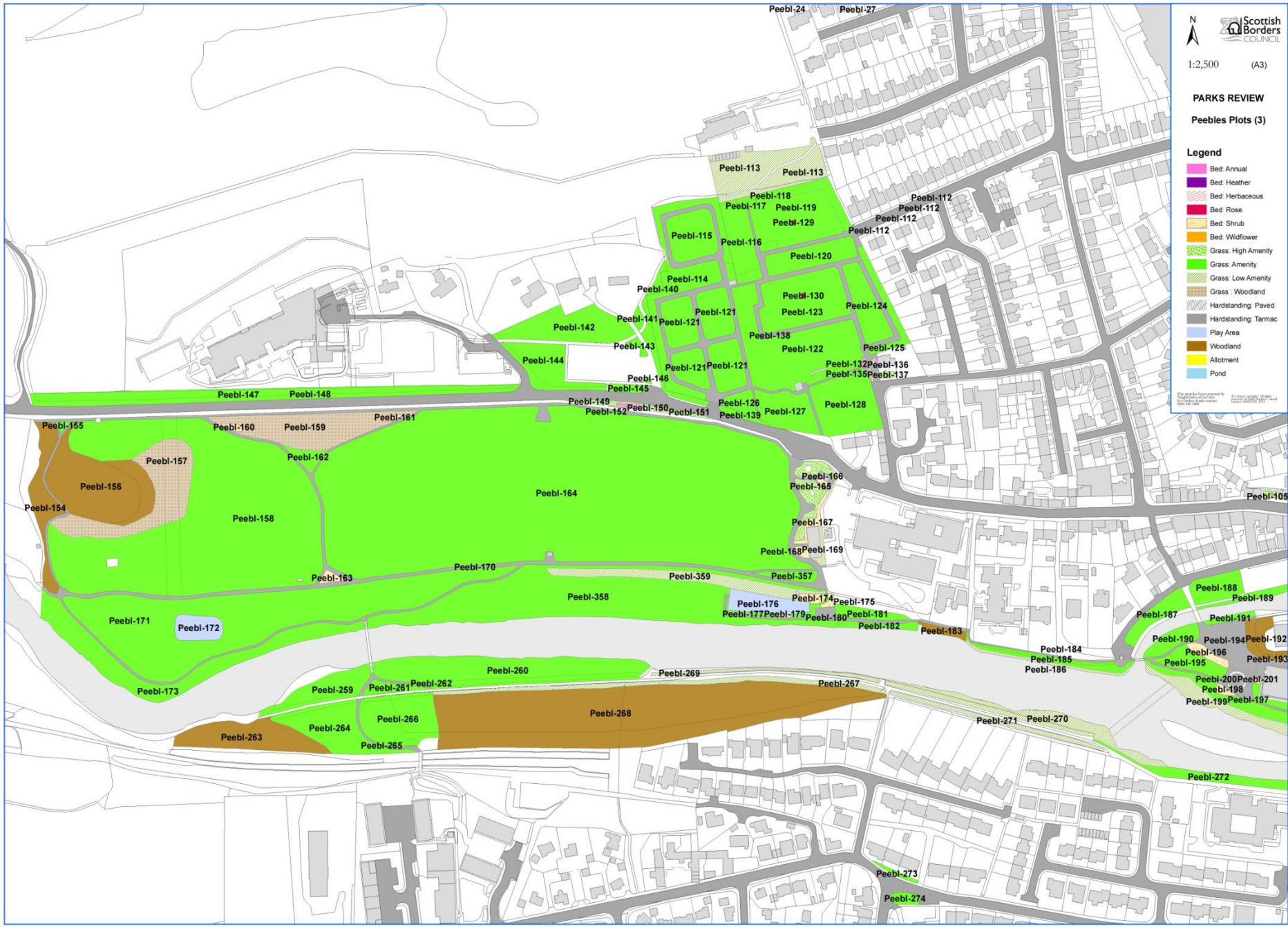


PARKS REVIEW
Peebles Plots (3)

Legend

- Bed: Annual
- Bed: Heather
- Bed: Herbaceous
- Bed: Rose
- Bed: Shrub
- Bed: Wildflower
- Grass: High Amenity
- Grass: Amenity
- Grass: Low Amenity
- Grass: Woodland
- Hardstanding: Paved
- Hardstanding: Tarmac
- Play Area
- Woodland
- Allotment
- Pond

The map has been prepared by the Scottish Borders Council. It is not a legal document. It is for information only. It is not to be used for any other purpose.





Parks Review

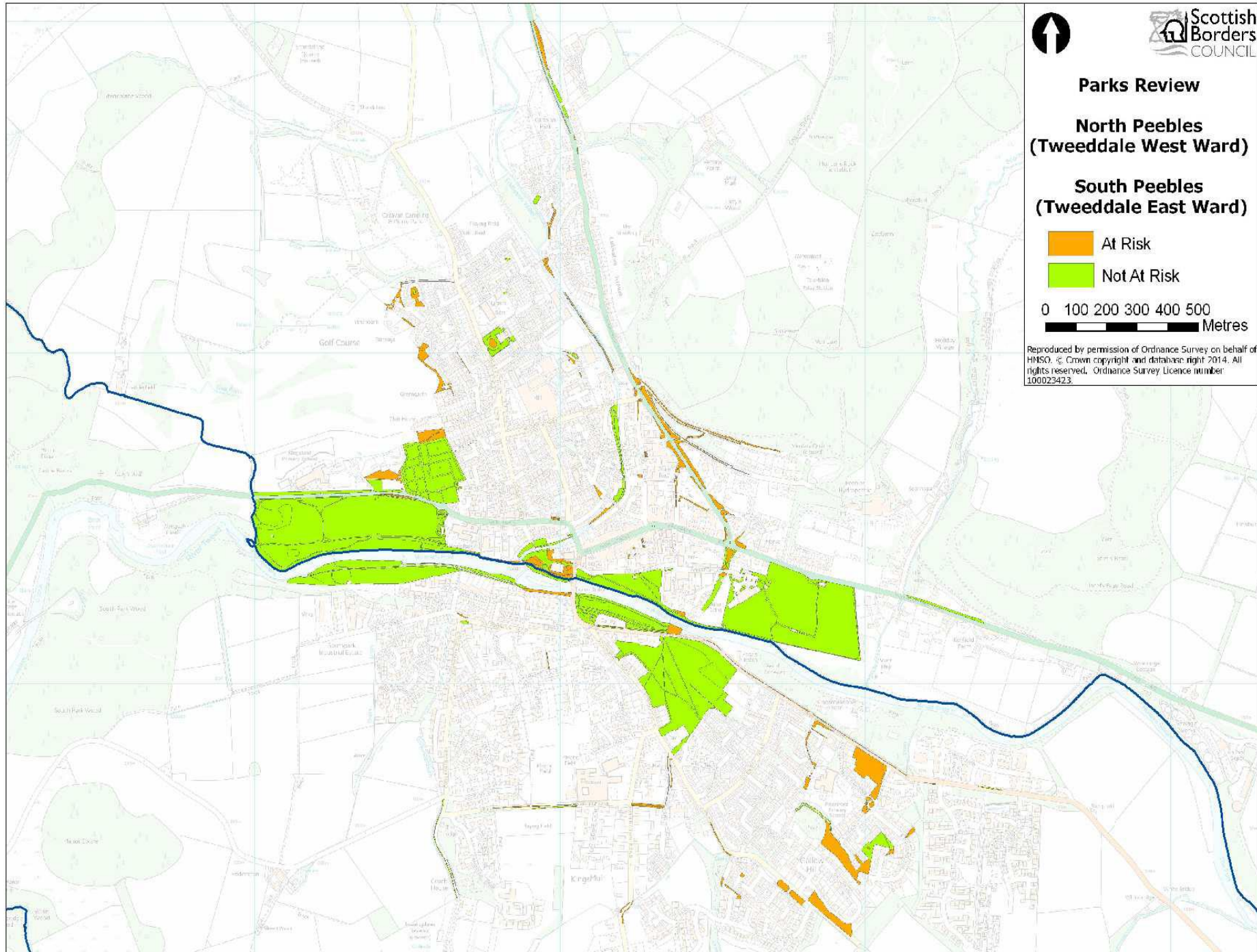
**North Peebles
(Tweeddale West Ward)**

**South Peebles
(Tweeddale East Ward)**

- At Risk
- Not At Risk

0 100 200 300 400 500
Metres

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Parks Review Tweeddale West Peebles (detail 2)

- At Risk
- Not at Risk

OPPORTUNITIES

CHANGE MAINTENANCE REGIME

- A Reduce frequency of cuts
- B Reduce frequency of cuts but retain edge margin as Amenity Grass
- C Naturalise grass: biodiversity opportunity
- D Partial naturalise: selective areas identified for biodiversity opportunity
- E Redesign opportunity

RETURN TO RESPONSIBLE AUTHORITY

- F Return to responsible authority/landowner:
BEAR/Housing Association/Private landowner/Leaseholder

ENABLE COMMUNITY PARTICIPATION

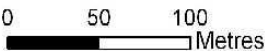
- G Community participation opportunity: empowerment/quality of life

CEASE MAINTENANCE LIABILITY

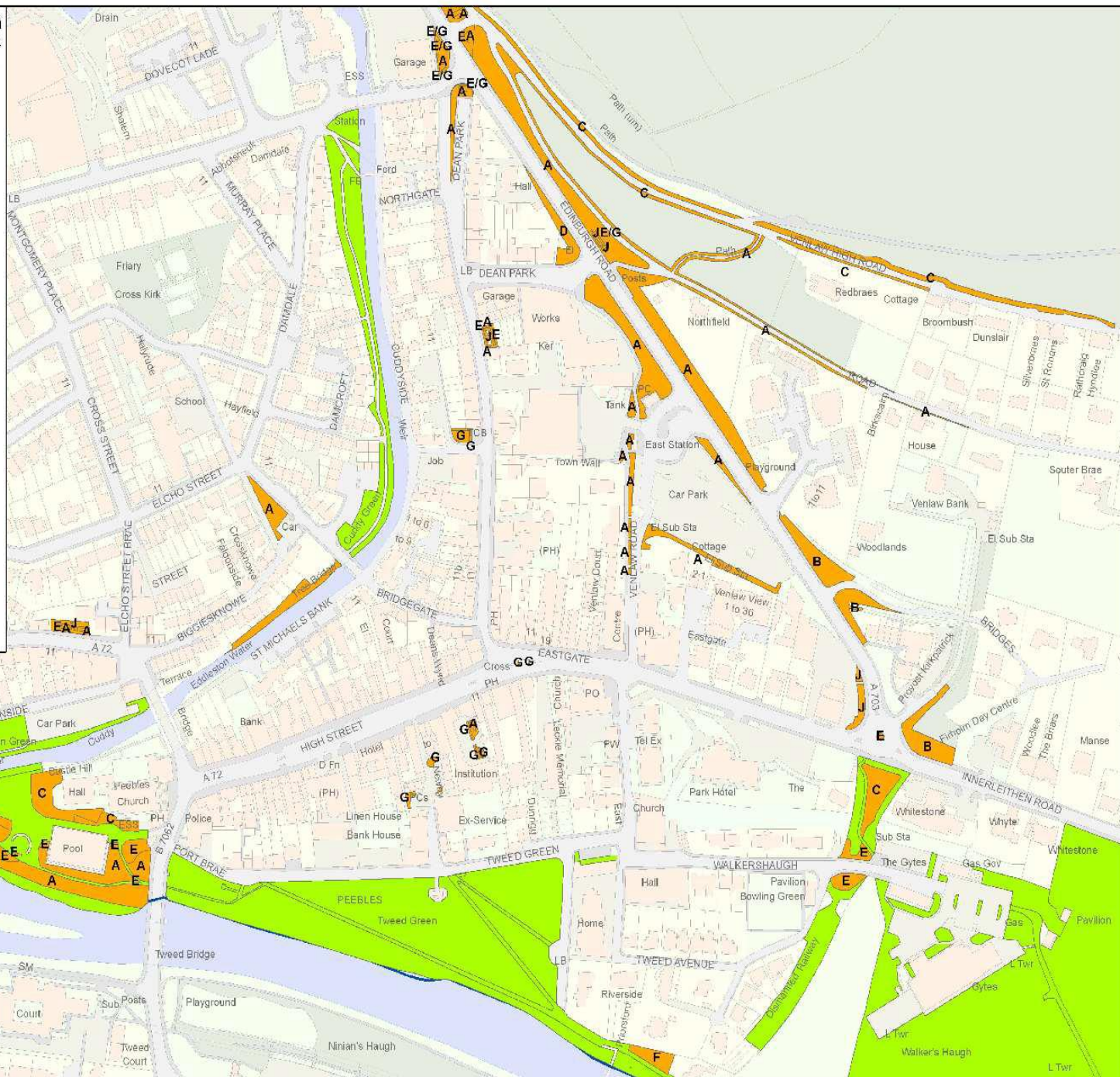
- H Surplus to operational requirements / Review Lease Arrangements
- I Cease to Maintain (no longer owner/leaseholder)

PRIORITY AREAS FOR REVIEW OF SCORING

- J Do Not Change



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What does this all mean?

- 'Low scoring' areas can not deliver the level of savings, without going much deeper.
- Windfall opportunities are needed



Opportunities:

- Increased biodiversity
- Improved efficiency
- Locally prioritised and agreed service
- Community empowerment !
- Just the right thing to do.













- Community planning partnership
 - Do we need to approach the CPPP?
 - Why?
 - If so, what are we looking for?
 - When?



- Facilities review
 - Public toilets
 - Utilities
 - Rates



- Finance
 - Budget monitoring
 - Community Fund?
 - Utilities data validation/scrutiny
 - Spend to save
 - Capital receipts



- HR
 - TUPE
 - Trades Union relations
 - Wider workforce communications
 - Changes to work patterns
 - Overtime



- Legal/Estates
 - Land surplus to operational requirements
 - Development sites
 - Garden ground
 - Land title review
 - Developer contributions (play areas)



- Corporate
 - Stakeholder consultation
 - Education/active sports
 - Community resilience
 - Whole town planning
 - Low carbon economy
 - Land use strategy/Biodiversity
 - Countryside access



- Communications
 - Develop and manage comms plan
 - Members briefings
 - FAQs
 - Media enquiries
 - FOI



- Risk
 - Identify risks
 - Develop mitigation strategies
 - Communicate



- Implementation
 - Redesign (spend to save)
 - Community handover
 - Release of land to private sale
 - Mapping regime
 - Engagement
 - Monitoring and review



- Summary
 - Very significant changes to the region
 - Impacts on large part of the community
 - The deliverability of the financial savings is challenging
 - And so it goes on!