

Liveable local areas: a future beyond austerity?

- What challenges are environmental services facing?
- The value of front line services to overall council objectives
- Protecting visible front line services
- Opportunities and solutions

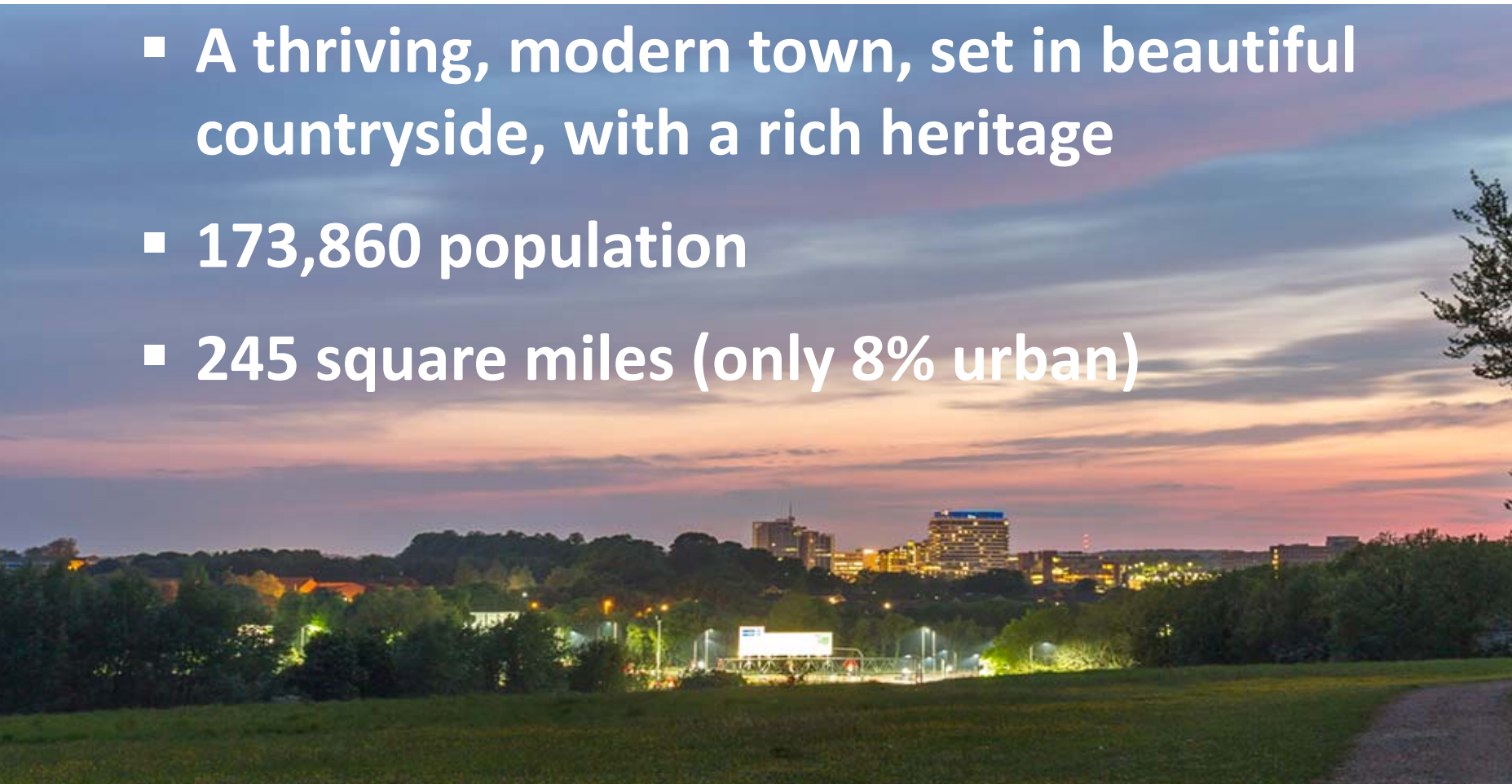
Some Challenges

- Declining Council Budgets
- Other Council Priorities and Pressures
- Rising Public Expectations
- Workforce Planning Issues
 - Skills
 - Age profiles



Basingstoke and Deane

- A thriving, modern town, set in beautiful countryside, with a rich heritage
- 173,860 population
- 245 square miles (only 8% urban)



Well Connected



A great place to live

High quality of life



96% resident satisfaction

Telegraph top 30 property hotspots



Basingstoke
and Deane

Going
Beyond

What is Basingstoke?

Charter since 1257

Designated as an expanded town in 1961...



...when it had a population of 16,000



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A Sense of Place

- Who will be living here?
- What sort of place do we want it to be?
- What are the essential long term ‘building blocks’?



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From Vision to Provision

Council Plan

- Preparing for controlled and sustainable growth
- Improving residents' quality of life
- Supporting those that need it

Service Provision

An outcome focussed service plan

Value for Money

An ambitious roadmap and timetable



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Open spaces in numbers

- A million sq m of shrubs and hedges
- 6m sq m of grass cut 13 times per year
- 80,000 trees and 100 ha of woodland
- 11,423 service requests (2016)
- 360 tonnes of leaf litter.
- 3,000 tonnes of waste each year.
- 2,255 fly-tips reported in 2016/17
- 200 equipped play areas
- 44 allotment sites



Ward member engagement

Ward level action plans

Local partner actions

Ward member role

Supervisor and Operative
Roles



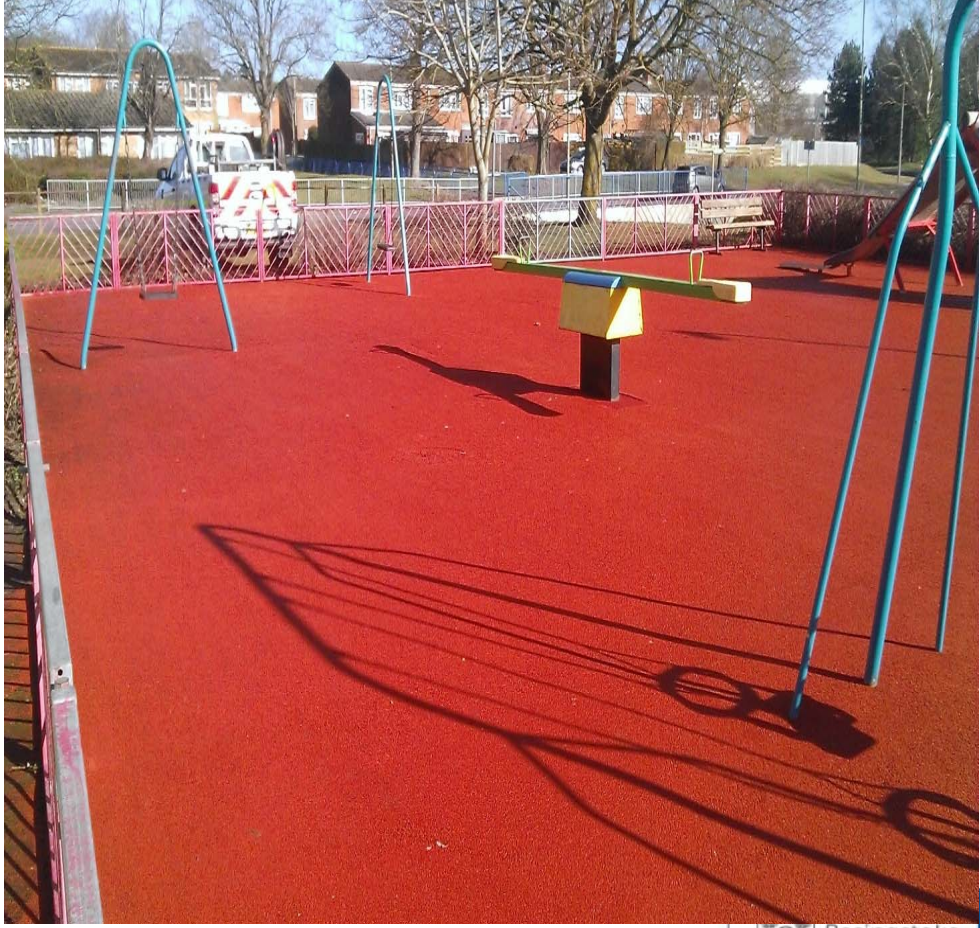
Community involvement



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Communications



The public say

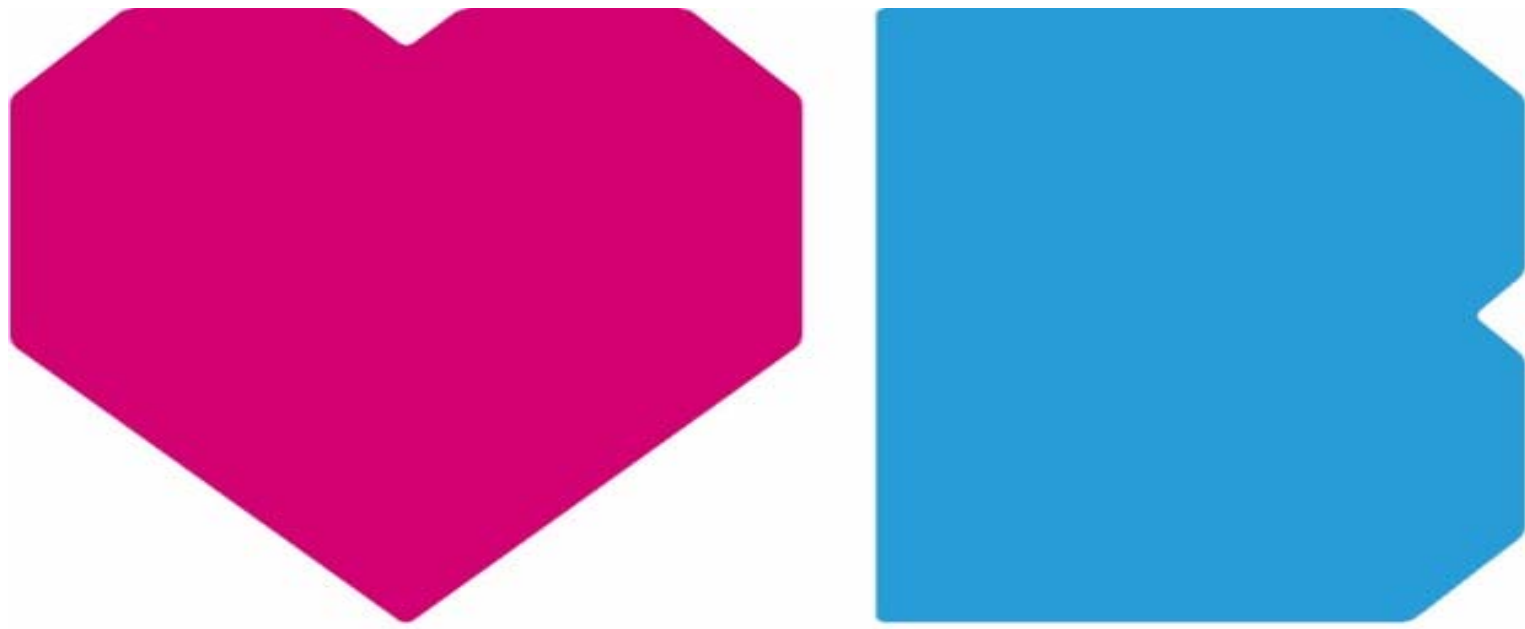
We received over 200 compliments from Members and the public

Got up this morning and guess what the fence fairies have been.
A great Job and thank you for your prompt action.

I would like to compliment you on the quality of service provided relating to hedge cutting, Leaf and footpath clearing, road cleaning and public bin emptying.

Excellent job, well impressed with the speedy response.

THANK YOU it is wonderful to know that there are lovely people in the world.



**#Love
Basingstoke**

Building blocks - changing culture

- Ownership and empowerment
- Clarity of communications
- Staff and management relations
- Fairness and consistency
- Training and opportunities
- Breaking the depot vs civic culture



We are One Council

Productivity and efficiency



Sickness management and well-being support resulting in 13% less sickness in 2016/17 than in 2015/16

Productivity improvements and sickness management equivalent to 6 – 10 FTE



Opportunities

- The right In-house/external mix
- Shared services
- Fees and Charges
- Commercialisation

Colin Rowland
Head of
Environmental
Services

Basingstoke and Deane

Home to...

Jane Austen

