

Maintaining High Quality Services in Times of Austerity

- The importance of measuring performance
 - Driving Continuous improvement

Background

- Eastleigh prosperous area with high levels of economic activity
- Five local areas: CFH, ELAC, BIFOHH, HEWEB & BHH
- May 2009, review focused on service improvement
- Better coordination of tasks leading to a more consistently clean and tidy environment
- Increased resident satisfaction
- Improvement on key performance indicators

Measuring Performance

- Baseline – starting point

Low starting point in terms of:

Quality – service delivery

Staff – training, retention and morale

Residents satisfaction

Targets – Three Year plan

- Year 1 – Quality/standards – what we do and how we do it – constant review
- Year 2 – Investment in staff – all staff NVQ level 2 – supervisors NVQ level 3
- Year 3 – Resident Engagement - Consultation

Resident Engagement – how has this made a difference?

- Quarterly information forums with local members, parish councils
- Working with local schools – competitions
- Publicity opportunities – events local clean ups – working with community groups
- Shouting about our success – internally and externally

Residents Surveys and approaches to consultation

- Annual customer surveys – citizens panel representative group of people used by the council
- Specific questions asked each year to measure progress
- Borough news – received by every household, double page annually includes questionnaire with prize draw
- Local consultation involving staff, residents and members regarding services provided
- Local area lunches twice per year to meet local staff and residents

The Role of Staff in Resident Engagement

- Staff engagement with local communities has been central throughout this process
- Engagement with local Members and Parish Councillors
- Staff have ownership of the service – work alongside the community – pride in their areas

Where are we now

- Increased training and multi-skilling of staff, all staff NVQ level 2 and 3
- increased staff retention
- Pride in geographical working area – motivated staff
- Improved ability to deal with peaks in workload
- Improved coordination of services
- Appropriate vehicles and plant used for service provision
- Reduction in fuel costs and therefore our carbon footprint
- More efficient work scheduling / work patterns

Community Working



Customer Feedback

The speed of reaction from the collection team was excellent and two very willing operatives were on our premises within 30mins and had the fly-tipped rubbish cleared within a further 30mins, in advance of my visitors from the German Embassy. Very impressive service with no fuss whatsoever”.

Paul Lamacraft

Shipping/Logistics Manager

Sterling Defence Limited

Local Staff

- Mrs Wilson wants to compliment the Streetscene team that went out today and trimmed & cleaned up the path that runs along outside her property. They have done such a fantastic job and she was really pleased with it. She said that the workers were so nice as well and she offered them a cup of tea, but they unfortunately had to move on. She remembered that one persons name was Dave. She wanted us to make sure that they receive the compliment as she was so impressed and pleased with the service.