

# Generating New Sources of Income

Paul Naylor

Direct Services Manager

- Waste Services – £4.8 million
- Street Cleansing – £1.3 million
- Grounds Maintenance – £1.7 million
- Technical Services – £0.5 million
- Fleet and Workshops – £1.2 million

## “Creating a High Performance Culture ”

### Our Staff ...



We are professionally trained, and provide an accurate, quality service

We know and understand how what we do fits within the organisation and it’s strategies

We know how we are performing

We are fully Digital

Work resource planning means we are fully optimised

We continue to be recognised as a market leader.

### Our Customers ...



Services are delivered on time and to the right quality and cost

They trust the Direct Services Team

Contact with the Council is kept to a minimum

Excellent relationship with both Internal and external customers

Anyone regardless of technical ability can receive our services

Made aware of other services we offer

### For Process and Systems ...



Reflect our emphasis on pro-active work, growth and commercial opportunities

We improve our ability to quote, raise invoices, collect income through automation.

Reviewed and improved our Policy and cost recovery

Systems automatically update customers on progress of issues raised and real time data is made

## *“Working within the Local Economy”*

Customer Engagement – Quarterly information forums with local Members, Parish Councils & Residents

Publicity Opportunities – Business Events, Working with Community Groups

Annual customer surveys – citizens panel representative group of people, all users of services receive a questionnaire

Borough news – received by every household and business, double page annually includes questionnaire with prize draw

Local area lunches twice per year to meet local staff and residents

## *“Income Generation ”*

Businesses – Trade Waste, Pest Control, Tree Management, Construction Works

Housing Associations – Horticultural Services, Weed Control, Tree Management,  
Construction Works

Developers – Landscape Construction, Maintenance Periods, Handovers, Habitat  
Management

Private Clients – Private Gardens, Soft Landscaping, Tree Works, Fencing

Hampshire County Council – Small Construction Works, Dropped Kerbs

## *“Sustainable Services”*

Waste – £1.45 million

Street Cleansing – £0.4 million

Grounds Maintenance – £0.6 million

Technical Services – £0.5 million

Fleet and Workshops – £0.3 million

## Questions?

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