

CHERWELL DISTRICT COUNCIL

STRATEGIC RISK REPORT TO THE ACCOUNTS, AUDIT AND RISK COMMITTEE

17 DECEMBER 2008

Risk No: F01.0355	Failure to demonstrate continuous improvement and to meet public expectations for a cleaner District
Risk Category:	S6. Environmental
Responsible Officer	Strategic Director Environment & Community
Risk last reviewed:	December 2008
Risk detail	Failure to demonstrate continuous improvement and to meet public expectations for a cleaner District
Any amendment to the nature of the risk?	None
Consequence	Lower and declining levels of customer satisfaction and failure to deliver a strategic priority.
Gross rating before controls	Severity 4 (Major) x Probability 3 (Possible) = 12 (Amber)
Control descriptions in full, with details of the effectiveness of each control:	<p>The Service has received additional investment initially of £50,000 per annum in 2005/06 increasing to a total of over £250,000 per annum by 2008/09. This was in response to concerns of residents, Neighbourhood Action Groups and local businesses and has resulted in the following actions:</p> <ul style="list-style-type: none"> ▪ extended cleaning hours – starting earlier and finishing later including weekends ▪ increased village cleans to three times a year ▪ targeted Blitz activity – by neighbourhood area and in the winter months ▪ additional chewing gum & graffiti removal ▪ 2 additional litter enforcement staff ▪ introducing on-street recycling bins. <p>The increased investment has already resulted in improved performance. Customer satisfaction has continued to increase since 2003/04, with satisfaction up 11% to 72% in the 3 yearly national survey (conducted in 2006/07) and up 7% across the Council's three Annual Satisfaction Surveys rising to 66% in 2008 from 59% in 2006.</p> <p>The performance of the service is captured through the Council's PMF. Most of the above initiatives contribute directly to the retained BVPIs and the new NIs</p>
Any changes to the controls?	Additional actions arising from the VFM Review Improvement Plan and captured through the PMF
Net rating after controls	Severity 4 (Major) x Probability 2 (Unlikely) = 8 (Amber)
Report of the Strategic Director	The Council's street cleansing service is at the embryonic stage of the improvement cycle. This service has a

Environment & Community:	<p>significant contribution to make between now and 2011/12 in helping the Council achieve its aim to “Keep streets and open spaces clean and free from litter, graffiti and abandoned vehicles and well maintained”. In particular, this service has a target of delivering an increase in customer satisfaction to 72% by 2011/12, measured by the annual satisfaction survey, which is an ambitious target and would be a most significant achievement for this Council on behalf of its residents and business community.</p> <p>It is against this backdrop that the VFM Review recommended that the Council should seek to maintain its current level of investment, and continually improve the productivity and performance it is getting for that investment. An Improvement Plan is now in place which introduces further 2008 and 2009 actions whilst maintaining current levels of resource and is intended to maintain the trend of continuous improvement in service performance and customer satisfaction.</p>
Signature & Date:	Ian Davies, 2 December 2008