

# Estate Services Consultation

Presented by: ()

Venue: ()

# Welcome

- Introductions

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# Problems with existing services

- Does not meet customer expectations
- Separate arrangements for service delivery e.g. grounds maintenance & caretaking
- Inconsistent service delivery
- Resources too thinly spread
- Not delivering value for money

# Internal & external reviews

- Audit Commission – requires us to market test services to provide value for money
- Caretaker review (BHP K&C) – Long term improvement plan, not value for money – need to market test – need to expand to include internal cleaning and parking controls
- Capita (GM) – Cannot demonstrate value for money

# Key messages

- Need to expand service to ensure all estate requirements e.g. internal cleaning and parking controls are provided
- Requirement to provide 3 star service
- Tenants and leaseholders now pay service charges – need better value for money
- Does not meet government standards – KLOEs
- Residents express continued dissatisfaction
- Improvements to be within existing resources

# Gaps in existing services

- Internal Cleaning – blocks require this new service – not currently provided and blocks in poor state of cleanliness
- Parking Controls – only some estates covered and opportunity to review arrangements for car parking on housing estates
- Existing Caretaker, Grounds Maintenance services will not deliver 3 star service without investment & redesign – too many failures in service delivery

# Options for estate services

- Improve the existing services retaining in house provision of the service
- Currently the service does not fully cover the full scope of estate services namely internal cleaning. Retaining the service in house with improvements may require the ending of the service level agreement with the Public Realm Service including grounds maintenance within an enhanced caretaker service. The service would include grounds maintenance, cleaning, and caretaker duties. A view on how to undertake parking control would need to be developed
- Likely to result in increased costs

# Options for estate services

- Maintaining “as is” arrangements with more effective monitoring and enforcement
- This option would be least disruptive and work has already begun on improving the service to residents. It does not however allow facility to expand to deliver a full cleaning service necessary to cleanse buildings on a daily basis. Additional funds would need to be allocated from the HRA to purchase this service. – No additional resources are available

# Options for estate services

- Seeking an alternative contractor
- This option would require formally tendering the complete service to a contractor within a formal contractual arrangement. It would require full market testing and adequate specification. It could involve the transfer of a number of council employees to the successful contractor. Monitoring and payments would be on performance and delivery of the service.
- Tenants able to design a new service with additional elements e.g. internal cleaning
- Opportunity to for all services under one umbrella – no service - no payment

# Your requirements from the service

- Caretaking – e.g. Frequency – how often – standards etc.
- Internal Cleaning - New Service – how often - expectations ?
- Grounds Maintenance – your expectations/views on how this can be improved
- Car parking controls – options for permit parking and annual fee – re – investment into estate services reducing service charge costs.

# Resident Involvement

- Resident Volunteers

Involvement in development of specification

Tender evaluations/ interviews and site visits

Ongoing monitoring of new look service.

# Questions

# Moving forward

- Consultation meetings across borough during September/October 2008
- Outcome of meetings reported to TLCF in November 2008
- TLCF recommendation of which option we will implement notified to residents in November 2008
- Implementation of options taken forward by Estate Services Team
- Timescale for completion/implementation