

SUSTAINABLE GROWTH SCRUTINY COMMITTEE	Agenda Item No. 6
13 OCTOBER 2011	Public Report

Report of Executive Director – Strategic Resources

Report Author – John Harrison, Executive Director – Strategic Resources
Contact Details - John Harrison, Executive Director – Strategic Resources and Paul Tonks, Head of Business Transformation
Tel: 01733 452520 and 07872 603938
Email: john.harrison@peterborough.gov.uk
paul.tonks@peterborough.gov.uk

ENTERPRISE PETERBOROUGH

1. PURPOSE

- 1.1 This report is submitted to Sustainable Growth Scrutiny Committee to consider in line with 8.3 of Part 4, Section 9 (Scrutiny Procedure Rules) of the Council's constitution.
- 1.2 Under paragraph 8.1 of Part 4, Section 9 (Scrutiny Procedure Rules) of the constitution any Councillor may require that an item be placed on the agenda of a Scrutiny Committee.
- 1.3 The Chair of Sustainable Growth Scrutiny Committee has requested this matter be placed before the Committee for consideration.

2. RECOMMENDATION:

- 2.1 Committee notes the progress made in the first six months, and the actions planned for the next six months, of the Enterprise Peterborough partnership.

3. LINKS TO SUSTAINABLE COMMUNITY STRATEGY:

- 3.1 The Enterprise Peterborough partnership contributes to all the priorities in the Sustainable Community Strategy:-
 - Creating opportunities – tackling inequalities;
 - Creating strong and supportive communities;
 - Creating the UK's environmental capital; and
 - Delivering substantial and truly sustainable growth.

4. BACKGROUND

- 4.1. Under the Lot 3 Operational Services procurement, the Council set out to find a suitable external partner to take on a diverse and wide range of services which were formerly provided by Peterborough City Services, which included:-
 - refuse collection;
 - street cleansing;
 - grounds maintenance;
 - facilities management;
 - property design;
 - catering;
 - transport;

- travellers' site management; and
 - courier services.
- 4.2 Peterborough City Services, as a trading organisation, had become vulnerable due to a number of reasons and the Council had to look at alternative ways of providing these services to ensure they continued to offer value for money, investment could be made in them and that the services continued to improve.
- 4.3 Earlier this year, Enterprise Managed Services Limited was appointed as the Council's partner and the services provided by, and the staff engaged in, Peterborough City Services transferred to Enterprise following a rigorous procurement process.
- 4.4 The 'Enterprise Peterborough' partnership was, therefore, launched in March 2011.

5. ENTERPRISE PETERBOROUGH – THE FIRST SIX MONTHS

- 5.1 It is just over six months from the launch of the Enterprise Peterborough partnership. Generally, the partnership has worked well; there has been progress in a number of service areas and successes along the way.
- 5.2 As with any major partnership of this nature, involving such a wide and diverse range of services, there will usually be a few challenges, particularly in the early days. Where any such challenges may have emerged in this partnership, the Council has worked hard, in conjunction with Enterprise, to understand the issues, resolve them, learn from them and move forward.
- 5.3 The following set out some of the matters which have taken place in the first six months:

5.3.1 Service delivery and improvements:

- (a) There are some 102 key performance indicators for Enterprise to meet under the partnership and no defaults have been recorded for failure to perform;
- (b) Recycling levels average 44.25% per month against a 46% target for 2011/12;
- (c) An average of 64.59 tonnes of fly-tipped waste has been collected each month;
- (d) Enterprise has worked closely with the Council's enforcement team to gather evidence to assist in enforcement action against unlawful fly tipping;
- (e) Action has had to be taken to remove 36 unauthorised travellers encampments within the Council's boundaries;
- (f) Enterprise has responded to a number of media enquiries on travellers in anticipation of the eviction of the travellers in Essex;
- (g) Central Park and Itter Park have been awarded Green Flags for the ninth and fifth times respectively, recognising the high standards being maintained at those Parks;
- (h) A media event was held with Friends of the Parks and Enterprise;
- (i) New 'Street Care' initiative was introduced which involve:-
 - multi-skilled integrated teams in five areas of the city to mirror the neighbourhood areas to provide a more localised and responsive service;
 - teams are able to tackle more maintenance and cleansing operations in one pass through; and
 - increased use of mechanised equipment.
- (j) Deep cleanses of the Cathedral Square which involve:-
 - longer cleaning presence (6am to 6pm) in the city centre;
 - re-introducing the mechanical street washer;
 - increased use of mechanical sweepers; and
 - additional cleanses on top of the regular daily bin emptying, litter picking and street sweeping.
- (k) Enterprise highlighted the need to change people's behaviour on dropping gum through the media and a multi-agency approach is now planned;
- (l) Immediate action by Enterprise and its supply chain to make trees safe and keep roads clear when there were two heavy storms in September which cause damage with Enterprise pro-

actively reminding people of the importance of being aware of tree damage during and following high winds.

5.3.2 Investment in services:

- (a) Enterprise has replaced the entire ICT network and replaced computers;
- (b) Four new buses have been introduced for the Local Link service;
- (c) Enterprise has made community investment put a Peterborough street bus back on the road to help tackle anti-social behaviour in key areas of the city;
- (d) Enterprise has made further community investment to sponsor the Schools Film Awards.

5.3.3 Contact with Councillors and external partners:

- (a) Enterprise is introducing regular calls to Councillors to learn about, and discuss, ward and service related issues;
- (b) There are to be multi-agency and neighbourhood walks with Councillors, the first of which took place this month (Peterborough North Area);
- (c) Meetings are planned with the Cabinet Adviser to the Leader to discuss support for the City Centre Plan;
- (d) Enterprise has met with Friends of Central Park.

5.3.4 Complaints against Enterprise:

Monitoring complaints against the partner is part of the day to day management of the partnership and the following table indicates the number of service complaints received by Enterprise Peterborough in its first six months since the partnership began in March 2011 to August 2011. These are compared to a similar period (March 2010 – August 2010) when the services were carried out by Peterborough City Services, to give a picture that reflects the peaks and troughs in the nature of the services between one service provider and another. It should be remembered that front-line services such as those provided here are more likely to attract complaints because of the visibility of the services.

	2011	2010
March	0	48
April	2	52
May	6	15
June	26	33
July	31	31
August	60	30

5.4 ENTERPRISE PETERBOROUGH – THE NEXT SIX MONTHS:

- 5.4.1 A new group is being developed by Enterprise Peterborough which will bring a number of key stakeholders together in a joined up and collaborative approach to tackling some of the key issues of antisocial behaviour found within the City Centre area. These include litter, graffiti, gum deposits and other issues affecting the street scene in the City Centre and beyond.
- 5.4.2 Enterprise Peterborough also commenced a consultation exercise on forthcoming works to a number of trees in the City bearing in mind that Autumn is the traditional time for major works to trees, following the end of the nesting season. These include several large examples of willow trees along both the embankment in the City Centre and Werrington Meadow.
- 5.4.3 In addition to the joint Neighbourhood Area tours they attend, Enterprise Peterborough is planning more focused visits to these Neighbourhood Wards, in conjunction with Ward Councillors, to identify key issues and to develop improvements on accountability and neighbourhood centred working which were highlighted during the Lot 3 procurement process.

- 5.4.4 Enterprise Peterborough has appointed an external adviser to provide support and guidance to its contract team on the availability of grants and third party funding, to support delivery of Neighbourhood objectives and achieving biodiversity targets. The initial workshops within Enterprise Peterborough itself are to be followed with workshops with the Neighbourhood Teams to identify the local groups which would be eligible to make applications for funds for Neighbourhood projects and to provide support for preparing and submitting these kinds of applications.
- 5.4.5 Planning has also commenced on introducing a food waste service and replacing the current vehicle fleet used for waste and recycling collections with more environmentally efficient vehicles. A range of options is currently being discussed with the Council's Waste 2020 Client Team.
- 5.4.6 Enterprise Peterborough's Community Engagement Plan is in its final draft to be submitted to the Council for review by the Waste 2020 Client Team. It is anticipated that the Plan will be launched later this month. . The Plan is focused around The Enterprise Foundation Core Programme including:-

(a) Pathways to employment:

A range of targeted employment and training programmes aimed at unemployed and disadvantaged people with little or no job prospects;

(b) Enterprise and business support:

A range of programmes to support and help build capacity of social enterprises, voluntary organisations, charities and SMEs (small and medium companies);

(e) Community Engagement:

A range of Interventions to support local needs and help empower people deliver change for their communities – Think Local;

(d) Education programmes:

A range of education programmes to support schools and business education partnerships. Twelve project areas have been identified to align with the Council's objectives and these projects are scheduled to be rolled out over the next 12 months.

6. IMPLICATIONS:

- 6.1 The partnership enables the Council to continue to provide value for money services through its partner.

7. CONSULTATION:

- 7.1 Observations made by Councillors and other stakeholders have been taken into account in this report.

8. EXPECTED OUTCOMES

- 8.1. The expected outcomes are set out in the report.

9. BACKGROUND DOCUMENTS:

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

Operational Services Agreement with Enterprise Managed Services Limited (parts of which are exempt).

10. **APPENDICES:**

There are no Appendices to this report.

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