

Local Services

FACT SHEETS

Ref	Title
LS 1	Fleet & Waste Management – New Future Service Model
LS 2	Fleet & Waste Management – Review Current Street Cleansing Levels – City Centre
LS 3	Fleet and Waste Management – Reduce Street Cleansing – Mechanical Sweeping
LS 4	Parks & Highways – Nursery and Floral Services
LS 5	Highways Horticulture
LS 6	Highways – Review and Optimise Current Maintenance Levels
LS 7	Car Parking Service Review
LS 8	Events – Increased Net Income
LS 9	Strategic Library – Library of Birmingham
LS 10	Community Play and Development
LS 11	Building Support Services - Porters, Curators and Security - Reduced Provision
LS 12	Local Services Directorate - Vacancy Management
LS 13	Public Protection and Licensing
LS 14	Redesign of Customer Services
LS 15	New Support Service Structure for District Quadrants
LS 16	Your City Your Birmingham
LS 17	Youth Service
LS 18	Community Safety
LS 19	Private Sector Housing
LS 20	Legal Advice / Entitlement

LS1. Fleet & Waste Management – New Future Service Model

Current Service		Refuse Collection, Recycling and Street Cleansing services. Collection of green waste and residual household waste in plastic bags.			
Budget	£43.800m	Reduction 13/14	£6.570m	Reduction 14/15	£7.100m
Proposed Changes to Service		<p>The City Council has been awarded £29.800m grant to support weekly refuse collections over the period 2012/13 to 2014/15. It is proposed to implement a system of collection using wheeled bins to be operational in 2014/15. The grant funding and further investment by the City Council will enable the modernisation of the service that will allow efficiency savings to be achieved.</p> <p>All the current services provided including refuse collection, green waste and household recycling will be evaluated as part of the development of the new service. Any significant implications that may arise will be subject to further consultation.</p>			
Managing the implications of change for Service Users and Partners		The new operating model for the service will be the subject of a separate, detailed evaluation by Cabinet in the new year. Any implications on our service users and partners will be considered as part of that process.			
What further Policy Decisions are required		The policy decisions will be considered in more detail in the future as part of the new future model for the service, and the report to Cabinet.			
More information		Tommy Wallace: tommy.wallace@birmingham.gov.uk			

LS2. Fleet & Waste Management – Review Current Street Cleansing Levels – City Centre

Current Service	The Council currently operates a high level of street cleansing service in the city centre. Two shifts operate and a total of 42 full time equivalent employees are deployed. In addition there is a significant amount of cleaning done at the weekend.				
Budget	£2.000m	Reduction 13/14	£0.220m	Reduction 14/15	£0.220m
Proposed Changes to Service	This proposal would reduce the overall level of street cleaning resource deployed in the City Centre by 8 full time equivalent employees (from 42 to 36) with a reduction in cleansing activity accordingly. This proposal is for 2013/14.				
Managing the implications of change for Service Users and Partners	The use of mechanical sweeping will be reviewed in order to attempt to manage the reduction in resources. However, there will be an overall reduction in street cleaning standards, particularly outside of core hours. Enforcement action with regard to littering has been limited with only the discarding of cigarette butts being enforced (general littering is not).				
What further Policy Decisions are required	None.				
More information	<p>There may be an increase in complaints about street cleaning issues in the City centre.</p> <p>Achieving the Councils target for satisfactory levels of litter will be more challenging. More enforcement could be done subject to a business case.</p> <p>Further information: tommy.wallace@birmingham.gov.uk</p>				

LS3: Fleet and Waste Management – Reduce Street Cleansing – Mechanical Sweeping

Current Service	The Council provides 20 large mechanical sweeping vehicles to clear the main arterial routes into the City and other housing areas.				
Budget	£1.200m	Reduction 13/14	£0.320m	Reduction 14/15	£0.320m
Proposed Changes to Service	<p>The amount of sweeping would be significantly reduced in 2013/14 (by around 25%, impacting on 5 full time equivalent employees)</p> <p>This will adversely affect the sweeping of arterial routes and some housing areas.</p>				
Managing the implications of change for Service Users and Partners	The remaining resource will be prioritised into key areas.				
What further Policy Decisions are required	None.				
More information	<p>There may be an increase in complaints about street cleaning issues. Achieving the Council's target for satisfactory levels of litter and detritus will be more challenging. Further information: tommy.wallace@birmingham.gov.uk</p>				

LS4. Parks & Highways – Nursery and Floral Services

Current Service	The current service provided includes park maintenance, trading services (Cofton Nursery), and general maintenance of our open areas.				
Budget	£1.000m	Reduction 13/14	£0.383m	Reduction 14/15	£0.491m
Proposed Changes to Service	It is proposed to generate additional income by promoting and selling services to other local authorities and reduce operating costs.				
Managing the implications of change for Service Users and Partners	A decision will be required early in the Budget process to meet the timetable for plant production. The plants for next summer (2013) will be ordered in November or early December 2012 and be sown in January 2013.				
What further Policy Decisions are required	No further policy decisions are required.				
More information	Darren Share: Darren.share@birmingham.gov.uk				

LS5. Highways Horticulture

Current Service	<p>There is an agreed maintenance regime for grass and shrubs on highway together with floral decorations at named sites. These services are provided within the Council's Horticultural Maintenance contract.</p>				
Budget	£1.730m	Saving 13/14	£0.225m	Saving 14/15	£0.225m
Proposed Changes to Service	<p>Savings will be made in 2 distinct areas:-</p> <ol style="list-style-type: none"> 1. A further reduction in the grass-cutting regime, phased in over 3 years. This will enable the contractor to replace equipment to meet new standards, and remove shrubs and replace them with alternatives, such as grass, which is less costly to maintain. 2. Reduce the ornamental beds and baskets on highways by 50%. 				
Managing the implications of change for Service Users and Partners	<p>The change will be managed by the Horticultural Maintenance Client within Parks; changes to grass and shrub maintenance will require the implementation of changes to the contract.</p>				
What further Policy Decisions are required	<p>These savings will need to be implemented via a change to the city wide core contract standards.</p>				
More information	<p>Darren Share: email darren.share@birmingham.gov.uk Paul O'Day: email Paul.ODay@birmingham.gov.uk</p>				

LS6. Highways – Review and Optimise Current Maintenance Levels

Current Service		The management, maintenance and upgrade of the highway including the HMMPFI Contract with Amey.			
Budget	£35.000m	Reduction 13/14	£1.250m	Reduction 14/15	N/A
Proposed Changes to Service		<p>In addition to the ongoing savings totalling £5.239m per annum effective from 2013/14, this new proposal is a further saving of £1.25m for 2013/14 only.</p> <p>The saving will result in a further reduced highway maintenance service, compared to the standards and requirements of the HMMPFI contract. This additional saving is a one-off saving for 2013/14 only and cannot be continued into future years without significant changes to the HMMPFI contract.</p> <p>The saving will be implemented by a review of the carriageway works programmes proposed by Amey and a review of intervention standards and response times for remedial works</p>			
Managing the implications of change for Service Users and Partners		<p>The savings proposal would not impact upon the safety of the highway but would reduce overall levels of maintenance. These changes would need to be implemented via the Council's Executive decision making process but would also be subject to consultation with District Committees,</p> <p>This will need to be agreed in negotiations with Amey as the Council's Highway Maintenance contractor as well as the funding Consortia for the project (10 banks)</p>			
What further Policy Decisions are required		Should the savings detail proposals require changes to existing Council Policy / Standards then approval from the appropriate executive body (eg Cabinet) would be required.			
More information		<p>Paul O'Day: email Paul.ODay@birmingham.gov.uk</p> <p>Domenic de Bechi : email Domenic.De.Bechi@birmingham.gov.uk</p>			

LS7. Car Parking Service Review

Current Service	The Strategic Parking Service covers both on and off street locations within the middle ring road (A4540); the savings proposals relate to the whole parking service.				
Budget	£ 4.930m net income	Reduction 13/14	£0.100m	Reduction 14/15	£0.100m
Proposed Changes to Service	<p>This savings proposal based upon 3 elements:</p> <ul style="list-style-type: none"> • to extend street parking areas to generate more income, • review charging policy to take advantage of excess capacity opportunities and • implement efficiencies based on reduction in overhead costs. 				
Managing the implications of change for Service Users and Partners	<p>Extension of street parking areas would be subject to formal consultation procedures in respect of controlled parking zones (CPZs). Pricing flexibility would be included within the next fees & charges review, scheduled for June 2013.</p>				
What further Policy Decisions are required	None				
More information	Kevin Hicks: email Kevin.Hicks@Birmingham.gov.uk				

LS8. Events – Increased Net Income

Current Service		A number of events are organised by the Council and some charges are levied for rent of stalls etc.			
Budget	£0.700m (income budget)	Reduction 13/14	£0.050m	Reduction 14/15	£0.050m
Proposed Changes to Service		To increase charges for stalls and increase the number of commercial hires that support events.			
Managing the implications of change for Service Users and Partners		More space will need to be provided for increased commercial hires, and charges will need to be benchmarked against those set by other major event providers.			
What further Policy Decisions are required		None			
More information		Further information: steve.hollingworth@birmingham.gov.uk			

LS9. Strategic Library – Library of Birmingham

Current Service		Delivery of Central Library service, Library of Birmingham project (due to open in September 2013), Mobile, Housebound, Prison Library Services, and support to Community Libraries.			
Budget	£17.200m	Reduction 13/14	£0.200m	Reduction 14/15	N/A
Proposed Changes to Service		The Library of Birmingham will be opening in September 2013 and it is proposed to have a more modest opening ceremony than was originally planned (this will save £0.200m).			
Managing the implications of change for Service Users and Partners		There are no expected implications for service users.			
What further Policy Decisions are required		No further policy decisions are required.			
More information		Brian Gambles: brian.gambles@birmingham.gov.uk			

LS10. Community Play and Development

Current Service		This service includes the strategic policy development and the administration of grants awarded to community groups.			
Budget	£3.300m	Reduction 13/14	£0.500m	Reduction 14/15	£0.500m
Proposed Changes to Service		<p>There are existing planned savings of £2.4m for both services in the current savings programme from 2011/12 to 2014/15 and this proposal will be additional savings.</p> <p>The services provided for Community Play and Development including grants to the voluntary sector and management of the service will cease.</p>			
Managing the implications of change for Service Users and Partners		Extensive consultation with community organisations will be necessary to plan and mitigate the loss of grant and to consider the implications on vulnerable groups and citizens.			
What further Policy Decisions are required		No further policy decisions required.			
More information		This will be subject to further consultation by the Directorate. Further information from: val.birchall@birmingham.gov.uk			

LS11. Building Support Services - Porters, Curators and Security - Reduced Provision

Current Service	The provision of a security and portering service at Council operated buildings including opening & securing premises; security staff at various locations and responding to building alarm activations.				
Budget	£2.845m	Reduction 13/14	£0.200m	Reduction 14/15	£0.200m
Proposed Changes to Service	<p>A more efficient provision of this building support service by reducing overtime; this savings option has resulted from a review of staff resources generated from a planned reduction in the number of buildings covered by this service.</p> <p>Staffing numbers have already been lowered in anticipation of the planned reduction in building numbers; this saving will be generated by a reduction in overtime currently being worked.</p>				
Managing the implications of change for Service Users and Partners	Ongoing consultation with workforce to deliver efficient rota scheduling and determining appropriate provision of service.				
What further Policy Decisions are required	None				
More information	<p>Alistair Campbell: email Alistair.Campbell@birmingham.gov.uk</p> <p>Peter Ryans: email Peter.Ryans@birmingham.gov.uk</p>				

LS12. Local Services Directorate - Vacancy Management

Current Service	The Local Services directorate is responsible for the delivery of a wide range of services; this involves a workforce in excess of 7,500 employees.				
Budget		Reduction 13/14	£0.500m	Reduction 14/15	N/A
Proposed Changes to Service	During 2013/14, controls will be put in place to manage and monitor vacancies as they arise within the newly formed Local Services Directorate with a view to delivering savings from delayed or deferred recruitment; this proposal will be in place for one year pending a wider review of the structure of the new Local Services Directorate.				
Managing the implications of change for Service Users and Partners	This saving proposal will be actioned to avoid implications for Service Users.				
What further Policy Decisions are required	None				
More information	Sharon Lea: sharon.lea@birmingham.gov.uk				

LS13. Public Protection and Licensing

Current Service		These regulatory services are: Environmental Health, Illegal Money Lending Team (IMLT), Trading Standards, Entertainment Licences, Coroners and Mortuary services, Pest Control services, Registrars services and Birmingham City Laboratories (BCL).			
Budget	£10.200m	Reduction 13/14	£0.631m	Reduction 14/15	£0.631m
Proposed Changes to Service		In order to deliver the proposed saving the following services will be redesigned: Environmental Health, Trading Standards, Registrars, Entertainments Licensing, Pest Control and BCL. The reduction in resources available will adversely impact on the capacity to respond to service requirements. It is not effective at the present time to reduce the IMLT as this is grant funded. The Coroner and Mortuary service will also be maintained at current levels to meet the administrative support requirements of the Coroner for Birmingham and Solihull.			
Managing the implications of change for Service Users and Partners		Services will be redesigned and workloads prioritised to meet essential requirements first.			
What further Policy Decisions are required		It will be necessary to consult with Licensing and Public Protection and District Committees.			
More information		Further information: Jacqui.kennedy@birmingham.gov.uk			

LS14. Redesign of Customer Services

Current Service	Contact Centre service contracted to Service Birmingham, providing the first point of contact between citizens and Birmingham City Council				
Budget	£12.900m	Reduction 13/14	£0.459m	Reduction 14/15	£0.459m
Proposed Changes to Service	A range of efficiency measures will be introduced in conjunction with the service provider, focussing on reducing the demand on telephone call contact by shifting to alternative means of contacting the City Council, e.g. via the internet.				
Managing the implications of change for Service Users and Partners	Proposals will be reviewed by Customer Services and Service Areas using the Contact Centre.				
What further Policy Decisions are required	The Deputy Leader would be consulted regarding any possible impact on corporate priorities.				
More information	Further information: Jacqui.kennedy@birmingham.gov.uk				

LS15. New Support Service Structure for District Quadrants

Current Service		Administrative support function to Districts.			
Budget	£0.800m	Reduction 13/14	£0.300m	Reduction 14/15	£0.300m
Proposed Changes to Service		The development of local services teams within the Quadrants will enable efficiencies. This is additional to the existing savings target of £1.6m for management and administration in the Districts.			
Managing the implications of change for Service Users and Partners		Changes will be linked to wider organisational changes with a view to keeping service impact to a minimum.			
What further Policy Decisions are required		None			
More information		Further information: ifor.jones@birmingham.gov.uk			

LS16. Your City Your Birmingham

Current Service		This programme was introduced in 2005 and funded via Policy contingency. The programme funds purchases of a range of bespoke environmental services via Fleet and Waste Management, or by means of direct delivery.			
Budget	£0.527m	Reduction 13/14	£0.527m	Reduction 14/15	£0.527m
Proposed Changes to Service		The proposal is to decommission the remaining services and for all clean and green services to be delivered by mainstream budgets. Recently a significant part of this budget has been used to meet other pressures rather than environmental services.			
Managing the implications of change for Service Users and Partners		Consultation with internal providers and residents.			
What further Policy Decisions are required		None			
More information		Further information: ifor.jones@birmingham.gov.uk			

LS17. Youth Service

Current Service	The Youth Service provides a range of youth activities including youth clubs and targeted youth support to vulnerable young people aged 13 to 19 years. These activities enhance experiences, opportunities and personal and social development, particularly during transition to adulthood. The service runs youth buildings and drop in centres.				
Budget	£3.260m	Reduction 13/14	£0.470m	Reduction 14/15	£0.470m
Proposed Changes to Service	<p>There will be a reduction in the number of universal youth centre-based activities or clubs across the city.</p> <p>There are opportunities to ensure that Youth Service staff work with other key professionals and services in Connexions and Integrated Family Support Teams ensuring targeted youth support to vulnerable young people.</p> <p>The management structure of the Youth Service will commensurably shrink.</p> <p>This service has now transferred to Local Services from CYPF and arrangements for delivery of services to children and young people in light of changes in service are still evolving.</p>				
Managing the implications of change for Service Users and Partners	<p>There is the possibility to develop more flexible services not linked to sites - for example, to run mobile units bringing activity to young people in their communities rather than centre-based activities.</p> <p>Activities for young people with disabilities or special educational needs will be retained at current levels and managed through the Directorate Leadership Team.</p> <p>Targeted youth support for vulnerable young people will continue to be provided at the current levels.</p>				
What further Policy Decisions are required	Consultation will take place with all key stakeholders including District Committees.				
More information	Ifor Jones: ifor.jones@birmingham.gov.uk				

LS18. Community Safety

Current Service	Birmingham Community Safety Partnership is the statutory Crime and Disorder Partnership for Birmingham, governed by a multi-agency Executive Board. The BCC voting position is held by the Cabinet Member for a Green, Safe and Smart City. BCSP was significantly down-sized in Spring 2011 and FTEs reduced from 66 to 29.				
Budget 2012/13	£2.600m	Reduction 13/14	£0.117m	Reduction 14/15	£0.117m
Proposed Changes to Service	A reduction of 3 full time equivalent employees is proposed - 2 Safer Communities Officers (grade 5) and 1 Manager (grade 6). This will be effected by service redesign.				
Managing the implications of change for Service Users and Partners	<p>The reduction in Safer Communities Officers will reduce the capacity to respond to Anti Social Behaviour (ASB) complaints that are received by the Contact Centre. It will mean that it will be essential to ensure that cases are prioritised, applying the risk and harm matrix to ensure vulnerable victims are fully supported.</p> <p>Whilst it will be possible to make more external referrals this will require new processes to be developed.</p> <p>Safer Communities Officers will focus on enforcement interventions.</p> <p>Complex casework in Birmingham and referrals from the police will have to be prioritised via 'Tackling Families Undermining Neighbourhoods' (TFUN) and resources allocated based on need.</p>				
What further Policy Decisions are required	Securing the agreement that complex casework and police referrals will be assessed and prioritised via 'Tackling Families Undermining Neighbourhoods' (TFUN).				
More information	Further information: jan.kimber@birmingham.gov.uk				

LS19. Private Sector Housing

Current Service		This service provides advice and assistance to those in housing need and in housing crisis. This includes the Council's statutory responsibilities to homeless persons and private rented sector enforcement.			
Budget	£5.500m	Reduction 13/14	£0.526m	Reduction 14/15	£0.526m
Proposed Changes to Service		<p>The savings will be delivered as part of a full service redesign. This will also aim to ensure that the service is able to respond to major legislative changes. The review will consider employee and non-employee costs and aim to mitigate any employment impacts through efficiencies and process redesign.</p> <p>The service also includes the private rented sector enforcement activities of the Council, and it is anticipated that a small proportion of the saving (£0.041m) will be delivered from this service.</p>			
Managing the implications of change for Service Users and Partners		The redesigned service must be capable of discharging the Council's statutory duties to homeless persons. Partners will be consulted where any proposed changes affect the joint delivery arrangements.			
What further Policy Decisions are required		No further policy decisions are required.			
More information		Further information: louise.collett@birmingham.gov.uk			

LS20. Legal Advice / Entitlement

Current Service		This relates to the commissioning of Independent Advice Services – principally in relation to welfare benefits and debt advice, tribunal representation and limited immigration advice			
Budget	£1.000m	Reduction 13/14	£0.037m	Reduction 14/15	£0.037m
Proposed Changes to Service		<p>The service is commissioned through a set of contracts in 6 phases to 2016 /17 and an additional fund for one-off grants to assist capacity building for independent advice providers.</p> <p>The savings will be achieved by general management of the existing contracts and represents a modest reduction in the total resources for the service.</p>			
Managing the implications of change for Service Users and Partners		The implications for service users are expected to be minimal and the Council is working closely with our partners to mitigate any adverse impacts.			
What further Policy Decisions are required		None			
More information		Fiona Hughes: Fiona.hughes@birmingham.gov.uk			