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# Bath & North East Somerset Council

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**Improving People's Lives**

**Neighbourhood Services Investment Strategy**

# The Challenge

- Neighbourhood (and Highways) Services are the front line of the Council
- A range of statutory and legal requirements for the council to discharge
- Mix Proactive and reactive services
- High profile and high reputational impact
- Much of the work goes unseen – until it fails

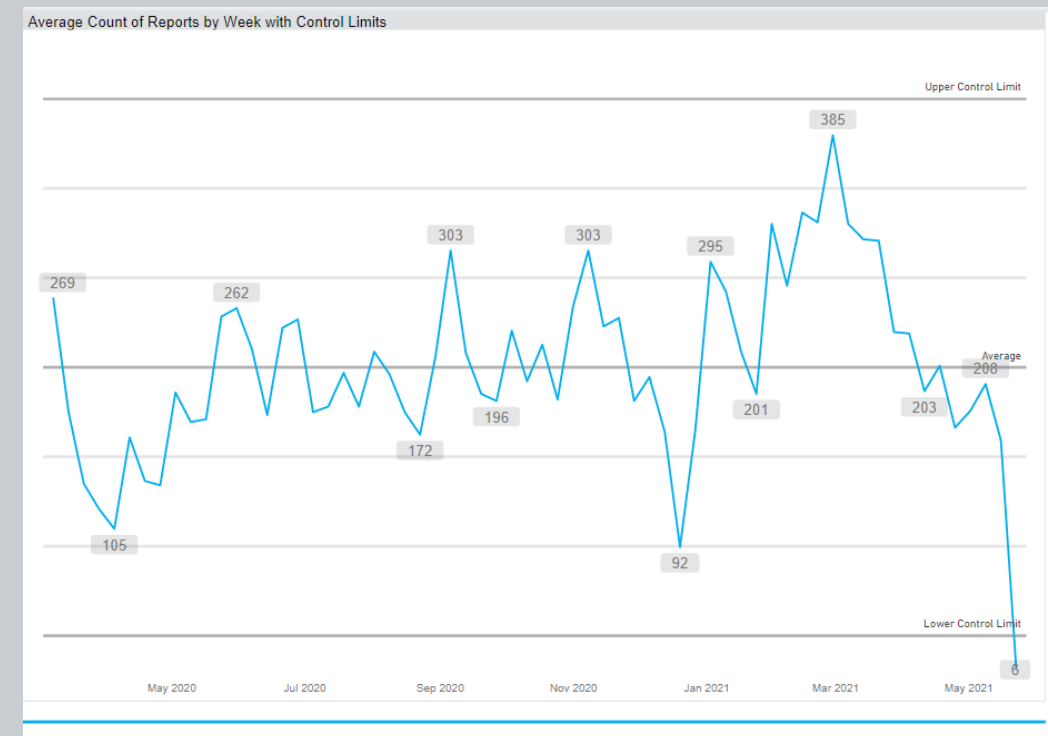
What could we do differently?

With limited resources, where should we invest any additional funding secured?

# Context (2008 and beyond):

- Significant service efficiencies have been achieved
- Insourced recycling services and changed the way we deliver services
- Procured new highway term maintenance contract
- Prioritised activity around the council's statutory duties and maintaining public health and safety
- Recognised that there is a significant backlog of works required on the highway network

- Implemented Fix My Street 'report it' system



# Breadth of services

Highways	Parks	Waste
<ul style="list-style-type: none"><li>1200 kms of roads</li><li>17,000 streetlights</li><li>100 sets of traffic signals</li><li>25,000 road gullies</li><li>2000 structures</li><li>1040 kms Footways and footpaths</li><li>11000 signs and bollards</li><li>9 gritting routes totalling 268 miles of road</li></ul>	<ul style="list-style-type: none"><li>270 Parks and Open Spaces managed</li><li>6 Heritage Parks</li><li>59 Play Areas</li><li>28000 Trees &amp; 7 Woodlands (to date)</li><li>24 Allotments</li><li>80000 plants grown each year</li></ul>	<ul style="list-style-type: none"><li>Waste and recycling collections provided to 86,435 households</li><li>Every 4 weeks over half a million refuse and recycling collections take place</li><li>870 business waste customers serviced</li><li>Cleansed over 1300 miles of highway</li><li>Litter picked main road litter twice a year</li><li>Emptied litter bins two/three times a week or over 90,000 times a year</li></ul>

# Hidden success – even in a pandemic


Highways	
Resurfacing	50km completed
Potholes repaired	5328
Road safety inspections completed	8573
Gullies cleaned	12,689
Lighting asset repairs	2500
Lighting columns Changed	500
Bollards updated to non-illuminated	150

Waste		
	19/20	20/21
<b>Black bag waste (tonnes)</b>	19,558	21,990
<b>Kerbside recycling</b>	22,058	26,412
<b>Kerbside food</b>	6,960	8,032
<b>Kerbside Garden Waste</b>	5,788	8,973
<b>Street Cleansing &amp; litter</b>	3,617	2,263
<b>Reuse, recycling &amp; Composting rate</b>	56%	Forecast 60% (not verified by DEFRA yet)
<b>Residual Household waste per household kg/hh/yr</b>	382	Forecast 359 (not verified by DEFRA yet)

# Types of services under discussion

Waste  
Recycling  
Cleansing  
Green spaces  
Parks  
Graffiti removal  
Bins  
Grass cutting  
Weeding

Pot hole repairs  
Patching  
Surface dressing  
Gully emptying  
Street light repairs  
Structure inspections  
Highway Inspectors  
Signs and lining  
Winter maintenance



Limitations:  
Legislation  
Local Strategy/Policy  
Resources/Budget  
Time

# The request:

- Consider developing a Task and Finish group to help Cabinet and Officers:
  - Identify what would success look like for our communities in:
    - The short term
    - 2 years
    - 5 years
- Undertake a review of the opportunities considering both the local and national picture; and
- Make recommendations to Cabinet Members on how any investment should be targeted

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