

Environment CPA Inspection Improvement Plan Progress Report

**Presentation to Regeneration, Housing,
Environment and Community Safety Scrutiny and
Performance Panel**

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Purpose of Presentation

- ❑ To update the Panel on progress with the preparation of an Improvement Plan following the Environment Inspection last year.

Scope of Presentation

- ▣ What the Audit Commission said
- ▣ Why we are Fair
- ▣ Where we need to improve
- ▣ Excellent prospects
- ▣ Links between CPA our Vision and Service Plans
- ▣ Examples of our improvement actions

Overall Walsall Metropolitan Borough Council environmental services are judged to be a 'fair' one star service with 'excellent' prospects for improvement

- ❑ Environmental services have an important role in achieving the Council's vision.
- ❑ The Council has made very good progress in improving environmental services. This has been brought about by increased investment in services, improved management, a committed workforce, effective partnerships and closer working across the service.

Overall Walsall Metropolitan Borough Council environmental services are judged to be a 'fair' one star service with 'excellent' prospects for improvement

- ❑ Cleanliness standards have improved, particularly in Walsall town centre, road casualty figures have fallen and road conditions appear to be improving.
- ❑ Overall, services, as measured by best value performance indicators (BVPI), are generally performing above average, although there is below average performance in some key waste indicators.

However!

- ❑ There appears to be a relatively high proportion of roads in need of repair, according to the most reliable performance indicators, although we acknowledge that these indicators may still not be providing a wholly accurate picture.
- ❑ The Council did not meet the government 2003/04 target for recycling and composting household waste and levels of waste collected per head of population are high, although the situation has improved in 2004/05.

However!

- ❑ Satisfaction with services has fallen in many areas, although it is not clear whether this is as a result of specific concerns about services.
- ❑ Communication with the public and other organisations is not fully effective; the Council has been slow to develop specific strategies following consultation.

The prospects for improvement are ‘excellent’ because

- ❑ The Council has a clear overall vision and there is a strong focus on achievement.
- ❑ There is a strong commitment from all involved in environmental services to achieve the stated goal of excellence.

The prospects for improvement are ‘excellent’ because

- ❑ Investment in services has improved the environment with generally well maintained clean open spaces, roads and footways.
- ❑ There is significant additional investment planned over the next two years to further improve recycling performance, the standard of play equipment and condition of roads.

The prospects for improvement are ‘excellent’ because

- ❑ Councillors are providing strong and effective leadership and commitment to service improvement and are prepared to take and implement difficult decisions.
- ❑ Senior officers are working well within this overall leadership to implement the improvements.
- ❑ The service has responded to criticism in the previous environmental inspection by taking corrective action and now has a track record of improvement.

Our Improvement Plan

- ❑ Our improvement plan is now being finalised.
- ❑ The document reflects improvement actions identified as part of Service Planning preparation.
- ❑ This process has been integrated with Vision 2008 and the pledges update for 2005/2006.

Our Improvement Plan

- Key criteria against which this plan has been prepared:-
 - Excellence agenda
 - Vision 2008
 - BVPI's
 - Liveability agenda
 - The 4 C's of best Value (Compare; Compete; Consult; Challenge)

Our Improvement Plan

- ❑ This will enable the document to bring together our aspirations in line with auditors' and residents' feedback to continue the improvement in our environment.