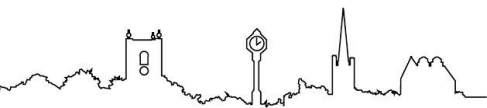


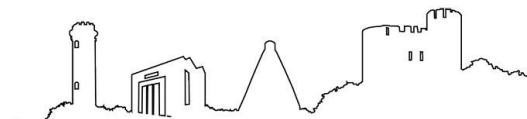
# Developing the neighbourhood approach to delivering services to keep Dudley clean and safe

Housing & Communities and Public Realm Scrutiny Committee

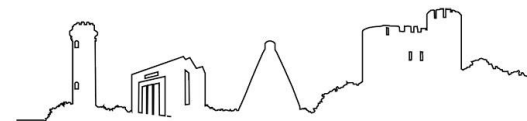
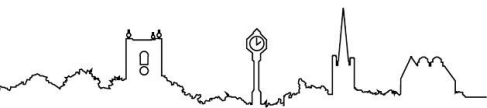
17<sup>th</sup> November 2022



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# Who is involved?



# How are we currently set up?

Grounds  
Maintenance

3 Areas (North, Central and South) with 1 x Area Manager and 2 x Supervisors in each

Street  
Cleansing

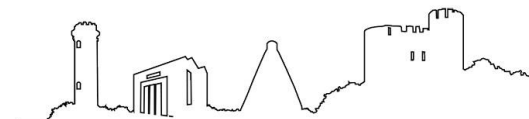
3 Areas (North and South East, West and East) with 1 x Area Supervisor in each

Arbor

3 Areas (North, South and Central) with 1 x Tree Inspector in each. 1 x Ash Die Back Tree Inspector (Borough wide)



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# How are we currently set up?

## Parking Services

3 Teams (Dudley, Halesowen and Stourbridge) with 1 x Supervisor and 5/6 x Civil Enforcement Officers in each

## Environmental Enforcement

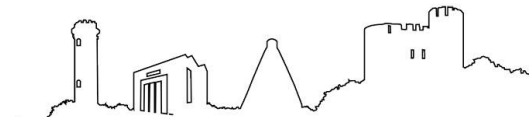
5 x Enforcement Officers operating Borough wide

## Housing Management

5 Areas (Brierley Hill, Dudley Central, Halesowen, North Dudley and Stourbridge) with 1 x Team Manager and 7/8 x Housing Managers in each



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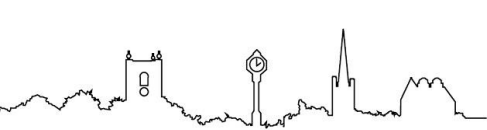


# How are we currently set up?

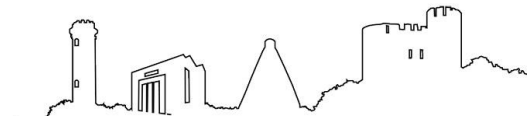


Police

5 Areas (Brierley Hill, Dudley Central, Dudley North, Halesowen and Stourbridge) with Teams of Sergeants, PCs and PCSOs in each



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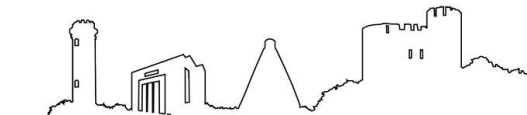
# Working at a neighbourhood level

*'Modern, value for money and customer-focussed services for all of our residents, that support the Council's ambitious carbon reduction aims'*

- To ensure customer focused services that are tailored to specific neighbourhoods and deliver value for money.
- Increased capacity to work closely with communities and partners to create thriving neighbourhoods and improve the quality of life for the people living in them.
- To ensure the right services are delivered to suit each neighbourhood, as well as making these services more accessible to our residents.
- To make the best use of the buildings and depots accommodating staff and fleet vehicles, to ensure efficiencies and help us to reduce carbon emissions from the services we deliver.



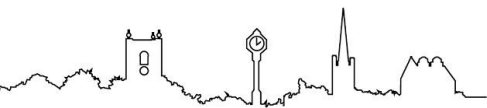
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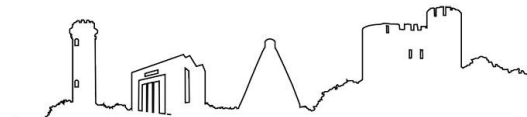
# What we want to do in Public Realm

## – Phase 1

- Enhance strategic leadership capacity
- Provide place based strategic management and planning of frontline services
- Build on the Council's 5 Areas and work alongside other directorates on a common footprint
- Remove duplication across services
- Improve planning and coordination of activities through a more streamlined management structure
- Modernise working practices and make services more efficient and cost effective
- Maximise the use of existing resources
- Make budget savings
- Provide greater flexibility in dealing with both reactive and planned works
- Improve the Directorate's response to service requests, complaints and councillor enquiries



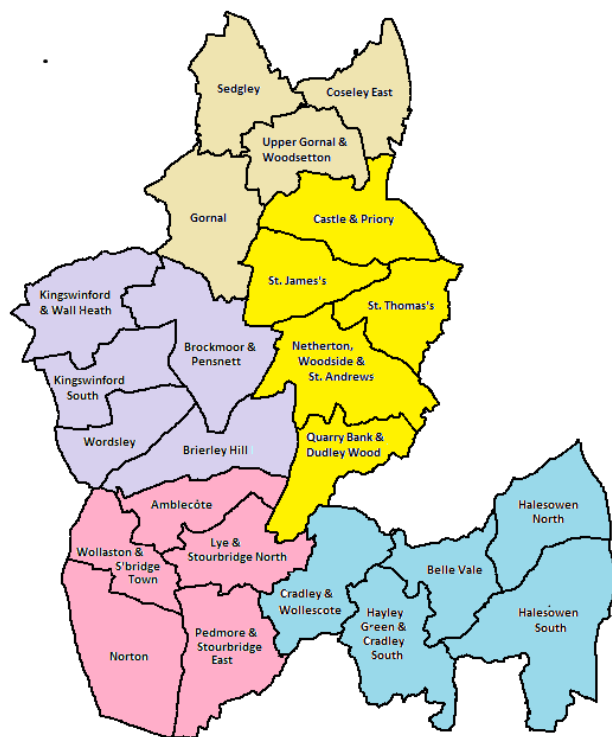
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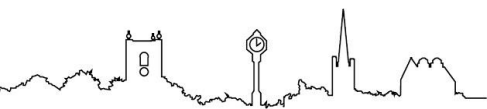
# What we want to do in Public Realm

## – Phase 1

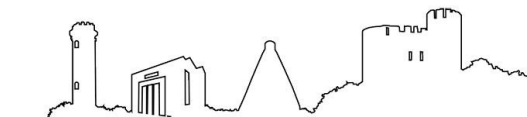
The recent proposal to reduce the geography of Community Forums to 5 provides a common footprint for a neighbourhood model to be implemented for delivery of the services within the Directorate.



Neighbourhood Area	Wards Included
Brierley Hill	Brierley Hill Brockmoor & Pensnett Kingswinford North & Wall Heath Kingswinford South Wordsley
Dudley	Castle & Priory Netherton, Woodside & St Andrews Quarry Bank & Dudley Wood St James's St Thomas's
Dudley North	Coseley East Gornal Sedgley Upper Gornal & Woodsetton
Halesowen	Belle Vale Cradley & Wollescote Halesowen North Halesowen South Hayley Green & Cradley South
Stourbridge	Amblecote Lye & Stourbridge North Norton Pedmore & Stourbridge East Wollaston & Stourbridge



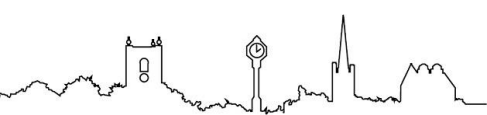
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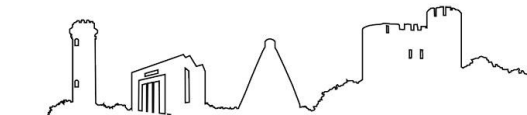


# What we want to do in Housing and Communities

- Implement Community Housing model
- Increase number of officers visible in our communities
- Shape services in line with the Council's 5 Areas and develop Housing Ward Profiles
- Enhance partnership working with Public Realm colleagues to reduce duplication and improve joint working and responses
- Review service delivery to agree what can and cannot be delivered under the current financial constraints
- Refresh and relaunch our Customer Engagement Strategy to ensure we are hearing and listening to our customer voice
- Review or budget for, and approach to, community projects, ensuring we work in partnership to deliver improvements in a planned and joined up way

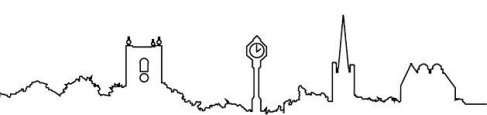


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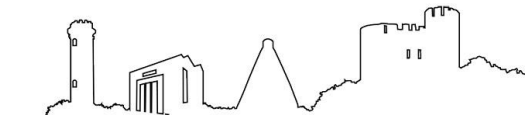


# Where next?

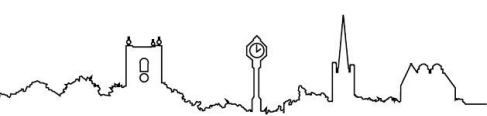
- Public Realm – Phase 2
  - Heads of Service and Group/Team Managers will re-design the delivery of services within the Directorate during Quarter 1 of 2023/24
- Housing and Communities
  - Work collaboratively with Public Realm colleagues to review services currently provided to housing and agree future specifications and service delivery, taking into account customer feedback and financial constraints



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# Developing the neighbourhood approach to delivering services to keep Dudley clean and safe



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