

Appendix 1- Service Review – Management of External Communal Areas
Detailed recommendations

	Objective	Recommendations
1.	Develop and Improve relationship between Housing Estate Services Teams and Mechanical Services Team	<p>Housing Services – Estate Services</p> <ul style="list-style-type: none"> a. Confirm service level agreement/working arrangements; including defining and agreeing the meaning of 24 hours (Mechanised Services define 24 hours as three working days). However, it is important to be realistic with residents about what the service can offer rather than setting targets that are unrealistic. b. Carry out a service needs analysis to see if there are sufficient numbers of vehicles to support the service level agreement. c. Monitor missed collections and raise concerns at monitoring meetings as per current procedure. d. Housing Services to be given a reference number for telephone and email requests to Mechanised Services. <p>Mechanised Services</p> <ul style="list-style-type: none"> e. Residents to be given a reference number so can chase a call. f. Enhance the GO Power system so it can automatically produce reports when calls are logged and completed. g. Ensure GO Power system can be supported by the Council's Digital Services Team. h. Mechanised Services (MS) to prioritise getting operation licenses for both Randolph Road and Cottage Road sites. MS staff are currently based at Randolph Road and vehicles are housed at Cottage Road.
2.	Reduce and improve management of flytipping and lumber on Council estates	<p>Housing Services</p> <ul style="list-style-type: none"> a. Officers to check fly tips to identify alleged perpetrators and contact the Public Protection Team to increase the number of prosecutions. b. Consider a reporting back mechanism that allows residents to follow up on calls they have made. c. Look to increase the service level agreement with Public Protection to cover day time activity.

		<ul style="list-style-type: none"> d. Improve signage near bin areas. e. Research better design of bin areas to inform new and improved areas to make them difficult to conceal flytips, while remaining visually appealing. f. The three area housing offices to agree the best type of screening they wish to use and then get best possible for materials and price. g. Enforce financial penalty clauses to prevent contractors and the in-house Repairs Service from flytipping and/or leaving waste after carrying out work on estates. h. Ensure that all directly managed accommodation has access to bins including those above shops. i. Consider asking TLC (Voids Contractor) to remove lumber and rubbish left outside the property. j. Investigate the possibility of increasing the number of gardening groups with Greenspace <p>Mechanised Services</p> <ul style="list-style-type: none"> k. Environmental Services to consider reinstating the free pick up of for bulky items/white goods service, which was removed in April 2016. l. The Clean Islington app is taking time to bed in for staff and residents. Technical difficulties including the track location need to be improved. m. Public Protection suggested, and members of the SRG agreed, that Housing Services should consider having a dedicated officer to investigate fly tips or expand an existing officer's role to deal with this issue.
3.	Reduce incidents of dog fouling on Council estates and manage the impact it has on residents, particularly those with disabilities	<ul style="list-style-type: none"> a. Area housing offices should carry out impact assessments on how dog fouling impacts residents especially those with disabilities (partially sighted and wheelchair users) and put appropriate remedial measures in place. b. Caretakers to report dog fouling and area housing offices to keep records so that incidents can be monitored and locations can be tracked as per current procedure. c. Area housing offices to have consistent approach in tackling dog fouling, taking guidance from the Animal Welfare Officer (e.g. in St John Street area, long grass is used to keep dogs at bay whilst the Animal Welfare Officer and other Estate Services Managers do not think this is the best way forward). d. Agree timescales to implement arrangements for tenancy management staff to issue Community Protection Notices.

		<ul style="list-style-type: none"> e. Consider preventative walkabouts with Tenants and Residents Associations and Dog Patrol Wardens f. Use electronic noticeboards to inform residents that an incident of dog fouling/ flytipping has been reported and action is being taken to deal with it. (this has now started) g. Consider stencils on pavements pointing the way to the nearest bin h. Consider painting the dog excrement in bright colours to draw attention to it and show that it has been noted and will be dealt with. i. Consider whether creating dog exercising areas with bins and dog mess bags provided is feasible j. Signs relating to dog nuisance should be bigger and more creative k. Carry out an analysis on whether there are sufficient bins in areas where there is high levels of dog fouling l. Consider placing more bins on estates and streets and impacts of doing this. m. Consider using brightly coloured bins
4.	Revise the dog nuisance policy and procedure	<ul style="list-style-type: none"> a. Simplify the dog nuisance procedure; at the moment it is too cumbersome and officers find it time consuming to use, especially all the iWorld codes b. Appropriate action should be taken when it is discovered that tenants own a dog without permission from the Council
5.	Better publicity and improved messages on dog fouling, flytipping and recycling	<ul style="list-style-type: none"> a. Work with the Communications Team to promote and publicise success stories regarding flytipping and dog fouling. b. Develop a pictorial signs to make issues around flytipping and dog fouling more widely understandable, especially for residents with dyslexia and/or literacy issues. c. Message to all residents that street/park bins can be used to dispose of dog excrement. It is no longer the case that only designated dog bins can be used. d. Promote responsible dog ownership guidance on the website. e. Educate residents about cost of dealing with litter and flytipping and how this impacts on the finances available for other essential services.

		<ul style="list-style-type: none"> f. Residents to be advised on what to recycle and the consequences of contaminating recycled materials with non-recyclable materials. g. Consider getting libraries to distribute bags for dog owners (similar to the provision of recycling bags).
6.	Develop staff training which is on-site rather than classroom based	<ul style="list-style-type: none"> a. Explore on-site disability awareness training rather than classroom training for estate based staff focusing on practical issues that have a day to day impact on disabled residents. b. This training can be part of the induction process with regular refresher courses. c. Practical “putting yourself into a residents shoes” training for front line staff, e.g. walking around an estate to identify potential trip hazards, poor lighting, access to communal bins, disrepair and stepping on dog excrement and what this can mean for people who are blind/partially sighted or wheelchair users d. Better training and performance monitoring for caretakers to ensure they carry out their duties as per their job description. e. Staff to respond to emails within agreed timescales f. Contact details for staff should be made more widely available g. Consider provision of career progression paths for caretakers (if they want this) h. Consider moving away from standard letters when it comes to responding to complaints. Make complaint responses more personalised the phrase “I’m sorry we are not able to give you a more positive response to your complaint” does not always feel appropriate. This was also picked out in previous SRG reviews (Learning from Complaints and New Build Communications). i. Carry out training which enables staff to issue Community Protection Notices (this training will take place in March 2017)
7.	Learn from work practices of near neighbours	<ul style="list-style-type: none"> a. Investigate if we can do something similar to Hackney Council’s protocol for flytipping (e.g. after initial report an investigation is carried out before it is removed by the Street Cleaning Team. b. Anti-social behaviour procedure on the Council’s website needs simplification (Hackney’s web page is simple and easy to understand) c. Consider developing closer working between Street Cleansing and Estate Services. (Hackney Council are merging these two sections).