

## Joint Committee 27<sup>th</sup> June 2013

**Title: Worcester City Pilot for revised Service Delivery**

### **Recommendation**

That the report be noted and a further report be brought forward at the completion of the 3 month pilot detailing projected cost savings (if any) and any other associated issues raised by the introduction on the changes.

### **Introduction**

The joint Committee at their meeting on 22<sup>nd</sup> November 2012 agreed to sanction a pilot of amended service delivery for Worcester City with the objective of saving £40,000 during the financial year 2013/14.

### **Report**

Work was started to see what areas of work would be suitable for such a pilot and at a meeting with Worcester City Officers on 30<sup>th</sup> January a suite of costed alternatives was suggested.

It was made clear at this meeting that certain areas of work would not be suitable for the pilot and that nothing within the pilot should result in more work for Worcester City.

Further work was carried out and Worcester were offered a "menu" of alternatives and this resulted in a meeting on 8<sup>th</sup> March when it was agreed to use planning consultations and some areas of nuisance (air pollution and accumulations) as the basis of the pilot. The aim was to reduce the number of planning applications Worcester City referred to WRS and promote self help to reduce the level of nuisance complaints being dealt with.

Written confirmation of these proposals was sent to Worcester City on 22<sup>nd</sup> March. On 19<sup>th</sup> April Worcester City Council reported that they could not proceed with the current proposal to reduce planning consultations and that an alternative needed to be found.

Final agreement was reached on May 29<sup>th</sup> and amounted to a 3 month pilot to:

- a) Reduce the number of planning consultations currently 150-200 per year by planning officers at

Worcester screening referrals.

- b) 3 areas on nuisance, (air pollution, drainage and accumulations of rubbish) not be dealt with at first contact but complainants be referred to Worcester City website and encouraged to self help.

It is proposed that with respect to nuisance complaints falling into the above categories complainants will be directed to the Worcester City web site and encouraged to self help i.e. approach persons causing nuisance and asking them to desist. To help with this templates of letters etc. will be placed on the website and the hope is that this will reduce the number of investigations WRs will have to carry out.

If the self help channel is found not to have provided a solution then if a further approach is made to WRS then it would be dealt with and investigated.

Monthly meetings to assess progress will be held and the pilot looked at after 3 months to see if it has achieved the purpose of reducing Worcester City costs and if so, by how much.

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**Background Papers**