

## **MONITORING REPORT FROM DIRECTOR OF COMMUNITY SERVICES**

**DATE:** 22<sup>nd</sup> May 2008

### **PURPOSE**

To update members on activities relating to Community Services during 2007/08

### **ANNUAL REVIEW**

Community Services Directorate faced an exciting and challenging financial year in 2007/08

Completion of the Carbon Management Programme has set the scene for the Borough's commitment to tackling climate change, reducing carbon emissions and energy consumption.

Waste Disposal tonnages have reduced by 1,000 tonnes from 2006/07, mainly due to increased recycling, and a reduction in green waste, following the successful launch of the composting initiative, offering 5,000 free composters to residents. This has helped offset the lack of income from the Landfill Allowance Trading Scheme, due to a decline in the market.

The introduction of Decriminalised Parking Enforcement in January 2008 has addressed illegal parking in Town Centres, and freed up disabled parking bays. Effective enforcement has helped to offset the disappointing level of parking income, especially in Maidenhead.

The Streetcare and Operations team successfully responded to flooding emergencies in July 2007. The continued improvement in street cleansing customer satisfaction and lower levels of Highway claims has put them amongst the highest performers in the Country.

The new street lighting contract was successfully re-tendered, targeting savings and supporting the Carbon Management Programme. 270 lamp columns and lighting units were replaced and two alleys have been gated to help reduce anti social behaviour.

Building Control achieved two national awards as well as regaining their Charter Mark, showing excellent process, procedures and customer care. There was a continued increase in planning customer satisfaction levels and £2M S106 income was secured during the year. This will help fund capital schemes to support Borough priorities and the Local Transport Plan, fully meeting it's target for the year.

PRoM set up in Maidenhead overseeing regeneration of the town and delivering a vision for the future.

King Edward Court's extended Centre opened with several new shops and a hotel, and the Windsor Shopmobility was moved to the King Edward Court car park.

A new container Library was opened at Woodlands Park Community Centre, proving popular with residents and a new cultural heritage strategy was adopted.

The Directorate continues to focus on activities getting 'more people more active more often' and Leisure Centres achieved high rankings in Quest National Quality Tables.

Over 2,000 trees were planted in the year in public parks and open spaces.

A new park was opened at Imperial Road, Windsor and a number of multi use play areas and tennis courts were opened, which support the 13 – 19's and holiday programmes contributing to partnership working to reduce anti social behaviour and supporting young people.

The Director of Community Services is pleased to report that overall outturn for 2007/08 is £8k under on a controllable budget of £21.44M.