

Date of meeting 3rd February 2022

GREEN GROUP AMENDMENT

Council Service Delivery.

That changes are made as shown below in ***bold italics*** and strikethrough.

This Council:

1. Notes the high volume of complaints that Councillors receive from residents ***concerned about*** ~~rightly angry about basic~~ ***performance of some*** council services ~~failing to deliver~~ – from missed refuse, recycling and garden waste collections; to overgrown weeds; to graffiti and litter on our streets, beaches and in our parks; to mismanagement of parking permits; and the general maintenance, upkeep and cleanliness of our city;
2. Notes that the Council's own 2020-21 year-end Corporate KPI results reflect the ***pandemic, as well as demonstrating*** complaints from residents, and show the Council is performing below-target on the delivery of some essential services, and that some of these failures ~~issues~~ ***are systemic and long-running; and also reflect the impact of cuts to public services made by government;***
3. Recognises the challenges the pandemic has presented, and thanks and acknowledges the hard work council staff have undertaken over the past year, particularly as less than 10% were furloughed;
4. Recognises also, however, that ~~lockdown is over and~~ despite ongoing pandemic-related challenges, residents are right to expect improvements to the delivery of council services. ~~from the leadership of the Council.~~

This Council resolves to ask the Policy & Resources ***Recovery Sub-Committee*** to ***request:***

1. ~~Urgently establish a cross-party Member Working Group consisting of six Members, two from each political party, and chaired by a Member of the official opposition on the Council. A new report to every meeting of the sub-committee outlining the council's steps to recovery in the following service areas: It would have the remit to investigate, review and discuss solutions to the systemic management failures behind the delivery of basic council services, namely~~
 - waste and refuse collection,
 - parking permits
 - ~~and~~ street cleanliness

with the opportunity to ask questions of responsible senior officers and receive feedback on any recommendations and progress;

- ~~• and provide recommendations to the Policy & Resources Committee and the Environment, Transport & Sustainability Committee on ways to improve these services.~~

2. A report to an upcoming meeting of the Policy & Resources Recovery Sub-Committee outlining the council's roadmap to developing digital service delivery with inclusion at its heart

Proposed by: Cllr Clare

Seconded by: Cllr Druitt

Motion to read if carried:

This Council:

1. Notes the high volume of complaints that Councillors receive from residents concerned about performance of some council services from missed refuse, recycling and garden waste collections; to overgrown weeds; to graffiti and litter on our streets, beaches and in our parks; to mismanagement of parking permits; and the general maintenance, upkeep and cleanliness of our city;
2. Notes that the Council's own 2020-21 year-end Corporate KPI results reflect the pandemic, as well as demonstrating complaints from residents, and show the Council is performing below-target on the delivery of some essential services, and that some of these issues are systemic and long-running; and also reflect the impact of cuts to public services made by government;
3. Recognises the challenges the pandemic has presented, and thanks and acknowledges the hard work council staff have undertaken over the past year, particularly as less than 10% were furloughed;
4. Recognises also, however, that despite ongoing pandemic-related challenges, residents are right to expect improvements to the delivery of council services.

This Council resolves to ask the Policy & Resources Recovery Sub-Committee to request:

1. A new report to every meeting of the sub-committee outlining the council's steps to recovery in the following service areas:
 - waste and refuse collection,
 - parking permits
 - street cleanlinesswith the opportunity to ask questions of responsible senior officers and receive feedback on any recommendations and progress;
2. A report to an upcoming meeting of the Policy & Resources Recovery Sub-Committee outlining the council's roadmap to developing digital service delivery with inclusion at its heart.