

23rd May 2016

REPORT OF THE HEAD OF PLACE MANAGEMENT

Responsive Local Services Report

1 Purpose of Report

- 1.1 To review and approve the Responsive Local Services (RLS) Area Delivery Plan for the East of Sunderland for 2016/2017 as recommended by the East Place Board

2. Background

- 2.1 Since 2010 the government has severely cut the funding it gives local authorities, and is continuing to do so. There is also an increasing demand for services, particularly in relation to adults and children's social care. The council has already saved £207million since 2010 whilst protecting and improving front-line services. To-date these savings have been delivered in a planned way in order to protect the city from the worst impact of this financial challenge. The council now needs to make further savings of £110million by 2020 (the equivalent of £873 per household), of which at least £40million had to be made in 2016/17.
- 2.2 To enable the efficiencies to be achieved from the Place Management Service, a new operating model for RLS in this area has been developed by the East Place Board Members.

3. Process undertaken

- 3.1 A series of workshops were held throughout March, April and finally in May 2016, between members and officers. Local intelligence, current service standards and delivery arrangements were utilised to determine the new affordable service patterns to ensure resources allocated within the new operating model are as efficient and effective as possible.
- 3.2 Due to the reduction in resources it will be critical to ensure minimal resource down-time and therefore determining the Place Board's key priorities for their area to maximise use of equipment as well as skilled human resources was an imperative part of the process.

4. Key priorities identified

- 4.1 To identify the annual priorities for this area, (both geographical and in terms of types of services delivered), it was important to understand current service standards aligned to land ownership, partnerships, crime and anti-social behaviour as well as longer-term opportunities for community and local business support.

5. Outcomes and Service Standards

- 5.1 Service patterns have been developed by the Place Board taking into consideration the key priorities highlighted by members to maximise full use of available resources. These service patterns will be presented by the Head of Place Management and RLS officers to the Area Committee.
- 5.2 It is acknowledged that the future operation will differ from that which has been delivered in the past, therefore service performance will be monitored throughout the year to ensure that any significant issues which arise from the changes can be reviewed.
- 5.3 The City Council is committed to community development approaches and developing a strong, positive and enabling relationship with local residents and community groups, so that more work can be delivered through partnership working. To enable this, Responsive Local Services will support the Area Arrangements Service to ensure the best outcomes for our communities are achieved

6. Recommendations

6.1 Members are requested to:-

- a. Note the contents of the report.
- b. Approve the East Sunderland Place Board's Responsive Local Services Area Delivery Plan for 2016/2017.
- c. Delegate the responsibility to oversee the development and delivery of the 2016/2017 Responsive Local Services Area Delivery Plan to the Place Board.

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