

Community Support Teams (formally known as Highways Rangers) Consultation and Future Partnership Working

Overview

The County Council is reviewing a number of services they currently deliver focusing primary on areas of discretionary service. One of these is the Community Support Teams.

These teams undertake small scale street scene improvements including the following:

- Clearing vegetation overhanging paths
- Some hedge trimming
- Siding pavements and clearing unsightly weeds
- Sign cleansing
- Removing unlawful signs
- Simple street furniture repairs and removal of sign clutter
- Hand clearing drainage grips and some ditches
- Clearing debris away from gully tops and small culverts

The provision of Community Support Teams, operated by our highway maintenance contractor Balfour Beatty, is an additional service that does not fulfill a statutory function.

Why We Are Consulting

We are inviting Parish & Town Councils and Members to participate in this survey with regards to whether or not Parish & Town Councils might be interested in taking on some or all of these functions. We would also like to know what, if any support, would encourage the Parish & Town Council to do this.

Introduction

The information you provide will be treated in the strictest confidence and will be processed in compliance with the 1998 Data Protection Act. Your details will not be passed on to any third party, and the information you provide will not be used for any other purpose without your prior permission.'

- 1) What is your name?
- 2) What is your email address?
- 3) What is your organisation?

Community Support Teams

- 4) Are you aware of the Community Support Teams?
 - Yes
 - No

Experience of Community Support Teams

- 5) How did you access the Community Support Teams?
 - Yes
 - No
 - Not Sure
- 6) How did you access the Community Support Teams?
- 7) How would you describe the level of service you have received from the Community Support Teams?
 - Very Poor
 - Poor
 - Adequate
 - Good
 - Very Good
- 8) How satisfied were you with the service provided by the Community Support Teams?
 - Very dissatisfied
 - Dissatisfied
 - Satisfied
 - Very Satisfied

Expression of Interest

We are looking to work with and support local communities who are interested in shaping the way some local services are delivered. Providing support for those actively participating in a range of locally identified enhancements/initiatives with training, equipment and limited funding.

9) Is this activity something your organisation or community would be interested in getting involved in?

- Yes
- No
- Maybe

Interest

We are interested in understanding any help and support you may require to be able to do this.

10) What level of support would you require? Please indicate from the list below.

- Training
- Help in recruiting volunteers
- Equipment
- Other

What other support would you require?

Future of Community Support Teams

It is proposed that this service is removed or delivered differently in future. Set out below are 4 options. Please indicate your preferred option by ticking the box provided.

Option 1 - To cease the Community Support Teams from the 31st March 2016 enabling a budget saving of £320,000.

- Advantage – savings made and no consequential impact on other services such as reduced road maintenance.
- Disadvantage – service will no longer be delivered

Option 2 – Actively seek partnerships with Parish Councils to enable them to help themselves with limited support from WSCC.

- Advantage – More flexible service geared to local need.
- Disadvantage – Not all areas may be covered by one of these partnerships.

Option 3 - Continue with current service and seek to find the budgets savings from alternatively revenue works.

- Advantage – Service continues as it is currently.
- Disadvantage – Funding will need to come from other Highways budgets which could impact on other services eg the reduction in Highways Maintenance.

Option 4 - Reduce the level of service currently provided which will reduce the amount of resource, but allow a low level of service to remain. This option would result in greater travelling time for the Teams which would also end up reducing overall productivity.

- Advantage – A low level service would continue
- Disadvantage – It would be a reduced service where issues could take longer to resolve.

11) Of the four options outlined above, please indicate your preferred option.

12) If you have any comments or alternative suggestion please write them in the box below