

You are requested to attend a meeting of the Tenant Services Management Board to be held in The John Meikle Room, The Deane House, Belvedere Road, Taunton on 6 September 2010 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 5 August 2010 (attached).
- 3 Public Question Time.
- 4 Declaration of Interests
To receive declarations of personal or prejudicial interests, in accordance with the Code of Conduct.
- 5 Guest Rooms in Sheltered Housing - report of the Supported Housing Manager (attached)
Reporting Officer: Christine Thompson
- 6 Direct Labour Organisation Current Service Level Specification - report of the DLO Transformation Project Manager (attached)
Reporting Officer: Chris Hall
- 7 Direct Labour Organisation General Updates for Internal Transformation and Outsource - verbal report of the DLO Transformation Project Manager
Reporting Officer: Chris Hall
- 8 Update on Annual Report to Tenants and Tenant Services Authority - verbal update by the Acting Tenant Services Manager
Reporting Officer: Martin Price
- 9 Tenant Participation Advisory Service Membership - verbal report of the Acting Tenant Empowerment Manager
Reporting Officer: Martin Price

The following items are likely to be considered after the exclusion of the press and public because of the likelihood that exempt information would otherwise be

disclosed relating to the Clause set out below of Schedule 12A of the Local Government Act 1972.

- 10 Housing Property Services Review - report of the Community Services Manager (to follow) - Clause 1 - information relating to any individual
Reporting Officer: James Barrah

Tonya Meers
Legal and Democratic Services Manager

25 October 2010

Members of the public are welcome to attend the meeting and listen to the discussions.

There is time set aside at the beginning of most meetings to allow the public to ask questions.

Speaking under “Public Question Time” is limited to 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate.

If a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors begin to debate the item.

This is more usual at meetings of the Council’s Planning Committee and details of the “rules” which apply at these meetings can be found in the leaflet “Having Your Say on Planning Applications”. A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

Full Council, Executive, Committees and Task and Finish Review agendas, reports and minutes are available on our website: www.tauntondeane.gov.uk



Lift access to the John Meikle Room and the other Committee Rooms on the first floor of The Deane House, is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available off the landing directly outside the Committee Rooms.



An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.

For further information about the meeting, please contact Democratic Services on 01823 356382 or email d.durham@tauntondeane.gov.uk

If you would like an agenda, a report or the minutes of a meeting translated into another language or into Braille, large print, audio tape or CD, please telephone us on 01823 356356 or email: enquiries@tauntondeane.gov.uk

Tenant Services Management Board Members:-

Councillor R Bowrah, BEM

Councillor S Brooks

Minutes of the meeting of the Tenant Services Management Board held on Thursday 5 August 2010 at 6pm

Present: Mr Etherington (Chairman)
Mr Edwards (Vice-Chairman)
Councillor Bowrah, Mrs Drage, Mr Galpin, Mrs Hegarty, Mr Hellier,
Mr Pearson and Mr Watkin

Officers: Stephen Boland (Housing Services Lead), Donna Durham (Democratic Support Manager) and Martin Price (Acting Tenant Empowerment Manager)

Others: Councillors Mrs Court-Stenning and Stuart-Thorn

(The meeting commenced at 6pm)

33. Minutes

The minutes of the meeting of the Tenant Services Management Board held on 1 July 2010 were taken as read and were signed.

34. Declaration of Interests

The following members declared a personal interest as a Council house tenant:

- Mrs Drage;
- Mr Edwards;
- Mr Etherington;
- Mr Galpin;
- Mrs Hegarty;
- Mr Hellier;
- Mr Pearson; and
- Mr Watkin.

35. Guest Rooms in Sheltered Housing

Considered report circulated, concerning the Guest Rooms in Sheltered Housing project.

Supported Housing Services were responsible for the management of twelve guest rooms, located in Sheltered Housing and Extra Care Housing Schemes, at various locations in Taunton Deane. This included the booking of rooms, cleaning and the distribution of keys.

Details of the addresses of the guest rooms were reported. The use and upkeep of these had incorporated some difficulties, which included:

- 3 were upstairs without a lift;
- Upkeep was expensive;
- The income generated did not meet the cost of providing the service;
- There were limited facilities, and only a few had en-suite bathrooms; and
- Furniture and fittings were dated and needed improving.

Tenants views were sought to consider alternative uses. These were then reported to the Sheltered Housing Forum. The findings suggested that residents took responsibility of some, others could be used by staff and the remainder should have their charges increased. Details of revisions to charges would be reported to the Sheltered Housing Forum in October 2010.

Resolved that further consideration be given to the use of guest rooms, when revised charging figures were available.

36. Board Membership

The Chairman reported that two tenants were interested in becoming members of the Board, one of which had already completed an application form.

Resolved that the tenants be appointed to the Board, subject to the receipt of application forms.

37. Annual Report to Tenants and Tenant Services Authority

Considered report previously circulated, concerning the annual report to tenants and the Tenant Services Authority (TSA).

The Council had an obligation to produce an Annual Report which detailed Housing Services performance up to March 2010 and future plans to meet national and local standards. The report needed to show how tenants and the Council had worked together to shape local priorities and the methods that tenants could use to monitor how effective the services were.

The TSA had been set up on 1 April 2010 to act as the regulatory body for all registered housing providers and set national standards for housing services.

The TSA took a co-regulatory approach which placed the emphasis on regulation at a local level and put tenants at the centre of the scrutiny of

housing standards. A framework of National Standards had been published by the TSA.

All social housing landlords had to publish the Annual Report to their tenants and deliver it to the TSA by 1 October 2010 and annually thereafter. The report had to meet the TSA's six National Standards, which were:

- Tenant involvement and empowerment;
- Home;
- Tenancy;
- Neighbourhood and community;
- Value for money; and
- Governance and financial viability.

The new framework required registered providers to consult with tenants on local priorities. There was a minimum requirement to consult on local service offers in relation to:

- Tenant involvement and empowerment;
- Home; and
- Neighbourhood and community.

In considering how services could be tailored locally, registered providers also needed to consider the following:

- Standards of performance;
- How performance would be monitored, reported and scrutinised by tenants;
- What happened if the offer was not delivered and what redress tenants could expect; and
- How and when the local offer would be reviewed.

The purpose of the Annual Report was to provide a means of:

- Setting out a clear service offer in respect of the National Standards so that tenants knew what to expect from their provider. The service offer should be developed and agreed with

tenants. Expressing it in the Annual Report served as a commitment on the part of the provider to deliver the service offer;

- Being held to account for delivery of the commitment, through the availability of transparent information, by tenants and the TSA. The service offer was a local expression of meeting the National Standards. Failure to deliver the service offer was a failure to comply with the National Standards; and
- Improving accountability and transparency by involving tenants in the development of the Annual Report.

Expectations of the Annual Report were reported and Members of the Board were asked to comment on the content of the report.

Members of the Board agreed that a lot of work would be required to put the Annual Report together. They felt that an A5 booklet summarising the report should be circulated to tenants, explaining that a full version was available, either to download or in hard copy. This booklet could be distributed with the Tenants' Talk publication to avoid additional postage costs.

The Board felt that a working group should be set up, comprising members of the Board and Tenants' Forum, to consider local offers. The working group could then report back to the Board at its meeting in September.

Resolved that a working group be set up.

38. Feedback from Tenant Participation Advisory Service Annual Conference by the Attendees

Three members of the Board had attended the Tenant Participation Advisory Service (TPAS) Annual Conference recently and reported their findings.

All members who attended the conference, felt they had benefited, mainly from talking to other delegates. In addition, the following information was reported:

- Breaks should be incorporated during meetings, as it gives members a chance to get to know each other;
- TPAS provided e-learning opportunities at a small charge; and
- A free service was available to help deal with problem people and would be a useful contact to have.

39. Future Meeting Dates

Resolved that meetings would be held on the following dates:

- Monday 6 September 2010;
- Monday 11 October 2010;
- Monday 15 November 2010; and
- Monday 6 December 2010.

40. Government Announcements

Board members discussed recent announcements that had been made by the Government, relating to five and ten year tenures.

Board members also discussed how under-occupancy could be addressed and they agreed to progress this further at the working group.

(The meeting ended at 8.00pm)

Taunton Deane Borough Council

Tenants Services Management Board

6th September 2010

Guest Rooms at Sheltered Housing Schemes

Report of the Supported Housing Manager

1. Executive Summary

This report has been produced to outline steps taken to review the use of specific rooms, known as Guest rooms located at Sheltered Housing Schemes owned by Taunton Deane Borough Council Housing Services.

It outlines the difficulties and concerns regarding access, facilities and value for money. It provides details of the specific costs of providing this service, together with details of the income.

The impact on tenants will be explained and a timetable for implementation will be given which includes how we intend to inform tenants of proposed changes.

2. Purpose of the Report

To provide the Tenants Services Management Board (TSMB) with information as to possible use of the facility known as guest rooms located on Sheltered Schemes.

3. Background to this report

Supported Housing Services are responsible for the management of twelve guest rooms, located in Sheltered Housing and Extra Care Housing Schemes at various locations within Taunton Deane. This includes the booking of the rooms, cleaning, ensuring Health & Safety standards are met and distribution of keys. As guest rooms can currently be booked at short notice it is essential that the rooms are ready at any time which means regular cleaning and maintenance of

temperature. Guest rooms are general attached or near to the original properties provided for the Scheme Manager (Warden).

A number of concerns have been raised by tenants about the standard of the rooms, in particular the lack of disabled access and en-suite facilities.

- Guests rooms at, Heathfield Drive, Moorland Place and Robin Close there is only access to the communal toilets and no shower or bath.
- Guests rooms at Middleway, Parmin Close, and Newton Road, have en-suite w.c's but no access to shower or bath.
- Guest rooms at Bulford and Taunfield Close, Darby Way have en-suite facilities but can only be accessed by a flight of stairs and there is no lift.
- The guest room at Hope Corner Lane has access to en-suite facilities and have level access.
- Rooms are being booked less often.
- The cost of providing this amenity has risen

For the purposes of this report the rooms located at the Extra Care schemes have been excluded but will be reviewed at a later date.

Tenants at the addresses where the guest rooms are located have been consulted to seek their views regarding the future use of this facility. They were given five options:

- Residents to take on responsibility for upkeep, cleaning and booking of rooms,
- To review costs and charge a more realistic amount to cover the cost of providing this service
- To review the current use of the space and set up offices for the Sheltered Housing Team who have access to limited facilities for making calls, writing up their notes etc.,
- Anything else tenants like us to investigate i.e. setting up of laundry rooms.

The following are details of the outcomes.

Addresses / Options	Keep as guest rooms, residents to look after	Increase charges to cover cost of service	Use as a base for staff	Use for something else	Recommendations
Bulford	13	14	11	1	
Churchill Way	12	6	4	7	
Darby Wayx2	7	11	14	3	
Heathfield Drive	10	6	12	1	
Hope Corner Lane	10	11	1		
Moorland Place	7	3	6	1	
Newton Road	6	6	8	3	
Parmin Close	6	8	5	3	
Robin Close	5	5	11	10	
Tauntfield Close	10	9	8	8	

There are a range of views recorded from residents at each of the schemes, some being equally divided such as Bulford, where 13 residents wanted to take on responsibility, 14 agreeing with charges being increased and 11 wanting it used for staff.

Sheltered Housing Forum Comments

This was brought to the attention of the Sheltered Housing Forum meeting in October 2009 when feedback was sought. The general view was to agree with the proposals. Prior to referring this report to the Board, an update was presented to the Sheltered Housing Forum on the 29th July 2010 and they have asked for details of what the likely revised charges would be. It was agreed that these details would be presented to the next meeting in October 2010.

4. Finance Comments

Income from use of hall the guest rooms
 2006/07 - £1578.13
 2007/08 - £1,023
 2008/09 - £1863.15
 2009/10 - to be confirmed

5. Legal Comments

6. Links to Corporate Aims (Please refer to the current edition of the Corporate Strategy)

7. Environmental and Community Safety Implications (if appropriate, such as Climate Change or measures to combat anti-social behaviour)

8. Equalities Impact (An Equalities Impact Assessment should be carried out in respect of:-

- New initiatives/projects with an impact on staff, service or non-service users;
- New services/changes to the way services are delivered;
- New or refreshed Strategies;
- Events – Consultation/Training; and
- Financial/budget decisions.

A summary of the results should be entered here with the assessment attached to the report as an appendix)

9. Risk Management

10. Partnership Implications (if any)

11. Recommendations

It is recommended to the Board that the overall views of the tenants be considered at each location and investigated further with a view to adopting the following:

- The letting and general upkeep of the rooms to become the responsibility of the local residents, with a Health and Safety audit to be undertaken annually by a member of the Sheltered Housing Team
- Increase the charges at Bulford, Hope Corner Lane, Parmin Close to cover the running costs of providing this facility.
- Investigate further uses for the guest rooms at Darby Way, Heathfield Drive, Newton Road, and Robin Close.

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SUPPORTED HOUSING Community Services

PROJECT GUEST ROOMS IN SHELTERED HOUSING

Supported Housing Operations

• Addresses of Guest Rooms

- Bulford
- Darby Way
- Heathfield Drive
- Hope Corner Lane
- Kilkenny Court (Extra Care)
- Lodge Close, Wellington (Extra Care)
- Middleway
- Moorland Place
- Newton Road
- Parmin Close
- Robin Close
- Taunfield

Supported Housing Operations

• Difficulties

- 3 are upstairs without a lift
- Upkeep is expensive – heating and cleaning
- Income generated does not meet the cost of providing this service
- limited facilities, only a few have on-suite bathroom facilities
- Furniture and fittings are up to twenty years old and need updating - has cost implications.

Supported Housing Operations

• Recommendations:

- Consider alternative uses
- Consult with residents about their preferences for use in the future
- Prepare details of practicalities of any changes, including costs.
- Feedback outcome to Sheltered Housing Forum

Letter to residents (this is an example)

• Re: Future use of Guest Rooms

I have attached a copy of a report presented to members of the Sheltered Housing Forum at their meeting on 22nd January 2009. (information given as on previous slides)

They agreed that I should write to all residents to find out what your views are regarding the future use of the guest rooms.

It would help us to decide the best use of this facility in the future, if you could complete and return to us in the envelope provided, the blue form included with this letter within ten days of receipt.

If you need any help completing this form please contact a member of the Sheltered Housing Team on 01823 339145.

Questionnaire

This is an example of the questionnaire which was sent to all residents who live in the areas where there are guest rooms, excluding the two Extra Care Schemes at Kilkenny and Lodge Close.

Your Address: _____
(Please tick one 1st choice and one 2nd choice ONLY)

Options 1st Choice (Please Tick) 2nd Choice (Please Tick)

- 1. Keep as a Guest Room – but with the tenants managing the facility. (Booking, cleaning & changing bedding)
- 2. Increase the Hire Charges to cover actual costs.
- 3. To use as an office for the Sheltered Housing staff to be based at.
- 4. To be converted to something else – Please state ideas?
- 5. Other – Please state ideas?

• Signed: _____ Dated: _____

Outcome of survey

Both Choices	Keep residents to look after	Increase charges to cover cost of service	Use as a base for staff	Use for something else	Recommendations
Bullford	13	14	11	1	Increase charges
Churchill Way	12	6	4	7	Residents to look after
Darby Way	7	11	14	3	Use as a base for staff
Heathfield Drive	10	6	12	1	Use as a base for staff
Hope Corner Lane	10	11	1		Increase charges
Moorland Place	7	3	6	1	Residents to look after
Newton Road	6	6	8	3	Use as a base for staff
Parmin Close	6	8	5	3	Increase charges
Robin Close	5	5	11	10	Use as a base for staff
Taunfield Close	10	9	8	8	Residents to look after

Procedure for change

- All tenants surveyed 2009
- Reported to Sheltered Housing Forum
- October 2009/29th July 2010
- Report to Tenant Services Management Board
- 6th September 2010



Direct Labour Organisation Specification

Version 2.0

Version control

Version	Date	Description	Created by
1.0	19-07-2010	Draft specification	Mike Brean
2.0	13-08-2010	Amendments to first draft	DLO Managers 7 Chris Hall

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1 Definitions

Specification

The Council Shall mean Taunton Deane Borough Council

Supplier Shall mean the person, firm or company who the Council has selected from the Competitive Dialogue Procedure, and as such is responsible for the supply of goods and/or services, and shall include it's legal personal representatives, successors and permitted assigns

Direct Labour Organisation The current provider of the identified services

2 Introduction

2.1 Customer Organisation

Taunton Deane Borough Council (the Council) is situated in an outstanding landscape of natural beauty, extending from the Somerset levels along the River Tone, with the Quantock Hills to the north and the Blackdown Hills to the south. Covering 462 square kilometres, it is predominantly a rural borough with two main centres of population, Taunton and Wellington, and a number of smaller towns and villages.

The Council is seeking to procure a Supplier to deliver the services provided by its Direct Labour Organisation (DLO) on an outsourced basis.

2.2 Purpose of Specification

The purpose is to present prospective Suppliers with a clear, accurate and full description of the organisation's needs and so enable them to propose a solution to meet those needs. The requirements in this specification will form the basis of discussions with potential Suppliers. This is of particular importance as the Council is seeking innovative solutions to deliver its DLO services.

3 Scope of DLO Services

3.1 General

The scope of services is summarised below. More detail is provided in section 5 (description of services): -

3.1.1 Building DLO and Housing Property Services

Management and maintenance of the housing stock, assets and maintenance of other Council owned buildings. The service also carries out external work to generate income.

3.1.2 Parks Service

Provision of comprehensive parks and open spaces, sports fields, children's play areas, closed church yards, allotments, housing grass cutting, highway grass cutting, trees and Nursery functions;

The service competes for external work to generate income for the Council.

3.1.3 Cleansing

Provision of a high-quality, cost-effective street cleansing and public convenience services throughout Taunton Deane, to follow national and local priorities.

3.1.4 Highways

Provide the Council with a high-quality, reliable and cost-effective civil engineering service, including maintenance of hard surfaces and drainage, an out-of-hours response to flooding emergencies, and other related activities.

Create net income for the Council through commercial work.

3.1.5 Transport

The Transport DLO has more of a support service role than one of directly delivering services to the residents of the Taunton Deane. Its main purpose is to provide a cost-effective fleet management and maintenance service for the Council.

3.1.6 Stores

To supply goods and materials for the various DLO Services at the time they need them as well as purchasing materials for a number of other clients.

3.2 Staff

It is assumed that existing in scope staff will transfer to the Supplier under the TUPE regulations. The Authority will look to retain some to continue to perform specific client functions.

3.3 Location of Services

DLO services are currently provided at a number of locations, including the main Depot (see table below). The Council is prepared to consider alternative location proposals from Suppliers as a result of the Competitive Dialogue procedure.

Location	Comment
Priory Depot, Priory Way, Taunton	DLO Depot, Council owned
Horticultural Nursery, Stoke Road, Taunton	Nursery, Council owned
Wells Depot, Wookey Hole Business Park, Wookey Hole road, Wells	Owned by Somerset County Council and use permitted through grounds maintenance contract
Minehead Depot, Bircham Road, Minehead	Owned by Somerset County Council and use permitted through grounds maintenance contract

3.4 Assets and Equipment

A full list of assets and equipment is shown at appendix 1. The Council is prepared to consider alternative asset and equipment proposals from Suppliers as a result of the Competitive Dialogue procedure.

3.5 Information Technology

A full list of the hardware is included at appendix 1. The Council will provide the Supplier with access to software to manage the DLO Services. If the Supplier wishes to use its own software for these purposes, it should interface with the Council's relevant systems.

The Council has a budgeted IT refresh programme. This hardware replacement programme will continue following the outsourcing of the DLO.

3.6 Cleaning

An external cleaning contract exists for the Depot at Priory Way, which covers internal cleaning and window cleaning. Both of these are part of the larger cleaning contracts with the Council

3.7 Community events table

The Table below sets out the events that the DLO sponsors or supports: -

Event or support	Service involved	Service or support delivered	Charges
10K Race is sponsored by the DLO.	HIGHWAYS	Road closures, diversion routes	No charge made
	BUILDINGS	Set out route and Start/Finish line	No charge made
	CLEANSING	Pre and post clear up	No charge for additional work
Tone Leisure Triathlon	HIGHWAYS	Road closures, diversion routes	No charge made
	BUILDINGS	Set out route and Start/Finish line	No charge made
	CLEANSING	Pre and post clear up	No charge for additional work
Wellington Street Fair	HIGHWAYS	Road closures, diversion routes	Works charged at cost
	CLEANSING	Pre and post clear up	No charge for additional work
Continental Markets	CLEANSING	Pre and post clear up	Additional work charged at cost
Christmas Light switch on	HIGHWAYS	Road closures, diversion routes	Works charged at cost
	BUILDINGS	Loan, delivery/collection of various equipment	Works charged at cost
	CLEANSING	Pre and post clear up and late locking of public toilets	No charge for additional work and extra staff laid on
Marathon / ½ Marathon	HIGHWAYS	Road closures, diversion routes	Works charged at cost
	BUILDINGS	Set out route and Start/Finish line	No charge made
	CLEANSING	Pre and post clear up	No charge for additional work

Event or support	Service involved	Service or support delivered	Charges
Carnival Taunton and Wellington	HIGHWAYS	Road closures, diversion routes	Works charged at cost
	BUILDINGS	Set up viewing platform, loan of equipment	Works charged at cost
	CLEANSING	Pre and post clear up	No charge for additional work
Hestercombe Humdinger (road race)	HIGHWAYS	Road closures, diversion routes	Works charged at cost
Tour of Britain	HIGHWAYS	Put up advertisement signs	Works charged at cost
	CLEANSING	Pre and post clear up	No charge for additional work
Flower Show	PARKS	Various works and the provision of Vivary Park	Works charged at cost
Working with Probation service	PARKS	Offer safe locations and materials for use by the probation service 2 day a week	No charge No income
Britain In Bloom	PARKS	Host event, employ a Britain in Bloom co-ordinator	This role is self funded by the sponsorship that is raised
	CLEANSING	Pre and post clear up	No charge for additional work
Wellington and Wiveliscombe Christmas decorations	BUILDINGS	Hanging of light and decorations	Works charged at cost
Field of Remembrance	HIGHWAYS	Jet washing of memorials	Works charged at cost
	BUILDINGS	Setting out and loan of equipment	Works charged at cost
Work experience placements	PARKS	Regularly take work experience students	No charge No income
	BUILDINGS	Regularly take work experience students	No charge No income
Work placement for disadvantaged individuals. This can include back to work schemes and assistance for the mentally and physically disabled.	HIGHWAYS	Appropriate placements offered can be long or short term	No charge No income
	PARKS	Appropriate placements offered can be long or short term	No charge No income
	CLEANSING	Appropriate placements offered can be long or short term	No charge No income
Friends of Vivary, French Wier, Victoria and Wellington parks events	PARKS	Offer free use of park, staff labour for setting up and dismantling, storage of equipment. In some cases sponsor the events.	Only licence fee is charged.

Event or support	Service involved	Service or support delivered	Charges
	CLEANSING	Additional cleaning and late locking of public toilets.	Generally no charge, if a charge is made it is at cost.
Somerset Careers open events	PARKS	Provide staff to offer assistance to people looking to work within the area of horticulture.	No charge No income
Ladymead Community School Business Partnership	PARKS	Provide staff to offer students support in preparation for leaving school and working. Act as judges for project work.	No charge No income
Offer students opportunity to be apart of the Vivary Park sensory garden design process	PARKS	Provide staff to work with students in the design process	No charge No income

4 Objectives of Procurement

By outsourcing the DLO, the Council wishes to achieve important benefits, including: -

- A contractual requirement to deliver service efficiencies;
- Improved quality of service to the customer;
- Improved commercialism with greater control and growth.

The Supplier will deliver the day to day management of the Council's DLO in accordance with this specification.

5 Description of Services

5.1 Building DLO and Housing Property Services

The main aims are: -

- To provide continued investment in the maintenance and management of the Housing stock and assets thus ensuring that they meet the tenants' needs;
- To ensure best practice and full compliance with relevant legislation relating to Property Services;
- To involve all relevant stakeholders in the decision-making process.

5.2 Parks Service

The main purpose of the Parks Service is to provide high quality parks, gardens and sports pitches that are safe and secure, and accessible to everyone and ensure that the Borough is an attractive place for residents, visitors and businesses. In addition the service

competes for external work to generate income for the council. The main purpose of the Nursery is to provide cost-effective plants and floral displays to the Council.

The main aims of the Parks Service are: -

- To provide high quality parks, gardens and sports pitches that are safe and secure, and accessible to everyone;
- Generate income to reduce overall costs to the council taxpayer;
- To ensure that the Borough is an attractive place for residents, visitors and businesses;
- To support community groups in creating a pleasant and sustainable environment;
- To provide safe and secure play areas with a range of engaging activities that are accessible to all young children and their parents, and activity areas for older children and teenagers;
- To provide high quality plants and floral displays for the Council, and to generate income from sales to external customers;
- Maintain Council housing green spaces to a good standard;
- Protect and maintain the Council's tree stock.

In addition to maintaining approximately 180 ha of land belonging to the Parks Service also maintains 160 schools, 12 hospital sites throughout Somerset and numerous other smaller areas for housing associations and parish councils.

5.3 Nursery

The main aims of the Nursery are: -

- To provide cost-effective plants and floral displays to the Council;
- Provide safe storage for materials, equipment and goods for the Parks service;
- Provide community educational facilities;
- Maintain the provision of plants for floral displays to Britain in Bloom standard.

5.4 Cleansing

The main aims are:-

- To provide an effective street cleansing service for all adopted highways.
- To clean and weed kill council owned car parks as required by the client.
- To maintain hygiene standards in the public toilet facilities across the borough.

5.5 Highways

The main aims are:-

- To provide a responsive service to assist with civil contingencies and other emergencies.
- To maintain council owned roadways and footpaths within housing areas, parks and open spaces.
- To provide a 24h responsive service for drainage blockages to council owned properties.
- To provide a 24h streams and watercourse maintenance service to authority and other agencies.

5.6 Stores

The main aims are:-

- To provide a purchasing and supplies service to Deane DLO and other TDBC client areas.
- To provide external sales to non profit making organisations.

5.7 Transport

- To provide a support service to all TDBC commercial fleet users.
- To maintain and repair adopted play area equipment.
- To provide a general blacksmith service for various TDBC clients.

6 Stakeholders

The Supplier shall maintain positive and effective relationships with Customers and with all other stakeholders including, but not limited to: -

- Elected Members
- Cabinet
- Scrutiny Committee
- All other departments of the Council
- Parish Councils
- South West One
- Trade Unions
- Neighbouring public bodies
- Partner organisations, such as Tone Leisure

- Audit Commission
- Contractors and other suppliers of goods and services
- Local Government Association
- MPs
- Police
- Professional institutes
- Voluntary sector organisations

7 Organisation and Staffing

The following table provides details of the number of full time equivalent staff for each aspect of the DLO: -

DLO Service Area	Number of FTE staff
Building DLO	73
Parks Service	70.5
Nursery	2
Highways	14
Cleansing	24
Transport	2
Purchasing and Supplies TDBC staff	1.5
Staff currently under a secondment model with Southwest One	4
Total	187 (plus 4 SW1 secondees)

8 Budgetary Information

[Include more detail when available]

9 Outputs and Service Levels

This specification focuses on outputs to enable innovative service delivery proposals to be explored with Suppliers. Full details for each DLO Service area, including statutory and non statutory activities are shown at Appendix 2.

10 Service Volumes

Full details of DLO Service activity during 2009-10 are set out at appendix 3. Where precise records are not held, estimates of the volume of activity have been provided.

11 Client Arrangements

The Council will work with the Supplier to deliver the DLO Services through the provision of a fully resourced Retained Client Function which will: -

- Support the Supplier and represent it to other departments of the Council and Members;
- Fulfil the intelligent client role, participating in strategic planning, establishing priorities and linking into the Council governance structures.

A complete list of Client responsibilities is detailed at appendix 4.

[Include more detail of the Client structure when available]

12 Third Party Contracts

The Supplier shall manage the contracts as set out in appendix 5 from commencement and shall procure suitable arrangements as and when the contracts expire.

13 Reporting Requirements

The Supplier shall undertake and provide to the Council various reports which shall include but not be limited to the following: -

Subject	Frequency	To Whom
Progress report	Monthly	Client Manager
Progress report	Quarterly	Council Sponsor

Subject	Frequency	To Whom
Budget monitoring (in house)	Monthly	DLO Manager

14 Policies, Codes of Practice and Standards

In carrying out the roles and responsibilities in relation to the delivery of the DLO Services, the Supplier shall be aware of its obligations relating to compliance with Law and Council policies. Of particular relevance are: -

- Corporate complaints;
- Customer charter;
- Etc.

[Include more detail]

15 Retention of Files and Records

The Supplier shall ensure that file retention is in accordance with the Data Protection Act and the Council's policy. As an indication, this means: -

File Type	Minimum Retention Period

16 Audit Requirements

The Supplier shall: -

- Co-operate with audit personnel and fully answer their questions;
- Allow access at any reasonable time by the Audit Commission or the appointed auditors and respond promptly and fully to all requests for information or data made by them;
- Produce all supporting information for sample transactions.

17 Service Credits and Charging Mechanism

17.1 Service Credits

A Service Credit methodology shall be developed as part of the Competitive Dialogue discussions with Suppliers. This will be based on achievement of performance measures as set out in this specification. The Service Credit will incorporate a weighting in accordance with service priorities.

17.2 Charging Mechanism

The charging mechanism for the DLO contract will be based on a set of baseline volumes reflective of DLO Service volumes and activities, which will be developed as part of the Competitive Dialogue procedure. A baseline will be produced for the 12 month period immediately prior to the contract start date. The baseline volumes will be reviewed annually or on the occurrence of a significant organisational or legislative change affecting the delivery of DLO Services.

18 Quality Measures

18.1 Quality Measures

The table below details the qualitative measures for the DLO and frequency of reporting: -

Measure	Target
Highways, Cleansing and Transport	
NI195 street cleansing	To maintain an above the national average standard for all four of the scored criteria
NI196 fly-tipping	To remain within the upper two quartiles.
NI185 CO2 reduction of operations	Authority wide indicator, to reduce CO2 output by 10%
Abandoned vehicles	To remove 95% of abandoned vehicles within 24h of notice expiry.
Parks and Nursery	
Green Flag Park status	Retain 4 Green Flags per yr
Green Flag Park status	Achieve first award for French Weir

Measure	Target
Green Pennant status	Achieve award for Swains Lane nature reserve, Wellington
Britain in Bloom awards -Taunton	Win gold award

19 Environmental Requirements

The Supplier shall comply in all material respects with all applicable environmental laws and regulations in force from time to time in relation to the DLO Services. The Supplier shall promptly provide all such information regarding the environmental impact of the Services as may reasonably be requested by the Council.

The Supplier shall meet all reasonable requests by the Council for information evidencing compliance with the provisions of environmental legislation.

20 Discrimination

The Supplier shall not unlawfully discriminate within the meaning and scope of the provisions of the Sex Discrimination Act 1975, the Race Relations Act 1976, the Disability Discrimination Act 1995, the Employment Equality (Religion or Belief) Regulations 2003, the Employment Equality (Sexual Orientation) Regulations 2003 or any statutory modification or re-enactment thereof or any other Law relating to discrimination in employment.

The Supplier shall take all reasonable steps to secure the observance of the above provisions of any Sub-Contractors employed in the execution of DLO Services on behalf of the Council.

21 Security

The Council will provide the Supplier with copies of the Council's relevant security policy documents and notify the Supplier of any subsequent changes.

The Council will be responsible for the backup and recovery of data held locally on any Workstation and Server.

The Council will maintain a list of banned internet categories and/or sites and inform the Supplier of any changes. It will also provide access to such records as are necessary for the Supplier to deliver the Services.

The Supplier will be expected to provide a business continuity plan for the DLO in line with the Council's corporate plans.

22 Data Protection and FOI

The Suppliers attention is drawn to the Data Protection Requirements. The Council and the Supplier shall observe their obligations under the Data Protection Requirements. The Council is subject to the requirements of the Code of Practice on Government Information, FOIA and the Environmental Information Regulations and the Supplier shall assist and cooperate with the Council to enable it to comply with its Information disclosure obligations.

Service	Asset and Equipment
Transport	Fleet Man IT system
All DLO Services	Map Info IT System
All DLO Services	COSY IT system
All DLO Services	SAP, for procurement, financial management
Stores	Phoenix Fuel Delivery IT system
Buildings Maintenance	Academy, read only access for property info and customer liaison list
Parks	Confirm

Building DLO & Housing Property Services		
Statutory		
Ref	Service Requirement	Service Level
B1	Responsive maintenance and improvement works in all trades on TDBC Housing stock including out of hours emergencies	Carry out all qualifying repairs in accordance with the prescribed periods set out in Schedule to the Right to Repair Regulations 1994
B6	Out of hours response for collection of dead animals and hazardous litter on highways/footpaths	Within 24 hours of request
B11	Securing Council sites and Housing properties sometimes at short notice by means of boarding or security screens. Can require an immediate response following drugs raids etc.	Within 2 hours of request, according to seriousness
B12	Gaining access to properties for police/emergency services. Immediate response often required.	Within 1 hour of request
B42	Organisation of lightning protection system testing at Paul St MSCP	Annually

Building DLO & Housing Property Services		
Non Statutory		
Ref	Service Requirement	Service Level
B2	Responsive maintenance and improvement works in all trades on TDBC corporate Buildings, Car Parks and Leisure Centres - including OoH emergencies	Within 4 hours OOH request Up to 1 week

Building DLO & Housing Property Services
Non Statutory

Ref	Service Requirement	Service Level
B3	Works relating to elections within the Borough. To include storage of equipment for elections (Ballot box's, signage etc) Delivery of the same to polling stations for all Parliamentary elections, local council elections, and by-elections. Removal after use and ongoing maintenance.	As dictated by frequency of elections
B4	Works for cemetery/crematorium (Construction of oversize graves, bricked graves for double/triple burials etc)	Within 3 days of request
B5	Office moves and storage of furniture including removal and delivery service.	In accordance with planned moves Within 24 hours if immediate
B7	Erection and removal of town centre advertising banners and storage of same	In accordance with client request Within 24 hours if immediate
B8	Assist with setting up, servicing and storage of equipment for various outdoor events	Annually
B9	Storage, removal and delivery service for files, furniture and tenants effects	Within 24 hours if urgent. Otherwise 1 week
B10	Mayor making duties, safe delivery of civic silver etc.	In accordance with agreed schedule
B13	Repair work to leaseholder properties including quotations for works over a threshold limit. i.e. Northfield Gardens / Langham Gardens	Monthly (on average)

Building DLO & Housing Property Services		
Non Statutory		
Ref	Service Requirement	Service Level
B14	Maintenance of parks pavilions, signage, benches etc	Weekly
B15	Aids & Adaptations building work very often at short notice to facilitate hospital release	Weekly
B16	Repair or reconstruction of fire damaged properties	Initial survey within 2 days Full work as client request
B17	Handyman service although not an emergency service same day service is often expected	Within 1 week
B18	Collection and disposal of used drug needles and syringes from Council properties	Within 24 hours of urgent request, according to seriousness (within 2 weeks for voids)
B19	Liaise and work with Estates officers to execute evictions/ gas servicing - gaining entry and securing property	Within 24 hours of request, according to seriousness
B20	General installation / building maintenance / emergency repairs / Void property works for Housing associations and RSL's (Covering all trades)	Monthly
B21	Special estate clearance, litter picks, provision of skips etc for neighbourhood 'tidy ups'	In accordance with agreed schedule
B22	Construction and setting up traveller encampment works	Within 1 month
B23	Installation/removal of Telecare Apparatus at properties throughout the borough	In accordance with agreed schedule

Building DLO & Housing Property Services
Non Statutory

Ref	Service Requirement	Service Level
B24	Damp proofing works to TDBC Housing properties.	In accordance with the priority repair system set out in the Tenants Welcome Pack
B25	Listed building repairs to Wellington park / Vivary park structures, including sourcing materials for non standard buildings	Within 1 month
B26	Attend following chimney fires to make safe	Within 24 hours of request, according to seriousness
B30	Provision of Powered access platform and operator or other means of access to allow inspection of dangerous structures. Removal / making safe of Dangerous structures as requested	Within 24 hours of request
B31	Installation and removal of relocateable CCTV camera	Bi monthly
B32	Provision of temporary pathway lighting through Vivary park for Carol service	Annually
B33	Assist EHS team during seizure of electrical equipment with reference to noise abatement orders	Within 24 hours
B38	Installation and maintenance of traders' electricity supplies (High Street / Market Hse etc) including periodic testing on a quarterly basis.	Quarterly
B39	Provision of an 'emergency service' to TDBC Parking services to rectify loss of electrical supplies to pay and display machines	30 attendances per year

Building DLO & Housing Property Services
Non Statutory

Ref	Service Requirement	Service Level
B40	Maintenance and repair of lighting at Paul St / High Street MSCP's.	In accordance with agreed schedule
B41	Maintenance and repair of car park lighting columns.	In accordance with agreed schedule
B45	Maintenance and repair of Parks / Open Spaces lighting columns.	Within 1 week
B47	Provision of Powered access platform and operator to allow treatment of wasp nests at high level	6 times per annum
B48	Maintenance and repair of church flood lighting units.	Within 1 month
B50	Maintaining database of all TDBC electricity supplies (metered) and their MPANs.	Annually
B51	Periodic Testing and inspection of the Brewhouse Theatre Electrical installation.	Annually
B52	Electrical installation and repair work at the Brewhouse Theatre	Within 1 week
B53	Installation, maintenance and repair of electrical systems at Tone leisure sites including emergency call outs	Emergency within 24 hours All other within 1 week
B54	Provision of out of hours emergency electrical repairs for external clients including Housing 21	Within 24 hours
B55	Installation and removal of relocateable CCTV camera.	Quarterly

Building DLO & Housing Property Services		
Non Statutory		
Ref	Service Requirement	Service Level
B56	Provide MEWP and operator to Housing asset management team for inspection of damaged / leaking roofs	Within 2 weeks of request
B57	Periodic inspection / testing / and repairs to electrical installations within TDBC commercial sites (Blackdown business park etc)	In accordance with agreed schedule
B59	Portable Appliance Testing for the Brewhouse Theatre and other private customers	Annually
B60	Works for 'home aid partnership' under the DFG Scheme. Low level showers etc	Within 2 months' of request
B61	Emergency boarding up of and replacement of glazing damaged during grass cutting/strimming	Weekly
B62	Glazing repairs to TDBC housing stock	In accordance with the Priority repair system set out in the Tenants Welcome Pack
B63	Initial assessment of damaged glazing to Bus shelters	Within 24 hours to make safe
B64	Glazing repairs to Bus shelters	Within 1 month of making safe
B65	Painting and decoration works to void properties (TDBC)	In accordance with the Priority repair system set out in the Tenants Welcome Pack
B66	Responsive painting and decorating works to TDBC properties.	In accordance with the Priority repair system set out in the Tenants Welcome Pack
B67	Mould treatment works and decoration to TDBC housing stock	Within 6 months' of report

Building DLO & Housing Property Services
Non Statutory

Ref	Service Requirement	Service Level
B68	Painting and decoration works to TDBC corporate buildings	In accordance with agreed schedule
B69	Painting and decoration work for private clients	Within 2 months' of report
B70	Painting and decoration works to Tone leisure buildings	As per client request
B71	Painting of TDBC external structures (Bridges, Vivary park fountain, Vivary band stand etc)	In accordance with agreed schedule
B72	Painting of TDBC external structures (Bridges, Vivary park fountain, Vivary band stand etc)	In accordance with agreed schedule
B73	Painting and decorating works to TDBC public conveniences	In accordance with agreed schedule
B74	Street name plate re painting	In accordance with agreed schedule
B75	Road marking of Disabled parking spaces and car park spaces	In accordance with agreed schedule
B76	Maintenance and repair of communal washing lines	In accordance with the Priority repair system set out in the Tenants Welcome Pack
B77	Installation, maintenance, repairs and cleaning of guttering.	In accordance with the Priority repair system set out in the Tenants Welcome Pack
B78	Scheduled clearing of guttering at Tone leisure sites (Wellsprings etc)	Monthly
B79	Painting over or basic removal of graffiti in public areas	Within 24 hours if obscene. Otherwise 1 week of request
B80	Supervision & Implementation of DDA works TDBC housing	In accordance with agreed schedule

Building DLO & Housing Property Services

Non Statutory

Ref	Service Requirement	Service Level
	meeting halls	
B81	Identification and replacement of shared water mains within current/ex TDBC Housing Stock	Within 1 month
B82	Responsive works on corporate buildings - all trades	Within 1 week
B83	Responsive works on crematoria & cemeteries - all trades	Within 1 month
B84	Pre-planned maintenance - housing (mainly external paintwork, pathways etc)	Annually

Cleansing		
Statutory		
Ref	Service Requirement	Service Level
C2	Carry out all aspects of street cleansing throughout Taunton Deane	Cleaning of all adopted highways in accordance with NI195. 7 day a week service.
C5	Fly tipping collection	Within 5 days
C6	Removal of graffiti and fly posting	During working hours - no outside of hours collection unless considered it cannot wait due to nature until next day
C7	Collection and storage of dead animals from public highway	Mainly during working hours - approximately 150 per year

Cleansing		
Non Statutory		
Ref	Service Requirement	Service Level
C1	Cleaning of public toilets	7 day a week service to open and clean 19 toilets within the Deane, additional closing pop up toilet 4 times a week
C3	Cleaning of Taunton Deane Borough Council owned car parks	Daily emptying of litterbins in 19 car parks
C4	Needle & syringe collection	Collections are required within 2 hours of report. 24 hours - 365 days a year
C8	Weed killing of public highways within Taunton Deane	As required - minimum of three circuits each year, income goes to client budget and at cost service provided by DLO
C9	Weed killing of public car parks within Taunton Deane	Twice a year (BID agreement)

Cleansing		
Non Statutory		
Ref	Service Requirement	Service Level
C10	Weed killing of Taunton Deane Housing owned roads and paths	Twice a year
C11	Supply of street scrubber, and after event cleansing	Daily (Sun – Thurs as per BID agreement)
C12	Supply of equipment and collection of bags for voluntary groups	This is by prior agreement approximately 10 times a year.
C13	Street sweeping after carnivals and other public events	As and when - less than 10 per annum
C14	Emergency mechanical sweeping	Available 24 hours a day - 365 days. Only used about 5 times a year
C15	Private mechanical sweeping	Some agreements in place but service of low value
C16	Additional cleaning of public toilets for events	As required
C17	Cleaning of recycling centres	Number of recycling site reducing inline with Sort it, kerbside collections.
C23	Responsible for replacement of litter bins	As required
C24	Set out and remove ramp for access to Age concern office in Market House	Every working day

Highways		
Statutory		
Ref	Service Requirement	Service Level
H1	Inspection of abandoned vehicles - all aspects of this work incl. investigation, ticketing and recording	During working hours - no outside of hours collection this is covered by Car Clear Scheme
H36	Collection and removal of fly tipped material	Within 5 working days

Highways		
Non Statutory		
Ref	Service Requirement	Service Level
H2	Provide response service for emergencies - mainly response to flooding but can include other civil emergencies	As required
H3	Inspection and Maintenance of pump stations (commercial) including monthly visits to check operation. Maintenance as required for failures	Weekly maintenance visits, with quarterly pump outs. Reactive repairs as required including an out of hour's service.
H4	Maintenance of housing sewage works including grass cutting/hedge maintenance	Weekly maintenance visits, to include pump operation inspections at all sites, grass cutting on 9 sites seven times a year, fence painting on 8 sites once a year, weed killing of compounds on 15 sites once a year, hedge cutting at 12 sites 4 times per year. Emptying of septic tanks on all sites 3 times per year.
H6	Maintenance and clearance of stream grids (Council)	4 times in summer (6 months), 13 times in autumn/winter (6 months)
H7	Maintenance and clearance of stream grids (Environment)	Set number of maintenance visits during year

Highways		
Non Statutory		
Ref	Service Requirement	Service Level
	Agency)	
H8	Litter picking of streams	Fortnightly visits between April and November (6 months), 2 visits between October and March. In addition, weekly litter picks of the Mill Stream through Taunton
H9	Maintenance of flood pumping stations	Weekly inspection for correct operation and maintenance visits for faults. Pump out and clean sumps cleaning twice a year. Electrical checks twice a year. Annual pump removal and inspection for wear. Repairs as required. Attend to alarm calls including those out of hours (within the out of hours service) Approx 10 calls per year.
H10	Clearance of blocked drains/sewers	Service performed on council owned properties including housing stock. Service carried out 24/7/365 including and out of hours call out service.
H11	Jetting of council owned drainage systems	Routine monthly jetting of two locations (Bandon Rd and Lisle Way) additional jetting works linked to blocked drains above
H12	Clearance of blocked drains/sewers, including CCTV investigations of private sewers in conjunction with Environmental health	Blocked drains and CCTV surveys carried out with EHO approx 25 times per year
H14	Clearance of private blocked drains/sewers, including CCTV investigations as requested	Approximately 52 pa
H15	Needle & syringe collection	Collection performed within 2 hours when syringes pose a danger to the public (not from private land) 24 hours - 365 days a year
H16	Cleaning of multi-storey car parks - stairwells, etc	Weekly
H17	Baiting of public sewers	As required during year
H18	Duke Street/Priorswood Place	Monthly cleansing of stair wells external landings and grass areas.

Highways		
Non Statutory		
Ref	Service Requirement	Service Level
H19	Cleaning bus shelters - Town Centre	Monthly
H20	Cleaning bus shelters - outside of town centre	6 monthly
H21	Clean grit traps x 2 (Greenway and Cheddon Rd) on TDBC watercourses, pump out and remove silt	Pump out with tanker and remove silt 8 times per year
H22	Clean hydro brake on flood attenuation scheme Yarlington Close	Pump out with tanker and remove silt quarterly
H23	Empty road gullies - Taunton Deane Car Parks	Pump out and cleanse 19 no. car parks with gully machine annually, with additional unblocks as required
H24	Taunton Deane Housing Parking Areas - Clean gullies/inspect	Inspection and clearing of garage forecourt schedule annually with additional unblocks as required.
H26	Empty road gullies	As requested by private clients
H27	Carry out hard surface maintenance for various sections on Taunton Deane owned roads/footpaths/car parks	Maintenance and repair as required for various sections
H28	Construction of parking areas	2no. Parking area construction in 09/10.
H29	Construction of other features such as the 'Yin Yang' at the new Sensory Garden in Vivary Park	09/10 works approximately £30k but variable dependant on authorities requirements
H32	Implementation of road closures for civic events described above	At least three a year
H33	Planning/implementation of road closures for public events - Carnivals, Christmas light	Approximately 7 per year

Highways

Non Statutory

Ref	Service Requirement	Service Level
	switch on	
H34	Small civil engineering schemes - vehicles crossings/parking areas/car parks	Variable subject to demand
H35	Provide and install street furniture only section within the Authority that has the qualification to carry out works on the public highway	Approximately 50 per year

Transport		
Statutory		
Ref	Service Requirement	Service Level
None	None	None

Transport		
Non Statutory		
Ref	Service Requirement	Service Level
T1	Carries out all maintenance works on vehicles operated by the DLO excluding tyre replacement/repair.	Inspection and service frequency is dependant on vehicle type. General servicing and responsive repairs service carried out, computer records held on "Fleet Man" and "COSY" computer systems.
T2	Carries out all maintenance works on commercial vehicles operated by the Authority	Excluding tyre replacement/repair. Inspection and service frequency is dependant on vehicle type. General servicing and responsive repairs service carried out, computer records held on "Fleet Man" and "COSY" computer systems.
T3	Carries out all maintenance works on plant owned by Deane DLO e.g. large ride on mowers down to strimmers	Daily
T4	Carries out all maintenance works on plant owned by other sections within TDBC e.g. large ride on mowers down to strimmers	Servicing performed during winter ready for cutting season
T5	Maintain one large ride on mower for West Somerset	Two or three times a year
T6	Carry out general blacksmith duties - repair fences, gates, and barriers.	This function is performed as a convenience service, there is no significant income. Weekly
T7	Collect, store and dispose of abandoned vehicles	Abandoned vehicles should be collected within 24hours of removal notice expiry excl weekends.

Transport

Non Statutory

Ref	Service Requirement	Service Level
T8	Provides out of hours emergency service for vehicles being used outside of normal working day	Service provided as required
T9	Vehicle inspections for members of staff wishing to take advantage of assisted car loans	As planned
T10	Repair items of specialist play equipment	Make safe with 24 hours of report, full repair as requested by client.

Parks		
Statutory		
Ref	Service Requirement	Service Level
P1	Inspection – recording defects and deciding on what repairs need doing.	Weekly - see spec 1
P2	Repairs – order parts and organise the works relating to play equipment, life belts etc	Daily
P17	Maintenance of litter bins and cleansing Parks, Open spaces	See specs 1 & 2
P21	Maintenance and emptying dog bins throughout the borough	See spec
P23	Tree Maintenance by DLO Tree Surgeons (legal requirement for maintenance)	Carried out to British Standards

Parks		
Non Statutory		
Ref	Service Requirement	Service Level
P3	Carry out installations of children play equipment	As required by client (3 installations in 09/10)
P4	Maintenance of Nature reserve & wild life habitat areas	See management plans
P5	Maintenance of grass	See specs 1, 2 & 3

Parks		
Non Statutory		
Ref	Service Requirement	Service Level
	Cut and collect sheltered housing areas and play areas	
P6	Maintenance of shrub beds and bedding borders	See specs 1, 2 & 3
P7	Plant shrubs	1000's in various locations as agreed with client.
P8	Hedge cutting	See specs 1, 2 & 3
P9	Hedge Laying over	1 mixed field hedge per year.
P10	Production of bedding plants/shrubs Floral displays. Internal and external	Approximately 250,000 per year
P11	Make and install hanging baskets and other containers	Approximately 750 baskets or containers per year
P12	Maintenance of floral displays	See Specs 1 & 2
P13	SPORTS PITCHES/RUNNING TRACKS /CRICKET PITCHES ETC Carry out comprehensive maintenance to pitches	See Spec 1 to include ground breaking Soccer/rugby pitches on 2 occasions
P14	Install field drainage	To individual specifications
P15	Carry out cleansing within Sports Pavilions, reporting defects. Carry out tests for co2 admissions and tasks for legionnaire precautions and record	See Spec 1
P16	Maintenance of Tennis Courts and Multi use games areas	See Spec 1
P18	Life belts - Inspect and record on a weekly basis & replace belts as required	See spec 1

Parks		
Non Statutory		
Ref	Service Requirement	Service Level
P19	Removal Graffiti from Parks / Open spaces	Within 24 hrs
P20	Removal of discarded sharps needles in parks and open spaces as found or as reported	Daily, either by report or found during maintenance works.
P22	Responding to all types of emergencies, floods, snow. Trees etc.	Within 2 hrs providing 24 hr cover

Building DLO & Housing Property Services	
Headline Data	Number
Council houses	6078
Council corporate property	
Service Volumes	2009-10
Collection of dead animals	12
Access to properties	70
Securing Council sites and housing properties	150
Cemetery works, oversized graves etc.	2
Office moves	35
Repair and reconstruction of fire damaged properties including small and large incidents	40
Collection and disposal of used drug needles from Council properties	100
Special estate clearance	6
Installation and removal of Telecare equipment	50
Damp proofing works, major intervention required	20
Maintenance and repair of lighting at Paul St / High Street MSCP's.	25
Maintenance and repair of car park lighting columns.	25
Periodic inspection / testing / and repairs to electrical installations within TDBC commercial sites (Blackdown business park etc)	
Glazing repairs to TDBC housing stock	1250

Painting and decoration works to void properties (TDBC)	100
Responsive painting and decorating works to TDBC properties.	100
Painting and decoration works to TDBC corporate buildings	20
Painting of TDBC external structures (Bridges, Vivary park fountain, Vivary band stand etc)	6
Painting and decorating works to TDBC public conveniences	4
Street name plate re painting	10
Road marking of Disabled parking spaces and car park spaces	6
Maintenance and repair of communal washing lines	12
Installation, maintenance, repairs and cleaning of guttering on corporate properties	50
Supervision & Implementation of DDA works TDBC housing meeting halls	3

Cleansing	
Headline Data	Number
Kilometres of A roads	84
Kilometres of B roads	56
Kilometres of classified roads	378
Kilometres of unclassified roads	581
Public conveniences	19

Car parks	19
Recycling centres	
Service Volumes	2009-10
Fly tipping collection	475
Collection of dead animals from highways	150

Highways¹	
Headline Data	Number
Pump station (TDBC owned)	17
Housing sewage works	18
Stream grids	19
Streams	4
Flood pumping stations	4
Drainage systems	2
Multi storey car parks	2
Bus shelters (town)	5
Bus shelters (outside town)	47
Civic events	

¹ Highways data correct as of January 2008

Highways¹	
Service Volumes	2009-10
Abandoned vehicles	116
Collection and removal of fly tipped material	475
Clearance of blocked drains and sewers	680
Parking areas construction	2
Road closures	7

Transport	
Headline Data	Number
Commercial vehicles within use at DLO	139
Commercial vehicles within use other areas	4
Plant (Deane DLO)	23
Plant (Council non Deane DLO)	
Service Volumes	2009-10
Abandoned vehicle collection	17
Out of hours emergency service for vehicles	5
Vehicle inspections for members of staff (assisted car loans)	10
Specialist play equipment	20

Parks and Nursery	
Headline Data	Number
Grounds maintenance of TDBC land in hectares	210.1
Sports pavilions	9
Tennis courts	7
Multi use areas	3
Children's play areas	90
Nature reserve & wild life habitat areas	10
Sports pitches, running tracks, cricket pitches	30
Service Volumes	2009-10
Repairs – order parts and organise the works	450
Shrub planting	5000
Bedding plants, shrubs, floral displays	250000
Hanging baskets	785
Filed drainage (metres)	300
Life belts	36
Dog bins	156
Trees	1500

Building DLO		
Client Functions carried out by Deane DLO		
Ref	Service Requirement	Service Level
B27	Inspection of TDBC properties for damp / mould growth. Arrange appropriate measures to reduce / alleviate (e.g. PPS / extract fans)	
B28	Electrical installations, repair, testing, specifying and provision of information and guidance on all matters of electrical installation work and regulations (in Corporate buildings?).	Continuous as required
B29	Design, install, remove, maintain and store festive illuminations for the towns of Wellington and Wiviliscombe	Annually
B34	Maintaining database of all TDBC Housings unmetered electricity supplies and notifying Western Power Distribution of any alterations	Currently updating to ensure accuracy
B35	Monitoring of Thermostat replacement program and roof tank check / replacement works. Maintaining database of all checks and work carried out	Ongoing for last 2 years
B36	Design and implementation of energy saving initiatives in TDBC housing flat blocks and other Housing Assets.	Housing Property Services client function but carried out in conjunction with DLO service.
B37	Inspection visits to ascertain whether works are required and the extent of such work prior to authorising work.	As required.
B43	Maintaining database of all TDBC Parking services unmetered electricity supplies	Currently updating to ensure accuracy

	and notifying Western Power Distribution of any alterations	
B44	Installation, maintenance and testing of electricity supplies to parks and open spaces (Vivary park, Goodland's Gardens, Lisieux way fairground site etc)	Annual testing and maintenance as required.
B46	Maintaining database of all TDBC Parks / Open spaces unmetered electricity supplies and notifying Western Power Distribution of any alterations	Currently updating to ensure accuracy
B49	Maintaining database of all TDBC church / tourism unmetered electricity supplies and notifying Western Power Distribution of any alterations	Currently updating to ensure accuracy
B58	Electrical maintenance and repair of DLO sites	In accordance with agreed schedule

Cleansing		
Client Functions		
Ref	Service Requirement	Service Level
C18	Carry out inspections for NI195	Three inspections sets a year plus all entry work (9 Days)
C19	Complete Fly capture (NI196) returns to the EA	Daily
C20	Answer complaints on street cleansing/toilet cleaning	As required
C21	Advise members/port folio holder on operation of both functions	As required
C22	Monitor budgets and advise on savings measures	As required

Highways		
Client Function		
Ref	Service Requirement	Service Level
H1	Inspection of abandoned vehicles - all aspects of this work incl. investigation, ticketing and recording	During working hours - no outside of hours collection this is covered by Car Clear Scheme (116 no. Inspections 09/10)
H30	Inspection of TDBC owned footpaths and roads	Six monthly inspections, estimate of 400 across the Deane
H31	Planning of civic events such as Remembrance Day/Marines home coming - road closures, etc	Approximately 5 per year

Transport		
Client Function		
Ref	Service Requirement	Service Level
None	None	None

Parks		
Client Functions		
Ref	Service Requirement	Service Level
P24	Ensure the performance, quality of work and cost effectiveness is carried out to meet national standards	
P25	Inspect of all T.D.B.C Parks,	Daily inspections, annual comment cards distributed to service users, Parks surveys

Parks		
Client Functions		
Ref	Service Requirement	Service Level
	<p>Open space areas.</p> <p>Develop and decide on maintenance regimes and implement. Decide on usage for areas dependant on need and available monies</p> <p>Maintain marketing policy of Parks and Open spaces, carry out people surveys</p>	distributed by Parks Ranger.
P26	Promote TDBC to ensure all staff give a positive image of the Council, upholding their reputation	As prescribed by the Council
P27	<p>Design of shrub beds and floral displays</p> <p>Allocating budgets to achieve</p> <p>Deciding what shrub beds needs replacing or eliminating to reduce costs</p>	This function is carried out by supervisors in their working areas.
P28	<p>CHILDRENS PLAY AREAS</p> <p>Design – carry out consultation to establish needs, select appropriate equipment to meet these needs and budget restrictions.</p> <p>Supervise other contractors and agreeing acceptance on completion prior to grants and invoices being paid</p>	Twice a year of Parish Council's. Monthly for TDBC owned areas.
P29	<p>SPORTS</p> <p>Establish needs through consultation with local clubs including organising out of hours meetings. Decide on provision levels</p> <p>Decide on maintenance for pitches, including major works, i.e. drainage and allocate</p>	Annual meetings held with sports pitch users to discuss their needs and Authorities priorities.

Parks		
Client Functions		
Ref	Service Requirement	Service Level
	<p>budget Carry out weekend pitch inspections and decide on suitability for play, if required move or cancel matches</p> <p>Organise bookings ensuring clubs complete required paper work, issue pavilion keys, compile and send</p> <p>Invoices including fines for miss-use.</p> <p>Monitor and where required purchase goal nets corner flags and goal posts.</p> <p>This involves applying for grants towards costs</p>	<p>Weekend sports pitch inspections are carried out throughout winter and in bad weather conditions.</p> <p>Approx 1000 bookings over 11 sports pitches per year</p>
P30	<p>Pavilions - Analyse defect reports and issue work orders/ instruction for repairs to be carried out. Produce books for the monitoring of CO2 and Legionnaire precautions carried out</p>	<p>10 in use pavilions and 2 unused pavilions (awaiting demolition)</p> <p>All defects handled, larger works then passed to property services.</p>
P31	<p>Allotment sites coordinating, maintenance and organise annual competitions</p>	<p>Carryout landlord functions within 7 allotment sites with approximately 500 plots. Access roads and boundaries.</p>
P32	<p>Life belts – ensuring adequate provision. Issue inspection books and monitor</p>	<p>36 stations maintained weekly, immediate response to reports or missing or damaged life rings.</p>
P33	<p>Tree Inspection and Surveying, recording all data on a database. Organising Specialist Decay Detection Equipment, and interpreting results. Providing reports/ proactive Management plans. Identifying works required, co-ordinating all necessary actions. Climbing trees to carry out inspections. Liaising</p>	<p>Inspections are age, size and type dependant. Inspection periods are 12month, 6 month or 3 monthly.</p>

Parks		
Client Functions		
Ref	Service Requirement	Service Level
	and providing advice. Providing reports. Assessing amenity value of trees Finding appropriate sites for bird/ bat boxes. Identifying rare and protection species of Flora and Fauna	Monitor reports of protected species and ensure maintenance program take account of this.
P34	Negotiate the adoption of new areas from developers and calculate 20 year commuted sums	Weekly involvement with negotiations, average of 5 per year.
P35	Organising Park satisfaction surveys and consultation events with the public	Annual survey via Park Ranger
P36	Working with Ministry of Justice Probation Service	Create annual program of works for up to 10 people working 2 days per week.
P37	Working with Somerset Education, Business Partnership, disability groups and providing work experience opportunities	Shared role with DLO and client.
P38	Helping and supporting Friends Groups, Local Action Groups, Allotment and In Bloom Association.	4no. friends groups, 2no. Britain in Bloom groups, 1no. Nature reserve group.
P39	Nature reserve & wild life habitat management	Management and organisation of maintenance for approx 12 sites.
P41	Control Capital and Revenue budgets Section 106	As prescribed by the Council
P42	Ensuring The Councils Strategies and corporate aims are met	As prescribed by the Council

Parks		
Client Functions		
Ref	Service Requirement	Service Level
P43	Control and prioritise usage of Council recourses including variations to contracts	As prescribed by the Council
P44	Attending meetings, advising and commenting on Landscape/play provision and any external works with developers etc. Ensuring adequate provisions are met. Acting as the Councils experts.	Provide information advise and support
P45	Prepare submissions for Green Flag / Green pendant awards and Britain in Bloom. Make all arrangements for judging including transport, design and erect displays, meetings with various groups etc	Applications for these are annual
P46	Organise presentation evenings	Presentation of Britain in Bloom, and allotment awards.
P47	Liaison with local press	As prescribed by the Council
P48	Obtain sponsorship for Roundabouts and flower beds, including liaison with SCC for the installation of signs. Purchase signs	Approximately 25 site for sponsorship annually.
P49	Maintain and update asset registrar. To include trees, benches, waste bins, dog bins, grass areas, shrub beds, flower beds ,hedges, sports pitches, play areas, play equipment	Asset records kept up to date as required.
P50	Decide and authorise maintenance on Parks Structures	Continual process

Parks		
Client Functions		
Ref	Service Requirement	Service Level
P51	Attending pre event meetings, checking sites before and after outside events including risk assessments. Handle all bookings, issue licenses/check risk assessments/health and Safety requirements and confirm bookings	Approximately 25 events per year, including flower show, circus.
P52	Work with other Partner organisations and Police to reduce anti social behaviour	Attend meetings to discuss open space redesign, improvement.
P54	Design and produce leaflets to promote T.D.B.C. events	For various events throughout the year
P55	Maintain/update Web sites	As required to keep it up to date
P56	Producing and issuing invoices to users of the Parks and Open spaces	Recharging for use of parks and open space facilities.
P57	Develop and prepare strategies for all Parks and Open spaces	Carryout in conjunction with the leisure development service.
P58	Dealing with land ownership queries with SW1, Councillors and the general public	As required, by request
P59	Deal with trespassing and itinerants	Issue notices to trespassers in conjunction with legal team.
P60	Investigate accidents to members of the Public	Investigating incidents and identifying liability.

Contractor	Term
Cleansing	
Weed killing of public car parks (BID)	No detail provided
Supply of street scrubber (BID)	No detail provided
Parks	
Taunton Deane Council Contract One, Parks and open spaces	Held since 1994
Taunton Deane Council Contract Two, Housing	Held since 1996
Taunton Deane Council Contract Three, Highways	Held since 1996
Taunton Deane Council Contract Main Streams	Held since 1986
Taunton Deane Council Contract Housing Streams	Held since 1986
Taunton Deane Council Dog bins	Held for the past 3 years
SCC Bridgewater schools	5 Year + possible 2 yr ext
SCC Taunton Schools	5 Year with 2 yr ext
SCC minor contracts	1 Year
Avon and Somerset Police	1 Year
SCC Footpaths/Bridleways	1 Year
Broomstair	1 Year
Quantock House	1 Year
Oakhill P.C.	1 Year
Brent Knoll P.C.	1 Year
Creech St.Michael P F	1 Year
Southland Court	1 Year

Contractor	Term
Wellesley Close	1 Year
Bovis Homes Maidenbrook Farm	1 Year
Taylor Wimpey	1 Year
Kingston St Mary School	1 Year
Brymore College	1 Year
Woolavington School	1 Year
Mark School	1 Year
NHS Foundation Trust	1 Year
Ilton Estate Ltd	1 Year
Oake P.C.	1 Year
Staplegrove P.C.	1 Year
Coombe St. Nicholas P.C.	1 Year
NHS PCT sites	1 Year
Taunton and Somerset NHS	3 Year
Seville Court Management	1 Year
Holyrood School	1 Year
Staplegrove Youth Soccer	1 Year
Bishops Lydeard P.C.	1 Year
Warwick House medical Centre	1 Year
Step Centre SCC & Policy	1 Year
Curry Rivel P.C.	1 Year
Audi Garage	1 Year
Learning Southwest - Bishops Hull House	1 Year
Comeytrove P.C.	3 Years

Contractor	Term
Rethink	1 Year
Transport House	1 Year
West Huntspill P.C.	1 Year
Comeytrove Residents Association	1 Year
liberty Housing	1 Year
St. Margaret's Hospice	1 Year
College Way Surgery	1 Year
Norton Fitzwarren P.C.	1 Year
Lewis Associates	1 Year
Minster Court	1 Year
Ashton Court	1 Year
Lisieux Shopping Centre	1 Year
Ruishton Vicarage	5 Months
Furlong Green	1 Year
Various Parish Dog Bins	1 Year
Wellington Town Council	1 Year
Environmental Agency	1 Year

Minutes of the meeting of the Tenant Services Management Board held on Monday 6 September at 6pm in The John Meikle Room, The Deane House, Belvedere Road.

Present: Mr Etherington (Chairman)
Mr Edwards (Vice- Chairman)
Councillor Bowrah, Councillor Brooks, Mrs Drage, Mrs Hegarty, Mr Hellier, Mrs Marshall and Mr Watkin.

Officers: James Barra (Community Services Manager), Stephen Boland (Housing Services Lead), Brendan Cleere (Strategic Director), Chris Hall (Highways and Cleansing Manager), Martin Price (Acting Tenant Empowerment Manager), Tracey Vernon (Tenant Services Development Officer) and Natasha Williams (Administrative Officer).

Others: Councillor Prior-Sankey.

(The meeting commenced at 6pm)

41. Apologies

Mr Galpin
Mr Pearson

42. Minutes

The minutes of the meeting of the Tenant Services Management Board held on 5 August 2010 were taken as read and were signed.

43. Declaration of Interests

The following members declared a personal interest as a Council house tenant:

- Mrs Drage
- Mr Edwards
- Mr Etherington
- Mrs Hegarty
- Mr Hellier
- Mrs Marshall
- Mr Watkin
- Councillor Brooks

Councillor Brooks also declared a personal interest as a Member of Somerset County Council.

44. Direct Labour Organisation Current Service Level Specification.

Brendan Cleere outlined the aims of the Core Council Review to members of the board. With regard to the Direct labour Organisation (DLO), a twin-track approach was currently being investigated, with the view of adopting

either the out-sourcing or internal transformation route, once the review had been completed.

Chris Hall outlined the report and the statutory and non-statutory services. The key principals behind the review were to improve services and generate possible savings. No defined cuts were planned at present with regard to kitchen and bathroom replacements.

Board members queried whether job losses would occur at the DLO. They were advised that if the outsourcing route was chosen, there was no guarantee that job losses would not occur. However, if the outsourcing route was successful, one criterion for companies to be shortlisted would be to include a good reputation for looking after its staff.

Board members agreed that the Tenant Management Services Board should be included under the Stakeholders heading on page 11 of the report.

Brendan Cleere requested that the DLO Current Service Level Specification be included on future Tenant Services Management Board agendas, in order for board members to be updated.

45. Direct Labour Organisation General Updates for Internal transformation and Outsource.

Chris Hall updated board members with regard to the current position of the internal transformation. Members were reassured that the DLO staff were kept informed and had received letters which detailed the current position.

Pre-qualification questionnaires had initially been sent out and 13 bids had been returned. 6 bids would be shortlisted and each of the bidders would need to produce 3 case studies, in order to be evaluated.

The DLO would bid as part of the internal transformation path. Members were advised that the DLO was good at delivering services, yet lacked the experience of dealing with bids. A business case would be made for the internal transformation route.

Board members were informed that they would be consulted with regard to the final bids; however Councillors would have the final decision on whether to follow the outsourcing or internal transformation route. If the outsourcing route was successful, Councillors would also choose the preferred bidder. A client team would also be set up to monitor the outsourcing route. The decision would be made after the Election due to held in May 2011.

46. Update on Annual Report to Tenants and Tenant Services Authority.

Martin Price advised board members that a working group of board and Tenants Forum members met on 26 August, with the content of the report and local offers the two main discussion points.

Tenants were to be involved in the process and 'mystery shoppers' would be appointed. A number of scenarios would be 'played out' which would help to establish how long Housing Services take to respond to certain situations.

Martin Price also outlined a number of other ideas, which included;

- Suggestion cards;
- Financial incentives;
- Involving all age groups – Family fun days, speaking at schools;
- Implementing a Tenant Champion; and
- Administering closer working with Somerset County Council Highways.

Mr Edwards advised the board, that he would be happy to be a Tenant Champion.

Councillor Brooks raised the issue that tenants were unable to speak to Estate Officers on weekends.

47. Tenant Participation Advisory Service Membership

Martin Price outlined the figures with regard to Tenant Participation Advisory Service Membership. Landlord membership would cost £1,550 per year whilst the Tenant membership fee is £125. Board members were informed that the Tenants Forum had already renewed its membership and this covers all tenant groups in Taunton Deane.

The Tenant Services Management Board asked that the Tenants Forum be approached to ask if it may be possible to attain membership under the existing Tenants' membership and in return reimburse them half of what they had already paid.

It was confirmed that the use of the website would be included in the membership.

48. Housing Property Services Review

James Barraah advised board members that it was the aim of the review to achieve separation between the DLO and Housing Services. The service required modernisation and more resource back into the service. The structural proposals as well as the Housing Property Services Responsibilities were outlined to board members. James Barraah would return to the next meeting to note any comments that they had.

Board members asked whether visual aids could be used at the next meeting to demonstrate how the new structure could improve service, by using specific examples.

Steve Boland confirmed that board members would receive name badges.

(The meeting ended at 8:29pm)