

Title: Review of the caretaking service and external cleaning of estates

Discussion Report

Recommendations: The DMC is asked to note the report

Report Summary: This report provides the DMC with an update on the review of the Caretaking service and external cleaning of estates.

1. Introduction

- 1.1 Members of the District Management Committees will already be aware from recent notifications, that we are undertaking a review of the Caretaking service. This will provide the opportunity to formalise elements of how the existing role and services provided has grown over the last few years, whilst capturing resident feedback and additional service improvements as to how we can enhance a wider service offer to deliver the ambitions of the Camden Plan 2025.
- 1.2 The DMCs heard in September this year via the report on 'Improving Housing Services', how much emphasis upon improving services in Camden and the way we work was pivotal. For the Caretaking service, this particularly encompasses a variety of other measures namely how we shape our service to support the Council's Fire Risk Assessment Programme and resident safety. The review will be completed by the summer of 2019.

2. Supporting Factors

- 2.1. We have carried out an evaluation of DMCs minutes relating to cleaning/waste management issues for the period 2013-2018. This highlighted a number of re-occurring themes, which were throughout. This is supported by those views expressed by residents via other forums, and also through our current informal monitoring of the cleaning service carried out by residents and caretakers alike and anecdotal conversations. In summary, these are:
 - Lack of clarity between roles,
 - financial cost of the services involved,
 - diversity of service provision,
 - standard of cleaning
 - inconsistency of approach
- 2.2. As the external estate cleaning is one of the most common causes of complaint amongst residents and from evidence attained via the evaluation, perhaps the most

misunderstood, it has been decided to also incorporate this into the review. Currently the internal cleaning is the responsibility of the Caretaking service as opposed to the Council's contractor, Veolia, being responsible for the external cleaning of estates. Having two separate providers' can sometimes result in both confusion as quantified by the evaluation and invariably impacts upon service delivery and expectations of residents.

- 2.3. Prior to it being outsourced in 2009/10, external cleaning was undertaken solely by the Caretaking service with no demarcation boundaries other the perimeter of the estate itself.
- 2.4. Obviously, to undertake two such major pieces of work will prove challenging especially with the intention to complete both the review in addition to any changes to the external cleaning service with an ambitious timeline, so we are hoping you will acknowledge and support us through the process of change.

3. Consultation programme

- 3.1. The review will identify service opportunities for improvement via engagement with all key stakeholders, including residents individually or through their standing representative bodies and committees, as well as ensuring that proposals for the service are fully endorsed by the Council: through its normal decision making and approval process.
- 3.2. The Council is therefore, seeking to engage with the DMCs early as key stakeholders and will be running a workshop on the afternoon of 11th January 2019. Residents will be invited to also take part in the engagement process which will be hosted on the We Are Camden consultation web pages. This will be communicated to residents in a number of ways, including via the Community researchers who will be surveying as many residents as possible face to face, but also The Council's website, the Housing newsletter article in December edition and the Govdelivery email from tenant participation. We really want to get as much feedback as we can to make sure we build a service that works.
- 3.3 Further updates will be presented at future meetings.

