

Welcome to Oxford City Council.



Geoff Corps  
Streetscene Manager  
Direct Services

## Slide 2      So What's Oxford Really Like

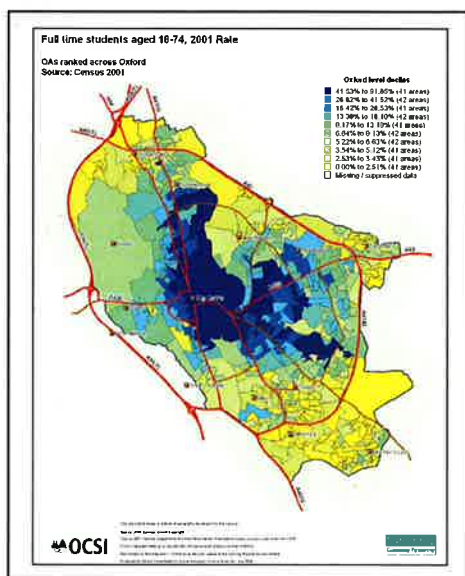
- **World Class City**

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- **Tourism at record heights**  
7.2 Million 2010/11  
9.3 Million 2011/12

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- **40,000 Students on top of local student and NHS population**



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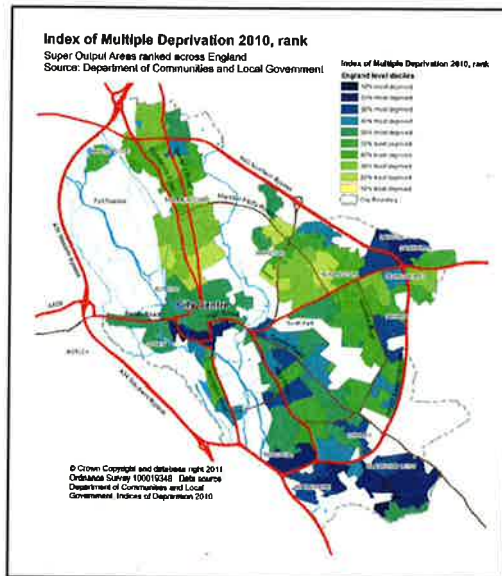
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- **Areas of Deprivation**




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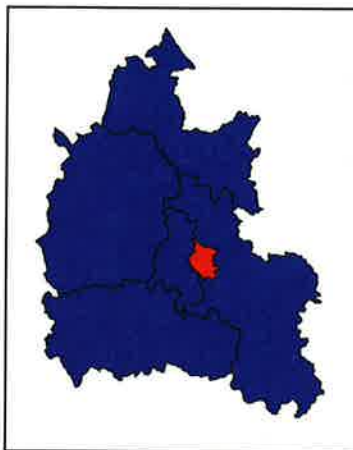
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- **Political Make up**




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## **Slide 3 Political Party Breakdown**

<b>Labour</b>	<b>29 seats</b>
<b>Liberal Democrat</b>	<b>13 seats</b>
<b>Green</b>	<b>5 seats</b>
<b>Independent</b>	<b>1 seat</b>

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## Slide 4    Oxford City Council

- **Retained Housing Stock**

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- **In house Services**

Waste Recycling  
Highway Engineering  
Building Services  
Parks  
Streetscene

- **Direct Labour**
- **Direct Services Formed**

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## Slide 5    Where We Were

- **Separate Departments – Silo Mentality**
- **Cultural differences**
- **Poor to Average Performance / Quality**



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- **Council Restructure**
- **Waste / Recycling tendered**
- **Housing Inspection**
- **Corporate Efficiency Drive**
- **World Class City Vision and Principle Maintained**
- **Direct Services investment / trading plan.**

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**Slide 7    Transformation**

- **New Structure**
- **Contractual Arrangements**
  - Annualised hours
  - 5 in 7 Working – 1 in 3 Weekends
- **Process Review**
- **Cost / Budget Analysis**


- **New Equipment / Mechanisation**



- **Inspection Process / Frequency Schedules**
- **New Image / Addressed the Culture**




## Slide 8 Good Results But....

- **Cost Reduction**
- **Quality**



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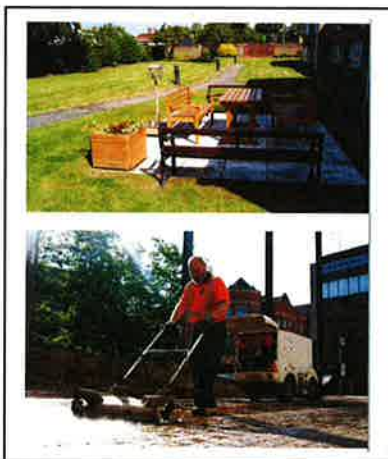
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- **Consistency**
- **Reduced sickness absence**
- **Beginnings of Culture change**
  - Strong Team
  - Identity
  - Pride
  - Shared the vision
  - Up for the next challenge



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## Slide 9 Full Service Review

- **APSE Diagnostic Workshop**
- **APSE in-depth study**
- **Another re structure**
- **Service Standards set**
- **Full report to Council**
- **Member sign up**
- **Investment in the Service**

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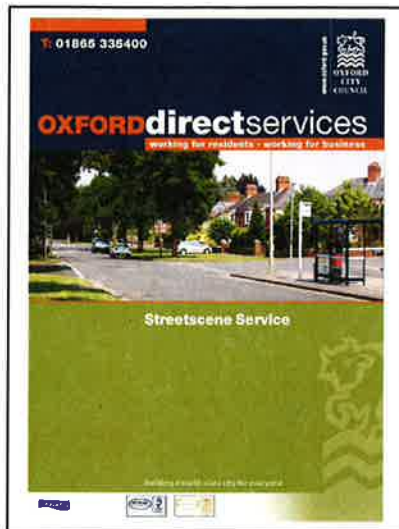
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- **Ability and wish to Trade**

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- Minimal Budget reduction

## Slide 10 What's Next

- **Refocus on Gum + Staining**
- **Cleaner Greener Campaigns**

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- **Income Generation**




- **Hand Held Mobile Working**  
both inspections and responsive work

- **Electric Vehicles**




- **Be innovative**
- **Take measured risks**

## Slide 11 What was hard / easy

- **Initial months**
  - Union / Workforce / Management
  - Scepticism – Entrenched views
- **Getting the message over**
- **Getting visual results – stepped change**
- **Removing Silo working**
- **Must deliver message**
- **Working with APSE**
- **Member sign up**
- **Most of the tangible things.**


## Slide 12 Any Questions