



Report to Safer and Stronger Communities Scrutiny & Policy Development Committee

Report of: Challenge for Change Tenant Scrutiny Group

Subject: Challenge for Change : Grass Cutting Scrutiny Report

Author of Report: Challenge for Change Tenant Scrutiny Group

Summary:

The customer scrutiny panel known as Challenge for Change (C4C) was set up in 2011 to perform an independent review of services delivered by the Council Housing Service (formerly Sheffield Homes). This report covers the group's second project. The purpose of the project was to examine the grass cutting service delivered by Sheffield Homes and the City Council's Parks and Public Realm in relation to the level of customer satisfaction and to review whether this meets their expectations.

The group identified several key challenges:

- What are the standards
- Customer expectations
- Management of the service
- Communication
- Value for money
- Involvement of tenants

The group carried out a wide ranging document review of policy, procedure and performance and satisfaction information. This was followed by a series of reality checks with staff and tenants which included forums and surveys as well as a series of interviews with key managers. The group conducted a judgement, evidence and impact analysis of their findings and makes the following recommendations to the Board

That the Scrutiny Committee considers this report and note its recommendations

Type of item:

Reviewing of existing policy	√
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	

Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	
Other	

The Scrutiny Committee is being asked to: consider this report and note its recommendations

Background Papers:

Challenge for Change: Scrutiny Report: Grass Cutting

Challenge for Change: Outcomes and Recommendations

Category of Report: OPEN