



**Environmental & Commercial**  
**Services**  
**Service Statement**

## Document Information

<b>Title</b>	Inverclyde Council Environmental & Commercial Services
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<b>Description</b>	This document summarises the Services provided , commitments and contacts.

## Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 <sup>th</sup> Feb 2017	K Lang	NA
1.1	Final	13 <sup>th</sup> Feb 2017	K Lang	Update of SOA and SHANARRI

## Overview of the Service

Environmental and Commercial Services provide a wide range of public sector front line services. The majority of these services are provided to the Councils residents, local community groups and businesses within Inverclyde on a planned and systematic basis.

Our Service Vision is simple; we have a passion for people, and strive to deliver high quality value for money services to our customers.

In order for us to achieve our Vision we are fully committed to developing and empowering our greatest asset, our people. Everything that we do is underpinned by having a passion for excellent employment practice and the delivery of first class customer service.

## Service Objectives

We are committed to:

- Providing Best Value services which provide positive outcomes for our customers.
- Providing a safe and rewarding working environment for all our employees.
- Putting service quality at the heart of what we do.
- Maintaining and building upon strong working relationships with our customers and communities.
- Listening and responding to our customers to ensure continual improvement.
- Providing a service of choice.

Delivery is via six Service areas:

### Grounds Services

- The maintenance of Council owned parks and open spaces including all planting and arboriculture works.
- The management and maintenance of Whinhill golf Club.
- Street cleaning services including mechanical and manual cleaning and the achievement of a 70% standard of cleanliness for our streets.
- Fly tipping removal and associated works.
- The development and implementation of an area wide asset plan to include play areas, open spaces and cemeteries.
- The operation of the Council's crematorium and cemeteries
- A dedicated and discrete appointment system for the registration of births and deaths, submission of notice papers and uplift of marriage schedules.
- Cremation or burial services will be attended to by an experienced member of staff to ensure that the funeral is carried out in a dignified and professional manner adhering to the Federation of British Cremation Authorities Code of Practice

### Roads and Network Management

- The planned and ad hoc maintenance and management of Inverclyde adopted Roads Network including pavements, paths and car parks.
- The repair of 90% emergency potholes within 24 hours of identification and the repair of 80% of high risk potholes within 7 days.

- The maintenance and repair of street lighting, and common lighting and traffic light maintenance. Including the repair of 95% street lights within 7 days and The repair of 98% of traffic lighting faults within 48 hours
- Planned and emergency winter maintenance services including gritting and snow clearing.
- Roads design and consultancy services.
- Bridge maintenance and management.
- Flood prevention including the management of reservoirs, associated watercourses, culverts and dams.
- Gully emptying and maintenance.
- Provision of road closures and support major events requiring traffic management controls.
- The development of a comprehensive and integrated transport strategy in partnership with a number of agencies (e.g. SPT).

## Waste Management

- The collection of waste and recycling on a regular day or days and notification of changes to collection schedules in advance.
- The recycling of 50% of material from households within Inverclyde.
- The provision of commercial waste collections from businesses.
- Bulk household waste collections from households.
- The removal of abandoned vehicles.
- The provision, management and servicing of recycling centres at Pottery Street and Kirn Drive.
- The provision management and servicing of bring sites throughout Inverclyde.
- The operation of the waste transfer station at Pottery Street.
- The management of the Materials Recycling Facility at Ingleston park.

## Fleet and Transport

- Fleet management including the provision of fuel, MOTs , road fund licenses for all our internal service users.
- The planned and ad hoc maintenance and servicing of the Council's vehicle fleet and plant items to an appropriately high standard.
- Customers are advised of repairs and likely durations and costs which are identified at the outset.
- Social Transport services are provided on time and take the needs of our users into account.
- Taxi testing is carried out in accordance with best practice principles and all works are advised to operators.

## Building Services Unit

- Provide a responsive reactive repair service for emergency and routine works.
- Provides programmed planned maintenance service for Property Client, including gutter cleaning, sprinkler checks, shutter maintenance, high level lighting and kitchen maintenance.
- Undertakes upgrade & refurbishment works on behalf of Technical Services Client delivering to agreed timescale and budget.
- Provides customers with guidance and technical help including priced quotations for none routine type works.
- Provides Water Quality Management to BS5831 within Council owned Buildings.

- Carry out fixed electrical testing on Council premises to ensure compliance with BS7671.
- Annual inspection and testing of all emergency lighting systems within Councils premises to comply with BS5266.
- Aids & Adaptation works on behalf of ICIL Client.
- Carry out works within Council owned commercial retail units and factory units.
- BSU is a SELECT accredited and building standards electrical contractor.
- Provides Emergency call-out service 24/7, 365 days a year.

## Facilities Management

- Provides a Catering service, including schools, pre five centres and adult centres.
- Provides a Building Cleaning service.
- Provides a Janitorial, Caretaking and Let Officer service.
- Provides a cleaning service to the Public Conveniences.

The service contributes strongly to the delivery of the Single Outcome Agreement:

<b>SOA Outcome 1</b>	<p>Inverclyde's population is stable with a good balance of socio-economic groups.</p> <ul style="list-style-type: none"> <li>• Through improvements to roads network Inverclyde can encourage inward investment.</li> <li>• The development of flood risk management plans and associated works support this.</li> </ul>
<b>SOA Outcome 2</b>	<p>Communities are stronger, responsible and more able to identify, articulate and take action on their needs and aspirations to bring about an improvement in the quality of community life</p> <ul style="list-style-type: none"> <li>• Communities are consulted and as an example our food waste and glass collection services was developed as a result of customer feedback.</li> <li>• Play areas were constructed and developed jointly with Local community support.</li> </ul>
<b>SOA Outcome 3</b>	<p>The area's economic regeneration is secured, economic activity in Inverclyde is increased, and skills development enables both those in work and those furthest from the labour market to realise their full potential.</p> <ul style="list-style-type: none"> <li>• Through improvements to roads network Inverclyde can encourage inward investment.</li> <li>• The development of flood risk management plans and associated works support this.</li> </ul>
<b>SOA Outcome 4</b>	<p>The health of local people is improved, combating health inequality and promoting healthy lifestyles</p> <ul style="list-style-type: none"> <li>• Free school meals are promoted and children encouraged to make healthy choices,</li> <li>• Parks are fit for purpose and can be used by all within our communities.</li> </ul>
<b>SOA Outcome 6</b>	<p>A nurturing Inverclyde gives all our children and young people the best possible start in life</p> <p>Free school meals are promoted and children encouraged to make healthy choices,</p>
<b>SOA Outcome 7</b>	<p>Inverclyde is a place where people want to live now whilst at the same</p>

	<p>time safeguarding the environment for future generations</p> <ul style="list-style-type: none"> <li>• Adequate access to open spaces, play areas and green spaces encourage this.</li> <li>• Our recycling services are high performing and encourage long term environmental sustainability.</li> </ul>
<b>SOA Outcome 8</b>	<p>Our public services are high quality, continually improving, efficient and responsive to local people's needs.</p> <ul style="list-style-type: none"> <li>• Numerous awards for our services including Roads, Waste and Recycling and Catering services.</li> <li>• Services continue to improve e.g. productivity levels of our facilities management.</li> </ul>

### Customer Commitments

We are committed to:

- Providing Best Value services which provide positive outcomes for our customers.
- Providing a safe and rewarding working environment for all our employees
- Putting service quality at the heart of what we do.
- Maintaining and building upon strong working relationships with our customers.
- Listening and responding to our customers to ensure continual improvement.
- Providing a service of choice.

### What You Can Expect From Us

We will provide a professional level of services across all our functional areas. Requests for services and enquiries will be dealt with within agreed timescales. We will ensure that our customers know what levels of service to expect. We will consult with you in respect of any significant changes to your services.

### How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with quality customer services, you can help us by:

- Telling us if we have exceeded your expectations or have not delivered a service to your satisfaction.
- Letting us know if you no longer require a service, or wish to cancel an appointment that we have made with you.
- Informing us of any changes in your circumstances.
- Treating us with courtesy and politeness.

### How You Can Contact Us

General Enquiries by contacting the Customer Service Centre on 01475 717171 or e-mail [customerservices@inverclyde.gov.uk](mailto:customerservices@inverclyde.gov.uk)

If you require this information in another language or format, such as large font or Braille, please contact us on 01475 717171 or for hearing impaired 01475 717677 (office hours) or email us at [customerservices@inverclyde.gov.uk](mailto:customerservices@inverclyde.gov.uk)

### If You Make a Complaint to Us

Complaints will be dealt with in accordance with the Council's Corporate Comments, Compliments and Complaints Policy. Information can be found on the Inverclyde Council website at:

<http://www.inverclyde.gov.uk/council-and-government/complaint>

You can complain in person at any of our offices, premises (e.g. libraries, museums, customer service centre etc.), by phone, in writing and email.

By telephone to the relevant department.

By email at **comments@inverclyde.gov.uk** or download and complete the complaints form on our website.

Send your complaint by post to:

Complaints  
Inverclyde Council  
Municipal Buildings  
Greenock  
Inverclyde PA15 1LY

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

