

## **AMENDMENT TO INTRODUCTION – PUBLIC PLACES PORTFOLIO PLAN 2014-15**

### **Introduction**

This Portfolio Plan details the strategic direction for a broad range of services which includes the management and maintenance of Parks, Public Realm, Open Spaces, Street Cleansing, Grounds, Building Cleaning, Tourism, City Centre and Bereavement Services.

All of the services that fall within this portfolio plan are generally highly valued by its residents, businesses and visitors and provide part of the fabric of Cambridge City Life. However like all public services they face the challenge of delivery whilst contending with the changing environment, increasing financial constraints and service demands.

This portfolio plan is being developed at a time of major change in local government. As a Council we will need to be more creative in using the resources available and give priority to tackling the underlying issues that could prevent the problems which drive demand for some of our services. We will need to be more focussed and clearer about what outcomes we can achieve with the budgets available.

Streets and Open Spaces will be carrying out a comprehensive review of its service areas (Operations, Project Delivery and Asset Management). It will look internally which will involve challenging our traditional delivery methods, management and monitoring, roles and responsibilities, process and procedures and externally looking at joint or shared services and investigating those that may be able to be delivered by external partners.

In addition to the Portfolio Plan, individual service Operational Plans will also address this issue. For example, the approved budget of the Council sets out a need for a comprehensive review of the Bereavement Services' business model, to be completed during the next financial year. This will feature as an objective in the Specialist Services Operational Plan (Ref SR3426 of the 2014/15 BSR).

Adopting this pragmatic approach will ensure that services will be delivered more effectively or economically or can provide greater operational resilience. However, we will ensure that we are clear about the impact that changes may have on our communities and residents before making them.