NORTHUMBERLAND

Northumberland County Council

Local Services - Working in Partnership

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What we do

Neighbourhood Services

- Refuse collection and recycling services
- Trade, bulky, garden & hazrdous waste collection
- Household Waste Recovery Centres (HWRCs)
- Waste Management & PFI
- Abandoned vehicles
- Closed landfill sites aftercare
- Waste education and awareness raising
- Winter Maintenance (Support)
- Flooding and extreme weather response
- Street Cleansing
- Grounds Maintenance
- Parks & Urban Open Spaces
- Countryside and Public Rights of Way Maintenance
- Cemeteries and Crematoria
- Markets
- Public Conveniences
- Fleet Management
- Security and postal courier service

Technical Services

- Highways asset management
- Highway maintenance and street lighting, including winter and severe weather response
- Network management, including parking & streetworks
- Design and project management of highway and transport schemes
- Road safety training and casualty reduction schemes
- Highways Laboratory services
- School transport and supported bus services
- Flood and coastal erosion risk management

Provision and Delivery of

- Local Transport Plan
- Transport Asset Management Plan
- Network Management Plan
- RoW Improvement Plan
- Parking Strategy
- Shoreline Management Plan
- Local Flood Risk Management Strategy

Housing Services

- Estate Management
- Gypsy, Roma Traveller Service
- Homefinder Service
- Leaseholder Management
- Resident Involvement
- Right to Buy Management
- Tenancy Management
- Voids and Allocations Management
- Welfare and Advice Service
- Repairs and Maintenance
- Emergency Callout
- Gas and Solid Fuel Servicing and Maintenance
- Tenant Improvement Notice
- Property Surveys
- Private Sector Service
- Landlord & Tenant Accreditation
- Homelessness & Housing Options Service
- Asylum Seeker & Refugee Service
- Management of Temporary Accommodation Units

Property Services & Capital programme

- Oversee the Council's Capital Programme
- Corporate Landlord function
- Estate Management of the corporate property portfolio
- Acquisition and Disposal of Land and Buildings
- Provision and delivery of the Property Asset Management Plan
- Condition surveys of the corporate property portfolio
- Design and project management of property improvement schemes
- Building statutory maintenance, testing and inspection including
- Repairs and maintenance of council buildings
- Office Moves
- Housing Capital Programme
- Housing Asset Management
- Asbestos Management
- Caretaking and cleaning services

Business Support

- Customer Feedback
- Complaint Handling
- Freedom of Information Requests
- Financial Transactions
- Invoicing
- Communications
- Performance Management
- LEAN
- ICT Support (Systems Development and Asset Data Management)
- IT Modernisation Programme
- Equality and Diversity
- Service Planning
- General Administration
- Programme/Projects
- Training
- Compliance

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Challenges Faced

- On-going Government austerity measures
- Increased demand & expectation
- Getting ‘more from less’
- Develop new ways of working
- Greater collaboration & co-operation
- Build trust & confidence

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Parks & Pavilions Improvement Programme

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Green Flag Parks

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Northumbria in Bloom

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Stakeford Nursery

Summer & Winter Floral Displays

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Town & Parish Partnerships

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Tree Work

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Community & Voluntary Activity

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Event Support

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Approach to Savings

Modernisation of working practices

Investment in IT/ plant & equipment / buildings

Workforce development & training

Trading & income generation

Collaborative working - Town & Parish Councils

Reducing or stopping services as a last resort!

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Why work with NCC?

Shared vision & values

Skilled, knowledgeable & dedicated staff

Flexible & pragmatic approach

Economies of scale

Value for money

Trustworthy

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Things for you to consider?

Local priorities

Funding

Asset transfer / direct provision

Community / voluntary support

Partnering / collaboration

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Thank you for listening.

Any questions?

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