12. Streetscene Service Profile
(2026/27)

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Purpose of Plan

This Business Plan provides an overview of the service, and sets out its key priorities, high level objectives, key deliverables, and key performance measures. It will be supported by individual team plans which contain more detail about how teams work towards meeting priorities and measuring success.

The priorities and actions set out in the Business Plan focus only on key areas of development, improvement, and transformation, and does not cover all detailed aspects of service delivery. The identified priorities will link directly into the Council's contribution towards the Community Plan and achievement of productivity and savings targets.

Progress against the service plan will be reviewed on a regular basis within directorate teams, by the Corporate Strategy Team, and in consultation with Cabinet Portfolio Holders.

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1. Service Overview

Service Description

A Member led, customer focused organisation with cost efficient services delivered in a safe, environmentally friendly and effective way that we can all be proud of;

- Service Delivery of;
    - Domestic and Trade Waste
    - Environmental & Litter Enforcement
    - Street Cleansing, Fly-tipping
    - Grounds and Tree Maintenance
    - Open Space Strategy & Bio Net-Gain
    - Parks Management
    - Highway Reactive Maintenance (Ops. responsibility only)
    - School Crossing Patrols
    - Public Sector Control Room - Civic Control - CCTV, Emergency and Response, Out of Hours Cover etc
    - Highway Network Management & Highway Permit Scheme
    - Traffic Signals - Design and Maintenance
    - Quality Bus Partnership and Public Transport Oversight
    - Emergency Planning Forum
    - Severe Weather and Flood Response
    - Gully Cleansing
    - Passenger Transport
    - Car Parking Strategy and Parking Enforcement
    - Litter Enforcement
    - Fleet and Fleet Fuel Contracts
    - Streetscene Asset Management and management of associated back-office systems

Strategic Direction / Future Plans

To deliver and/or contribute to the Council Plan Ambitions which includes Portfolio Holder Priorities and statutory requirements. This is built upon our foundations which are to;

- Continually improve the delivery of lean, effective, efficient and quality assured services
- Have safe, well trained and empowered colleagues
- Be a net-zero service
- Deliver services our customers would say are excellent

Overall Service Priorities

Service Priority	Strategic Driver (Community Plan Ambition, Government, Organisational, etc)
● Delivery of clean, litter free adopted highway and open space ● Well managed and bio-diverse open space ● Enhancing flood resilience ● CCTV monitoring for safety and resilience ● Working with the Community Safety Partnership and Safer Hull Improvement Partners and Emergency Services to promote safer streets ● Delivering effective and economical asset management ● Delivering enforcement of waste and litter offences ● Engaging with communities who wish to offer local service support for their neighbourhood ● Provision of severe weather services to keep the principle highway network operational ● Provision of highway repairs to the client (Major Projects) ● Continue to review service provisions linked to; Martyn's Law, Protect, National Infrastructure Protection, Modern Day Slavery and the Local Resilience Forum (LRF)to ensure we keep our communities safe	**Safe and welcoming neighbourhoods**

● Welcoming family friendly parks for health exercise, play and mindfulness ● Ensuring our young people with identified needs get to school safely ● Continue to build on excellent work undertaken by the Health & Safety Steering Group to ensure we keep everyone safe	**A healthier and fairer Hull**
● Proactively continuing supported learning to those employees who wish to develop themselves ● Proactively encouraging training and development through modern apprenticeships and specialised courses that benefit the service area and the individual ● As a service, actively embedding Objectives and Key Results (OKRs) methodology ● Actively pursuing continual improvement in all service areas related to the customer experience	**Reaching our potential**
● Working to deliver continually improving public transport for the city ● Coordination of works on the highway and river to minimise journey times and keep essential services, supplies and provisions moving ● Use of appropriate technology to deliver improved journey times and more timely journey information ● Improve parking provision and the management of parking to aid traffic movement	**Economic growth that works for all**

● Conversion of Council fleet from fossil fuel to non-carbon emission vehicles. ● Continued tree planting and arboricultural management ● Enhanced management of bio-diverse open space ● Undertaking joint work to look at climate adaptation for Streetscene services ● Working to develop bio-net gain banks and influencing bio-diversity	**Responding to the climate and nature emergency**
● Preserve listed assets under the remit of Streetscene ● Actively support planned events such as Sesh, Hull Fair etc	**Our culture, our heritage, our city**

2. Service Resources and Assets

Staffing and Financial Resources (including grants)

Budget 2026/27	**£000'**		
Staff Costs	30,767	**Budget Changes**	**£000's**
Other Expenditure	33,258	26/27 Efficiency Savings	
Gross Expenditure	**64,025**		
Fees & Charges	-9,770	25/26 Savings undelivered	-237
Grant Income	-3,451		
Other Income	-3,905		
Gross Income	**-17,126**		
		Investments	2,770
Net Expenditure	**46,899**	Funding of Base Pressures	