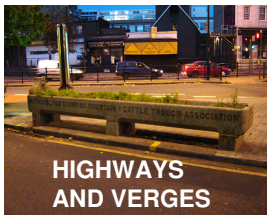


Seamless public realm programme

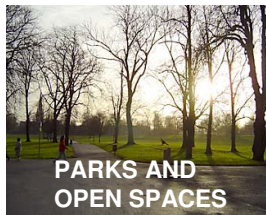


What is the public realm?

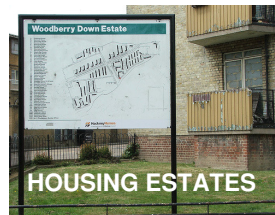
“all those parts of the built and natural environment where the public has free access. It encompasses: all the streets, squares, and other rights of way, whether predominantly in residential, commercial or community/civic uses; the open spaces and parks; and the ‘public/private’ spaces where public access is unrestricted (at least during daylight hours). It includes the interfaces with key internal and external and private spaces to which the public normally has free access.”



HIGHWAYS AND VERGES



PARKS AND OPEN SPACES



HOUSING ESTATES



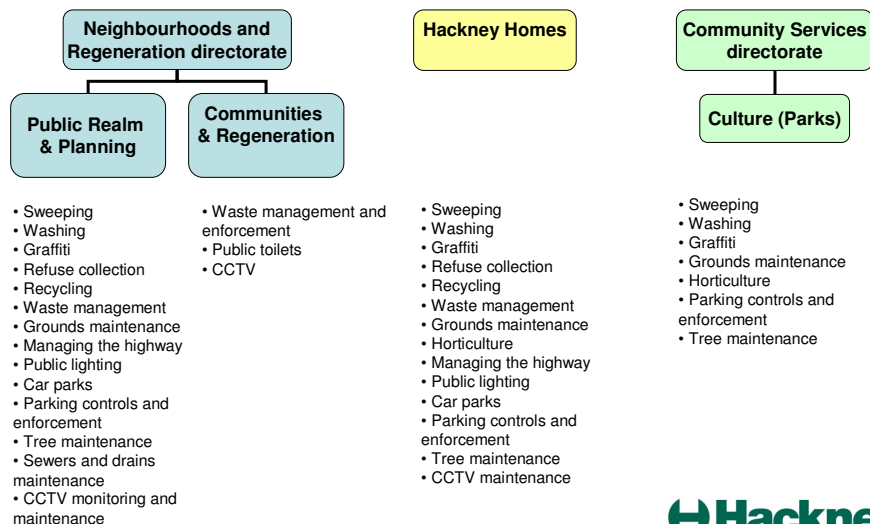
The services this covers



- Street cleansing
- Refuse collection and recycling
- Waste management
- Maintaining parks and open spaces
- Managing the highway
- Public lighting
- Car parks; parking controls and enforcement
- Cleansing on Hackney Homes estates
- Street and estate trees
- Sewers and drains maintenance



Where these services are located



Why we want it to be seamless

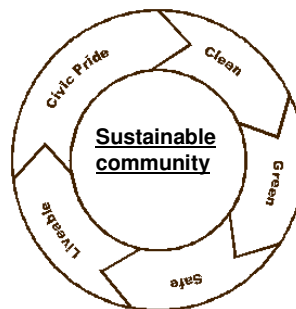


Simple to access:

- Services that are easy to understand and are arranged around the needs of our citizens
- Essential part of encouraging citizen ownership

Simple to administer:

- Clear roles and responsibilities
- Single line of accountability



More efficient:

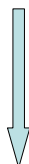
- Seamless means sharing (time/ skills/ knowledge/ equipment/ contracts)
- Supporting technology enables improved processes and better use of staff time



How we got here

This is not a new idea. The Council has long been looking at ways it can join up its services to give citizens a more intuitive interface with the authority. The financial constraints now facing the public sector and the reporting of successful pilots under the [Total Place](#) initiative has given this agenda a fresh impetus and a more critical financial focus. This is an efficiency led programme and it is important that we undertake it efficiently, drawing on work already completed and carefully managing interdependent pieces of work that are already underway. Recent improvements in available technology also offer potentially greater benefits than would previously have been possible. [If you want to know more about any of the programmes of work mentioned below please contact the relevant contact in brackets\).](#)

2007



2010

- Clean streets service improvement review (Mark Griffin)
- Public realm design guide (Andy Cunningham)
- Ward improvement programme (Mark Griffin)
- Public space review (John Wade)
- Parks strategy (John Wade)
- Telematics project (Roza Aufogul)
- EQUIS (Lenford Davis)
- Best Use of Resources (George Magson)



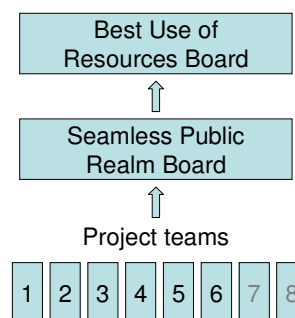
What the programme will deliver for our citizens

- Seamless service provision
- Services that are simple to access and administer, and intuitive to citizens
- More effective (visible; responsive; severe) deterrents to ASB and environmental crime
- Single point of contact for neighbourhood management
- Less waste produced and a higher % of it recycled
- Achieve agreed NI195 cleansing scores
- Cashable operational efficiencies gains
- A new deal with residents (i.e. clarity around what we will deliver and what behaviours we want from them)
- Greater public involvement in owning and maintaining public spaces
- Increased resident satisfaction with in scope services
- Devolution of decision making responsibility



How the programme works

1. Seamless cleansing
2. Integrated waste and recycling
3. Enforcement, safety, and CCTV
4. Parking
5. Green spaces and trees
6. Highways management
7. Technology enablers
8. Contract alignment



- Six delivery and two enabling streams of work
- Each stream is managed by a project lead; supported by dedicated resource; and sponsored by a board member
- The programme is managed through a board that meets monthly
- The programme board reports to the Best Use of Resources board chaired by the Chief Executive



Who is doing what

- The Seamless Public Realm board members are as follows:

Ian Williams (Programme Owner and HMT lead); **Tom McCourt** (Business Change Sponsor); **Charlotte Graves** (Chief Executive Hackney Homes); **Christine Peacock** and **Gillian Wheeldon** (ICT); **Nicola Baker** (Assistant Director Culture); **Pam Whiter** (Human Resources); **Michael Honeysett** (Finance); **Mark Griffin** (Policy Advice); **Bruce Devile** (Corporate Performance); TBC (Comms)

- George Magson** is the Programme Manager and is your point of contact for any queries. Either call him on x5479 or email on SeamlessPublicRealm@Hackney.gov.uk

- The project team leads are shown below:

Project	Project lead	Project support	Programme board lead	Hackney Homes representative
Seamless cleansing	Simon Gray	Terry Edwards	Bruce Devile	Michelle Menzie
Integrated waste and recycling	Mark Griffin	Rachel Riding	Mark Griffin	Christophe Tabi
Enforcement, safety, and CCTV	Liz Hughes	Francesca Bury	Christine Peacock	Michelle Menzie
Parking	Martin Calleja	Ade Awomuso	Tom McCourt	Christophe Tabi
Green spaces and trees	John Wade	Erhire Akpovrare	Charlotte Graves	Balavant Barber
Highways management	Andy Cunningham	Imran Waheed	Nicola Baker	Balavant Barber
Technology enablers	Michael Stevens	Roza Aufogul	Gillian Wheeldon	Michelle Menzie
Contract alignment	tbc	tbc	Chris Hudson	Balavant Barber

