

Car Park Operation Functions (Off & On Street Parking)

		Proposed allocation of Responsibility	
Function	Comments	SCC Client Side Functions / Existing Partner	LATCo Provider Functions
Asset ownership		x	
Development of existing car park sites	Depending on solution proposed by Improvement Partner. Invoicing will be from SCC or on behalf of SCC.	x	x
Opening and closing of car parks (as directed by SCC)			x
Car park inspection and regular patrolling		x	
Cash collection, counting and banking	The cash collected is SCC income not LATCo revenue. Capita will continue to collect cash at Gateway.	x	x
Supply of parking tickets and other materials			x
Provide and maintain any equipment / solutions required to manage car parks			x
Provide help-desk type service to customers	Depending on solution proposed by Improvement Partner. Invoicing will be from SCC or on behalf of SCC.	x	x
Provide an administration service	Depending on solution proposed by Improvement Partner. Invoicing will be from SCC or on behalf of SCC.	x	x

Facilities Management

		Proposed allocation of Responsibility	
Function	Comments	SCC Client Side Functions / Existing Partner	LATCo Provider Functions
Buildings (any workplace owned by SCC)			x
Soft FM			
Cleaning			x
Reception Services	CSL to retain current function pending business case for back office services.	x	x
Security Services			x
Hard FM			
Management of CCTV	Managed by Balfour Beatty.	x	
Repair and replacement of all defective or non-serviceable parts			x
Maintenance of all external and internal areas, all structures, fabric, finishes and fixtures and fittings			x
Maintenance of Mechanical and Electrical Services and Systems			x
Portable Appliance Testing			x
Maintenance of portable firefighting equipment			x
Reporting requirements for health and safety, including a suitable reporting form for use on reporting Site related incidents and security systems			x

Parks and Open Spaces

		Proposed allocation of Responsibility	
Functions	Comments	SCC Client Side Functions / Existing Partner	LATCo Provider Functions
Management and stewardship of the city's parks (including the Common) and green spaces, and associated resources and assets			x
Grounds maintenance	Cemetaries and the Crematorium grounds are currently maintained by the Cemeteries Team which is managed by the Berevement Service to reflect the sensitivity of these areas and to maximise income. This service will remain with SCC.	x	x
Landscaping			x
Maintenance of sports centre sports pitches, athletics facilities, and synthetic football, hockey, netball and tennis courts.	The management of leisure facilities is outsourced to Active Nation, but maintenance is carried out by the Council.		x
Provision and maintenance of public pay and play facilities i.e. mini golf, tennis	The Golf Course is leased to MyTime Active and not in scope		x
Play Area installations, inspections and maintenance	S106, CIL and Asset Register remain with SCC	x	x
Maintenance of urban games provision e.g. skate parks, baseball courts, and MUGA's			x
Arboriculture Services			x
Allotments			x

Pest Control Functions

		Proposed allocation of Responsibility	
Pest Control Functions	Comments	SCC Client Side Functions / Existing Partner	LATCo Provider Functions
Eradication of rodent and insect pests			X
Collection of clinical waste			X
Cleansing of filthy or verminous premises			X

Street Cleansing

		Proposed allocation of Responsibility	
Functions	Comments	SCC Client Side Functions / Existing Partner	LATCo Provider Functions
Cleaning of city centre and district centres			x
'Zonal' cleaning of residential areas			x
Routine cleaning of city's major gateways and arteries			x
Graffiti, fly posting and fly tipping removal and control	FPN / court prosecution retained by Council	x	x
Rapid response to urgent cleansing customer reports (dog fouling, sharps, hate-crime graffiti, fly tipping, localised litter build-ups)			x
Autumn leaf clearing from city's streets			x
Weed control on highways, footpaths and hard standing	Potential overlap with BBLP Contract to be clarified	x	x
Educational and enforcement promotions and campaigns to improve cleanliness of city	Depending on proposed solutions from competitive dialogue	x	x
Care and management of city's inventory of street litter bins, including replacement of damaged items and installation of new bins			x

Waste Management & Collection

Functions	Comments	Proposed allocation of	
		SCC Client Side Functions / Existing Partner	LATCo Provider Functions
Collect domestic and trade waste and recycling from homes and businesses	FPN is non delegable and will remain with SCC. Final stage enforcement / S.46 bins on streets / contamination etc enforcement will also remain with SCC	x	x
Deliver waste to transfer stations, incinerator and landfill			x
Disposal of domestic waste		x	
Disposal of commercial waste			x
Management of legal duty of care notices	The legal duty of care cannot be delegated, all notices must be signed and issued by the Council	x	
Management of household recycling centre	Tripartite contract to manage the HWRC currently with Veolia	x	
Provide advice about waste disposal and collection options			x
Manage container delivery and replacement			x

HOUSING FUNCTIONS

Function	S/S consent / delegation required	Comments	Proposed allocation of Responsibility	
			SCC Client Side Functions / Existing Partner	LATCo Provider Functions
Tenancy Management	Required			
Housing Allocations applications	Required in part	Processing applications - Latco. Decisions on allocations per SCC approved policy or discretion unless consent granted by S/S to action through Latco.	x	
Housing Applications for decants	Required in Part	As above.		x
Applications for transfers	Required in Part	As above	x	
Property viewings				x
Housing Sign up	Required			x
Homelessness	Required in Part		x	
Enforcement of tenancy conditions & civil litigation	Required	Latco will commission legal action from in-house legal team through SCC.	x	x
Tenancy advice services		LATCo will sign post to Welfare Rights and Money Advice Unit.	x	x
Tenancy checks	Required in Part			x
Dealing with overcrowding	Required	Decisions around Enforcement of Tenancy Agreements to sit with the LATCo. Allocations will remain with SCC.	x	x
Management of supported accommodation & liaison with Scheme Managers	Required	Direction required from adult social care and ICU commissioning.	x	x
Dealing with squatters and illegal occupation	Required in Part			x
Exchange and assignment of tenancies	Required			x
Support for vulnerable tenants	Required in Part			x
Tenant Involvement	Required	Tenant Involvement Team will transfer to LATCo. Community Development & General Resident Involvement managed by SCC .	x	x
Customer Services	Required in Part			
Production of newsletters & communications	Required in Part	To SCC Brand Guidelines for the LATCo		x
Dealing with applications for access to personal files & information		SCC statutory responsibility - non delegable under GDPR but operationally some aspects can be processed by LATco on direction from SCC Legal who manage the function. LATCo will be required to respond to requests passed to it by Legal and report back. Any requests to be refused or are part exempt etc. must be referred to SCC legal team for processing with the information the LATCO supply. SCC will 'own' tenant data etc but Data Controller and data processor roles and Agreements to be developed as part of the LATCo governance arrangements.	x	x
Dealing with Members & Ombudsman enquiries & freedom of information requests		SCC statutory responsibility to Housing and Local Government Ombudsman. SCC Legal manage all requests and responses on behalf of the Council as legal cases. LATCO and SCC client will be responsible for providing information / response to SCC legal to manage Council's liability. SCC Legal act as legal rep for Monitoring Officer / CX on all cases.	X	x
Complaint resolution	Required	Stage 2 independent investigation etc are handled by Customer Relations Team in legal in accordance with published complaints policy.	X	x
Management of parking, sheds and garages and local parking schemes within SCC housing stock.	Required in part			x
Reception services		Gateway with Capita Southampton Limited	x	
Financial Services				
Rent collection	Required in Part			x
Rent refunds	Required in Part			x
Rent decoration allowances	Required			x
Home loss payments	Required		x	
Insurance			x	
Liaison with housing benefit and council tax	Required in Part		x	x
Management of current and former tenancy arrears and any other debts	Required			x
General leasehold management	Required	Section 20 Consultation sits with CAT		x
Community safety				
Managing antisocial behaviour	Required	Only SCC tenants and leaseholders		x
Dealing with harassment	Required	Only SCC tenants and leaseholders		x
Domestic violence and relationship breakdown			x	

HOUSING FUNCTIONS (continued...)

Function	S/S consent / delegation required	Comments	Proposed allocation of Responsibility	
			SCC Client Side Functions / Existing Partner	LATCo Provider Functions
Estate Services & Management				
Estate cleaning	Required in Part			x
Concierge services	Required in Part	Balfour Beatty and Argenti Telecare Services	x	
Grounds maintenance	Required in part			x
Monitoring of services provided by others including pest control, refuse removal, abandoned vehicles	Required in Part			x
Estate inspections	Required		x	x
Safety management	Required	Only SCC / estates properties.	x	x
Housing Operations				
Day to day repairs maintenance	Required in Part			x
Cyclical and statutory maintenance	Required in Part			x
Capital works and renewals	Required in Part			x
Customer Call Centre	Required in Part		x	
Out of Hours Emergency Repairs Service	Required in Part			x
Voids	Required in Part			x
Adaptations	Required in Part			x
Servicing	Required in PArt			x
Leaseholder services	Required			
Right to Buy Leaseholder Consultation	Required		x	
Asset Register			x	