

Environmental Services Service Plan 2010/11

Action Plan					Connections			
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	Relevant Sustainable Community Strategy Theme	Linked to an LAA Target

Strapline: Promoting prosperity and well being; providing access and opportunities

Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable

By 2012 - Improve the parks and open spaces to meet the needs of residents, by increasing the number of green flag awards.

10-ES01	Deliver completed management plans for major parks in consultation with stakeholders	<p>Target: Management plans in place for the remaining major parks (Hertford Castle; Waytemore Castle; Hartham)</p> <p>Outcome: Clear direction and allocation of resources to meet local needs. Able to demonstrate local community involvement</p> <p>Critical Success Factors: Staff resources. Support from the local community.</p> <p>Environmental Impacts: The development of parks considers environmental management, landscape and biodiversity implications</p>	#####	Environment Manager / Business Development and Support Manager	Support from Countryside Management Service, Community Development Team and Leisure Services Team.	Staff Resources; Successfully bidding for external funding	East Herts - Health, Wellbeing and Play	NI 8 - Adult participation in sport and active recreation
10-ES02	Promote and encourage the use of parks and open spaces through a range of media activities and local events in partnership with other services and agencies	<p>Target: At least 3 events associated with developing management plans for key open spaces</p> <p>Outcome: Involvement of the local community in the development and management of the parks. Raise long term public satisfaction. Encourage participation in outdoor sports and healthier lifestyles</p> <p>Critical Success Factors: Staff and financial resources. Support from other Council services and CMS. Support from the local community</p> <p>Environmental Impacts: Increasing community ownership of open spaces will help with the recording of biodiversity information and improvement of wildlife habitats</p>	31 March 2011	Environment Manager / Business Development and Support Manager	Support from Countryside Management Service, Community Development Team and Leisure Services Team.	Staff Resources	East Herts - Health, Wellbeing and Play	NI 8 - Adult participation in sport and active recreation

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10-ES03	Conduct a feasibility study to identify and develop potential income generation opportunities from parks and open spaces	<p>Target: Achieve MTFP (Medium Term Financial Plan) income targets</p> <p>Outcome: Generate income to support the maintenance of open spaces. Improve the facilities and activities at open spaces while protect the environment</p> <p>Critical Success Factors: Staff resources. Support from other services. Support from the business sector. Acceptability of proposals to local community.</p> <p>Environmental Impacts: Providing additional activities / services at open spaces could have a negative effect on the local environment. Proposals will assess these impacts as part of the business case. May have positive environmental impacts by encouraging residents to use local facilities</p>	15 July 2010	Environment Manager / Business Development and Support Manager	Support from Community Safety Team, Leisure Services Team, Asset Management Team, Legal Services Team.	Staff Resources	Non Applicable	NI 8 - Adult participation in sport and active recreation
10-ES04	Develop Programme to discourage dog fouling in public open spaces	<p>Target: Reduce the number of dog fouling complaints.</p> <p>Outcome: Encourage responsible dog ownership. Increase long term public satisfaction with open spaces. Support MTFP (Medium Term Financial Plan) proposals.</p> <p>Critical Success Factors: Staff resources. Support from residents and PCSOs (Police Community Support Officers)</p> <p>Environmental Impacts: Contribute to the Council's objective and legal duty to tackle environmental crime.</p>	31 March 2011	Environmental Inspection Team Manager (lead), Environment Manager / Business Development and Support Manager	Support from Legal Services Team	Staff Resources	East Herts - Green	Non Applicable
10-ES05	Work with Bishops Stortford Town Council (BSTC) and other stakeholders to develop plans for the 'Green Finger' including Grange Paddocks and Waytemore Castle grounds.	<p>Target: Outline Development Plans drafted</p> <p>Outcome: Partnership approach to the future management and development of the 'green finger'. Integration with wider development plans for Bishop's Stortford.</p> <p>Critical Success Factors: Staff resources, external funding and support from BSTC and other partners.</p> <p>Environmental Impacts: A more integrated approach to future management will help to maintain local environmental quality and biodiversity.</p>	31 March 2011	Environment Manager / Business Development and Support Manager	Support from Community Development Team, Leisure Services Team, Asset Management Team,.	Staff Resources; Successfully bidding for external funding	East Herts - Green	NI 8 - Adult participation in sport and active recreation

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10-ES06	Work with Hertford Town Council to develop management / transition plans for Hertford Castle Grounds	<p>Target: Outline Development Plans drafted</p> <p>Outcome: Partnership approach to the future management and development of the Castle Grounds. Progress transfer of responsibility for maintenance of Hertford Town Council (HTC) leased areas.</p> <p>Critical Success Factors: Staff resources, external funding and support from HTC and other partners.</p> <p>Environmental Impacts: None</p>	31 March 2011	Environment Manager / Business Development and Support Manager	N/A	Staff Resources	Non Applicable	Non Applicable
10-ES07	Review whether EHC owned wildlife sites have positive management plans in place	<p>Target: Review complete</p> <p>Outcome: Programme in place to ensure management plans are delivered</p> <p>Critical Success Factors: Staff resources</p> <p>Environmental Impacts: Improve environmental management and biodiversity through positive management of EHC owned land</p>	01 April 2011	Environmental Co-ordinator	Asset Management Team	Staff resources and support from partners where there is joint management of land	East Herts - Green	Non Applicable
10-ES08	Develop further management arrangements for Kings Mead and seek Local Nature Reserve (LNR) status	<p>Target: Management arrangements in place and agreed with partners</p> <p>Outcome: Site is protected and improved</p> <p>Critical Success Factors: Staff resources. Support and agreement from partners and the land owner (Lafarge)</p> <p>Environmental Impacts: Ensure the continued management of the site and protection of wildlife. Provide better facilities for local people resulting in reduced travel</p>	31 March 2011	Environmental Co-ordinator / Environment Manager (Open Spaces)	Asset Management Team	Staff resources and support from partners where there is joint management of land	East Herts - Green	Non Applicable
10-ES09	Work with partners to develop future management arrangements for Waterford Health	<p>Target: Management arrangements in place and agreed with partners</p> <p>Outcome: Kings Meads is protected and maintained</p> <p>Critical Success Factors: Staff resources. Support and agreement from partners and other land owners</p> <p>Environmental Impacts: Ensure the continued management of the site and protection of wildlife. Provide better facilities for local people resulting in reduced travel.</p>	31 March 2011	Environmental Co-ordinator / Environment Manager (Open Spaces)	N/A	Staff resources and support from partners where there is joint management of land	East Herts - People and Community Safety	NI 1 - % of people who believe people from different backgrounds get on well together in their local area

Strapline: Fit for purpose, services fit for you

Corporate Priority: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation

By 2012 - Increase customer satisfaction with the Council, as a result of improved customer services and website access.

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10-ES10	Work with Customer Services Team to improve standards and speed of response to enquiry and complaints handling through joint working and IT based initiatives.	<p>Target: Achieve corporate customer services standards. Implement upgrades to Mayrise as required.</p> <p>Outcome: Improved quality of information that can be provided at first contact. Increased number of service enquiries that can be dealt with at the first point of contact. Reduction in the number of avoidable contacts.</p> <p>Critical Success Factors: Staff and financial resources. Support from IT Services and Customer Services.</p> <p>Environmental Impacts: N/A</p>	31 March 2011	Business Development and Support Manager	Support from IT Services, Support from Customer Services.	Staff Resources	Non Applicable	Non Applicable
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By 2012 - Complete our review of working arrangements and oversee the development of a single site for back office functions and service administration, with customer service centres, civic meeting rooms in Bishop's Stortford and Hertford.

10-ES11	To work with the Programme Director of Change, to develop and deliver a project plan, that ensures the services part of C3W is delivered on time and that all the potential benefits identified by the service are delivered.	<p>Target: Project Implement for the service as part of 'Phase 3'</p> <p>Outcome: To have flexible ways of working that generate increased efficiencies and improved customer service through better IT systems and therefore reduce office space requirements.</p> <p>Critical Success Factors: Benefits delivered.</p> <p>Environmental Impacts: Reduction in carbon emissions, both directly for the service and through support to other services</p>	1 August 2011	Head of Environmental Services/ Business Development and Support Manager / Environmental Co-ordinator	Support from Human Resources; IT Services	Staff Resources and adequate systems and IT infrastructure	Non Applicable	Non Applicable
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Strapline: Pride in East Herts

Corporate Priority: Improve standards of the neighbourhood and environmental management in our towns and villages

By 2012 - Improve public satisfaction with East Herts as a place to live by reviewing environmental quality standards to ensure a high level of street cleansing is maintained and that improved street scene visual standards are delivered in partnership with others.

10-ES12	Implement action plan following Environmental Quality Review	<p>Target: Maintain the high standards of street cleansing performance and improve public satisfaction with East Herts as a place to live.</p> <p>Outcome: Improved street scene visual standards delivered in partnership with others.</p> <p>Critical Success Factors: Staff resources. Support from Contractor and other public sector stakeholders.</p> <p>Environmental Impacts: Improvements to the visual amenity of the district through partnership working</p>	31 March 2011	Waste Services Manager / Inspection Team Manager / Business Development and Support Manager	Commitment of Contractors, Commitment of partners to joint approach.	Staff Resources	East Herts - Green	Non Applicable
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10-ES13	Review graffiti management approach	<p>Target: Review complete</p> <p>Outcome: Ensure that EHC is complying with legislation and employing best practice within available resources</p> <p>Critical Success Factors: Staff resources</p> <p>Environmental Impacts: Objective is to increase the speed of graffiti removal and improve visual amenity of East Herts as a place to live</p>	31 March 2011	Environmental Inspection Team Manager	Legal Services Team	Staff Resources	East Herts - Green	Non Applicable
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10-ES14	Implement revised arrangements for Animal Control / Environmental Crime Enforcement	<p>Target: Implement Plans / Recruit staff</p> <p>Outcome: Improve and enhance approach to deal with environmental crime and dog fouling. Ensure customers can access alternative providers for non-statutory functions. Raise awareness and reduce dog fouling complaints.</p> <p>Critical Success Factors: Staff resources. Council approval of MTFP</p> <p>Environmental Impacts: Improve public satisfaction with East Herts as a place to live through improving visual amenity</p>	31 March 2011	Environmental Inspection Team Manager	Communications Team	Staff Resources	East Herts - Green	Non Applicable
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Strapline: Caring about what's built (and) where
Corporate Priority: Care for and improve our natural and built environment

By 2012 - Increase our recycling rate to 50% and reduce waste sent to landfill by collecting kitchen waste, card and plastic bottles and introducing ARC (Alternate Refuse Collection).

10-ES15	Procure a new refuse, recycling and street cleansing contract	<p>Target: New contract in place by May 2011</p> <p>Outcome: Continue to deliver efficient and value for money Waste and Recycling services which meet the needs of local residents</p> <p>Critical Success Factors: Staff and contractor resources. Members agree criteria and objectives for new contract.</p> <p>Environmental Impacts: Maintain and improve upon recycling and waste reduction performance. Maintain high levels of street cleanliness. Deliver improvements in the Council's and the Counties' carbon footprint both through recycling and increasing the carbon efficiency of operations and reducing waste sent to landfill</p>	01 May 2012	Head of Environmental Services	Legal Services Team; Corporate Procurement Officer	Staff resources. Potential support from specialist consultants	East Herts - Green	NI 193 - Percentage of municipal waste land filled
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10-ES16	Extend kerbside collection of plastics to communal properties	<p>Target: Collections in place to all properties that it practical and possible to service</p> <p>Outcome: Improve the Council's recycling performance in support of the Herts Waste Partnership target to achieve 50% recycling and composting by 2012</p> <p>Critical Success Factors: Staff resources; support from landlords</p> <p>Environmental Impacts: Improve recycling performance through increased participation in ARC and ultimately the Council's and the Counties' carbon footprint</p>	31 March 2011	Waste Services Manager	Communications Team	Staff resources; support from contractor	East Herts - Green	NI 193 - Percentage of municipal waste land filled
10-ES17	Conduct feasibility study to evaluate the costs and benefits of food waste collections from schools	<p>Target: Feasibility study completed. Report detailing options</p> <p>Outcome: Evaluate benefits and costs of diverting this waste from landfill. Potential for reducing disposal costs and reduce waste to landfill.</p> <p>Critical Success Factors: Support from contractor and HCC</p> <p>Environmental Impacts: Reduce biodegradable waste sent to landfill thereby reducing the Counties and the District's carbon footprint</p>	31 March 2011	Waste Services Manager	N/A	Staff resources; support from contractor	East Herts - Green	NI 193 - Percentage of municipal waste land filled
10-ES18	Implement charge to customers for wheeled bin delivery	<p>Target: Charging regime in place and written policy in place</p> <p>Outcome: Additional income for the Council offsetting replacement provision costs</p> <p>Critical Success Factors: Support from contractor, Councillors and customers</p> <p>Environmental Impacts: Reduce the number of replacement bins - reduce use of non-renewable resources</p>	31 March 2010	Waste Services Manager	Communications Team	Staff resources; support from contractor	East Herts - Green	Non Applicable
10-ES19	Work within the Hertfordshire Waste Partnership to deliver further joint working on procurement and service delivery.	<p>Target: Achieve Pathfinder targets and Local Area Agreement Targets.</p> <p>Outcome: Improved efficiency and resilience of services. Identification of further efficiencies through joint working.</p> <p>Critical Success Factors: Commitment from partners.</p> <p>Environmental Impacts: Increase recycling and minimise waste sent to landfill through joint promotion and sharing best practice</p>	31 March 2011	Head of Environmental Services	Contractor support. Hertfordshire Waste Partnership support.	Staff resources.	East Herts - Green	NI 193 - Percentage of municipal waste land filled

By 2014 - Reduce carbon emissions by the Council and within the District by implementing the Climate Change Strategy and action plan.

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10-ES20	Implement Climate Change Strategy and Action Plan	<p>Target: Achieve councils carbon emissions reduction target. Achieve NI 185 targets</p> <p>Outcome: Increase the sustainability of Council operations.</p> <p>Critical Success Factors: Staff and financial resources. Delivery of C3W programme inc. home and remote working. Council's ongoing commitment to invest in carbon reduction.</p> <p>Environmental Impacts: Reduce the Council's carbon footprint and provide a good example to residents and businesses. Adapt Council services to cope with climate change.</p>	31 March 2013	Environmental Co-ordinator	All Council Services	Staff and financial resources	East Herts - Environment (Energy and Climate Change)	NI 186 - Per capita reduction in CO2 emissions in the LA area
10-ES21	Agree and implement methodology to measure and record carbon emissions of the Council's operations	<p>Target: Methodology agreed by CMT and in place</p> <p>Outcome: Carbon savings of C3W and other key projects can be monitored and calculated.</p> <p>Critical Success Factors: Staff resources and support from all Council services</p> <p>Environmental Impacts: Achieve Councils carbon reduction targets through effectively monitoring changes in operations and new initiatives</p>	31 March 2011	Environmental Co-ordinator	All Council Services	Staff and financial resources	East Herts - Green	NI 186 - Per capita reduction in CO2 emissions in the LA area