



**ENVIRONMENTAL QUALITY REVIEW**  
**Scoping considerations for Scrutiny Committee.**

**What is the purpose of the review – what would it achieve?**

To review local environmental standards with the objective of identifying further opportunities to work with partners to improve the appearance of the district within the context of the Government's new 'Comprehensive Area Assessment' (CAA)

**How would you judge if it were successful?**

- Constructive partnership working with statutory and non-statutory agencies
- On-going positive feedback from residents on quality of local environment
- Long term increase in public satisfaction with East Herts as a place to live and work
- Improvement in the visual standard of landscaped areas (achieved through partnership working)

**What would be the distinct stages and timing of the review?**

Scope and update submitted to Environment Scrutiny meeting on **3 March 2009**.  
(Possibly an interim report submitted to Environment Scrutiny on **16 June 2009**)  
Final recommendation report submitted to Environment Scrutiny on **15 September 2009**  
which will consider

- Current environmental quality performance/standards within the district from a residents' perspective and from wider information sources
- Council's approach to maintaining and improving environmental quality within the context of legislation, powers and duties and limited financial resources
- Measuring and monitoring progress against/using ENCAMS Matrix model
- Best practice approaches taken by similar rural district councils
- Opportunities for partnership working with local and national agencies – including public, private and voluntary bodies.

**How could our residents (and partners) be involved? (Location of meetings?)**

Outcome of residents' surveys will be used.

Engagement of local partners will be vital – including

- HCC (particularly Herts Highways and also Countryside Management Service)
- Town and Parish Councils
- RSAs (Riversmead and Circle Anglia)
- Utility companies (with respect to street furniture)
- Rail operators (as owners of private land in key public places)
- 'owners' of bus shelters (street furniture)
- Environment agency (main rivers)
- British waterways (canals)
- Appropriate/district-wide voluntary bodies (eg. CPRE and Herts & Middlesex

**APPENDIX A**  
**AGENDA ITEM 10**

Wildlife Trust)
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<p>Documents/evidence/research <i>What?</i> <i>Results of residents' surveys</i></p> <p><i>English Heritage Save our Streets campaign and their 'Streets for All' streetscape manual for East of England</i></p> <p><i>ENCAMS Street Furniture policy statement</i></p> <p><i>Why?</i></p>	<p>Questions to be asked</p> <p>See the link below for residents survey 2007 – pages 8-10 <a href="http://80.168.51.108/media/pdf/l/o/East_Herts_Residents_Survey_2007_FINAL_REPORT.pdf">http://80.168.51.108/media/pdf/l/o/East_Herts_Residents_Survey_2007_FINAL_REPORT.pdf</a></p> <p>See link below pages for general survey 2006/07 - 41 and 51 <a href="http://80.168.51.108/media/pdf/g/t/Final_East_Herts_Report.pdf">http://80.168.51.108/media/pdf/g/t/Final_East_Herts_Report.pdf</a></p> <p><a href="http://www.english-heritage.org.uk/server/show/nav.8680">http://www.english-heritage.org.uk/server/show/nav.8680</a> <a href="http://www.english-heritage.org.uk/server/show/nav.8682">http://www.english-heritage.org.uk/server/show/nav.8682</a></p> <p><a href="http://www.english-heritage.org.uk/server/show/nav.10763">http://www.english-heritage.org.uk/server/show/nav.10763</a></p> <p><a href="http://www.encams.org/views/downloads/street_furniture_policy.pdf">http://www.encams.org/views/downloads/street_furniture_policy.pdf</a></p> <p><i>need to understand context and get a broad background to issues</i></p>
<p>Site visits <i>Where?</i> <i>Local 'hot spots' – viewed through photographic evidence rather than going out as more examples can be covered.</i></p> <p><i>Why?</i></p>	<p>Questions to be asked</p> <p><i>What are the problems</i> <i>What could be improved</i> <i>Who holds responsibility</i></p> <p><i>To see the area from resident's perspective</i></p>
<p>Support required from officers <i>Who/What?</i> <i>Cliff Cardoza - Head of Environmental Services</i> <i>Trevor Watkins – Waste Services Manager</i> <i>Nick Kirby – Environmental Inspection Team Manager</i></p> <p><i>Why?</i></p>	<p>Questions to be asked</p> <p><i>Technical information</i> <i>Local data</i> <i>Legislation, powers and duties</i> <i>Resources available/needed</i></p>
<p>Witnesses <i>Who?</i> <i>Partners listed above</i></p> <p><i>Why?</i></p>	<p>Questions to be asked</p> <p>TBA: but likely to include <i>Who is responsible?</i> <i>Who is best placed to bring about and maintain an improvement?</i> <i>How do we forge effective partnerships to produce positive outcomes?</i> <i>Possible 'Partners Conference/Event' to engage them in the debate (proposed date = Wed 22 April 2009)</i> <i>Engage with Town and Parish Councils at the Rural Conference in May 2009.</i></p> <p><i>Vital to get their active engagement to achieve outcomes</i></p>