

REVIEW OF LOCAL ENVIRONMENTAL QUALITY 2009

DRAFT ACTION PLAN

REF	ACTION	EXPECTED OUTCOME	PARTNERS INVOLVED	LEAD EHC OFFICER	COMPLETED BY
1	Work with Circle Anglia housing association to understand land management issues	Better understanding of respective responsibilities for land management. Able to address residents misunderstanding about the reasons for different maintenance specifications Improved co-ordination in the design of future specifications.	Circle Anglia HA	Cliff Cardoza / Martin Shrosbree	Oct 2009
2	Work with main housing associations to jointly identify public areas which are unsightly and share inspection data	Target problem areas which may be having an impact on public perceptions	Riversmead HA Circle Anglia HA	Nick Kirby	Ongoing
3	Continue to work with Town Councils to identify opportunities for visual improvements and potential external funding sources	Develop a joint understanding of the issues of concern in Town Centres and work with Town Councils to address them, within existing resources	Town Councils	Trevor Watkins / Ian Sharratt	Ongoing

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4	Continue to work with and develop relationships with local 'Britain in Bloom' groups to improve soft landscaping and utilise external funding sources.	Improve visual amenity from a horticultural perspective through working with the voluntary sector and at no additional cost to the Council	Local voluntary sector groups	Ian Sharratt	Ongoing
5	Implement bi-annual Town Centre surveys to identify maintenance issues which impact significantly on the visual amenity and advise partners of these	Ensure partners are aware of how they can improve visual amenity in town centres through initiatives or regular maintenance. Note that EHC will not be taking responsibility for directly addressing third party maintenance issues on behalf of residents.	All partners	Nick Kirby	October 2009
6	Work with the voluntary sector, Town Councils and Herts Highways to improve the quality of shrub beds and planters in town centre highway verges	Raise standards of soft landscaping in town centres.	Voluntary groups (e.g. 'In Bloom'; residents associations 'friends of' groups; Town Councils; Herts Highways	Ian Sharratt	Ongoing
7	Adopt pilot arrangements for undertaking graffiti removal	Continue with successful joint working	Herts Highways	Trevor Watkins	Dec 2009

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	from Highways maintained street furniture, subject to agreement of charges with Herts Highways.	pilot scheme aimed at speeding up the removal of graffiti,			
8	<p>Work with Herts Highways and the Herts Waste Partnership to either:</p> <ul style="list-style-type: none"> a) commission ENCAMS to conduct further LEQSE surveys; OR b) Train local authority staff to develop and conduct our own equivalent <p>The above subject to identifying suitable funding sources and agreement of criteria with partners</p>	Ongoing LEQSE surveys (or local equivalent) to track improvement in local environmental standards.	Herts Highways All Hertfordshire District via Herts Waste Partnership	Cliff Cardoza / Trevor Watkins/ Nick Kirby	March 2010
9	Work with Hertfordshire Highways to develop the role of the Highways Joint Member Panel to address highways related issues which impact upon environmental quality	Address and improve performance against LEQSE, within available resources.	Herts Highways; HJMP	Cliff Cardoza	Ongoing
10	Extend existing officer liaison meeting with Herts Highways to address local environmental quality issues	Ongoing framework in place to jointly address issues in partnership	Herts Highways	Cliff Cardoza	Sept 2009

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11	Work with Telecoms providers to develop partnership for addressing graffiti on their street furniture.	Improve the speed of response for removing graffiti from street furniture	BT Virgin Media	Trevor Watkins	Dec 2009
12	Review how policies and procedures can be amended to encourage the designing out of litter traps in the street scene as part of major new developments	Reduce litter traps – ease of cleaning.	All partners involved in planning development and streetscene design and maintenance	Cliff Cardoza / Kevin Steptoe	April 2010
13	Review the maintenance and cleaning of recycling banks	Improve the standard of presentation		Trevor Watkins	March 2010
14	Improve cleaning and maintenance of EHC litter and dog bins	Make a contribution to improving the quality of street furniture		Trevor Watkins	Commenced
15	Obtain and circulate guidance from Environment Agency / British Waterways on ownership and responsibility for litter removal on watercourses and bank side maintenance	Raise awareness about the responsibilities of different land owners and agencies for watercourse maintenance	Environment Agency / British Waterways	Trevor Watkins	Oct 2009
16	Investigate the potential for using a 'community pay back'	Raise public awareness about environmental		Trevor Watkins	June 2010

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	scheme to engage young offenders in remedial works (e.g. painting out graffiti)	crime and the commitment of the Council to tackle it.			
17	Develop Council wide protocol for dealing with customer enquiries that need to be referred to other agencies	Streamline and improve information to customers allowing them to access the correct agency as quickly as possible	All Council services dealing with 'environmental' enquiries	Cliff Cardoza / Neil Sloper	Dec 2009
18	Facilitate the development of a corporate record of partner contact details which is easily accessible and updatable	Streamline and improve information to customers allowing them to access the correct agency as quickly as possible		Cliff Cardoza / Neil Sloper	Dec 2009
19	Improve Council Web Site by adding more detail about the responsibilities of partner agencies	Raise public awareness about who to contact on specific issues		Neil Sloper	Dec 2009
20	Improve Council Web Site by adding links to partners websites / contact detail which are easy to find	Help residents to make contact with the correct agency as quickly as possible. Reduce avoidable calls / correspondence to EHC. Improve performance against NI		Neil Sloper	Dec 2009

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		14			
21	Support the highways authority by providing information about breaches of protocols on use of A boards in Town Centres.	Share information with Herts Highways which may help them ensure compliance. (Note EHC will not be taking responsibility for the management of this activity or directly dealing with complaints on behalf of residents).	Herts Highways	Nick Kirby	Sept 2009
22	Support the highways authority by providing regular information about larger gaps in shrub beds on highways verges	Ensure that Herts Highways are made aware of problem locations. Jointly evaluate the amenity benefits and cost implications.	Herts Highways	Nick Kirby / Ian Sharratt	Ongoing
23	Promote details of partners responsibilities and contact details at road shows and other outlets	Raise public awareness about who to contact on specific issues		Trevor Watkins / Nick Kirby	Ongoing
24	Review the Council's approach to undertaking enforcement	Determine whether more can be done to		Trevor Watkins /	Dec 2009

REF	ACTION	EXPECTED OUTCOME	PARTNERS INVOLVED	LEAD EHC OFFICER	COMPLETED BY
	action against private land owners and partners that fail to work in partnership to address their statutory obligations with respect to litter.	encourage private land owners to address litter problems that are significantly impacting on public amenity.		Nick Kirby	

Abbreviations:

Herts Highways –Highways Department of Hertfordshire County Council

LEQSE – LOCAL ENVIRONMENTAL QUALITY SURVEY OF ENGLAND – National surveys conducted by ENCAMS (Keep Britain Tidy) in 2006/7

HJMP – Highways Joint Member Panel – a joint Councillor advisory body to address local highways management issues with representation from East Herts Council and Hertfordshire County Council.

NI14 – National Performance Indicated measuring avoidable and unavoidable contact with the objective of improving access to services for customer and council efficiency.