

## Environmental Services - Service Plan 2012/13

Action Plan			
Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date
<b>Strapline: Place</b> <b>Corporate Priority: Safe and Clean</b>			
12-ES01	Carry out a feasibility study to identify further opportunities for commercial business and income generation by the service within the available resources	<b>Target:</b> Feasibility study complete <b>Outcome:</b> Proposals on income generation opportunities brought forward. Potential to increase income to support statutory functions <b>Critical Success Factors:</b> Staff resources; Support from legal services (powers and duties legislation); economic climate <b>Environmental Impacts:</b> Potential to improve pest control services to residents and businesses	30 September 2012
12-ES02	Investigate the potential for extending joint working and shared services with neighbouring authorities in the areas of pest control and animal services with the objective of improving efficiency and resilience	<b>Target:</b> Undertake discussions with neighbouring authorities to identify potential opportunities <b>Outcome:</b> Establish joint business cases with the objective of improving efficiency and resilience <b>Critical Success Factors:</b> Commitment from neighbouring authorities; commitment of staff <b>Environmental Impacts:</b> Potential to improve resilience and customer response times at peak periods and during staff absences for these public health related services	31 March 2013
12-ES03	Develop and deliver a campaign to discourage littering - in particular fast food and smoking related waste.	<b>Target:</b> Deliver campaign in partnership with Waste Contractor <b>Outcome:</b> Raise public awareness about the impact of littering, enforcement and fines <b>Critical Success Factors:</b> Staff and financial resources; Contractor performance <b>Environmental Impacts:</b> Improve visual amenity and reduce environmental crime, particularly in town centres	31 December 2012

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12-ES04	Review of Environmental Crime enforcement procedures.	<p><b>Target:</b> Completed review of all environmental crime enforcement procedures and increased public knowledge of environmental crime.</p> <p><b>Outcome:</b> Review Environmental Crime Policies to ensure they are up to date. Improved service and customer knowledge of Environmental Crime and enforcement procedures via publicity, website improvements and customer service training.</p> <p><b>Critical Success Factors:</b> Staff resources, Web and IT support. Support of external partners. Member support. Government implementing planned changes to Anti-social Behaviour legislation.</p> <p><b>Environmental Impacts:</b> Reduction in Environmental Crime across the District.</p>	31 March 2013
12-ES05	Support the Council's objectives for leisure and health promotion through organised events in public open spaces	<p><b>Target:</b> At least two (2) hosted events.</p> <p><b>Outcome:</b> Involvement of the local community with activities within the parks and open spaces of East Herts. Raise long term public satisfaction and community engagement. Encourage participation in outdoor sports and healthier lifestyles.</p> <p><b>Critical Success Factors:</b> Staff and financial resources. Support from Leisure Services, Environmental Health and Countryside Management Service. Support from the local community and Members.</p> <p><b>Environmental Impacts:</b> Increasing the community ownership and use of open spaces will assist with the recording of biodiversity information and through potential Friends of Groups lead to improvement of wildlife habitats</p>	31 March 2013
12-ES06	Undertake a review of the Parks and Open Spaces Strategy and Action Plan in 2012	<p><b>Target:</b> Review of Strategy started in April 2012 and completed by March 2013</p> <p><b>Outcome:</b> Amend existing Strategy as required and develop a new Action Plan.</p> <p><b>Critical Success Factors:</b> Staff resources, support form other Services and CMS. Community and Member support</p> <p><b>Environmental Impacts:</b> Strategic environmental and biodiversity impacts taken into account</p>	31 March 2013

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12-ES07	Carry out 5th Year review of Grounds Maintenance Contract	<p><b>Target:</b> Review completed.</p> <p><b>Outcome:</b> Performance of contract reviewed and Members determine whether to re-tendered or extend from December 2014</p> <p><b>Critical Success Factors:</b> Staff resources; available market research data; Support from other authorities; Councillor involvement</p> <p><b>Environmental Impacts:</b> None</p>	30 December 2012
12-ES08	Carry out a reivew of the customer usage and community involvement in parks and open spaces	<p><b>Target:</b> Review complete</p> <p><b>Outcome:</b> Obtain information to direct and target future resources within Parks and Open Spaces. Build on the success of 'Friends of' groups by considering how community involvement can be developed in the future.</p> <p><b>Critical Success Factors:</b> Staff resources; involvement of key partners (e.g. CMS; Friends Groups)</p> <p><b>Environmental Impacts:</b> Maintain and improve upon standards of maintenance in open spaces within limited available resources</p>	31 March 2013
12-ES09	Carry out a review to consider how to further increase food waste capture and reduced organic waste in the Black Bin	<p><b>Target:</b> Review complete; Recommendations made</p> <p><b>Outcome:</b> Increased diversion from landfill to composting</p> <p><b>Critical Success Factors:</b> Staff resources; available funding</p> <p><b>Environmental Impacts:</b> Reduce waste sent to landfill</p>	31 March 2013
12-ES10	Reduce seasonal leaf clearance programme from Autumn 2012.	<p><b>Target:</b> Achieve Medium Term Financial Plan savings target.</p> <p><b>Outcome:</b> Cease leaf clearance programme except in identified roads at higher risk of flooding. Ensure Members are fully aware of the service change.</p> <p><b>Critical Success Factors:</b> Contractor support.</p> <p><b>Environmental Impacts:</b> There will be a negative impact on the visual amenity in some areas during heavy leaf fall.</p>	30 December 2012

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Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date
12-ES11	Increase dry recycling capture rate by focussed promotions in areas of least recovery	<p><b>Target:</b> Targetted campaign completed</p> <p><b>Outcome:</b> Halt decline in recycling capture rate resulting from economic climate. Maintain income levels from sale of recyclables. Reduce waste sent to landfill</p> <p><b>Critical Success Factors:</b> Staff resources; Member involvement commitment; community involvement</p> <p><b>Environmental Impacts:</b> Environmental benefits from reducing waste sent to landfill and reduction in use of non-renewable resources and CO2 emissions</p>	31 March 2013
12-ES12	Implement food waste collection from difficult access properties	<p><b>Target:</b> Food waste 'opt in' collection scheme in place for residents without bins</p> <p><b>Outcome:</b> Improved range of services to difficult access properties resulting in reduction in waste sent to landfill</p> <p><b>Critical Success Factors:</b> Staff resources; Take up by residents; Contractor commitment</p> <p><b>Environmental Impacts:</b> Reduction in waste sent to landfill</p>	30 September 2012
12-ES13	Undertake further waste minimisation publicity	<p><b>Target:</b> Publicity campaign completed</p> <p><b>Outcome:</b> Reduce waste sent to landfill below that of expected levels</p> <p><b>Critical Success Factors:</b> Staff resources; community involvement;</p> <p><b>Environmental Impacts:</b> Reduce waste sent to landfill</p>	31 March 2013
12-ES14	Implement Business Process Improvement Recommendations for the delivery of remote and mobile working for field staff	<p><b>Target:</b> Remote working IT systems and procedures in place and operational</p> <p><b>Outcome:</b> Improved efficiency and speed of response. MTFP financial targets achieved</p> <p><b>Critical Success Factors:</b> Staff resources; approval of IT Capital Programme; Support from IT Services and Customer Services</p> <p><b>Environmental Impacts:</b> Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment</p>	30 September 2012

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Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date
<b>12-ES15</b>	Provide business environment for remote and mobile working function within Environmental Services	<p><b>Target:</b> New business processes in place</p> <p><b>Outcome:</b> Real time data capture resulting in faster response to issues and complaints. Demonstrable efficiency gains</p> <p><b>Critical Success Factors:</b> Staff resources; support from IT Services</p> <p><b>Environmental Impacts:</b> Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment</p>	30 September 2012
<b>12-ES16</b>	Implement web based 'self service' systems and improve access to services for customers	<p><b>Target:</b> Self service systems operational</p> <p><b>Outcome:</b> Customers have improved access to service information and the ability make appointments / pay for services outside working hours through the web. Reduce number of telephone calls and associated staff resources, achieving MTFP targets.</p> <p><b>Critical Success Factors:</b> Staff resources; Support from IT Services; IT capital and revenue funding.</p> <p><b>Environmental Impacts:</b> Improved speed of response when dealing with environmental problems (in combination with Remote Working)</p>	31 March 2013
<b>12-ES17</b>	Support the implementation of the new Hertfordshire Sustainability Forum (HSF) and work with partners to set up Local Nature Partnerships on a Hertfordshire wide basis.	<p><b>Target:</b> Local Nature Partnerships in place which meet criteria to receive external funding for the HSF</p> <p><b>Outcome:</b> Local Nature Partnerships will widen the involvement of the community and businesses in the management and protection of biodiversity across Hertfordshire</p> <p><b>Critical Success Factors:</b> Staff resources; commitment and involvement of other local authorities and HSF partners</p> <p><b>Environmental Impacts:</b> Improve the management of biodiversity and protection of the environment</p>	31 July 2012

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Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date
<b>12-ES18</b>	Implement Climate Change Strategy and Action Plan	<p><b>Target:</b> Achieve councils carbon emissions reduction target.</p> <p><b>Outcome:</b> Implement Building Energy Management Systems to target and reduce energy and CO2. Roll out sustainability awareness programme for staff to reduce building energy and CO2 use.</p> <p><b>Critical Success Factors:</b> Staff and financial resources. Council's ongoing commitment to invest in carbon reduction.</p> <p><b>Environmental Impacts:</b> 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 2015