

Community Safety and Health Service Plan 2012/13

Action Plan					Connections	
Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources
Strapline:						
Corporate Priority: People						
12-	Provide an effective service in dealing with complaints about Licensed premises, antisocial behaviour and issues dealt with by Environmental Health.	Target: Respond to these complainants within three working days of receipt and inform complainant of outcome in every case Outcome: Effective enforcement and response with reduced resource. Critical Success Factors: Staff workload Environmental Impacts: Likely impact on visual street scene, reduced littering and noise nuisance. Likely reduction in risk to public health and safety.	31st March 2013	Head of CS and H		Existing
12-	Coordinate partnership response to Anti Social Behaviour	Target: Continue to collate and increase database of multi agency ASB information to enable data to be collated and compared Outcome: Improved response and resolution of complaints Critical Success Factors: Partner involvement Environmental Impacts: Nil.	31st March 2013	ASB and Projects coordinator		Existing
12-	Review and implement revised informal consultation procedures for land drainage	Target: Improved and consistent consultation process in place by June 2012. Outcome: Better customer relationships as better informed and hence greater understanding of works required. More efficient and cost effective means of implementing improvements. Critical Success Factors: Dependant on management approval and available resource. Environmental Impacts: Efficient and cost effective implementation of flood alleviation remedial works,	31st March 2013	Senior Engineer - Land Drainage and Engineers		Existing
12-	Explore opportunity of developing business continuity flood risk plans for local businesses.	Target: First draft submitted following consultation with HCC by July 2012. Outcome: Customer awareness of flood risk management and how to reduce risk of impact on their business. Critical Success Factors: Dependant on available resource and cooperation and input from parties involve. Environmental Impacts: Risk of flooding reduced	31st March 2013	Senior Engineer - Land Drainage and Engineers		Existing
12-	Consider implications of HCC's reviews, and implement any necessary changes to DFG and HIA process.	Target: Provide an efficient and effective service to users following substantial process change. Outcome: Maintain good service provision. Critical Success Factors: Staff resources, HCC input and partners and Member collaboration. Environmental Impacts: None known	31st December 2012	Environmental Health Manager Residential		Existing
12-	Review Private Sector Housing Assistance Policy and complete an EIA	Target: Continue to provide an efficient and effective service to users in the light of current financial pressures. Outcome: maintain good service provision. Critical Success Factors: Staff resources. Partner and Member collaboration. Environmental Impacts: None known	31st December 2012	Environmental Health Manager Residential		Existing
12-	<u>Health</u> Identify and implement opportunities presented by changes in local and central govt. i.e. Forthcoming changes in Health legislation and devolution of PCTs.	Target: Work with partner agencies to secure resources for health promotion Outcome: To ensure that East Herts is able to influence Public Health policy to the benefit of it's residents Critical Success Factors: Unknown landscape, decisions not within our control ie partner cooperation Environmental Impacts: N/A	31st March 2013	Head of CS and H	Links with Communities service, Health Engagement panel and LSP	Possible "invest to save" seed funding required
Strapline:						
Corporate Priority: Place						
12-	<u>Licensing</u> Identify and implement opportunities presented by changes in local and central govt. . ie Forthcoming changes in Alcohol licensing legislation.	Target: Identify alternate funding sources where possible Outcome: Reduced overhead costs Critical Success Factors: Night time economy businesses agreement /compliance Environmental Impacts: Likely impact on visual street scene, reduced noise nuisance	31 December 2012	Head of CS and H	Increased use of Web Team and IT. Democratic and Legal Services involvement	Existing

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12-	Consider the results of the house condition survey and any impacts on the Housing Strategy and Policy	Target: Report the outcomes of the house condition survey to the executive, identifying any amendments required to the Housing Strategy and Policy. Outcome: Improved condition of private sector housing stock. Critical Success Factors: Adequate resources-capital and revenue Environmental Impacts: Mitigation-survey should identify improved energy efficiency of stock compared to last survey.	31 December 2012	Environmental Health Manager- Residential	None.	Existing or new depending on results of survey and Member decision re investment.
12-	EA Contract – Management of works required	Target: End of October 2012. Outcome: Risk of flooding reduced, environmental enhancements, health and safety improvements. Critical Success Factors: Dependant on EA budget, weather and available resource. Environmental Impacts: Risk of flooding reduced, sustained and improved habitat and biodiversity. Visual improvements.	31st March 2013	Senior Engineer - Land Drainage and Engineers		Existing
12-	Devise and implement programme of asset inspections on East Herts land	Target: Complete all scheduled inspections at required frequency. Outcome: Reduction of Councils liability regarding accident claims. Critical Success Factors: Remedial resource. Environmental Impacts: Safer environment.	31st March 2013	Senior Engineer - Land Drainage and Engineers		Existing
12-	Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	Target: Feasibility and Site work - October 2012 Modelling and final reports with Action Plan - March 2013. Outcome: Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations and in future development areas. Flood risk management data readily available for specific locations. Responses and subsequent resource reduced. Critical Success Factors: Dependant on budget and available resource. Environmental Impacts: Reduction in flood risk and damage to natural environments.	31st March 2013	Senior Engineer - Land Drainage and Engineers		Existing
12-	Arrange for structural surveys to be carried out on EH owned bridges (22 No). Carry out any resulting priority works required	Target: Receipt of Completed survey report from specialist structural engineers for 22 EH owned bridges by July 2012. Start Implementation of remedial works as required (by priority) in August 2012. Remedial works carried out by March 2013 dependant on budgets/priority. Outcome: Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations and in future development areas. Flood risk management data readily available for specific locations. Responses and subsequent resource reduced. Critical Success Factors: Dependant on survey report findings and availability of resources. Environmental Impacts: Improvements to appearance, accessibility and safety of structures maintained.	31st March 2013	Senior Engineer - Land Drainage and Engineers		Existing
12-	Replacement of 2 number grilles and associated works on watercourses to comply with Health and Safety standards	Target: Conduct feasibility study in liaison with Asset Manager by July 2012. Carry out works to replace grilles as required by March 2013. Outcome: Dependant on budget and available resource. Critical Success Factors: Dependant on survey report findings and availability of resources. Environmental Impacts: Reduction in flood risk, safer accessibility, improvements to natural habitats.	31st March 2013	Senior Engineer - Land Drainage and Engineers		Existing
12-	Identify potential savings and investment opportunities through low carbon investment	Target: Provide options to be considered. Outcome: To raise the profile of East Herts council as a leader in Green technology. Critical Success Factors: Staff resource, suitable financial models, Member collaboration. Environmental Impacts: Reduced carbon generation.	31st December 2012	HoS Cs and HS	This is outside of our current work remit, but is being explored for the benefit of the organisation	Initially existing resources, but this will quickly generate additional work needing additional expert staffing within the council to deliver.

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12-	Develop a transition model for energy partnership to prepare for the Green Deal in 2013.	<p>Target: Position EHDC ready for the Green Deal.</p> <p>Outcome: Reduce risk of fuel poverty for those having measure installed. Reduce carbon dioxide emissions from fuel enriched households.</p> <p>Critical Success Factors: Adequate resources and cooperation of partners. Continued availability of funding.</p> <p>Environmental Impacts: Mitigation-reduced fuel poverty and increased carbon reduction.</p>	31 December 2012	Environmental Health Manager-Residential	None.	Existing
<p>Strapline:</p> <p>Corporate Priority: Prosperity</p>						
12-	Recover taxi and alcohol related licensing fees in a timely fashion.	<p>Target: Collect 90 % of all fees within a 90 day period following the due date or begin debt recovery by civil action. Outcome: Improve cash flow. Critical Success Factors: staff workload. Environmental Impacts: None.</p>	31st March 2013	Licensing manager		Existing
12-	Reduce costs and improve VFM by identifying and implementing an improved structure for Environmental Health and Licensing and Community Safety services to meet the challenges of the MTFP	<p>Target: Identify improved streamlined structure and implement by 2013</p> <p>Outcome: reduced overhead costs</p> <p>Critical Success Factors: Staff engagement and contribution. Service whilst maintaining service delivery</p> <p>Environmental Impacts: Likely reduction in staff travel</p>	31st May 2013	Head of CS and H		Existing plus HR support