

## Environmental Service Plan 2014/15

| Action Plan   |   |  |  |                   |   |   | Connections  |  |
|---|---|--|--|-------------------|---|---|--|--|
| Action Code   | ACTION  | What role will the service play? (Please click in the cell to select the relevant role by clicking on the drop down arrow) | 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: | Links to partnership wide agendas:<br>- Community Strategy<br>- Health and Wellbeing |  |
| <b>Corporate Priority: People</b><br><b>Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute</b> |   |  |  |                   |   |   |  |  |
| <b>Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity</b>  |   |  |  |                   |   |   |  |  |
| 14-ES01   | Implement Council's revised arrangements for inspection data recording for parks and open spaces and leisure services | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Data recording in place</p> <p><b>Outcome:</b> Improve records to provide assurance that inspections have been properly completed to protect the Council in the event of a claim. Compliance with the Council's new inspection policy.</p> <p><b>Critical Success Factors:</b> Staff resources; co-operation of contractors</p> <p><b>Environmental Impacts:</b> None</p>  | 01 June 2014      | Leisure Services Manager/Environment Manager<br>Parks and Open Spaces | None  | Health and Wellbeing   |  |
| 14-ES02   | Develop full business case for '3G' All Weather football pitches at Hartham Common                                    | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Business case submitted to Corporate Management Team</p> <p><b>Outcome:</b> Demonstrate that all weather pitches can be implemented on an invest to save basis in preparation for implementation</p> <p><b>Critical Success Factors:</b> Staff resources; support from leisure contractor; results of stakeholder consultation</p> <p><b>Environmental Impacts:</b> None</p>   | 30 September 2014 | Leisure Services Manager  | Communications Team; Financial Services   | Health and Wellbeing   |  |
| 14-ES03   | Develop business case for the Council funding replacement gym equipment at Hartham and Grange Paddocks                | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Business case submitted to Corporate Management Team / Members</p> <p><b>Outcome:</b> Negotiate with contractors to establish whether replacement gym equipment should be funded by the Council with an associated reduction in the leisure contract management fee, on an invest to save basis.</p> <p><b>Critical Success Factors:</b> Staff resources; co-operation of contractor</p> <p><b>Environmental Impacts:</b> None</p> | 30 June 2014      | Leisure Services Manager  | Financial Services  | Health and Wellbeing   |  |
| 14-ES04   | Work with schools and Hertfordshire County Council to ensure long term financial sustainability of Joint Use pools    | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Review of financial sustainability complete; Ongoing funding mechanisms agreed with schools / County Council</p> <p><b>Outcome:</b> Options for financial sustainability considered and agreed with partners</p> <p><b>Critical Success Factors:</b> Staff resources; support from partners</p> <p><b>Environmental Impacts:</b> None</p>  | 31 March 2015     | Leisure Services Manager  | Financial Services  | Health and Wellbeing   |  |

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| 14-ES05   | Identify specific projects to support the Council's Health and Wellbeing and Ageing Well agendas  | Service Provider / Commissioner / Manager  | <p><b>Target:</b> List of key projects reported to Members</p> <p><b>Outcome:</b> Improve existing and introduce new facilities which provide opportunities for all ages to undertake healthy exercise and encourage participation in sports.</p> <p><b>Critical Success Factors:</b> Human and financial resources; support from partners</p> <p><b>Environmental Impacts:</b> None</p>                                       | 30 September 2014 | Environment Manager - Parks and Open Spaces | Environmental Health Service  | Health and Wellbeing   |
| <p><b>Corporate Priority: Place</b><br/><b>Strapline: Safe and Clean</b></p> <p><b>Maintain our parks, play areas and open spaces</b></p> |   |  |  |                   |   |   |  |
| 14-ES06   | Deliver better integration of open space improvement plans with the Development Management process to make better use of Section 106 contributions  | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Director of Financial and Support Services satisfied with integration and allocation of funding. <b>Outcome:</b> An initial matrix of needs for the 120 significant open spaces across the district will be completed with reference to existing management plans.</p> <p><b>Critical Success Factors:</b> Support from colleagues</p> <p><b>Environmental Impacts:</b> None</p>                             | 31 May 2014       | Environment Manager - Parks and Open Spaces | Financial Services; Planning Services   | None   |
| 14-ES07   | Work with Sawbridgeworth Town Council to design town centre open space enhancement (Bell Street).   | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Agreed plans for improvement in place within available funding.</p> <p><b>Outcome:</b> Work with Town Council to explore the potential for a scheme to create a central community space (Forelands Place).</p> <p><b>Critical Success Factors:</b> Staff Resources; funding; agreement with STC</p> <p><b>Environmental Impacts:</b> Improved public amenity supporting the viability of the town centre</p> | 30 September 2014 | Environment Manager - Parks and Open Spaces | Communications Team   | Health and Wellbeing   |
| 14-ES08   | Complete revised management plan for Waytemore Castle including green finger stretching out to Red, White and Blue Open Space, linking to proposed housing development in consultation with Bishop's Stortford Town Council | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Management Plan in place</p> <p><b>Outcome:</b> Plans in place for the improvement of Bishop's Stortford's 'green finger' in consultation with BSTC</p> <p><b>Critical Success Factors:</b> Staff resources; agreement with BSTC</p> <p><b>Environmental Impacts:</b> Improved public amenity and biodiversity</p>   | 31 May 2014       | Environment Manager - Parks and Open Spaces | Communications Team; Land Drainage Team;  | Health and Wellbeing   |

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| 14-ES09  | Install new boardwalk across lake at Southern Country Park  | Service Provider / Commissioner / Manager  | <b>Target:</b> Scheme completed utilising S106 funding<br><b>Outcome:</b> Improved amenity for park users; Health and Safety issues resolved; Friends of the Park Group satisfied with delivery of the project.<br><b>Critical Success Factors:</b> Staff resources; capital programme funding approved<br><b>Environmental Impacts:</b> Improved public amenity and biodiversity               | 30 December 2014  | Environment Manager - Parks and Open Spaces | Communications Team; Land Drainage Team;  | Health and Wellbeing   |  |
| 14-ES10  | Revamp older children's play space at Great Innings, Watton at Stone in consultation with the Parish Council  | Service Provider / Commissioner / Manager  | <b>Target:</b> Scheme completed utilising S106 funding<br><b>Outcome:</b> Improved amenity for park users; Parish Council satisfied with the new facility.<br><b>Critical Success Factors:</b> Staff resources; capital programme funding approved<br><b>Environmental Impacts:</b> Improved public amenity; better facilities for young people in the village                                  | 30 December 2014  | Environment Manager - Parks and Open Spaces | Communications Team   | Health and Wellbeing   |  |
| <b>Corporate Priority: Place</b><br><b>Strapline: Safe and Clean</b> |   |  |   |                   |   |   |  |  |
| <b>Reduce residual waste and increase our recycling rate</b>         |   |  |   |                   |   |   |  |  |
| 14-ES11  | Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles   | Service Provider / Commissioner / Manager  | <b>Target:</b> Campaign delivered<br><b>Outcome:</b> Reduced disposal to landfill, increase in collection of Waste Electrical and Electronic Equipment (WEEE) and textiles reuse/recycling<br><b>Critical Success Factors:</b> Support from contractors and partners<br><b>Environmental Impacts:</b> Reduction in disposal to landfill. Increase in WEEE and textile recycling                 | 30 December 2014  | Waste Service Manager                       | Communications Team, Web Team   | Hertfordshire Municipal Waste Management Strategy                                    |  |
| 14-ES12  | Investigate use of compostable caddy liners. Evaluate the potential for setting up direct purchasing facilities, promote use if acceptable to processors. | Service Provider / Commissioner / Manager  | <b>Target:</b> Agreement with processors reached. Direct purchasing arrangements evaluated and delivered if viable.<br><b>Outcome:</b> Increase food waste composted and reduction in land filled.<br><b>Critical Success Factors:</b> Public take up. Financial viability. Agreement with reproprocessors<br><b>Environmental Benefits:</b> Reduced landfill, increased food waste composting. | 30 September 2014 | Waste Service Manager                       | Web Team  | Hertfordshire Municipal Waste Management Strategy                                    |  |
| 14-ES13  | Investigate feasibility of trade waste recycling via new commingled collection system   | Service Provider / Commissioner / Manager  | <b>Target:</b> Report evaluating feasibility.<br><b>Outcome:</b> Provide report on contractor capacity, charges, benefits, impacts on income.<br><b>Critical Success Factors:</b> Contractor capacity; financial viability<br><b>Environmental Benefits:</b> Increased recycling of non domestic waste stream.  | 31 March 2015     | Waste Service Manager                       | Communications Team; Financial Services   | Hertfordshire Municipal Waste Management Strategy                                    |  |
| 14-ES14  | Review performance of recycling services following SPARC implementation and extend to communal properties   | Service Provider / Commissioner / Manager  | <b>Target: Review complete.</b> Flats receiving cardboard collection service<br><b>Outcome:</b> Maximise recycling and composting and reduce waste going to landfill<br><b>Critical Success Factors:</b> Staff resources; funding   | 30 September 2014 | Waste Service Manager                       | Web Team; Communications Team   | Hertfordshire Municipal Waste Management Strategy                                    |  |

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|             |        |  | <b>Environmental Benefits:</b> Reduced landfill, reduced carbon footprint         |          |              |   |  |

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| <b>Corporate Priority: Place</b>                    |   |  |   |                  |  |  |  |
| <b>Strapline: Safe and Clean</b>                    |   |  |   |                  |  |  |  |
| <b>Maintain our clean streets and reduce litter</b> |   |  |   |                  |  |  |  |
| <b>14-ES15</b>                                      | Review cleansing arrangements for heavily parked roads in consultation with Hertfordshire Highways  | Service Provider / Commissioner / Manager  | <p><b>Target: Review complete.</b> Review complete</p> <p><b>Outcome:</b> Evaluate potential for joint working on cleansing and flood prevention in partnership with Hertfordshire County Council</p> <p><b>Critical Success Factors:</b> Staff resources; funding; commitment of partners</p> <p><b>Environmental Benefits:</b> Improved environmental protection and cleaner streets / gullies</p>  | 31 March 2015    | Waste Service Manager/<br>Environmental Inspection Team<br>Manager | Land Drainage Team   | Hertfordshire<br>Municipal Waste<br>Management<br>Strategy                           |
| <b>14-ES16</b>                                      | Develop full business case for the refurbishment and management of Bell Street public conveniences in partnership with Sawbridgeworth Town Council                  | Service Provider / Commissioner / Manager  | <p><b>Target: Review complete.</b> Business case agreed</p> <p><b>Outcome:</b> Improved public toilet provision at reduced operating costs</p> <p><b>Critical Success Factors:</b> Staff resources; agreement with Town Council</p> <p><b>Environmental Benefits:</b> N/A</p>   | 31 March 2015    | Waste Service Manager  | Communications<br>Team; Facilities<br>Team   | None   |
| <b>14-ES17</b>                                      | Review of Environmental Crime enforcement procedures.   | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Completed review of all environmental crime enforcement procedures and increase public knowledge of environmental crime.</p> <p><b>Outcome:</b> Review Environmental Crime Policies to ensure they are up to date following new legislation. 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> | 30 December 2014 | Environmental Inspection Team<br>Manager                           | Communications<br>Team. Community<br>Protection and<br>Licensing. Legal<br>Services. Web<br>Admin. | Hertfordshire<br>Municipal Waste<br>Management<br>Strategy                           |
| <b>14-ES18</b>                                      | Work with Police; the Environment Agency and neighbouring authorities to improve co-ordination of cross boarder investigations when tackling commercial fly tipping | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Achieve more commercial fly tipping prosecutions across local authority boundaries</p> <p><b>Outcome:</b> Increase in convictions for fly tipping offenders in East Herts and neighbouring district; further training in legislation and exchanging information with other agencies and authorities</p> <p><b>Critical Success Factors:</b> Staff resources, Support from partners</p> <p><b>Environmental Impacts:</b> Reduction in Environmental Crime across the District.</p>   | 31 March 2015    | Environmental Inspection Team<br>Manager                           | Community Safety<br>Team   | Hertfordshire<br>Municipal Waste<br>Management<br>Strategy                           |

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| <b>Corporate Priority: Place</b><br><b>Strapline: Safe and Clean</b>  |  |  |   |                  |  |   |  |
| <b>Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses</b> |  |  |   |                  |  |   |  |
| 14-ES19   | Report to date Climate Change Action Plan including carbon savings   | Influencer   | <p><b>Target:</b> Achieve councils carbon emissions reduction target.</p> <p><b>Outcome:</b> Implement Building Energy Management metering and efficiency measures to target and reduce energy and CO2.</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    | Environmental Strategy and Development Manager | Facilities Team   | Health and Wellbeing   |
| <b>Corporate Priority: Prosperity</b><br><b>Strapline: Improving the economic and social opportunities available to our communities</b>                       |  |  |   |                  |  |   |  |
| <b>Deliver value for money and reduce our reliance on central government funding</b>  |  |  |   |                  |  |   |  |
| 14-ES20   | Implement remote working procedures in the Area Environmental Inspection team.   | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Remote working systems and procedures in place</p> <p><b>Outcome:</b> Getting it right first time; improving accuracy of information on 'Mayrise' jobs; and improving speed of response (supporting the councils 'Here to Help' philosophy). To include updating procedures to allow for remote working, and streaming processes.</p> <p><b>Critical Success Factors:</b> Support from ICT Services</p> <p><b>Environmental Impacts:</b> Improved speed of response when dealing with environmental issues</p>      | 01 June 2014     | Environmental Inspection Team Manager          | ICT Services  | None   |
| 14-ES21   | Following the implementation of Remote & Mobile working and Self service in Environmental Services, review impact on business efficiency and produce a plan for roll out to other staff  | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Review by August 2014. Plan by December 2014</p> <p><b>Outcome:</b> Ensure new technologies to improve service to customers are fully utilised</p> <p><b>Critical Success Factors:</b> Support from ICT Services and Web Team</p> <p><b>Environmental Impacts:</b> N/A</p>  | 31 December 2014 | Business Support Manager                       | ICT Services  | None   |
| 14-ES22   | Review information available to customers to ensure it continues to meet standards of clarity and quality; and to look at developing new ways to present the most up to date, informative and accurate information through existing and emerging technology. | Service Provider / Commissioner / Manager  | <p><b>Target:</b> Review complete</p> <p><b>Outcome:</b> Web pages are up to date and provide the best information to customers. Support delivery of 'My East Herts' project</p> <p><b>Critical Success Factors:</b> Support from ICT Services and Web Team</p> <p><b>Environmental Impacts:</b> N/A</p>  | 30 June 2014     | Business Support Manager                       | ICT Services  | None   |