

Environmental Services - Service Plan 2015/16

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:	
<p>Corporate Priority: People Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute</p>								
<p>Improve the health and well-being of our residents</p>								
15-ES01	Deliver project to install a new play area at Buryfields, Ware including access and landscape improvements. This project is partly funded by section 106 contributions relating to the Cintel site planning development.	Service Provider / Commissioner / Manager	<p>Target: Play site complete. Outcome: This project will provide an opportunity for local children and those visiting the new supermarket and the town to undertake healthy activity through play. It will liven up a tidy but less well used open space and support the annual 'In Bloom' activities by adding colour and enhancing the design of the landscape. It will provide a more welcoming entrance to the park and reflect on its historical heritage. Critical Success Factors: Section 106 contribution to the project agreed. Capital funding agreed. Environmental Impacts: Improved local amenity and management of the open space.</p>	31 March 2016	Environment Manager - Parks and Open Spaces	Communications Team	Health and Wellbeing	
15-ES02	Develop a bid to secure funding to consider phase 2 of the open space and play improvement scheme at The Bourne, Ware which aims to provide challenging "assault course" style equipment to capture the interest of older children and to provide fitness opportunities for active adults.	Service Provider / Commissioner / Manager	<p>Target: Funding bid complete. Outcome: This project will determine whether sufficient external funding is available to continue the programme of open space improvements at The Bourne. Critical Success Factors: External funding available; support for the scheme from the local community. Environmental Impacts: Improved amenity and management of the open space.</p>	31 March 2016	Environment Manager - Parks and Open Spaces	Communications Team	Health and Wellbeing	
15-ES03	Seek Heritage Lottery Fund (HLF) support for a project to improve Waytemore Castle, Bishops Stortford. This involves an exploratory process of application to HLF and may result in the opportunity to submit a formal bid by September 2016. The process will determine whether the Council's proposals meet with current HLF priorities, whether other bids might take priority in the application year and which HLF scheme the Council may be invited to progress through.	Service Provider / Commissioner / Manager	<p>Target: Funding bid complete. Outcome: To establish whether HLF funding is available for a project to deliver open space improvements ranging from restoration of the ancient monument to the creation of a completely refurbished park in partnership with the Town Council. Critical Success Factors: Match Funding agreed. Environmental Impacts: Protection of ancient monument; improving local environment for visitors and residents.</p>	31 March 2016	Environment Manager - Parks and Open Spaces	Communications Team	Health and Wellbeing	

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15-ES04	Develop full business case for redevelopment of the Hartham Pavilion at Hartham Common	Service Provider / Commissioner / Manager	<p>Target: Business case submitted to Corporate Management Team.</p> <p>Outcome: Clear demonstration of the costs, savings and non-financial benefits of improving the facility including the re-provision of public toilets within the Pavilion building.</p> <p>Critical Success Factors: Staff resources; support from leisure contractor; Funding approved.</p> <p>Environmental Impacts: None.</p>	31 March 2016	Leisure Services Manager	Communications Team; Planning Services; Property Services; Leisure contractor	Health and Wellbeing	
15-ES05	Develop plans for relining of the small pool at Grange Paddocks Leisure Centre	Service Provider / Commissioner / Manager	<p>Target: Plans in place to repair the small pool at a time that will create minimum disruption for customers.</p> <p>Outcome: Complete this essential maintenance project.</p> <p>Critical Success Factors: Staff resources; support from leisure contractor; funding approved.</p> <p>Environmental Impacts: None.</p>	31 March 2016	Leisure Services Manager	Property Services; Leisure contractor	Health and Wellbeing	
Corporate Priority: Place								
Strapline: Safe and Clean								
Maintain our clean streets and reduce litter								
15-ES06	Implement new powers for managing environmental crime and protecting open spaces resulting from Anti Social Behaviour, Crime & Policing Act 2014.	Service Provider / Commissioner / Manager	<p>Target: Public Space Protection Orders introduced. Publicity campaign carried out.</p> <p>Outcome: Improved policies and clarity of legislation.</p> <p>Critical Success Factors: Staff resources, support of external partners, Member approval.</p> <p>Environmental Impacts: Reduction of Environmental Crime.</p>	31 March 2016	Environmental Inspection Team Manager	Communications, Waste Services, Parks and Open Spaces	Community Safety Strategy	
15-ES07	Carry out one enforcement publicity campaign to highlight the effects of littering in conjunction with Keep Britain Tidy.	Service Provider / Commissioner / Manager	<p>Target: Campaign carried out, publicity gained, reduction in littering</p> <p>Outcome: Increased public knowledge.</p> <p>Critical Success Factors: Staff resources, support of external partners, member support</p> <p>Environmental Impacts: Reduction in littering across district.</p>	31 March 2016	Environmental Inspection Team Manager	Communications, Waste Services,	Hertfordshire Municipal Waste Management Strategy	
15-ES08	Investigate the options for others to assist with the issuing of fixed penalty notices for littering and dog fouling using town councils and partners.	Service Provider / Commissioner / Manager	<p>Target: Feasibility study carried out, consultation with partners and training provided.</p> <p>Outcome: More fixed penalties issued by others, increased partnership working.</p> <p>Critical Success Factors: Partners support, member support, resources.</p> <p>Environmental Impacts: Reduction in littering across district.</p>	31 March 2016	Environmental Inspection Team Manager	Legal Services	Community Safety Strategy	

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15-ES09	Design and implement working processes & procedures for staff to deal with customers electronic self serve enquiries and promote benefit to customers for reporting over the web.	Service Provider / Commissioner / Manager	<p>Target: Improve residents opportunities to report environmental issues and problems through the web and on smartphones.</p> <p>Outcome: More streamlined reporting for residents; faster resolution of environmental issues.</p> <p>Critical Success Factors: ICT are able to successfully deliver live integration between electronic external customer reports and back office system.</p> <p>Environmental Impacts: Environmental problems resolved more quickly.</p>	31 March 2016	Business Development and Support Manager	ICT Services Team	Hertfordshire Municipal Waste Management Strategy	
Reduce residual waste and increase our recycling rate								
15-ES10	Develop a business case for a joint waste collection and street cleansing service with North Herts District Council.	Service Provider / Commissioner / Manager	<p>Target: Business case submitted to Council for consideration.</p> <p>Outcome: Possible service efficiencies through joint working.</p> <p>Critical Success Factors: Staff resources, support from within the Council; commitment of Councillors and senior staff at both authorities.</p> <p>Environmental Impacts: Improved recycling performance and reduction in waste sent to landfill through more financially efficient services.</p>	31 July 2015	Head of Environmental Services	Financial Services (including Property and Asset Management); Legal Services; Communications; Procurement	Hertfordshire Municipal Waste Management Strategy	
15-ES11	To conduct a waste analysis of the contents of the residual (black) waste bin to find out if further material can be diverted from landfill using existing recycling and composting services.	Service Provider / Commissioner / Manager	<p>Target: Report produced to advise of percentage of waste in the bin that can be diverted.</p> <p>Outcome: Possible reduction of waste, and increase in recycling rate</p> <p>Critical Success Factors: Commissioning a suitable specialist on conduct the analysis.</p> <p>Environmental Impacts: Reduced landfill, increased recycling of non domestic landfill</p>	30 August 2015	Waste Services Manager	None	Hertfordshire Municipal Waste Management Strategy	
15-ES12	Investigate the possibility of developing waste champions in the district, and work with managing agents of communal areas to improve the use of waste and recycling services.	Service Provider / Commissioner / Manager	<p>Target: Hold a database of contacts (residents and managing agents) with which the council can engage to communicate issues and develop knowledge of the service.</p> <p>Outcome: To increase and improve the quality of recycling material through enhancing and finding new ways of communicating with residents; greater understanding by public of how their waste is recycled</p> <p>Critical Success Factors: Data protection issues addressed.</p> <p>Environmental Impacts: Increased recycling rate, improved quality of material, diversion from landfill</p>	30 October 2015	Waste Services Manager	Communications, Web team	Hertfordshire Municipal Waste Management Strategy	

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15-ES13	Extending the trial 'Folly Island ARC Plus' scheme to maximise take up.	Service Provider / Commissioner / Manager	<p>Target: All properties using the service.</p> <p>Outcome: Increase organic waste composted and dry recycling, reduction in landfill through provision of all containers to every property.</p> <p>Critical Success Factors: Public knowledge, public commitment.</p> <p>Environmental Impacts: Increased recycling and reduced landfill waste.</p>	30 November 2015	Waste Services Manager	Communications, web team	Hertfordshire Municipal Waste Management Strategy	
15-ES14	Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles.	Service Provider / Commissioner / Manager	<p>Target: Campaign delivered.</p> <p>Outcome: Reduced disposal to landfill, increase in collection of Waste Electrical and Electronic Equipment (WEEE) and textiles reuse/recycling.</p> <p>Critical Success Factors: Support from contractors and partners.</p> <p>Environmental Impacts: Reduction in disposal to landfill. Increase in WEEE and textile recycling.</p>	30 September 2015	Waste Services Manager	Communications, web team	Hertfordshire Municipal Waste Management Strategy	
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								
15-ES15	Identify available options for promoting and developing community energy schemes in East Herts.	Enabler	<p>Target: Report produced evaluating alternative options available and recommending a way forward.</p> <p>Outcome: Further community energy schemes developed in East Herts, increasing renewable energy generation, reducing the district's carbon footprint and delivering financial and social benefits for local communities.</p> <p>Critical Success Factors: Staff resources.</p> <p>Environmental Impacts: Reduction in carbon footprint.</p>	31 March 2016	Environmental Strategy and Development Manager	Financial Services (including Property and Accountancy); Legal Services' partners	Climate Change Strategy	