

## Environmental Services Service Plan 2011/12

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: Promoting prosperity and well being; providing access and opportunities**

**Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable**

**By 2015 - Sustain the percentage of residents who are satisfied with our parks and open spaces by maintaining standards and retaining existing Green Flags.**

**Strapline: Pride in East Herts**

**Corporate Priority: Improve standards of the built neighbourhood and environmental management in our towns and villages.**

11-ES01	Deliver completed management plans for major parks in consultation with stakeholders.	<p><b>Target:</b> Management plans in place for the remaining major parks (Hertford Castle; Waytemore Castle; Hartham).</p> <p><b>Outcome:</b> Clear direction and allocation of resources to meet local needs. Able to demonstrate local community involvement. Develop a consistent approach to producing Management Plans for the 40+ smaller parks and open spaces.</p> <p><b>Critical Success Factors:</b> Staff resources. Support from the local community and external partners such as Groundwork Trust and CMS.</p> <p><b>Environmental Impacts:</b> The development of parks considers environmental management, landscape and biodiversity implications.</p>	#####	Environment Manager - Open Spaces	Community Services and Leisure Services Team.	Staff Resources. Support and input from external partners (Groundwork Trust and Countryside Management Service) and the local community
11-ES02	Deliver a comprehensive progress report to Environment Scrutiny on the Parks & Open Space Strategy and Action Plan.	<p><b>Target:</b> Comprehensive progress report to Environment Scrutiny Committee.</p> <p><b>Outcome:</b> To provide an up to date evaluation of current progress on the works outlined in the Action Plan.</p> <p><b>Critical Success Factors:</b> Staff resources.</p> <p><b>Environmental Impacts:</b> The Strategy and associated Action Plan consider environmental management, landscape and biodiversity implications associated with any works in the parks and open spaces owned and managed by East Herts.</p>	#####	Environment Manager - Open Spaces	None	Staff resources
11-ES03	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 and 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 2012	Environment Manager - Open Spaces	Leisure Services. Environmental Health. Communications Team.	Staff resources and input from Environmental Services, Leisure Services, Environmental Health, Communications Team and DTP. Support and input from external partners such as Countryside Management Service.
11-ES04	Review the approach to managing East Herts owned land containing woodlands.	<p><b>Target:</b> Complete the review.</p> <p><b>Outcome:</b> Develop an approach to developing management plans for significant woodlands in East Herts ownership.</p> <p><b>Critical Success Factors:</b> Staff resources. Support from other council services and Countryside Management Service</p> <p><b>Environmental Impacts:</b> Effective management of East Herts owned woodlands and biodiversity considerations.</p>	31 March 2013	Environment Manager - Open Spaces	Asset Management. Facilities Management. Planning Services.	Staff resources
11-ES05	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 from 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	Environment Manager - Open Spaces	Community Services. Leisure Services Team. Facilities Management	Staff resources

**Strapline: Fit for purpose, services fit for you**

**Corporate Priority: Deliver good quality customer focused services by maintaining and developing a well managed and publicly accountable organisation**

**By 2013 - Increase the percentage of residents who agree that the council provides value for money.**

11-ES06	Reduce Play Area Inspections to weekly on less well used sites	<p><b>Target:</b> Implement the changes as outlined and agreed in the Medium Term Financial Plan.</p> <p><b>Outcome:</b> Achieve efficiency gains through effective allocation of resources.</p> <p><b>Critical Success Factors:</b> Staff resources and contractor support.</p> <p><b>Environmental Impacts:</b> None.</p>	31 March 2012	Environment Manager - Open Spaces	None	Staff resources and support of Contractor
11-ES07	Continue to work with the Programme Director of Change, to develop and deliver a project plan, that ensures the services part of C3W is delivered on time and that all the potential benefits identified by the service are delivered.	<p><b>Target:</b> Project Implement for the service as part of 'Phase 3'</p> <p><b>Outcome:</b> To have flexible ways of working that generate increased efficiencies and improved customer service through better IT systems and therefore reduce office space requirements.</p> <p><b>Critical Success Factors:</b> Benefits delivered.</p> <p><b>Environmental Impacts:</b> Reduction in carbon emissions, both directly for the service and through support to other services</p>	1 August 2011	Head of Environmental Services / Business Development and Support Manager / Environmental Co-ordinator	Support from Human Resources; IT Services; Business Process Improvement Team	Staff Resources and adequate systems and IT infrastructure
11-ES8	Build upon the high performance of the Service and generate efficiencies through the development of a "Right First Time" culture.	<p><b>Target:</b> Complete programme and training for staff.</p> <p><b>Outcome:</b> Improve efficiency of Service processes and handling of customer services.</p> <p><b>Critical Success Factors:</b> Staff resources, training and support from other services such as IT, Web Admin and Customer Services. Support from Contractor.</p> <p><b>Environmental Impacts:</b> None.</p>	31 March 2013	Head of Environmental Services / Business Development and Support Manager	Training support from Human Resources. IT. Web Admin. Customer Services.	Staff resources. Adequate back office systems and IT infrastructure. Support from Contractors.
11-ES9	Work with Customer Services to further improve the customer experience when contacting Environmental Services	<p><b>Target:</b> Further improve the level of skills within the Service to enhance the customer experience.</p> <p><b>Outcome:</b> Improved satisfaction with customer contact. Website information increased and more accessible. Greater resilience through increased skill set and knowledge of all staff in the Service.</p> <p><b>Critical Success Factors:</b> Staff resources. Training and support from other services such as IT, Web Admin, Human Resources and Customer Services. Continued improvements to the back office IT systems.</p> <p><b>Environmental Impacts:</b> None.</p>	31 March 2013	Business Development and Support Manager	Training support from Human Resources. IT. Web Admin. Customer Services.	Staff resources. Adequate back office systems and IT infrastructure
11-ES10	Cease seasonal leaf clearance programme from Autumn 2011.	<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.</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>	31 March 2012	Waste Services Manager	None	Staff and external contractor resources
11-ES11	Review and withdraw plastic, can and glass banks where possible.	<p><b>Target:</b> Reduction in numbers of recycling banks as agreed by the Council.</p> <p><b>Outcome:</b> Achieve Medium Term Financial Plan Savings Targets. Increased kerbside recycling rates.</p> <p><b>Critical Success Factors:</b> Staff resources, contractor support</p> <p><b>Environmental Impacts:</b> Potential small negative impact on the levels of recycling, subject to the level of diversion to kerbside collections.</p>	31 March 2012	Waste Services Manager.	Communications Team. Web Admin.	Staff and Contractor resources.
11-ES12	Implement new Textile Recycling Bank contract.	<p><b>Target:</b> Achieve Medium Term Financial Plan savings target.</p> <p><b>Outcome:</b> Achieve economies of scale and reliability of service for residents.</p> <p><b>Critical Success Factors:</b> Delivery of consortium contract by Herts Waste Partnership.</p> <p><b>Environmental Impacts:</b> None.</p>	01 June 2011	Waste Services Manager.	Communications Team. Web Admin.	Staff and Contractor resources.

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11-ES13	Review of Environmental Co-ordinator Functions	<p><b>Target:</b> Review Completed</p> <p><b>Outcome:</b> Identify opportunities for efficiency gains through rationalisation and partnership working</p> <p><b>Critical Success Factors:</b> Staff resources, Support from BPI team, partners and Members</p> <p><b>Environmental Impacts:</b> Possible negative impact on the support available to residents, businesses and achievement of the Council's Climate Change Strategy and Action Plan, subject to results of the review</p>	#####	Head of Environmental Services	Environmental Health, Community Services, Planning Services, HR	Staff Resources
<p><b>Strapline: Pride in East Herts</b>  <b>Corporate Priority: Improve standards of the built neighbourhood and environmental management in our towns and villages.</b></p>						
<p><b>By 2013 - Sustain the percentage of residents satisfied with street and environmental cleanliness by increasing partnership working to maintain environmental standards.</b></p>						
11-ES14	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.</p> <p><b>Environmental Impacts:</b> Reduction in Environmental Crime across the District.</p>	31 March 2012	Environmental Inspection Team Manager	Communications Team. Community Protection and Licensing. Legal Services. Web Admin.	Staff resources. Support from Contractors and external partners such as Police, PCSO's.
<p><b>By 2013 - Increase our recycling rate to 50% and reduce waste sent to landfill.</b></p>						
11-ES15	Successful implementation of the new Waste and Recycling Contract.	<p><b>Target:</b> Successful implementation of new Waste and Recycling Contract.</p> <p><b>Outcome:</b> Continue to deliver efficient and value for money Waste and Recycling Services which meet the needs of residents. Maintain and improve recycling and waste reduction performance targets. Maintain high levels of street cleanliness and overall customer satisfaction with the Service.</p> <p><b>Critical Success Factors:</b> Staff and Contractor resources, IT and back office support.</p> <p><b>Environmental Impacts:</b> Deliver improvements to Council and County carbon reduction targets, by increasing the range of recycling and reducing waste sent to landfill.</p>	31 March 2012	Waste Services Manager.	Communications Team. Web Admin.	Staff and Contractor resources.
11-ES16	Implement a mixed plastics recycling project.	<p><b>Target:</b> Increase in range of materials that are recycled at the kerbside.</p> <p><b>Outcome:</b> Plastics types 1 to 6 collected from residents where possible. Increase in recycling levels, improved public satisfaction with Waste and Recycling Service.</p> <p><b>Critical Success Factors:</b> Staff resources. Commitment from Contractor and residents.</p> <p><b>Environmental Impacts:</b> Increase in recycling rates and a reduction in waste sent to landfill. Deliver improvements to Council and County carbon reduction targets.</p>	01 July 2011	Waste Services Manager.	Communications Team. Web Admin.	Staff and Contractor resources.
11-ES17	Conduct a feasibility study on the roll out of an organic waste collection scheme for communal properties.	<p><b>Target:</b> Review complete and business case submitted if appropriate.</p> <p><b>Outcome:</b> Assessment of cost benefits of collecting organic waste from communal properties.</p> <p><b>Critical Success Factors:</b> Staff resources. Contractor support. Emerging Legislation.</p> <p><b>Environmental Impacts:</b> Reduction in waste sent to landfill.</p>	31 March 2012	Waste Services Manager.	None.	Staff and Contractor resources.
11-ES18	Develop a methodology in consultation with the Herts Waste Partnership to identify and improve areas with below the East Herts average recycling rates.	<p><b>Target:</b> Identify specific areas / locations.</p> <p><b>Outcome:</b> Areas of lower recycling identified and action to increase recycling rates specifically targeted. Increased resident participation in recycling in the District. Achieve Herts Waste Partnership targets.</p> <p><b>Critical Success Factors:</b> Staff resources, IT and back office support. Cooperation of partners in Herts Waste Partnership</p> <p><b>Environmental Impacts:</b> Reduce waste sent to landfill. Reduction in carbon emissions.</p>	31 March 2012	Head of Environmental Services / Waste Services Manager	None	Staff and Contractor resources.
<p><b>By 2015 - Reduce by 25% the carbon dioxide emissions from local authority operations by 2020.</b></p>						
11-ES19	Implement Climate Change Strategy and Action Plan	<p><b>Target:</b> Achieve councils carbon emissions reduction target.</p> <p><b>Outcome:</b> Increase the sustainability of Council operations.</p> <p><b>Critical Success Factors:</b> Staff and financial resources. Delivery of C3W programme inc. home and remote working. 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 Co-ordinator	All Council Services	Staff and financial resources
11-ES20	Support the Hertfordshire wide review of the Hertfordshire Environmental Forum (HEF).	<p><b>Target:</b> Revised structure for managing Hertfordshire wide environmental matters agreed.</p> <p><b>Outcome:</b> Agreed arrangements for the Hertfordshire wide management of environmental issues.</p> <p><b>Critical Success Factors:</b> Staff resources. Support from external partners.</p> <p><b>Environmental Impacts:</b> Continued joint working in Hertfordshire wide environmental matters.</p>	31 March 2012	Environmental Co-ordinator	Communications Team. Community Services.	Staff and financial resources
11-ES21	Implement the Castle Weir Micro Hydro Scheme at Hertford Theatre.	<p><b>Target:</b> Facility commissioned.</p> <p><b>Outcome:</b> Exempla project. Production of sustainable energy and income generated from the sale of green electricity and feed in tariffs. Contributes to the enhancement of the town centre of Hertford.</p> <p><b>Critical Success Factors:</b> Staff resources. Design and build of facility by Contractor. Support from the Council's Engineering and Property teams. Planning approval agreed.</p> <p><b>Environmental Impacts:</b> Reduce Council's carbon footprint. demonstration project for businesses in Hertfordshire.</p>	31 October 2011	Environmental Co-ordinator	Property Services. Engineers. Communications Team. Planning Services.	Staff and financial resources