


Environmental Services- Service Plan 2012/13

Service:	Head of Service:	Rob Anderton	
Environmental Services	Strategic Director:	Jon Poore	
	Portfolio Holder(s):	Cllr Bryn Morgan (Environment) Cllr Carole King (Car Parking)	

1. Introduction / Overview

Environmental Services covers four distinct service areas, as follows-

Environmental Services

Responsible for the management of the Council's key 'Waste Management Contract' with Veolia ES, which covers the high-profile functions of waste, recycling and street cleaning. As well as managing the day-to-day operation of the contract, the team is also responsible for managing a large number of customer queries every day, and for providing an educational/ advocacy role. In addition to the core refuse, recycling and street cleaning functions, other services under the 'Environmental Services' umbrella include clinical waste, garden waste, food waste & bulky waste collections; abandoned vehicles; graffiti removal; and the provision of public conveniences.

Environmental Health

This service is provided to directly protect human health and to regulate environments to protect public health. This is achieved by carrying out statutory duties, meeting customer needs and ensuring the health & safety of our residents, visitors and businesses alike. There are two main functions led by this service – Food Safety / Health & Safety and Environmental Protection. By working reactively, and through risk-based priorities, the EH Service contributes to the Council's priorities of Understanding our Residents' Needs, Environment and Value for Money.

Car Parking

This service is responsible for the provision and maintenance of off-street parking places and parking enforcement. In addition to the management of the Council's 'Parking Services' contract with NSL, the service is also responsible for maintaining all car parks in a safe condition, for identifying and managing improvement projects as required, and for proactively managing demand for parking space throughout the Borough through the Council's Off-Street Parking Order.

Emergency Planning & Corporate Safety

Under the Civil Contingencies Act 2004 Waverley is a Local Authority Category 1 responder in regard to emergency situations affecting the

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Borough or pan-Surrey. There are many roles and civil protection duties that fall on Waverley, including the preparation of emergency plans, sharing information cooperatively, warning and informing the public of emergency situations, coordinating with other emergency service partners and agencies, and providing assistance and advice to the community, voluntary organisations and businesses. In addition, as a local employer the Council has duties regarding the health and safety of its staff, premises, visitors, contractors and others who use our services. Risk-based assessments of these duties are carried out, monitored and reviewed; policies, procedures and training are in place.

2. Focus for the coming year – Action Plan

Desired outcome / Objective		To tackle climate change, by increasing recycling rates and reducing the volume of residual waste generated in Waverley.				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
ES1.1	New commingled dry recycling scheme introduced April 2012	Schemes to go live mid-April	Rob Anderton/ Jennifer Carson	Capital funding for containers (c £1M)- part funded by SCC Officer resource to manage changeover	Done	Significantly improved recycling rates (57-66%) Improved customer satisfaction Reduced revenue costs (circa £500k/annum)
ES1.2	Borough-wide food waste collection introduced April 2012					
ES1.3	Bring site provision rationalised following introduction of new kerbside scheme.	Phased reduction in numbers to 12 by June 2012	Rob Anderton/ Jennifer Carson	Officer resource	Y	Number of sites reduced from 25 to 12; mixed recycling replaces current paper, bottle and card banks.
ES1.4	Explore opportunities, and introduce new banks for 'niche materials' to remaining bring sites (such as electrical equipment, light bulbs, etc)	Opportunities identified August 2012 New banks introduced on trial basis Feb 2013				Improved recycling rates and reduced residual tonnage. Improved capture rates of 'difficult-to-reach' materials.

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ES1.5	Promote new scheme through 'road show' programme	Series of road-shows to run prior to during and immediately following roll-out	Jennifer Carson	Veolia ES (VES) commitment to tow trailer. Officer time	N	Customers well-informed about the new scheme; high participation and satisfaction rates
ES1.6	Garden Waste Service reviewed based on costed options. New approach agreed and implemented	Costed proposals presented to Executive for approval July 2012; New scheme introduced Spring 2013; Future of free Saturday collections reviewed at that time	Rob Anderton/ Jennifer Carson	Officer time Potential capital outlay for new wheelie bins (external funding to be sought); ongoing revenue savings thereafter	Y	Increased participation, improved garden waste recycling rates, lower net costs to Council
ES1.7	Clinical Waste Service reviewed based on costed options from VES	New scheme introduced Spring 2012	Rob Anderton/ Jennifer Carson	Officer time	Y	Reduced cost of service per head
ES1.8	Introduce street recycling bins trial in four main centres of population	New bins installed summer 2012; Success monitored through composition analysis Dec 2012	Jennifer Carson	Officer time Capital cost of supply/ installation of 20 new bins (£15k)	Y	Increased recycling achieved through improved 'recycling on the go' opportunities; Recycling message reinforced by presence of new bins

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ES1.9	Reduce carbon impact of waste contract through improved vehicle technologies	Two Biodiesel refuse vehicles introduced as part of new fleet (Apr 2012) Low-emission supervisor's vehicles introduced Apr 2012 Hybrid transit vans introduced into street cleaning fleet as replacements are required (starting Nov 2012)	Rob Anderton/ Jennifer Carson / Fotini Kallipoliti	none	N	Reduction in carbon footprint of service
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Desired outcome / Objective		To improve the public perception of, and satisfaction with, Environmental Services in Waverley				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
ES2.1	Continually monitor the success of the Community Cleaning & Street Cleaning Teams to ensure correct areas are being targeted and standards are being met.	Ongoing for 2012/13	Jennifer Carson	Officer time		Street Cleaning comment cards show 80% satisfaction rate with services provided Routine inspections demonstrate 90% scheduled cleans carried out to satisfactory standard

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ES2.2	Enhance street cleaning service further- explore possibility of two additional 'barrow men' to embellish Community Cleaning Crew and provide a greater presence in town and village centres	Review of street cleaning to Executive May 2012; any agreed changes implemented summer/ autumn 2012	Rob Anderton/ Jennifer Carson	Circa £80k	N	Improved street cleaning standards, reduction in level of complaints
ES2.3	Following the introduction of Civica 'Contact Manager' software, embed new approach to formalise management of customer information	Civica 'Contact Manager' introduced March 2012 System being used and generating useful management information by June 2012	Jennifer Carson/ Linda Frame	Officer time	N	'Contact Manager' being used to manage/ monitor all Environmental Services customer contacts. Citizens Panel surveys indicate 80% satisfaction with the Council's Environmental Services
ES2.4	Introduce further improvements to Customer Services arrangements, including the introduction of a texting service, and the implementation of improved telephony arrangements (Linked to Customer, IT & offices Service Plan objective)	Roll-out of new telephone system commences April 2012 Project completed April 2013	Jennifer Carson/ Linda Frame	Officer time Capital investment in new telephone system	N	Improved customer satisfaction

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Desired outcome / Objective		To improve the performance and efficiency of the Environmental Health service				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
ES3.1	Adopt and embed new Environmental Health Enforcement Policy and Scheme of Delegation	New policy and scheme of delegation agreed by Council and implemented March/ April 2012	Victoria Buckroyd/ Rob Anderton	Officer time	Y	Enforcement Policy & Scheme of Delegation agreed by Council, and implemented. Improved efficiency; officers feel more empowered.
ES3.2	Manage new Performance Management Framework	Performance measures in place and agreed March/ April 2012	Victoria Buckroyd/ Colin Giddings	Officer time		Agreed service standards in place. Better management information. Monthly management report produced
ES3.3	Review technology and mobile working	Options explored in detail Apr-Jun 2012. Report prepared setting out options and proposed approach/ business case July 2012	Victoria Buckroyd/ Colin Giddings	Officer time. May identify the need for additional investment.	Y	Need for new technology identified and funding bid submitted.

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ES3.4	Continue to investigate shared services and outsourcing opportunities for delivering Environmental Health services, Emergency Planning and Corporate Health & Safety.	Pursue options through Surrey Environmental Health Manager's Group, via West Surrey Cluster and through bipartite conversations with neighbours. Agreement reached and changes implemented by March 2013	Rob Anderton/ Victoria Buckroyd	Officer time & input from neighbouring Councils	Y	Options generated for approval. Implementation where agreed.
ES3.5	Review Pest Control Service	Contractual options including shared contracts, and 'commission'/ referral model explored, and current policy on subsidy revisited- recommendations submitted for approval July 2012.	Victoria Buckroyd/ Colin Giddings	Officer time & input from neighbouring Councils	Y	New contract prepared, reflecting desired approach- ready for procurement (either alone, or in partnership with others) in 2013

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Desired outcome / Objective		To improve the quality of life, health and well-being of Waverley residents and visitors through the implementation of identified Environmental Health projects				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqlA Needed? (Y/N/Done)	Success Criteria/Measures
ES4.1	Proceed with Defra Air Quality project looking at Farnham Air Quality Management Area (AQMA)	Stakeholder meeting Feb 2012; Project submission agreed 6-8 month timescale; completion July 2012	Colin Giddings/ Honor Puciato	Officer time + Grant funding from Defra (£21k) and data provision support from Surrey County Council	N	Completion by July 2012; ranked list of Air Quality Action Plan measures modelled according to potential Air Quality improvements
ES4.2	Continue to monitor air quality across the Borough	Ongoing work or as advised by Defra	Honor Puciato	Officer time + combined Revenue and Capital budgets of c. £19k	N	Revocation of Hindhead AQMA – depends on minimum 6 months of robust supporting data; provision of statutory annual progress reports (April each year); servicing and maintenance of data collection for local AQMAs and National Air Quality Network (ongoing)

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ES4.3	Implement Contaminated Land Strategy – investing and developing action plans for top ten priority sites	Dependent on Central Government / changes to primary legislation; Strategy to be published within 6 months of above	Colin Giddings/ Aine O'Brien	Officer time + capital budget c. £30k required in support of site investigations, risk assessments and specialist software. Possible income generation through tailored report production	tbc	Revised Strategy (statutory document) available within 6 months of new legislation / guidance; to contain ranking method of potential sites. Identification and inspection of highest priority sites & software further developed to produce tailored reports within 6 months of above
ES4.4	Food Hygiene Rating Scheme- inclusion of retail sector	Data cleansed March/ April 2012 Communication campaign with retail premises April/ May Scheme officially launched in June 2012	Victoria Buckroyd	Officer time		Residents of, and visitors to, Waverley are better informed as a result of a more transparent and easily understood rating regime for food premises in Waverley.

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ES4.5	Introduction of food hygiene training for local business community	<p>Start promotion Jan 2012</p> <p>Commence quarterly training sessions in Feb 2012, based on demand</p> <p>Monitor effectiveness and take-up through 2012 and review scheme in March 2013</p>	Victoria Buckroyd/ Jamie Tomlinson	<p>Officer time</p> <p>Requires a venue</p>		A better level of training and competency among Waverley's food handlers potentially resulting in higher standards.
ES4.6	Develop a Food Safety Enforcement Service Plan	<p>Plan produced by Apr 2012</p> <p>Identified targets implemented by March 2013</p>	Victoria Buckroyd	Officer time		Service Plan developed in accordance with the Food Standards Agency Framework Agreement for Local Authorities
ES4.7	Develop a Health & safety Enforcement Service Plan	<p>Plan produced by Apr 2012</p> <p>Identified targets implemented by March 2013</p>	Victoria Buckroyd	Officer time		Service Plan developed in accordance with the Health & Safety Executive Section 18 mandatory guidance for Local Authorities

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Desired outcome / Objective		Maximise effectiveness of Council Car Park portfolio, ensuring all sites are fit for purpose, and have a tariff structure reflecting function and demand				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
ES5.1	Introduce and embed approved changes to tariff structure, as set out in the Car Park Review 2011	New charging structure introduced Feb 2012. Impact of changes monitored and 12 month review carried out Dec 2012. Any recommended changes implemented by minor amendment Jan/ Feb 2013	Margaret Jerome	Officer Time Potential advertising costs of any minor amendment arising from review	Y	Revised structure implemented smoothly Car parks being used for intended purpose. Greater level of 'churn' in 'shoppers' car parks Improved income levels
ES5.2	Work towards introducing charging at Weyhill car park, Haslemere (if capital funding is allocated to enable site upgrade).	Project completion expected March 2013	Margaret Jerome	Officer Time One-off cost of £342,000; Net increased income of £100,000 per annum projected	Y	Project completed on time and budget. Site generating the projected levels of income going forward
ES5.3	Introduce charging at Station Lane Car Park, Milford, as set out in the Car Park Review 2011 and subsequent amendments	Project completion expected Feb 2012 6-month review of arrangements carried out July/ Aug 2012 and any amendments made	Margaret Jerome	Officer time	Y	Project completed on time and budget. Greater level of 'churn', with incidents of long-stay parking reduced Site generating the projected levels of income going forward

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ES5.4	Increase the hourly charge at High Street Haslemere to bring in line with new charges for other prime sites (80p, £1.60, £2.80, etc.).	Change to be made by minor amendment of Parking Order in time for 2013/14 implementation.	Margaret Jerome	Officer time Advertising costs of minor amendment	Y	Pressures of demand for parking spaces better balanced between Haslemere car parks Improved income
ES5.5	Carry out a carbon reduction exercise involving lighting in car parks, focusing initially on two 'quick win' sites (budget allowing)	Install replacement bulbs at Village Way, Cranleigh, and The Hart, Farnham in autumn 2012	Margaret Jerome / Fotini Kallipoliti	Officer time Cost of replacement bulbs and installation (circa £15k)	N	Reduction in carbon footprint of the parking service, and corresponding reduction in cost
ES5.6	Working with the Leisure team, establish an appropriate way forward for the management of Leisure centre car parks at Godalming, Farnham, Cranleigh and Haslemere	Working group established to identify issues- April 2012 Issues and options considered, and recommendations brought to Executive Sept 2012 Proposals agreed and implemented by April 2013	Margaret Jerome	Officer time	Y	Improved, and better-managed parking facilities provided for the Council's Leisure Centre sites which ensure available space is protected for the use of customers.

[NB – Performance Indicators and targets will be added separately]

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3. Equalities & Diversity Checklist – Equality Impact Assessments (EqIAs)

Which EQIAs have been completed for your service since the last Service Plan?	<ul style="list-style-type: none"> • Introduction of a new kerbside recycling collection service- September 2011 • Reduction of bring site locations- November 2011
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Please list all actions identified in these EqIAs :

Issue	Action
Bins being difficult to move for older people, or people with physical disabilities	Have consulted with the Disability Forum, and they felt that the bins would be more manageable than the current box system. We will continue to offer an assisted collection service on request where people cannot move the bins.
Bins being left on pavement.	April 2011- Disability Forum recently noted that there has been an improvement in this with wheeled bins and boxes since first mentioned. Will continue to monitor to ensure potential obstructions do not occur with the caddies.
The possible need for additional assistance re moving wheelie bins for pregnant women	Veolia's extension proposal includes an undertaking to offer 'temporary exemptions' for pregnant women, or those with short-term debilitating illnesses/ injuries

Issue	Action
Fewer bring sites will mean that people may have to travel further to recycle from bring sites.	Kerbside recycling system will be much improved, so reliance on bring sites will be greatly reduced. The remaining bring sites will be located in central places, like towns or supermarkets so residents can try to combine visiting bring sites with a journey they may already be making.

Service EqIA last reviewed:	September 2011	Next review due:	2013
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4. Staff Involvement Checklist	
Is there evidence of staff involvement in process?	This Service Plan was developed in liaison with key Service Managers and their teams

5. Using Complaints for Service Improvement	
Have you improved service delivery as a result of complaints received?	<ul style="list-style-type: none">• The proposed new waste and recycling service, due to be implemented in April 2012, has been designed as a direct result of customer feedback expressing dissatisfaction with the current recycling service; specifically, the range of materials collected at the kerbside, the way in which it is collected (source segregated), and the fact that 'smelly' waste is currently only collected fortnightly. The new system will address all of these concerns.• The planned improvements to the street cleaning service are also intended to improve customer satisfaction, addressing specific issues with the 'visibility' of the service, and the need for more manual cleaning in and around town/ village centres