


Service Plan Template 2015/16

Service: Environmental Services	Head of Service:	Robert Anderton	
<ul style="list-style-type: none"> • Environmental Health • Waste, Recycling & Street Cleaning • Parking Services • Corporate Health & Safety and Emergency Planning 	Director:	Damian Roberts	
	Portfolio Holder(s):	Cllr Donal O'Neill	

1. Service Plan Overview 2014/15

This Service Plan covers the main activities to be carried out by the Environmental Services team over the coming 12 months. These can be divided into the following broad categories:

- Implementing the findings of the Council's Customer Services 'Foresight' project across Environmental Services by building an improved and more joined-up customer services function, developing greater customer insight and embedding the Council's Corporate Customer Services Standards;
- Continuing to build an efficient and effective Environmental Health service through the application of technology including a mobile working solution for Food Inspections, continuing to work effectively with partnership organisations, and delivering a range of Environmental Health projects, with specific focus on Air Quality, Contaminated Land and the development of Primary Authority Partnerships;
- Continuing to build on the success of the mixed dry recycling and food waste collection service and, through a combination of improved communications/ behaviour change initiatives and an improved 'core offer' of kerbside recycling services, further increasing recycling rates and reducing the volume of residual waste generated in Waverley;
- Further improving the cleanliness of the borough, and public perception of the service, by delivering the agreed recommendations of the 2012 Street Cleaning Review;
- Building on efficiencies achieved to date, and using new technologies to create a modern, cost-effective and customer-friendly parking service;
- Delivering agreed car parking projects and continuously reviewing the impact of the Car Park Review 2011;
- Delivering robust contract management for the delivery of Waste Management, Environmental Cleansing and Parking Services contracts-ensuring environmental, financial and customer service performance is maximised.

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Desired outcome / Objective		The Environmental Health Service provides a range of mandatory / regulatory activities that protect the health and well being of the residents and visitors of the Borough.				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications Cap/Rev	Corporate Plan Priority?	Success Criteria/Measures
ES/2.1	Implement the Mobile Working Solution for Food Inspections as part of the wider "Foresight" Mobile Working programme.	April 2015	Victoria Buckroyd/Colin Giddings	Officer time Capital/ revenue cost of mobile technologies (IT budget)	Value for money Understanding residents' needs.	Productivity and capability of Food Safety Officers further improved by;- <ul style="list-style-type: none"> • Availability of on site access to back-office systems so they can refer to data and file/issue reports in real-time direct from site. • Cutting costs and carbon footprint associated with paperwork, administration and travel.
ES/2.2	Trial using a range of different hardware and software for different disciplines and make better use of technology to improve administrative efficiency of services and processes. Specifically, introduce the use of 'RH Environmental Noise App'	September 2015	Colin Giddings	Officer Time Capital/ Revenue cost of mobile technologies (Capital bid submitted)	Value for money Understanding residents' needs.	<ul style="list-style-type: none"> • Different mobile working technologies trialled and business cases prepared for taking forward any preferred approaches to be established and implemented as appropriate. • New technology and systems introduced and working effectively
ES/2.3	To continue working effectively by delivering projects with partnership organisations.eg Food	April 2016	Victoria Buckroyd/Colin Giddings	Officer time and grants from partner organisations	Value for money Understanding	The team operate within guidelines and national and local agreements with partner organisations which include:

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	Hygiene Rating Scheme.			.	residents' needs.	Other Surrey Councils, The Food Standards Agency; the Health and Safety Executive; the Department for Environment and Rural Affairs (Defra); and Public Health England.
ES/2.4	To protect the health of Waverley's population through the quality of the air they breathe and the safety of private water supplies.	April 2016	Colin Giddings	Officer time Existing revenue and capital budgets Defra Grants (for Air Quality projects)	Environment	Continue to deliver Air Quality Action Plan, issue Pollution, Prevention Control permits and investigate statutory nuisance- <ul style="list-style-type: none"> • Monitoring air quality throughout the Borough • Controlling pollution including air and noise from industrial processes • Controlling smoke and particulates from bonfires & construction sites • Delivering a risk-based sampling programme of private water supplies
ES/2.5	To ensure land is safe and fit for the purpose of its current or future intended use.	April 2016	Colin Giddings/Aine O'Brien	Officer time Capital budget	Environment	Continue to review, update and deliver the Council's Contaminated Land Strategy
ES/2.6	To offer Primary Authority partnerships to businesses wishing to take advantage of the national scheme.	April 2016	Victoria Buckroyd/ Jamie Tomlinson	Officer time Cost recovery charging regime in place	Understanding residents needs Value for money	Number of partnerships in place increased to 3 by end April 2016. Businesses assisted in meeting legal requirements and to raise standards. Improved standards are proven to help businesses to become more prosperous, which can benefit the whole community.

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Desired outcome / Objective		Improve the cleanliness of the borough by delivering the agreed recommendations of the 2012 Street Cleaning Review				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications Cap/Rev	Corporate Plan Priority?	Success Criteria/Measures
ES/3.1	Work with Veolia to improve the current street cleaning schedules, and continue to deliver improved performance relating to street cleaning.	May 2015	Jennifer Carson	Officer time	Environment/ Understanding Residents' Needs	<ul style="list-style-type: none"> Improved standards of cleanliness across the borough. Improved customer satisfaction with street cleaning (feedback from comment cards = 80% 'good' or 'excellent' rating). 100% of scheduled street cleans taking place on time. When inspected, 90% of street cleans carried out to be graded as grade A (immaculate) or B (small levels of detritus).
ES/3.2	Introduce mobile working solution for Contract Monitoring Officers	September 2015	Jennifer Carson	Capital cost of £1,500; ongoing annual revenue cost of £300. Improved efficiency of processes with release capacity and make the team more efficient.	Environment Understanding Residents' Needs Value for Money	<ul style="list-style-type: none"> Mobile working solution implemented and enabling more efficient and effective working practices

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Desired outcome / Objective Deliver key objectives from Waverley's Recycling Improvement Plan						
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications Cap/Rev	Corporate Plan Priority?	Success Criteria/Measures
ES/4.1	<p>Implement agreed actions from the Waverley BC Recycling Improvement Plan 2014; including:</p> <ul style="list-style-type: none"> • Greater publicity, information and awareness-raising. • Replacement of larger black bins with small black bins as needed. • Effective management of closed lid/ side-waste policy • Promotion of sale of food waste caddy liners. • Promotion of reduction of contamination in recycling bins. • Targeted work to improve recycling performance at communal developments. • Work with Surrey County Council & Surrey Waste Partnership to lobby government regarding street arisings & leaves 	March 2016	Rob Anderton/ Jennifer Carson	<p>Officer time</p> <p>Publicity budget (in place).</p>	<p>Environment</p> <p>Value For Money</p> <p>Understanding Residents' Needs</p>	<ul style="list-style-type: none"> • Improvements to recycling rate, and reduction in waste sent to landfill (performance targets of 60% recycling and 85kg residual waste/hh achieved). • Ongoing publicity campaigns to increase capture of recyclable material and reduce contamination levels. • Customer satisfaction with the service remains high.

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ES/4.2	Maximise potential of new garden waste scheme and promote to encourage new subscribers	August 2015	Rob Anderton/ Jennifer Carson		Environment Value For Money Understanding Residents' Needs	<ul style="list-style-type: none"> Increased number of garden waste subscribers (an additional 500 subscribers joined by summer 2015, bring total to 10,500). Increased tonnages of garden waste recycling material (average of 350 tonnes per month) Reduced garden waste in residual and recycling streams (Dry recycling contamination from garden waste consistently kept below 1%).
ES/4.3	Secure the best available price for all recycling materials	April/ May 2015	Rob Anderton/ Jennifer Carson	Potential to save £000's	Environment Value For Money	<ul style="list-style-type: none"> New County-wide Framework Contract negotiated for Garden Waste disposal, with improved prices. Best available rate secured for dry recycling mix

Desired outcome / Objective		Further build on efficiencies achieved to date, using new technologies to create a modern and cost-effective and customer-friendly parking service				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications Cap/Rev	Corporate Plan Priority?	Success Criteria/Measures
ES/5.1	Maximise use of Pay by Phone facilities in Waverley	December 2015	Rob Anderton/ Jennifer Carson	Officer Time Potential to achieve savings on	Understanding Residents' Needs	<ul style="list-style-type: none"> 6%-10% of transactions taking place via PBP by December 2015 Usage and uptake of system reviewed

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				cash collection once cashless payment is established and well used.		<ul style="list-style-type: none"> • Customer satisfaction rates improved. • Longer term potential for cash collection/ counting savings reviewed and identified- and plan in place to implement changes to realise efficiencies
ES/5.2	Ensure Cale Web Office (new car park machines information system) is fully integrated, and benefits maximised	May 2015	Rob Anderton/ Jennifer Carson	Officer time	Value for money	<ul style="list-style-type: none"> • Potential for cash collection/ counting savings reviewed and identified- and plan in place to implement changes to realise efficiencies
ES/5.3	Car washing- introduction of car washing services in two of Waverley's car parks	December 2015	Rob Anderton/ Jennifer Carson	Officer time	Understanding Residents' Needs Value for money	<ul style="list-style-type: none"> • Contractor appointed to carry out works. • Income of over £10k generated for car washing contract.
ES/5.4	Review and update Car Parks Review 2011	July 2015	Rob Anderton/ Jennifer Carson	Officer time	Understanding Residents' Needs Value for money	<ul style="list-style-type: none"> • Achievement of review recommendations assessed • Success of review recommendations established • Further changes to approach identified and presented to Executive for endorsement.
ES/5.5	Implement the projects identified in year 1 of the new Waverley Borough Council 10-year Car Parks Asset Management Plan	March 2016	Rob Anderton/ Jennifer Carson	Capital Budget	Understanding Residents' Needs Value for money	<ul style="list-style-type: none"> • Identified projects delivered on time and on budget

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Desired outcome / Objective		Deliver key objectives in Emergency Planning, Business Continuity and Corporate Health and Safety; building on Waverley's safe working culture and strengthening response and recovery measures to incidents & emergencies				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications Cap/Rev	Corporate Plan Priority?	Success Criteria/Measures
ES/6.1	Implement Emergency preparedness actions in line with Corporate Vision and Civil Contingencies Act 2004, including; <ul style="list-style-type: none"> • Development of specific emergency response plans to cover known natural hazards and threats • Delivery of training and exercise programme to develop emergency roles of responsible officers • Development of Community Resilience Programme to enhance community preparedness • Greater publicity, information and awareness-raising. • Replacement of Emergency Store and key officer resources to allow a strengthened response to emergencies 	August 2015	Laurence McCammick/ Rob Anderton	Officer time Agreed Emergency Planning budget (in place).	Value For Money Understanding our Residents needs Environment	<ul style="list-style-type: none"> • Validation of developed plans through table top and live exercises with changes to approach identified and presented to Executive for endorsement. • Endorsement from Executive of approved process and toolbox of emergency messages and advice for Warning and Informing public • Longer term potential for local emergency preparedness scoped, identifying risk and where this will realise self-sufficiency within the wider community during times of critical need
ES/6.2	Implement an agreed Business Continuity Management system,	October 2015	Laurence McCammick/ Rob	Officer time	Value For Money	<ul style="list-style-type: none"> • Achievement of BC review and recommendations on Plan development

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	<p>including;</p> <ul style="list-style-type: none"> • Development of a Corporate BC Plan • Production, adoption and testing of Individual BC Service Plans • Development of annual BC Exercises to continuously improve and test BC Response and Recovery 		Anderton		Environment	<ul style="list-style-type: none"> • Successful development of BC Plan • Development of Service Plan BC responses established • Planned BC Exercise to validate developed plans set
ES/6.3	Develop a strong Corporate Health and Safety Policy and Safety Culture in line with Corporate Vision and HSE Guidance 65	May 2015	Laurence McCammick/ Rob Anderton	Officer Time Corporate H&S budget to be established following review	Value For Money Environment	<ul style="list-style-type: none"> • Achievement of H&S review and outline for delivery on recommendations assessed • Success of new policies in meeting Waverley's responsibilities • Programme outlined for implementation of ground up/top down safety culture