

Service	Environmental Services (Environmental Health, Emergency Planning; Environmental Services; Car Parks; Sustainability; Finance)	Portfolio Holder	Cllr Andrew Bolton (Environmental Services) Cllr Kevin Deanus (Community Safety)
Head of Service	Richard Homewood		
Strategic Director	Annie Righton		

Strategic Theme	Place / Prosperity				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
To secure a new and efficient waste, recycling and street cleaning service for Waverley which maintains standards and increases performance, ideally at reduced costs.	ES 1.1	Conclude the strategic review of options for the future arrangements for waste, recycling and street cleaning services. Follow the agreed procurement to deliver a waste, recycling and street cleaning contract which is ready to mobilise in time for October 2019.	May 2018	Richard Homewood/ Jennifer Carson-Paice	Officer time Revenue cost of consultancy for procurement support Potential savings through re-tendered service and slightly amended service delivery model

Strategic Theme	Place / People – ensuring a cleaner and more attractive local environment for the community				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Improved customer satisfaction with waste, recycling and street cleaning services.	ES 2.1	Work with contractors to improve the current street cleaning schedules, and continue to deliver improved performance relating to street cleaning, particularly through the leafing season. Feedback from comment cards = 80% 'good' or 'excellent' rating.	March 2019	Jennifer Carson-Paice/ Matt Nicholls	Existing Resources

	ES 2.3	Monitor street cleaning performance to ensure 100% of scheduled street cleans taking place on time. When inspected, at least 90% of street cleans carried out to be graded as grade A (immaculate) or B (small levels of detritus).		Jennifer Carson-Paice/ Matt Nicholls	Existing Resources
	ES 2.4	Work with contractors to ensure missed collections per week do not exceed 26 per 104,000 collections.		Jennifer Carson-Paice/ Matt Nicholls	Existing Resources
	ES 2.5	Continue to work with Surrey Waste Partnership (SWP) on waste and recycling initiatives to maintain a recycling contamination rate below 5%.		Jennifer Carson-Paice	Existing Resources
	ES 2.6	Maximise use of the recycling service by continuing to promote waste reduction, improve recycling rate to 54% and reduce residual waste per household to 85kg		Jennifer Carson-Paice	Existing Resources Revenue funding and SWP funding
	ES 2.7	Maximise potential of garden waste scheme and promote to encourage new subscribers to achieve an increase in garden waste subscribers to 14,500.		Jennifer Carson-Paice	Existing Resources Revenue funding and SWP funding Additional income from subscriptions

Strategic Theme	People / Place – enhanced local environment and feeling of well-being for the community				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Enhanced local environment and feeling of well-being for the community as a result of reduced levels of environmental crime and anti-social behaviour within the borough.	ES 3.1	Continue to develop and deliver the Joint Enforcement Initiative working with the Safer Waverley Partnership Joint Action Group to ensure more effective partnership working between internal departments and external partner agencies and more effective coordination of action against Environmental Crime and Anti-social behaviour.	March 2019	Richard Homewood/ Matt Nicholls/ Sam Tyler	Officer time Support from Head of Service Team (HoST) to engage front line teams and other agencies Support for HoS to deliver
	ES 3.2	Carry out pre-consultation on proposed Public Space Protection Orders with Partner Agencies, Town and Parish Councils, Chambers of Commerce and other	Jan 2018 – April 2018	Richard Homewood/ Matt Nicholls/	Arial Officer time Mutual Support with Parks and Open

		bodies. Compile results and report to Executive. Subject to Executive approval undertake public consultation, feedback to Executive with recommendations for implementation.		Matt Lank	Spaces Team. Costs for consultation publicity and signage.
	ES 3.3	Introduction of Public Space Protection Orders for dog issues and anti-social behaviour in partnership with Surrey Police.	May 2018	Richard Homewood/ Matt Nicholls/ Matt Lank	Officer time Mutual Support with Parks and Open Spaces Team. Costs for consultation publicity and signage.
	ES 3.4	Promote the more effective use of Community Protection Notices and Fixed Penalty Notices by all front line services with an enforcement aspect to their role.	March 2019	Richard Homewood/ Matt Nicholls/ Sam Tyler	Officer time Support from HoST to engage front line teams
	ES 3.5	Develop and implement a corporate system for processing fixed penalty notices and recovering fines	May 2018	Matt Nicholls/ It and Legal	Support from IT and Legal Teams
	ES 3.6	Implement a training and development programme to support the development of the Joint Enforcement Initiative	March 2019	Richard Homewood	Support from HoST to engage front line teams
	ES 3.7	Develop and implement a communications strategy to promote public awareness of the Joint Enforcement Initiative	March 2019	Richard Homewood/ Comms	Support from Communications Team
	ES 3.8	Introduce a litter enforcement programme in partnership with East Hants District Council for a twelve month trial period	April 2018	Richard Homewood/ Matt Nicholls	Legal support for S101 agreement Potential income
	ES 3.9	Complete review of Travellers Policy and procedures and agree revised protocol with Surrey Police		Richard Homewood	Support from HoST/ Front Line Services
	ES 3.10	Implement a Traveller procedure training programme for front line field officers	May 2018	Richard Homewood/ Beth Howland-Smith	Support from Learning & Development and Planning Enforcement

	ES 3.11	Develop and implement effective protocol with Surrey Police to coordinate intelligence and action on Serious Organised Crime.	April 2018		
	ES 3.12	Develop and implement staff awareness training programme on partnership working on Serious and Organised Crime	April 2018		

Strategic Theme	Place / Prosperity – Enhancing the local environment by effective management demand and use of place. Supporting the local economy.				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
To develop a strategic approach to off-street car parking provision which maximises capacity to meet demand, and supports the local economy whilst achieving income levels to support future investment and services.	ES 4.1	Conduct a strategic review of off-street parking provision and a feasibility study to identify opportunities for increasing capacity to meet demand, improving standards of provision and maximising the yield from the Council's assets.	March 2019	Richard Homewood/ Jennifer Carson-Paice	Officer Time Capital funding for study
	ES 4.2	Review the parking charging strategy in consultation with Town and Parish Councils & Chambers of Commerce to manage differing and possibly conflicting parking demands more effectively and maximise use of parking spaces in support of the local economy.	March 2019	Richard Homewood/ Jennifer Carson-Paice	Officer Time
	ES 4.3	To ensure a parking enforcement contract is in place by April 2019 when the current contract expires. Carry out a full options appraisal for the future of the off-street parking enforcement contract, including procurement of contract or finalising joint working arrangements.	March 2019	Richard Homewood/ Jennifer Carson-Paice	Officer time Possible savings from alternative service delivery
	ES 4.4	Working with the Environmental Protection Team, Sustainability Manager and Waverley Air Quality Steering Group (WAQSG), investigate the potential for use of electric vehicle charging points in off-street parking places, and build business case for implementation.	March 2019	Jennifer Carson-Paice/ Matt Nicholls	Officer time Support from Environmental Protection (EP) team, WAQSG and Sustainability Manager

	ES 4.5	Upgrade handheld devices for Civil Enforcement Officers.	March 2019	Jennifer Carson-Paice/ Matt Nicholls	Officer time Capital funding
	ES 4.6	To ensure Waverley provides safe and well maintained car parks by implementing car park improvements identified in year 4 of the new Waverley Borough Council 10-year Car Park Maintenance and Improvement Programme by delivering projects on time and within budget.	March 2019	Matt Nicholls	Officer time Capital funding
	ES 4.7	To generate new income streams by continuing to progress projects that improves and enhances car parks in Haslemere and Farnham.	March 2019	Richard Homewood/ Jennifer Carson-Paice	Officer time Capital funding for improvements New income stream
	ES 4.8	Commence agreement with Cranleigh Parish Council to manage the Snoxhall Fields car park on their behalf.	May 2018	Jennifer Carson-Paice/Matt Nicholls	Officer time Income once implemented

Strategic Theme	People – Improved Customer Service				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Improved customer satisfaction and service delivery. Overall reduction in customer contact. Reduction in numbers of phone calls and increase in electronic contact and on line self service. Streamlined processes, particularly for the garden waste service.	ES 5.1	Delivering improved customer service through a programme of channel shift, process improvement, and decreasing avoidable contacts.	March 2019	Jennifer Carson-Paice/ Julie Sullivan	Officer time
	ES 5.2	Develop integrated customer contact services to support Environmental Services and the Parks and Open Space and Ranger Services	July 2018	Richard Homewood/ Julie Sullivan	Officer time
	ES 5.3	To be compliant with the General Data Protection Regulation (GDPR) in all customer transactions.	April 2018	Jennifer Carson-Paice/ Julie Sullivan	Officer Time

Strategic Theme	People - Providing high quality statutory services to protect and maintain the health, safety and welfare of our residents, visitors and support local businesses				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Enhanced protection of the health, safety and welfare of residents, visitors and employees by offering advice and ensuring compliance with statutory food, health & safety and environmental protection legislation.	ES 5.4	<p>Food Service Plan developed and implemented in accordance with the Food Safety Agency's (FSA) Framework Agreement for Local Authorities.</p> <ul style="list-style-type: none"> • Advice and compliance inspections / investigations for statutory food service carried out in accordance with the inspection programme. • Undertake planned Category A & B inspections within 28 days of the specified date. Category A, are inspected at least every 6 months. Category B, are inspected at least every 12 months. • Submit a quarterly report to the Environment Overview & Scrutiny (O&S) Committee. Target is 100%. 	June 2018	<p>Victoria Buckroyd</p> <p>Environmental Health Food & Safety Team</p>	Staff time
	ES 5.4	<p>Health & Safety Service Plan developed and implemented in accordance with the Health and Safety Executive (HSE) Section 18 mandatory guidance for Local Authorities.</p> <ul style="list-style-type: none"> • Advice and compliance inspections / investigations for statutory health & safety service carried out in accordance with the inspection programme. 	June 2018	<p>Victoria Buckroyd</p> <p>Environmental Health Food & Safety Team</p>	Staff time
	ES 5.5	<p>Environmental Protection</p> <ul style="list-style-type: none"> • Advice/ investigations for statutory environmental protection being carried out in response to complaints and enquiries. 	April 2018	<p>Victoria Buckroyd/ Deputy Environmental Health Manager (EHM)/ Environmental Protection Team</p>	Staff time - Deputy EHM post to be filled.

	ES 5.6	Private Water Supplies sampling programme completed and appropriate action taken where necessary	March 2019	Environmental Protection Team	Staff Time. Sampling costs recovered from householders
	ES 5.7	Prescribed processes authorised and monitored.	March 2019	Environmental Protection Team	Staff Time and consultants. Consultancy costs recovered from businesses through fees
	ES 5.8	Work with Economic Development Team to build more effective links with Chambers of Commerce and businesses to provide advice and support on Food Safety, Health and Safety and Environmental compliance.	April 2018/ ongoing	Victoria Buckroyd	
	ES 5.9	Continue to deliver the Council's contaminated land strategy <ul style="list-style-type: none"> Contaminated Land Strategy being delivered. 	April 2018/ ongoing	Victoria Buckroyd/ Deputy EH Manager Vacant post	Staff time - Deputy EHM post to be filled.

Strategic Theme	People / Places – protecting and enhancing the health of the community. Protecting and enhancing the local environment.				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Improvement in Air Quality in Waverley	ES 7.1	Audit/review of Air Quality Management completed. Action Plan arising from Audit report implemented. <ul style="list-style-type: none"> 2016 Annual Status Report reviewed. 2017 Annual Status Report redrafted. New and robust arrangements for Air Quality Monitoring and reporting implemented. 	April 2018/ ongoing	Victoria Buckroyd/ Deputy EH Manager Vacant post	Staff time - Deputy EHM post to be filled. Contract costs for new monitoring arrangements
	ES 7.2	Develop revised Air Quality Action Plan with partners through the Waverley Air Quality Steering Group and implement Actions identified in accordance with the	April 2018/ ongoing	Victoria Buckroyd/ Deputy EH	Staff Time – funding requirements for air quality initiatives

		agreed timetable.		Manager Vacant post	identified in the action plan not known but not all the responsibility of Waverley BC
--	--	-------------------	--	---------------------	---

Strategic Theme		People – Protecting and assisting the community to help itself in adversity			
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Adequate arrangements in place to support the Council's response to Civil Emergencies	ES 8.1	Review arrangements for supporting the Council's response to civil emergencies	April 2018	Richard Homewood	Officer Time
	ES 8.2	Implement Emergency preparedness actions in line with Corporate Vision and Civil Contingencies Act 2004.	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post
	ES 8.3	Review specific emergency response plans for known natural hazards in accordance with the review timetable.	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post
	ES 8.4	Deliver programme of training and exercises to develop awareness of roles and responsibilities of nominated officers in the event of an emergency.	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post Training Budget
	ES 8.5	Complete implementation of Community Resilience Programme to enhance community preparedness, greater publicity, information and awareness raising, working with identified communities to ensure they are prepared to respond in the event of an emergency.	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post

Strategic Theme	People – maintaining public services and business transactions				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Business Continuity arrangements in place and tested by team and service exercises throughout the year to test against planned arrangements	ES 9.1	Review arrangements for ensuring Business Continuity arrangements are in place and are fit for purpose	April 2018	Richard Homewood	Officer Time
	ES 9.2	Implement agreed Business Continuity (BC) Management system and supporting arrangements	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post
	ES 9.3	Quarterly meetings of Business Continuity Group held and minutes reported to Management Board.	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post
	ES 9.4	Develop and carry out an annual Business Continuity exercise to test and continuously improve the response and recovery.	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post

Strategic Theme	People – health and safety of staff and tenants of domestic and commercial council properties				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Corporate Health and Safety Policy Statement, Policies, Procedures and reporting arrangements in place. Accidents, incidents and injuries reduced.	ES 10.1	Review arrangements for implementing and monitoring the council's Health and Safety Policies	April 2018	Richard Homewood	Officer Time
	ES 10.2	Health and Safety Policy Statement, Policies and Procedures reviewed and updated in accordance with the planned programme.	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post
	ES 10.3	Arrangements for Reporting, Monitoring and investigating accidents and incidents in place. Reports submitted to Health and Safety Group on a quarterly basis.	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post

	ES 10.4	Arrangements for Health Surveillance in place and surveillance programme implemented.	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post
	ES 10.5	Quarterly meetings of Health and Safety Group held and minutes and reports submitted to the Management Board	March 2019	Laurence McCammick/ Richard Homewood	Officer time Technical support post
	ES 10.6	Carry out compliance audits and review of Health and Safety arrangements in two services per quarter and report results to Health and Safety Group.	March 2019	Laurence McCammick/ Richard Homewood	Technical support post
	ES 10.7	Health and Safety Training Programme revised and training implemented in accordance with the programme.	March 2019	Laurence McCammick/ Richard Homewood	Officer Time Technical support post Training Budget

Strategic Theme					
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Implement the Energy Efficiency Plan.	ES 11.1	Review the Energy Efficiency Plan to ensure it meets the council's aspirations for reducing energy consumption, cost reductions and carbon emissions.		Fotini Vickers	Staff time
	ES 11.2	Agree year on year energy reduction target (currently 3%)		Fotini Vickers	Staff time
	ES 11.3	Monitor progress against the energy efficiency plan		Fotini Vickers	Staff time
	ES 11.4	Meet with all relevant services to identify potential new opportunities to reduce energy and cost.		Fotini Vickers	Staff time Capital investment will be requested as and when needed

Annual Green house Gas emissions report produced as per the Government's requirements.	ES 11.5	Collate the council's energy consumption data and use to compare with previous energy usage to demonstrate continuous reductions in energy consumption (target currently 3%).		Fotini Vickers	Staff time
--	------------	---	--	----------------	------------

Equalities & Diversity Checklist	
Will any proposals in this Service Plan require an Equality Impact Assessment?	<p><i>Introduction of Public Space Protection Orders.</i></p> <p><i>Review of Travellers Policy and Procedures.</i></p> <p><i>Review of off-street parking provision.</i></p> <p><i>Review of Parking Charging Strategy.</i></p> <p><i>Car Park improvements in Farnham and Haslemere.</i></p> <p><i>Air Quality Action Plan.</i></p> <p><i>Civil contingencies plans.</i></p> <p><i>Community Resilience programme.</i></p>