

Service Plan 2022-2025	Head of Service:	Richard Homewood
	Strategic Director:	Annie Righton
Service:	Environmental & Regulatory Services	Portfolio Holders:
		CIlr Steve Williams (SW), CIlr Nick Palmer (NP)

This Service Plan is a rolling three year programme of both business as usual and project activity. It is reviewed annually to ensure it is consistent with and reflects the Council's priorities and the Medium Term Financial Plan. It has also been prepared within the context of the Covid pandemic which has had an impact on the timing of some projects due to staffing and resourcing implications. From time to time Service Plans will also be subject to review by councillors and officers as a result of the need to reprioritise resources to react to changing circumstances or opportunities. The progress is monitored on quarterly basis as part of the Corporate Performance Report reviewed by Senior Management Team, O&S Committees and Executive.

Service Profile

The Environment Service is comprised of a number of teams:

Environmental Health - Food Safety and Health & Safety Team

Their priorities are to ensure that food produced and sold in Waverley and workplaces and leisure facilities in Waverley are as safe as can be. Through a programme of planned inspections, sampling programmes, complaint investigation and education, we ensure businesses are operating safely and those affected by the work activities are protected. We also investigate infectious diseases.

Environmental Health - Environmental Protection Team

This team is responsible for investigation and regulation of various forms of pollution. Their priorities are to minimise pollution of the environment and harm to the population as a result of pollution and minimise nuisance caused by unreasonable and anti-social behaviour. They operate an extensive air quality monitoring regime and undertake detailed work on particular hot spots, help manage the legacy of contaminated land across the Borough, monitor the management of industrial emissions, work to protect private water supplies and deal with a wide range of nuisance complaints from the community including residential and commercial noise or odours and bonfire and smoke nuisance. Work also includes reviewing planning applications to minimise detrimental impacts on people and the environment. Work often directly contributes to actions to reduce the impact of climate change.

The Environmental Protection Team also licence establishments under animal welfare legislation, scrap metal dealers and issue street trading consents. They also manage the pest and stray dog services provided by private contractors.

Environmental Services

The Environmental Services Team is responsible for the Council's waste management contract with BIFFA, which covers: waste, recycling, street cleaning and other street scene services. Their priorities are to reduce waste, increase recycling and maintain a clean environment.

Other services managed by this team include: clinical waste, garden waste, food waste, bulky waste collections, abandoned vehicle removal, graffiti removal, and the provision of public conveniences.

Parking Services Team

The Parking Services Team is responsible for the provision and maintenance of off-street car parks in Waverley. Their priorities are to provide a high quality, value for money service which maximises opportunities to park where people want to visit. The team are responsible for ensuring all car parks are maintained in a safe condition, identifying and managing improvement projects as required, and proactively managing demand for parking space throughout the borough through the Council's Off-Street Parking Order. In addition the team manage the Council's parking services contract with NSL and the Ring-go contract, deal with routine enquiries and monitor income and process objections and adjudicate on formal appeals against penalty charge notices.

Licensing Team

The Licensing Team's primary role is to ensure public safety and contribute to the reduction in anti-social behaviour and crime by regulating the sale of alcohol and licensing of taxi and private hire vehicles and drivers. They work closely with the Police and other agencies to help make Waverley a safe place for people to live, work and enjoy their leisure time.

Environmental Enforcement Team

Working alongside the Licensing and Environmental Services Teams and with other enforcement services within and outside of the council, this team works to protect the environment and the community by tackling anti-social behaviour such as littering, fly tipping, dog fouling, dog control etc. They are key to the Joint Enforcement Initiative and encouraging a cultural change across the organisation in respect of the council's approach to enforcement.

Sustainability

The Council declared a climate emergency on 18 September 2019 and on 15 December 2020 the Council adopted the Climate Change and Sustainability Strategy and approved the Carbon Neutrality Action Plan for 2020-2030. The Sustainability Manager's priority is to work with all services across Waverley Borough Council, Surrey County Council, Town and Parish Councils to produce and monitor performance against the Carbon Neutrality Action Plan which aims to be carbon neutral by 2030. The Sustainability Team will support the council in reducing carbon emissions across the Borough, promote the use of renewable energy and biodiversity. The Sustainability Manager will also lead work with the community to help Waverley work toward becoming a carbon neutral borough. The Sustainability Manager is also responsible for the development and delivery of the council's Energy Efficiency Plan and completion of the Home Energy Conservation Act Report.

Service Team: Environmental Health (Food and Safety)	Team Leader: Suzanne Robinson - Environmental Health Manager (Food and Safety) (NP)
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Ongoing Service Delivery - reviewed annually

Outcome 1.	Enhanced protection of the health, safety and welfare of residents, visitors and employees by offering advice and ensuring compliance with statutory food, health & safety legislation							
	Corporate priority: Improving the health and wellbeing of our residents and communities / Supporting a strong, resilient local economy/ Taking action on Climate Emergency and protecting the environment							
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by

SP22/25 ES 1.1	Food Safety Regulation - Delivery of the Food Standards Agency Regulatory Framework Agreement, and provide support to local businesses in achieving compliance. Undertake inspection programme so as to maximise value and minimize operational emissions. Work jointly with stakeholders including Economic Development to give advice to businesses to support the local economy, in a cost effective and carbon neutral manner.	Existing Resources	01/04/2022	31/03/2025	Environmental Health Manager (Food and Safety)	If statutory framework not met risk of Food Safety Agency audit and intervention. Risk to public health. Negative media. It should be noted that redirection of staffing resource to deal with LA Covid-19 Compliance, Enforcement and Business Support has resulted in risk of failure to deliver this output for 2020/21, this might continue in 2021/22, without additional resources.	S	Successful application of the FSA Local Authority Enforcement Monitoring System (LAEMS) and via N5 Statutory Return. Updates to Economic Development on legislative, policy and advice changes.
SP22/25 ES 1.2	Infectious Disease Control - Investigate outbreaks of communicable and food related infectious diseases according to the Food Standard Agency guidelines on the management of outbreaks of foodborne illness and Public Health England operation guidance on communicable disease outbreak management. A key priority is to support the Health and Wellbeing of our community in dealing with the Covid19 pandemic, and to ensure business compliance.	Existing Resources	01/04/2022	31/03/2025	Environmental Health Manager (Food and Safety)	Not meeting statutory requirement. Legal action against the council or Ombudsman complaint. Risk to public health. Negative media.	S	M3 system used to monitor investigation of Food Bourne Outbreaks as required by FSA and infectious disease case investigations as required by UKSHA. COVID track and trace visits conducted within 24 hours.
SP22/25 ES 1.3	Health & Safety Regulation and Business Support - Support local businesses to comply with Health & Safety requirements through an intervention programme set out in the Health and Safety Executive (HSE) National Code. Work jointly with stakeholders including Economic Development to give advice to businesses to support the local economy, in a cost effective and carbon neutral manner.	Existing Resources	01/04/2022	31/03/2025	Environmental Health Manager (Food and Safety)	Statutory requirement not met. HSE Audit and intervention. Risk to public health. Negative media. It should be noted that redirection of staffing resource to deal with LA Covid-19 Compliance, Enforcement and Business Support has resulted in risk of failure to deliver this output for 2020/21, this might continue in 2021/22, without additional	S	HSE National Code (LA) compliance and submission of LAE1 monitoring return. Updates to Economic Development on legislative, policy and advice changes.
SP22/25 ES 1.4	Workplace accident investigation - Meet Statutory Duty to provide high quality investigation and enforcement service for workplace accidents allocated to Local Authority responsibility.	Existing Resources	01/04/2022	31/03/2025	Environmental Health Manager (Food and Safety)	Statutory requirement not met. Legal action against the council or Ombudsman complaint. Public protection not secured. Negative media.	S	HSE National Code (LA) compliance and submission of LAE1 monitoring return.
SP22/25 ES 1.5	A monthly satisfaction survey of business customers of Environmental Health is undertaken. The figure is the percentage of business customers who respond that they have been treated fairly and/or the contact has been helpful. A quarterly report is shared with the Environment O&S Committee. Target is 85%.	Existing Resources	01/04/2022	31/03/2025	Environmental Health Manager (Food and Safety)	Reduction of satisfaction with our services. It should be noted that redirection of staffing resource to deal with LA Covid-19 Compliance, Enforcement and Business Support has resulted in risk of failure to deliver this output for 2020/21, this might continue in 2021/22, without additional	S	E182 Local Indicator Return
SP22/25 ES 1.6	Work with Economic Development and Sustainability Teams to actively engage with and support local businesses, both large and small to create a business friendly culture and understand business needs. Build more effective links with Chambers of Commerce and businesses to provide advice and support on Food Safety, Health and Safety compliance and Sustainability issues.	Existing Resources	01/04/2022	31/03/2025	Environmental Health Manager (Food & Safety)	Increase in businesses failing to understand their legal responsibilities and further enforcement action needed. Lack of action re climate change.	D	Updates to business via Economic Development Team and the provision of speakers to meetings with Chambers and Parish Councils.
SP22/25 ES 1.7	Work jointly with Public Health colleagues to support the health and well-being strategy by protecting 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.	Existing Resources	01/04/2022	31/03/2025	Environmental Health Manager (Food & Safety)	Lack of effective joined up working. Opportunities to protect public health missed.	S	As per ES 11; ES12; ES13; ES14; ES15; ES16 measurements

Service Team: Environmental Health (Environmental Protection)

Team Leader: Jeanette Guy - Environmental Health Manager (Environmental Protection) (NP)

Outcome 2. Enhanced protection of the environment and the health and welfare of the community by offering advice and ensuring compliance with statutory environmental protection legislation								
Corporate priority: Improving the health and wellbeing of our residents and communities / Supporting a strong, resilient local economy/ Taking action on Climate Emergency and protecting the environment								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 2.1	Reduce the impact on climate change by responding to complaints / enquiries regarding smoke and odour nuisance using statutory environmental protection enforcement powers. Respond to all nuisance/noise complaints in a timely manner.	Existing Resources	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Statutory requirement not met. Legal action against the council or Ombudsman complaint. Poor media coverage. Lack of action re Climate Change.	S	Monitoring M3 database and corporate complaints
SP22/25 ES 2.2	Reduce the impact of climate change and the environment from new developments by responding proactively to planning consultations, ensuring that impacts on neighbours, future occupants and the environment are minimised.	Existing Resources	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Inappropriate development. Poor media coverage. Lack of action re climate change.	D	Planning permissions issued. Permissions cannot be issued without appropriate feedback
SP22/25 ES 2.3	Respond to licensing consultations in our capacity as the Responsible Authority for the prevention of public nuisance for Premises Licences, supporting businesses to comply.	Existing Resources	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Statutory requirement not met. Legal action against the council or Ombudsman complaint. Poor media coverage.	S	Licences issued. Licences cannot be issued without feedback from EH
SP22/25 ES 2.4	Collection of stray dogs.	Maintain current staff/contractor arrangement, having regard to the 2021 contract	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Statutory requirement not met. Legal action against the council or Ombudsman complaint. Poor media coverage.	S	Quarterly statistics on stray dog collections and rehoming
SP22/25 ES 2.5	Pest control and facilitating owners/occupiers to control pests which could impact on public health.	Maintain current staff/contractor arrangement, review early summer re potential extension	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Complaints about lack of service. Poor media coverage. Loss of income	D	Monthly data list on treatments carried out
SP22/25 ES 2.6	Animal welfare activity licences, scrap metal dealer licences and street trading consents issued and monitored, supporting businesses to comply.	Existing Resources	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Statutory requirement not met. Legal action against the council or Ombudsman complaint. Poor media coverage.	S	Licences issued
SP22/25 ES 2.7	Reduce the impact of prescribed processes on climate change and the environment by ensuring strict emission levels for prescribed process are met when considering applications for permits and monitoring their records of emissions to	Maintain current staff/contractor arrangement	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Poor emissions to air. Statutory requirement not met. Legal action against the council. Lack of action re climate change.	S	Processes permitted and inspected
SP22/25 ES 2.8	The identification and remediation of land contamination working with others, specifically encouraging the voluntary remediation of sites identified as potentially contaminated through the development control process.	Existing Resources	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Land not suitable for use. Statutory requirement not met. Legal action against the council.	S	Remediation of potentially contaminated land
SP22/25 ES 2.9	Private Water Supplies sampled and risk assessed, and appropriate action taken to protect public health.	Existing Resources	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Statutory requirement not met - possible legal action against the council by Drinking Water Inspectorate.	S	Sampling and risk assessment of private water supplies
SP22/25 ES 2.10	Work with Economic Development and Sustainability Teams to actively engage with and support local businesses, both large and small to create a business friendly culture and understand business needs. Build more effective links with Chambers of Commerce and businesses to provide advice and support on environmental compliance to reduce their impact on the environment.	Existing Resources	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Increase in businesses failing to understand their legal responsibilities and further enforcement action needed. Lack of action re climate change.	D	Advice given on Business Waverley website. Consulting businesses on street trading applications

Outcome 3. Improvement in Air Quality in Waverley								
Corporate priority: Improving the health and wellbeing of our residents and communities / Supporting a strong, resilient local economy/ Taking action on Climate Emergency and protecting the environment								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 3.1	Complete the annual air quality monitoring programme in accordance with statutory guidance from DEFRA using the diffusion tube network and automatic analysers. Have regard to the new contract for automatic monitoring which starts in January 2022.	Existing Resources / new contractor arrangements from Jan 2022 for automatic monitoring	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Not meeting statutory requirement to identify Air Quality Management Areas (AQMA). Poor media coverage	S	Monitoring completed

SP22/25 ES 3.2	Monitor and review air quality across the borough (including the Godalming AQMA through the Climate Emergency Board and air quality in relation to the Farnham AQMA through the Farnham Infrastructure Board	Existing Resources	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Not meeting statutory requirement to identify Air Quality Management Areas (AQMA). Poor media coverage	D	Monitoring and Review undertaken
SP22/25 ES 3.3	Publish the 2022 Annual Air Quality Status Report.	Existing Resources	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Not meeting statutory requirement. Legal action against the council by DEFRA. Poor media coverage	S	Report published
SP22/25 ES 3.4	Investigate potential for the introduction of Low Emission Zones where appropriate to improve air quality and reduce pollution levels	Additional resources not quantified	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Less improvement in air quality. Loss of credibility in respect of Climate emergency declaration. Poor media coverage. This outcome is subject to having sufficient staff resources to take this forward.	D/S	Introduction of LEZ
SP22/25 ES 3.5	Work with stakeholders to take forward actions to improve air quality and reduce exposure to air pollution, contributing to the reduction in carbon emissions, and improving the health and wellbeing of people in Waverley	Additional resources not quantified	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Less improvement in air quality. Loss of credibility in respect of Climate Emergency declaration. Poor media coverage. Outcomes will subject to having sufficient staff resources to take this forward.	D/S	Actions taken and highlighted in the Annual Air Quality Status Report
SP22/25 ES 3.6	Work with Surrey County Council to introduce campaigns to reduce air pollution through engine idling such as new signage at level crossings and busy junctions and areas prone to congestion.	Additional resources not quantified	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Less improvement in air quality. Loss of credibility in respect of Climate Emergency declaration. Poor media coverage. Outcomes will subject to having sufficient staff resources to take this forward.	D	Campaigns delivered and evaluated

Team Projects - Multi-year

Outcome 4. Team Projects 2022/2023 - Environmental Health								
Corporate priority: Improving the health and wellbeing of our residents and communities / Supporting a strong, resilient local economy/ Taking action on Climate Emergency and protecting the environment								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES4.1	Embrace the new ways of working adopted since 2020, including hot desking, remote working and undertaking remote inspections where possible, to reduce organisational emissions, contributing to the reduction in carbon emissions.	Existing resources	01/04/2022	31/03/2023	Environmental Health Manager (Food & Safety) / Environmental Health Manager (Environmental Protection)	Less improvement in air quality. Loss of credibility in respect of Climate emergency declaration.	D	New ways of working adopted by Team
SP22/25 ES 4.2	Work with the Surrey Air Alliance to identify (including funding options) projects to improve air quality, contributing to the reduction in carbon emissions, and improving the health and wellbeing of people in Waverley.	Existing Resources/project working with Surrey Air Alliance	01/04/2022	31/12/2023	Environmental Health Manager (Environmental Protection)	Not meeting statutory requirement for Air Quality Action Plans in AQMAs. Impacts on public health. Poor media coverage. Lack of action re climate change.	D/S	Actions taken and highlighted in the Annual Air Quality Status Report
SP22/25 ES 4.3	Work with stakeholders to identify actions to develop a Clean Air Strategy, including review of Waverley's Air Quality Action Plan to reduce air pollution, contributing to the reduction in carbon emissions, and improving the health and wellbeing of people in Waverley. (Focus area Active Travel and Air Quality in the Carbon Neutral Action Plan, and potential for introduction of low emission zones). Progress on this action will be dependent on a capital approval and staff resources.	This action depends on a capital approval and see risks	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Not meeting statutory requirement for Air Quality Action Plans in AQMAs. Impacts on public health. Poor media coverage. Lack of action re climate change. This outcome will subject to having sufficient staff resources to take this forward.	D/S	Clean Air Strategy and updated Air Quality Action Plans in place

SP22/25 ES 4.4	Use intel to identify and licence premises which need to be licensed under the new licensing arrangements for animal welfare activities.	Existing Resources but see risks	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Not meeting statutory requirement. Legal action against the council or Ombudsman complaint. Poor media coverage. This outcome is subject to having sufficient staff resources to take this forward. Also if a large number of applications come forward consideration will need to be given on how we can take this outcome forward and impacts on other	S	Licences issued
SP22/25 ES 4.5	Implement the new Street Trading Policy 2021, using intel to identify and licence traders	Existing Resources but see risks	01/04/2022	31/03/2023	Environmental Health Manager (Environmental Protection)	Not meeting legal requirement. Town/Parish Councils disengaged from the process. Poor media coverage. If a large number of street trading applications come forward consideration will need to be given on how we can take this outcome forward, and impacts on other work.	S	Consents issued
SP22/25 ES 4.6	Review Contaminated Land Strategy, 2015 - 2020	Existing Resources	01/04/2022	30/09/2023	Environmental Health Manager (Environmental Protection)	Not meeting statutory requirement. Land not suitable for use. Legal action against the council.	S	Updated contaminated land strategy in place

Service Team: Team Leader: Vacant - Environmental & Parking Services Manager (NP)

Ongoing Service Delivery - reviewed annually

Outcome 5. The performance of the waste, recycling and street cleaning contract is maintained and customer satisfaction with the service is improved (SW)								
Corporate priority: A sense of responsibility by all for our environment, promoting biodiversity, championing the green economy and protecting our planet / the health and wellbeing of our communities.								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 5.1	Work closely with the contractor to maintain performance of the contract and mitigate the impacts of the Covid pandemic and Brexit (e.g. driver / crew shortages, fuel supplies, equipment etc.)	Existing Resources, additional resources may be required to maintain performance should there be further Covid impacts or other issues.	01/04/2022	31/03/2024	Head of Environmental & Regulatory Services / Environmental and Parking Services Manager	Decline in performance of contractor; contract KPIs not met; reputational damage to Waverley; increased emissions by increased journeys if performance is reduced	D	Performance indicators met
SP22/25 ES 5.2	Monitor street cleaning performance to ensure 100% of scheduled street cleans take 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).	Existing Resources	01/04/2022	31/03/2024	Environmental and Parking Services Manager	Decline in performance of contractor; contract KPIs not met; reputational damage to Waverley; increased emissions by increased journeys if performance is reduced	D	Performance Indicators met
SP22/25 ES 5.3	Work with contractors to ensure missed food waste collections per week do not exceed 40 per 100,000 collections and missed for residual waste and recycling collections do not exceed 40 per 100,000 collections, thus reducing vehicle emissions.	Existing Resources	01/04/2022	31/03/2024	Environmental and Parking Services Manager	Decline in performance of contractor; contract KPIs not met; reputational damage to Waverley; increased emissions by increased journeys if performance is reduced	D	Performance Indicators met

Outcome 6. Improvements in recycling rates and reduction in waste collected per household (SW)								
Corporate priority: A sense of responsibility by all for our								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by

SP22/25 ES 6.1	Develop an Executive Task and Finish Working Group on Waste Strategy to develop a waste strategy for Waverley considering aims and objectives., promotions, incentives and communications with the local community, the further development of the waste collection service (current measures and future contract specification requirements), working with and lobbying SCC to consider Waverley's ambitions and trajectory to zero waste in the context of the emergent National Waste Strategy.	Additional resources required. Democratic services support for servicing the Group. Technical support from HoS, Env Services Mgr. & Sustainability Manager. Communications support from Communications team. Consultancy support for work on future waste collection services.	TBA	TBA	Head of Environment and Regulatory Services	Failure to progress toward a zero waste Strategy	D	Zero Waste Strategy Developed
SP22/25 ES 6.2	Maximise use of the recycling service by continuing to promote waste reduction, promote uptake of food waste recycling, improve dry mixed recycling rates and improve overall recycling to 60% and reduce residual waste per household to 85kg.	Existing Resources	01/04/2022	31/03/2024	Environmental and Parking Services Manager	Increase in residual waste sent to landfill; reduction in recycling; loss of income through SCC funding for recycling improvements; increase in carbon emissions by sending more waste for disposal.	D	Recycling performance reaches 60%
SP22/25 ES 6.3	Continue to work with Surrey Environmental Partnership (SEP) on waste and recycling initiatives to maintain a recycling contamination rate below 5%,	Existing Resources	01/04/2022	31/03/2024	Environmental and Parking Services Manager	Increase in residual waste sent to landfill; reduction in recycling; loss of income through SCC funding for recycling improvements; increase in carbon emissions by sending more waste for disposal.	D	Rejection rates below 5%
SP22/25 ES 6.4	Maximise potential of garden waste scheme and promote to encourage new subscribers to achieve an increase in garden waste subscriptions to 20,000 bins.	Existing Resources	01/04/2022	31/03/2024	Environmental and Parking Services Manager	Reduction in recycling; loss of income.	D	Subscription numbers exceed 20,000
SP22/25 ES 6.5	Monitor the success of the collection of the kerbside collection of textiles and waste electrical and electronic equipment.	Existing Resources	01/04/2022	31/03/2024	Environmental and Parking Services Manager	Reduction in textile and small electricals recycling	D	Tonnages of Kerbside Textiles and WEEE exceed those previously from bring sites. (Waste Electrical and Electronic Equipment recycling)

Outcome 7.	Effective management of off-street car parking provision in the Borough (SW)							
	Corporate priority: A strong, resilient local economy, supporting local businesses and employment / a sense of responsibility by all for our environment, promoting biodiversity, championing the green economy and protecting our planet.							
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES .7.1	Work closely with the parking enforcement contractor to maintain performance of the contract and mitigate the impacts of the Covid pandemic and Brexit (e.g. staff shortages, fuel supplies, equipment etc.)	Existing Resources, additional resources may be required to maintain performance should there be further Covid impacts or other issues.	01/04/2022	31/03/2024	Head of Environmental & Regulatory Services / Environmental and Parking Services Manager	Potential breaches of the Parking Order if there is not an enforcement presence in car parks; loss of income	D	Patrolling hours met
SP22/25 ES 7.2	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.	Existing Resources	01/04/2022	31/03/2024	Environmental & Parking Services Manager	Car parks that are not properly maintained; potential insurance claims; poor public perception	D	Rolling maintenance programme on target
SP22/25 ES 7.3	Work with partners to ensure the Brightwells MSCP is opened and is operating effectively and efficiently for public and residential customers.	Existing Resources	01/04/2022	31/03/2024	Environmental & Parking Services Manager	Adverse impact on residents and businesses in the Brightwells development	D	Car park opened as planned

SP22/25 ES 7.4	Carry out a business process review to improve customer focus across all areas of the Council's Parking functions, introducing on line and self service facilities where appropriate to improve efficiency and customer journeys.	Existing Resources	01/04/2021	31/03/2022	Environmental & Parking Services Manager	No efficiency or service improvements	D	Review completed and improvements implemented
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Team Projects - Multi-year

Outcome 8. Effective implementation of improvements to waste, recycling and street cleaning service following contract mobilisation								
Corporate priority: A sense of responsibility by all for our								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 8.1	Ensure the newly introduced kerbside collection service for textiles and small electrical appliances is promoted widely and operates effectively.	Existing resources	01/01/2022	28/03/2024	Environmental and Parking Services Manager	No increase in recycling of textiles and small electrical appliances.	D	Tonnages of Kerbside Textiles and WEEE exceed those previously from bring sites.
SP22/25 ES 8.2	Review the use of single use plastics within Waverley BC as an organisation and produce a revised action plan for eliminating their use as far as possible. Work with the Surrey Environmental Partnership to revise the Single Use Plastics Strategy.	Existing Resources	01/04/2022	31/03/2024	Environmental and Parking Services Manager	Less reduction in carbon emissions. No reduction in single use plastics.	D	SUP use eliminated as far as possible within Council
SP22/25 ES 8.3	Promote home composting and work with Surrey County Council to promote sales of home composting kits	Existing Resources	01/04/2022	31/03/2024	Environmental and Parking Services Manager	Increased visits to CRCs increased vehicle emissions.	D	Increased uptake of home composters in Waverley BC area
SP22/25 ES 8.4	Investigate with Town and Parish Councils and community groups, the feasibility of a community composting scheme to reduce the need for garden waste collections. CNAP - W1	Resources not yet identified	01/04/2022	31/03/2024	Environmental and Parking Services Manager	Failure to meet target W1 in Carbon Neutrality Action Plan	D	5 Community composting schemes launched in year 1

Outcome 9. Develop a strategic approach to off street parking provision which maximises capacity to meet demand and supports the local economy whilst achieving income levels to support future investments and services (NP)								
Corporate priority: A strong, resilient local economy,								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 9.1	Engage consultancy support to investigate the feasibility of installing solar canopies in a number of off-street car parks to generate electricity. Develop a business case for their introduction in consultation with the Sustainability Manager and Planning Service. CNAP - E1	Officer Time, capital funding if business case approved.	01/04/2022	31/03/2024	Head of Environmental & Regulatory Services / Environmental and Parking Services Manager	Failure to deliver target E1 in Carbon Neutrality Action Plan	D	Proposals developed for 1 major installation in year 1
SP22/25 ES 9.2	Work with the Sustainability Team to introduce further EV charging points in off-street car parks in accordance with the Carbon Neutrality Action Plan - CNAP - T5	Officer Time, capital funding if business case approved.	01/04/2022	31/03/2024	Environmental and Parking Services Manager / Sustainability Manager	Failure to deliver target T5 in Carbon Neutrality Action Plan	D	Project Plan for EV installations on target
SP22/25 ES 9.3	Evaluate the impact of the new parking charging strategy on usage and income levels and consider the need for any further review or changes to the strategy including the potential beneficial impact of differential parking charge to incentivise and promote EV usage.	Existing Resources	01/06/2022	30/10/2022	Environmental and Parking Services Manager / Sustainability Manager	Failure to recognise and respond to any adverse impacts of the new parking charging strategy	D	Parking Charging Strategy objectives met.

Service Team: Team Leader: Tinaz Erenler - Emergency Planning, Resilience and Safety Officer (PF)

Ongoing Service Delivery - reviewed annually

Outcome 10. Improve local arrangements to support the Council's legal responsibility under the Civil Contingencies Act (CCA) 2004 to provide the following civil protection duties as a category 1 responder; risks assessments, business continuity management, emergency planning, maintaining public awareness to hazards, the provision of advice to the commercial sector, co-operation with other responder agencies and to share information with other responder agencies								
Corporate Priority: Effective strategic planning and development management which supports the planning and infrastructure needs of local communities / the health and wellbeing of our communities.								

Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 10.1	Work with Surrey Local Resilience Forum for the combined development of preparedness, response and recovery planning within the Borough of Waverley.	Officer Time and Partnership working	01/04/2022	31/03/2024	Emergency Planning Officer	Threat to life due to lack of planning and procedures in place. Planning for emergencies is a statutory duty for Waverley. Legal and constitutional impacts.	S	Emergency Plans in place and tested
SP22/25 ES 10.2	Review/update business contingency plans at least annually but as necessary due to changes in situations.	Officer Time	01/04/2022	31/03/2024	Emergency Planning Officer	Services unable to function, which would impact the council's statutory duty to continually provide certain outlined services to the public.	S	Business continuity plans in place and tested
SP22/25 ES 10.3	Establish feasibility of a natural flood defence programme for the Borough with multi-agency and local authority stakeholders, with a view to submitting a multi-agency bid. This action has the objective of achieving multiple goals in accordance with the Climate Change and Sustainability Strategy, Carbon Neutrality Action Plan and the Corporate Plan.	Officer Time, Sustainability team and Head of Service	01/04/2022	31/03/2024	Emergency Planning Officer	Fewer goals achieved under the climate emergency set-out by council.	S	Flood plans in place and tested

Outcome 11. Continue to build and grow Waverley's Business Continuity Management Planning
Corporate Priority: Effective strategic planning and development management which supports the planning and infrastructure needs of local communities / the health and wellbeing of our communities.

Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 11.1	Embed into the organisation Business Continuity Management - regular training and exercising. Engage all employees.	Officer Time and Heads of Service.	01/04/2022	31/12/2024	Emergency Planning Officer	An inefficient business continuity management system would lead to longer down-time and increased impact on customers.	D	Business Continuity Plans (BCP) are in place and tested
SP22/25 ES 11.2	Strategic Business Continuity Management - assess use of business continuity plans during COVID19 response to create learning.	Officer Time and Heads of Service.	01/04/2022	18/08/2024	Emergency Planning Officer	Failure to adapt would lead to services becoming left vulnerable to impacts which could be avoided or mitigated against. Failure to learn from business continuity events will decrease future	D	Review completed
SP22/25 ES 11.3	Ensure actions under the Carbon Neutrality Action Plan have business continuity considerations, both short and long term.	Officer Time and Heads of Service.	01/02/2022	31/03/2024	Emergency Planning Officer	The organisation may become vulnerable as changes are made to operations to achieve carbon neutrality	D	Actions in CNAP reviewed to ensure BCP included reviewed

Outcome 12. Ensure the organisation complies with its duties and responsibilities under the Health and Safety at Work Act
Corporate Priority: A financially sound Waverley, with infrastructure and resilient services fit for the future

Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 12.1	Embed a Health and Safety culture within the council. Ensure all policies and procedures are effectively implemented and complied with by staff.	Officer Time and Heads of Service. Commitment and support from Mgmt. Board / HoST	01/04/2022	31/03/2024 Ongoing	Emergency Planning Officer	Breach of the Health & Safety at Work (HSW) Act 1974 and the Management of the Health & Safety at work regulation 1999	S	Implementation of HSW policies and procedures reviewed and confirmed
SP22/25 ES 12.2	Monitoring and investigating accidents and near misses. Identifying trends and implementing control measures to reduce direct and indirect costs to the organisation.	Officer Time. Senior Management and CEO ownership	01/04/2022	31/03/2024 Ongoing	Emergency Planning Officer	Breach of the Health & Safety at Work Act 1974 and the Management of the Health & Safety at work regulation 1999	S	Accident and near miss trends reviewed and action taken.

Team Projects - Multi-year

Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
Outcome 13. Ensure the organisation complies with its duties and Corporate Priority: A financially sound Waverley, with								

SP22/25 ES 13.1	Continue the programme of reviews of corporate Health and Safety policies and procedures due during the period.	Officer Time and HoS.	01/04/2022	31/03/2024 Ongoing	Emergency Planning Officer	Breach of the Health & Safety at Work Act 1974 and the Management of the Health & Safety at Work Regs 1999.	S	Programme of policy reviews on target
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Service Team: Team Leader: Paul Hughes - Licensing & Enforcement Manager (NP)

Ongoing Service Delivery - reviewed annually

Outcome 14. Help to ensure the Health and Well Being of the community								
Corporate priority: A strong, resilient local economy.								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 14.1	Continue with targeted Licensing inspection programme, with spot check visits following intelligence and/or incidents. Ensure results and any concerns from such visits are reported internally and shared with key partners including Surrey Police. Ensure all Licensing compliance issues are acted upon and further monitored and site revisited where appropriate. Utilising Environmental Enforcement & Monitoring Officers in their specific areas to support where possible to help reduce travel/carbon footprint and improve efficiency.	Existing Resource	01/04/2022	31/03/2024	Licensing & Enforcement Manager	Unable to confirm licensed activities are complying with the licence conditions. Public safety may be at risk.	D/S	Inspection programme on schedule
SP22/25 ES 14.2	Carry out a programme of spot checks on Hackney carriage and Private Hire vehicles, drivers and operators. Investigate and record all complaints, taking appropriate action.	Existing Resource	01/04/2022	31/03/2024	Licensing & Enforcement Manager	Unable to confirm licensed activities are complying with the licence conditions. Public safety may be at risk.	D	Programme of spot checks on schedule
SP22/25 ES 14.3	Carry out a business process review to improve customer focus across all areas of the Council's licensing function, introducing on line and self service facilities where appropriate to improve efficiency and customer journeys.	Existing Resource	01/04/2022	31/03/2023	Licensing & Enforcement Manager	Staff not up to date with current legislation and licensing practice	D	Review completed and actions implemented
SP22/25 ES 14.4	Implement and monitor compliance with the corporate policies and procedures on the use of CCTV systems for enforcement, monitoring and surveillance	Officer time. Resources for CCTV cameras	01/04/22	31/03/25	Licensing & Enforcement Manager	Less effective detection and prevention of ASB and crime. Less effective enforcement of environmental legislation. Breaches of GDPR	S	Compliance monitoring undertaken
SP22/25 ES 14.5	Review the taxi licensing policy to ensure it aligns with the Carbon Neutrality Action plan in respect of regarding the implementation of bans on licensing non-ULEVs by 2023 and on all except zero emission vehicles by 2027. (ULEV - Ultra Low Emission Vehicles)	Existing Resource	01/04/2022	31/03/2023	Licensing & Enforcement Manager	Policy not aligned to CNAP	D	Review completed and policy re-aligned

Service Team: Team Leader: Sam Tyler - Deputy Environmental Services Manager (NP)

Ongoing Service Delivery - reviewed annually

Outcome 15. Enhance 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.								
Corporate priority: A sense of responsibility by all for our environment, promoting biodiversity, championing the green economy and protecting our planet / the health and wellbeing of our communities.								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 15.1	Carry out effective enforcement against fly-tipping, littering and dog fouling and ensure there are effective dog controls throughout the borough.	Existing resources	01/04/22	31/03/24	Deputy Environmental Services Manager	Increased fly tipping, loss of WBC reputation	D	Enforcement procedures and performance improved
SP22/25 ES 15.2	Monitor the effectiveness and performance of the waste, recycling and street cleaning contractor on behalf of the Environmental Services Manager and report performance on a regular basis at performance review meetings.	Existing resources	01/04/22	31/03/24	Deputy Environmental Services Manager	Standards of service fall. Failure to meet contract specification	D	Performance of contractor monitored and action taken where appropriate

Service Team: Sustainability Team Leader: Fotini Vickers- Sustainability Manager (SW)

Ongoing Service Delivery - reviewed annually

Outcome 16. Ensure the impact of the organisation's activities on the environment is reduced / minimised								
Corporate priority: A sense of responsibility by all for our environment, promoting biodiversity, championing the green economy and protecting our planet / the health and wellbeing of our communities.								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 16.1	Monitor energy use within the council's building, services and contracted services and produce the annual Greenhouse Gas Emissions Report and monitor progress against our energy efficiency and carbon reduction targets and identify actions to achieve further reductions.	Officer Time	01/04/22	31/03/23	Sustainability Manager	Failure to meet energy efficiency targets.	S	GHG report produced. Energy use reduced and targets met.
SP22/25 ES 16.2	With Private Sector Housing and Asset Management produce and submit the Home Energy Conservation Act (HECA) report in alternating years. The report identifies measures taken by the Council to improve energy efficiency and reduction of carbon emissions in residential properties in the borough.	Officer Time	01/01/21	31/03/23	Sustainability Manager	Failure to comply with the Home Energy Conservation Act 1995	S	HECA report produced
SP22/25 ES 16.3	Engage with and support the Housing Operations and Housing Delivery Teams to ensure they enable the delivery of sustainable new homes and retrofitting schemes for existing housing.	Officer Time	01/01/21	31/03/23	Sustainability Manager	Failure to meet energy efficiency targets.	D	Support for team provided
SP22/25 ES 16.4	Engage with and support the Leisure Services Team in the development of the new Cranleigh Leisure Centre to ensure that its carbon footprint is minimised and makes a significant contribution to the Council's carbon reduction target.	Officer Time	01/01/21	31/03/23	Sustainability Manager	Failure to meet energy efficiency targets.	D	Support for team provided
SP22/25 ES 16.5	Engage with and support the Estates and Leisure Services Teams to ensure that carbon reduction and sustainability measures are built into all retrofitting schemes	Officer Time	01/01/21	31/03/23	Sustainability Manager	Failure to meet energy efficiency targets.	D	Support for team provided

Team Projects - Multi-year

Outcome 17. Develop and implement initiatives to promote sustainable transport and reduction of use of natural resources								
Corporate priority: A sense of responsibility by all for our environment, promoting biodiversity, championing the green economy and protecting our planet / the health and wellbeing of our communities.								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 17.1	Work with all services across Waverley Borough Council, Surrey County Council, Town and Parish Councils and with the wider community to enable them to progress the short term actions in the Carbon Neutrality Action Plan.	Officer Time, Support from all Services	01/04/2022	31/03/2024	Head of Environmental & Regulatory Services and Sustainability Manager	Failure to identify ways that the council can reduce our carbon emissions and fulfil the commitment the Council has made to be carbon neutral by 2030	D	Reporting annual progress of the CNAP
SP22/25 ES 17.2	Working with Car Park Team to identify additional car parks used by commuters and businesses that are suitable for the installation of fast chargers and continue the roll out of EV chargers. Prepare business case and seek external funding. CNAP - T5	Officer Time	01/04/2022	31/03/2024	Sustainability Manager	Failure to provide charging facilities for customers and promote the use of environmentally friendly vehicles. CNAP - T5	D	By reporting increased number of EV charger installations to MB and Executive
SP22/25 ES 17.3	Work with Parking Services to investigate the viability of installing solar canopies in Waverley owned car parks and if business case supports their introduction, seek funding opportunities. CNAP - E1	Officer Time	01/04/2022	31/03/2023	Sustainability Manager	Failure to deliver action E1 on Carbon Neutrality Action Plan	D	Appoint a consultant to produce a feasibility report which will then be reported back to the Executive.
SP22/25 ES 17.4	Working with Surrey County Council on a 2 year pilot to install on street electric vehicle charging points in each major settlement. CNAP - T1	Officer Time	01/04/2022	31/03/2023	Sustainability Manager	Failure to provide charging facilities for customers and promote the use of	D	By reporting increased number of EV charger installations to MB and Executive
SP22/25 ES 17.5	Investigate the viability of zero emission pool cars and fleet vehicles for business use as a means of promoting behaviour change and prepare a business case if considered viable. CNAP - O5	Officer Time, Funding allocated	01/04/2022	31/03/2024	Sustainability Manager	Failure to deliver action O5 on Carbon Neutrality Action Plan	D	Zero Emission vehicles added to the fleet

SP22/25 ES 17.6	Investigate viability and finance options of rooftop solar PV on a number of leisure centres. Prepare business case including financing options for approval and installation	Officer Time, Funding allocated	01/09/2022	31/03/2023	Sustainability Manager	Failure to identify ways to offset carbon emissions in Waverley and fulfil the commitment the Council has made to be carbon neutral by 2030	D	Produce feasibility report initially with consultancy help. Produce an options report to Executive Feb/March 2022.
SP22/25 ES 17.7	Work with SCC and other partners to develop proposals for a network of cycle routes across Waverley, to try to ensure that by 2030 all towns and population centres are connected by dedicated cycle routes. Seek funding opportunities to facilitate their implementation. CNAP -T4	Officer time. Funding required	01/01/2022	31/03/2022	Sustainability Manager	Failure to deliver action T4 on Carbon Neutrality Action Plan	D	Work with SCC, Town & Parish Councils and local community groups to produce an LCWIP. Participate in funding bids in collaboration with SCC and neighbouring Councils
SP22/25 ES 17.8	Work with the Farnham Infrastructure Board to deliver projects that will contribute to the improvement in air quality, the reduction in carbon emissions and the general improvement of the environment.	Officer time. Funding required	01/04/2022	31/03/2025	Head of Environmental & Regulatory Service Various Officers dependent upon project	Failure to deliver FIB projects and failure to improve air quality and the environment in Farnham	D	Agreed projects delivered

Corporate & Service Level Projects (Service wide or cross cutting projects)

Outcome 18. Enhance 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. (NP)								
Corporate priority: A sense of responsibility by all for our environment, promoting biodiversity, championing the green economy and protecting our planet / the health and wellbeing of our communities.								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES 18.1	Lead the Inspection and Enforcement Business Transformation Review CPR19-7	Officer time Support from Head of Service Team (HoST) to engage front line teams	01/04/22	31/03/23	Head of Environmental & Regulatory Services	Less effective and efficient use of resources to protect the community and the environment. No cost savings.	D	Review completed and recommendations agreed
SP22/25 ES 18.2	Work with Safer Waverley Partnership partner agencies to develop a protocol and procedures for implementing the Public Space Protection Order in respect of Anti-Social Behaviour.	Officer time Mutual Support with Parks and Open Spaces Team. Additional costs for signage, publicity etc.	01/04/22	31/03/23	Head of Environmental & Regulatory Services / Licensing and Env Enforcement Manager	Failure to reduce the impact of anti-social behaviour on the community and the environment.	D	Implementation Programme agreed
SP22/25 ES 18.3	Coordinate response to Unauthorised Encampments for front line field officers	Officer time Mutual Support from other enforcement teams across WBC	01/04/22	31/03/25	Head of Environmental & Regulatory Services	Less effective response to unauthorised encampments	D	Protocol reviewed, updated and implemented in response to unauthorised encampments

Corporate compliance (All Pfh)

Outcome 19. Standing Corporate Compliance Actions are achieved								
Corporate Priority: ALL								
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action	D/S*	Success is measured / demonstrated by
SP22/25 ES19.1	All Performance Agreement Meetings are completed by the target date, staff targets are set and L&D identified.	Within existing budgets, support of HR Team needed	March	May	Head of Service	Staff performance and personal development is compromised and morale affected.	D	Objective achieved
SP22/25 ES19.2	Service Plans are reviewed and budget implications fed into budget process.	Dependent on outcome of review, support of the Policy & Performance Officer	August	January	Head of Service	Corporate Strategy objectives will not be achieved.	D	The Service Plans proposals are prepared and presented to the OS and Executive
SP22/25 ES19.3	Complete budget preparation in line with agreed timetable.	Within existing budgets, support of Finance Team needed	August	January	Head of Service	Legal obligations are jeopardised.	D	Budget adopted by Full Council.

SP22/25 ES19.4	The Corporate Risk Register is reviewed and updated quarterly in accordance with the agreed timetable.	Dependent on outcome of review, support from the Procurement Officer	Quarterly		Head of Service	Risk Register is not kept up to date and risks are not identified sufficiently to protect the organisation.	S	HoS has updated the register
SP22/25 ES19.5	Internal Audit Recommendations are actioned in line with agreed timescales.	Within existing budgets, support from the Internal Audit Manager	Ongoing		Head of Service	Organisation is put at risk.	D	no outstanding recommendations
SP22/25 ES19.6	Annual Review of Employee Risk Assessments.	Within existing budgets, support from Emergency Planning Officer	April	July	Head of Service	Employees' health is potentially put at risk and the organisation fails to comply with the H&S regulations.	S	All employees to have completed their relevant risk assessments. Measured by annual audit via H&S team.
SP22/25 ES19.7	Annual Business Continuity Plans Review.	Within existing budgets, support from Emergency Planning Officer	January	February	Head of Service	Unable to provide vital services in an emergency situation.	S	Each Service to review their business continuity plan annually. Measured by annual test of plans against most likely business continuity events
SP22/25 ES19.8	Make sure that Accessibility regulations are adhered to – ensure all documents that appear on the Waverley website (owned by the service) are created in an accessible format and make available accessibility training to staff where appropriate. Make sure that Equality Impact Assessments are carried out by teams as appropriate.	Within existing budgets, support from Corporate Equality Group	Ongoing		Head of Service	Visually impaired website readers will be excluded from accessing documents. Failure to comply with the legislation puts the organisation at risk of being fined.	S	All documents published on our website to be accessible - checked quarterly by Website Team
SP22/25 ES19.9	HoS to ensure that all staff within the service are aware of the current Safeguarding Policy for Children and Adults-updated2020.docx process and procedures including the Safeguarding referral process and that any issues are dealt with in a prompt manner. Where required make sure that key members of staff complete appropriate training recommended by Waverley's Safeguarding Board.	Within existing budgets, support from Safeguarding Board	Ongoing		Head of Service	Failure to discharge our responsibility under the Care Act 2014 and Children Act 2004, and potentially putting lives and wellbeing of our residents and staff at risk.	S	Safeguarding Policy regularly refreshed and updated; staff and members know how to make a safeguarding referral to Surrey County Council's Children and Adult Services Training programme implemented and rolled out to all staff and members.
SP22/25 ES19.10	Information management - data is deleted in accordance with the data retention schedule.	Within existing budgets, support from Data Protection Officer and Information Governance representatives	Ongoing		Head of Service	Failure to comply with the legislation puts the organisation at risk of being fined. Over retention of information is costly in terms of storage and access.	S	The teams can demonstrate that data outside of the retention period gets logged and safely disposed off

Last update: 28/01/2022 12:06

*D/S - Discretionary/Statutory