



**South
Derbyshire**
District Council

South Derbyshire District Council

**'Making South
Derbyshire a better place
to live, work and visit'**

Environmental Services Service Plan 2011-2012

February 2011
Version 2.0

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1.0 Introduction

This Service Plan brings together our priorities in relation to the Council's Corporate Plan 2009/14 and the Sustainable Community Strategy for South Derbyshire 2009/29

Our key priority outcomes in the Corporate Plan are to:

Deliver a range of housing provision and services that address community requirements

And,

Help the community to reduce its environmental footprint

Our key priority outcomes in the Sustainable Community Strategy for South Derbyshire are:

An increase in the percentage of people who feel South Derbyshire is an attractive place to live

And,

Reduce carbon emissions per person

Environmental Services will

- o positively contribute towards Council policies and procedures in the delivery of services
- o deliver continuous improvements in the performance of the Council
- o ensure compliance with relevant legislation
- o have a 'customer focus' in what we do
- o ensure a widespread understanding of the Council's core values, key aims, priorities and relevant performance measures, and encourage participation in their development
- o ensure that data quality principles are applied in order to conduct its business effectively
- o Support the Council's Investor's In People programme
- o Encourage a positive health and safety culture

Head of Service . . . Bob Ledger

2.0 Scene Setting

2.1 Overview of the Service

Environmental Services plays a key role in meeting the Council's strategic objectives for ensuring '**sustainable growth and opportunity**' and enabling people to feel '**safe and secure**', whilst contributing to '**Lifestyle Choices**'.

As a result, this service area covers a number of services that directly impact on people and their communities, which are delivered in the following way:

The Service protects and enhances those aspects of the environment that affect the day to day quality of life of South Derbyshire's citizens. From emptying bins and keeping the streets clean, to securing safer working conditions and housing that is decent to live in.

It's the one service that all the residents of the District are recipients of whether it is refuse collection or the cutting of grass verges.

The Service is based across the Civic Offices and depot sites. Waste Management, Cleansing, Recycling and Grounds Maintenance functions are primarily based at the depot with all other functions being in the Civic Offices.

Environmental Health delivers the enforcement and statutory function relating to 6000 laws and regulations. Our main areas of focus are controlling commercial and domestic pollution and regulation of food safety and health and safety. In addition we also serve as the licensing body for the District and lead on the strategic housing function. The main work areas for licensing are primarily private hire vehicles, liquor, and food export licences although there are a number of other ad-hoc licences. The Strategic Housing function is about all tenures and seeks to influence the development of the correct mix of housing types, the amount of affordable housing specifically and policy direction relating to community wide housing issues such as standards of repair or homelessness provision. We also lead on delivering disabled persons property adaptations.

2.2 Workforce Information

Service Summary (Position as at 31st March 2011)

New Starters 2010/11	Leavers 2010/11	Sickness 2010/11 (f.t.e. days lost)
n/a	n/a	10.33 per person

Workforce priorities for 2011/12:

- Explore the implications of the 'Route Optimisation' Review
- Support 5 employees and 2 apprentices currently progressing toward full qualifications in their specialist field
- Implementation of a new remote working system for the Commercial Team

- Reinforcement of corporate sickness policy
- Complete tender process of Grounds Maintenance service with committee approval by July 2011
- Exploration of joint working/shared services
- Supported an NVQ Level 2 waste management programme for 6 operatives

2.3 Financial Information

Sum of Original Budget 2011-12

Environmental Services

Detail	£
Revenue Expenditure Employment	2,337,298
Revenue Expenditure Capital Charges	303,741
Revenue Expenditure Other	1,897,009
Revenue Expenditure Running Costs	673,686
Total Expenditure	5,211,734
Revenue Other Grants	(1,173,730)
Revenue Other Income	(700,430)
Revenue Sales Income	(3,492)
Total Income	(1,877,652)
Environmental Services NetTotal	3,334,082

Summary of Assets held by 'Service area'

Asset	Number	Estimated Value
Vehicles	49	£2,200,000

3.0 Service Performance

3.1 Key Achievements 2010/11

- Launched of externally funded Route Optimisation software project
- Extensive partnership discussions with East Staffordshire Borough Council to explore shared services
- Commenced the Grounds Maintenance Service tender process
- Piloted a scheme for recycling at flat complexes
- Appointed 2 temporary Recycling Officers to promote recycling in pilot areas of the district which saw an increase in the rate of recycling
- Recycled and composted 49.4% of all household waste
- Achieved a 90% score in street cleanliness
- Held 28 promotional events on Waste and Cleansing including 7 schools' events
- Continued to provide Waste & Cleansing Services at no additional cost
- Introduced commercial waste recycling
- Received public praise for the continuation of the Refuse Service over the bad weather period
- Launched 2 high profile dog fouling initiatives gaining national press coverage

- Commenced promotion of the new National Food Hygiene Rating Scheme (replaced “Scores on the Doors”) detailing the cleanliness of food establishments leading to an increased compliance of 90% at satisfactory or better
- Held 6 initiatives to clamp down on illegal or unroadworthy private hire vehicles with a high and well publicised success rate
- Took robust action to remove illegal Traveller encampments within an average time of less than 9 days
- Held an open public meeting to discuss prominent issues with the Traveller Community
- Increased security measures on Public Land to prevent further Traveller encampments
- Continued to work in partnership with the Police to tackle underage drinking
- Received a Green Flag Award for Maurice Lea Memorial Park
- Maintained Eco-Management and Audit Scheme (EMAS) Accreditation
- Chaired the Derbyshire Pollution Group
- Chaired the Derbyshire Fly Tipping Forum
- Launched the Carbon Village project in Melbourne
- Achieved the delivery target of 75 affordable homes
- Received, following a successful bid, external funding to appoint 2 officers to facilitate more affordable housing across the district and support delivery across the Derby Housing Market Area
- Finalised a unique commercial/residential scheme in partnership to deliver 35 units of affordable housing and regeneration of ex-industrial land in to a retail scheme
- Following facilitation of the scheme construction on the unique Extra Care Village in Swadlincote got underway
- Local Investment Plan submitted and approved by the HCA

3.2 Key Strengths

- The Audit Commission rated the Strategic Housing Function as one of the best in the Country
- Robust approach to dealing with illegal Traveller encampments
- Proven value for money Waste & cleansing and Grounds Maintenance Services
- The leading Local Authority in recycling rates in Derbyshire
- Commitment to Energy Efficiency via EMAS
- Excellent Food Safety enforcement standards with more than half of premises having a food hygiene rating of 5 (5 stars under the old “scores on the doors” scheme)

3.3 Areas for Improvement

- Lack of doorstep plastic recycling service
- Fly tipping enforcement and fixed penalty notices for other offences
- Number of empty properties in the district
- Bad weather arrangements for Refuse Collection
- Awareness of food safety standards
- Implementation of procedures across the service where they are lacking
- Relationships with private landlords
- Consistent customer focus across the service

3.4 Corporate Action Plan

The SMART Action Plan details our key actions for the year. Actions are broken down into quarters in order to enable us to monitor and manage our performance.

These actions directly contribute to our outcomes identified in the Corporate Plan, and as such are seen as essential for us to achieve if the Council is going to achieve its ambitions. Complementing these actions is a set of performance measures that are formed both from the National Indicator Set and locally agreed indicators. Whether we achieve the targets set against these indicators will tell us whether the 'business' we are doing is delivering the required outcomes and providing excellent services.

In some areas because changes will take place over a period of time and not measurable in a quarter, proxy indicators will be used. These are indicators that suggest the likely progress, whilst not measuring that outcome. The Service's key performance measures against Corporate Plan outcomes can be found at Appendix B

3.5 Operational Action Plan

Local performance measures are in place to monitor standards of service delivery across the Service. See Appendix B for details.

4.0 Key National, Regional & Local Strategies

There are a number of national, regional and local strategies which influence the work of Environmental Services, some of which we need to respond to and others which we are involved in developing.

National/European

Energy Bill 2010/11 - has been designed to provide for a step change in the provision of energy efficiency measures to homes and businesses, and make improvements to enable and secure, low carbon energy supplies and fair competition in the energy markets. This includes the "Green Deal" initiative.

Food Standards Agency (FSA) – Audit performance and outcomes in relation to the Authority's work on Food Safety

Health and Social Care Bill 2011 – The Government's vision to modernise the NHS. This includes a new role for local authorities to play a central role in promoting and tackling health inequalities.

Localism Bill 2010/11 - The Bill will devolve greater powers to councils and neighbourhoods and give local communities more control over housing and planning decisions.

National Welfare Reform 2010/11 - The Bill provides for the introduction of a 'Universal Credit' to replace a range of existing means-tested benefits and tax credits for people of working age, starting from 2013. This Bill includes a proposal to restrict Housing Benefit entitlement for social housing tenants whose accommodation is larger than they need.

EMAS – Ensures legal compliance with environmental legislation for the Authority’s activities, and continued improvement of environmental performance

Regional

Derby Housing Market Area (HMA) Local Investment Plan – This sets out the vision for the area and where investment is needed to deliver the vision.

Derbyshire Supporting People Strategy – this sets out the need for investment in housing support services to meet the needs of vulnerable people.

Local

Housing Strategy 2009/14 – Sets out the District’s strategic housing priorities

Homelessness Prevention Strategy 2007/12 – Sets out the local priorities to reduce and prevent the reoccurrence of homelessness across the district.

Private Sector Renewal Policy 2008 – Sets out the council’s policy for improving the quality and accessibility of the private housing.

Affordable Warmth Strategy 2008/11 – Sets out how the council will effectively tackle fuel poverty.

Empty Property Strategy 2008/11 – sets out the council’s approach to reducing the number of long-term empty properties.

Guidance to Delivering Affordable Housing – 2008 – sets out the council’s approach to delivering affordable housing across the district.

Private Sector Enforcement Policy 2007 – Sets out the council’s approach to housing enforcement in relation to residential premises.

5.0 Partnerships

Our significant partnerships are outlined below:.

Partnership	Main Purpose
Waste Processing - Biffa	To provide a range of waste processing services
Waste Processing – Vital Earth	To provide a range of waste processing services
Derbyshire Traveller Issues Working Group	Co-ordinate a County wide approach to dealing with Gypsies and Travellers
Lullington Crossroads Traveller Site	Provide a transient Traveller site
Supporting People Strategic Partnership for Accommodation & Support	To meet the supported housing needs of vulnerable people

6.0 Consultation & Communication

We approach our customers for feedback where appropriate. We also seek satisfaction feedback from the work we carry out.

Appendix C contains the following:

- Summary of the consultation and communication undertaken in 2010/11 proposals for 2011/12.
- Communication activities/campaigns planned for 2011/12, along with details on how success will be measured.

7.0 Service Review/Transformation Programme

Early in the new corporate year proposals will be put before members that seek to restructure the Environmental Health and Strategic Housing functions. If accepted these will deliver real cashable savings for the authority whilst seeking to maintain the quality of service levels.

Within 2011/12 we will be working in partnership with Northgate Public Services in examining the Waste, Cleansing and Grounds Maintenance functions in detail with a view to delivering further cashable savings.

The detailed delivery plan is included as Appendix D. The overall strategic direction is to reduce service delivery costs whilst maintaining or improving current performance via an options appraisal to identify the most appropriate service delivery model.

The Service is clear that it is a strategic necessity to widen the choice and availability of recycling opportunities within the District building upon the already high % of waste currently being recycled

8.0 Managing Risks

The process set out in Council's Risk Management Strategy, which was approved in March 2010 has been followed.

The risk registers for the service area can be found at Appendix E.

9.0 Monitoring and Review

This plan will be monitored quarterly as part of the performance management framework and will be used throughout the year to manage service delivery.