

# Draft ENVIRONMENTAL SERVICES SERVICE PLAN 2006/09

## 1. SERVICE DESCRIPTION AND PURPOSE

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

The Service is divided roughly into two, with the direct service of Waste Management and Cleansing, based at the depot, and the Environmental Health, enforcement and statutory functions, based in the Civic Buildings.

Total Service Budget: £3,768,000

### 1.1 ENVIRONMENTAL HEALTH

In order to enforce and deliver services relating to 6000 laws and regulations, Environmental Health is subdivided in four specialisms, listed below, the main functions of which are described in the subsequent paragraphs;

	Annual Revenue Budget
Commercial & Licensing,	£339,000
Environmental Protection,	£404,000
Housing Strategy and	£190,000
Private Sector Housing	<u>£227,000</u>
	<u>£1,160,000</u>

### 1.2 WASTE MANAGEMENT AND CLEANSING

Waste Management includes;	Annual Revenue Budget
Household Waste Collection,	£1,331,000
Recycling and Waste Minimisation,	£ 440,000
Street Cleaning,	£ 583,000
Other (Public toilets, cleaning bus-shelters, street sign provision etc)	<u>£ 251,000</u>
	<u>£2,605,000</u> (figures taken from 2006/7 budget book)

## 2. OPPORTUNITIES AND CHALLENGES

### 2.1 Environmental Health Opportunities and Challenges

- The further exploitation of IT to improve efficiency and information to customers.
- Incorporate the New Gambling Act into the Licensing Section and continue development of a 'One-Stop' approach for Licensing.
- *Utilise new criteria for assessing house conditions introduced by the Housing Act 2004 and its new tools to address substandard housing*

- *Continue improvement in delivery of Disabled Adaptations and become an exemplar authority within Derbyshire.*
- *Develop the role of the Safer Neighbourhood Wardens and deliver maximum impact on public perception of community safety and cleanliness.*
- *Introduction and promotion of a range of new private sector housing interventions to deliver the Private Sector Housing Renewal Policy 2006.*
- *Delivery of £415K secured from the Regional Housing Board to implement a programme of measures to ensure continued progress towards Decent Home Standard targets (PSA7).*
- *Create up to date housing needs data to maximise contributions to affordable housing from S106 agreements, Housing Corporation and Supporting People.*

## **2.2 Waste Management and Cleansing Opportunities and Challenges**

- Provide maximum improvement in cleanliness of streets from the increased level of resources put into cleansing operations.
- Enforcement of the new provisions of the Clean Neighbourhoods and Environment Act and coordinate with Environmental Health to secure joined up enforcement
- Link service delivery effectively with the Customer First Call centre.
- Extend the information available and the ways for customers access services via the website.
- Work with the Environment Agency to develop a joint scheme to combat fly-tipping.
- Maintain the counter pressure to resist the national trend towards increasing household waste production by implementing the waste minimisation and recycling plan with vigour and imagination.
- Extending delivery of kerbside recycling services to rapidly growing population.

## **2.5 Budget Pressures Over The Next 3 Years**

### **Environmental Health**

- *Housing Act 2004 is likely to bring about an increase in the number of properties requiring mandatory action (under the new standard 4.7% require mandatory action, under the former 3.5% were actionable, - House Condition Survey 2004).*
- *Following a couple of years of slow progress, disabled facilities grants have been speeded up, consequently this year a significant number of cases currently in the pipeline will come to completion we anticipate having to pay for three times the usual number of grants this year.*
- The implementation of the Gambling Act brings uncertainties as to whether it will pay for its own implementation through fees.
- The national scarcity of EHO's has resulted in the decision to pay a market supplement to attract and retain EHO's, not included in original budget estimate.

### **Waste Management and Cleansing**

- Increased costs of in vessel composting.
- Uncertainty over forthcoming changes (2007/08 onwards) to recycling credits payment scheme.

## 4. KEY TASKS

Ref	Source	Actions	Expected outcome	Measure	Time-scale
<b>Commercial Standards and Licensing</b>					
EH1	Corporate Plan Theme 3, Action 3.7	Implement the Gambling Act 2005 in accordance with the Government time scale.	Infra structure to process applications in place eg IT system, training of staff etc	Timely and efficient processing of applications	30 <sup>th</sup> April 2007
EH2	Corporate Plan Theme 3, Action 3.7	Create further efficiencies via by commercial EHO's using hand held computers.	Additional work completed by the team i.e. completion of Safer Food Better Business	All premises inspected plus SFBB introduced into business's	March 2007
EH3	Corporate Plan Theme 1	Higher profile for Health & Safety at Work in partnership with Health & Safety Commission, and Health & Safety Executive	More people educated on key workplace hazards identified by Health and Safety Commission research	Reduction in national accident statistics	March 2007
<b>Private Sector Housing</b>					
<i>EH4</i>	<i>Corporate Plan  Theme 4 Action 4.10</i>	<i>Continue progress toward Decent Home Standard for Vulnerable Households</i>	<i>Implement Decent Home Grant Scheme in partnership with Wallbrook Care &amp; Repair  Pilot decent home scheme in partnership with a major private sector landlord</i>	<i>The homes of 100 vulnerable households made decent</i>	<i>Mar 2007</i>
EH5	Corporate Plan Theme 4 Action 4.8	Tackle fuel poverty and reduce CO <sub>2</sub> emissions;	One or more schemes working to improve energy efficiency for those in fuel poverty.  Promote Private Sector Housing services and home energy efficiency to outlying rural villages.  Establish database of Private Sector Tenants and target assistance towards them.	Number of households receiving assistance  Tonnes of CO <sub>2</sub> reduced  No of Private rented properties identified.	Mar 2007

EH6	Corporate Plan  Theme 4 Action 4.7	Faster and higher quality provision of Disabled Facility Grants	Continued development of independent Disabled Adaptation Service  Review delivery of minor adaptations including scope for client self assessment in public sector  Develop and make available a suite of new guidance and information literature about the Disabled Adaptation Service.  Continue county wide benchmarking, and maintain support for Social Services to speed up referral process	Faster adaptations  High quality info' accessible via wide range of media  Speed of needs assessment	March 07
<b>Housing Strategy</b>					
EH7	Theme 4: Prosperity for All.  Actions 4.5 And 4.6	Implement the "Fit for Purpose" Housing Strategy including;	Obtain an assessment of the housing market (affordability issues) and local need (numbers of homes demanded in different areas of the district)  Develop "in year" bids to the Housing Corporation to provide schemes matching the identified strategic needs of this district.  Seek to maximise S106 funding directed towards social housing provision.  Complete homelessness review and an updated Homelessness Strategy	Research complete  Full analysis available  Bids submitted  No. of new affordable homes agreed  Strategy published	March 07  June 07  March 07  March 07
<b>Environmental Protection</b>					
EH8	Corporate Plan Theme 4: Action 3.7	Create further efficiencies via IT	Develop links between CRM system in Customer Services and FLARE	No double entry of service requests	Sept 2006
EH9	Corporate Plan Theme 4:	Gypsy / Traveller Policy	Finalise review of traveller toleration policy in line with Government guidance issued  Formalise arrangements for the management of the Lullington Crossroads site	Reviews Complete	March 07  June 2006

EH10	Corporate Plan Theme 3	Noise Policy updated in line with Chartered Institute of Environmental Health and DEFRA guidance.	Robust and modern procedures reflecting best practice	Review complete  Revised practices in use	March 2007
EH11	Corporate Plan Theme 2	Control air pollution emissions	Issue permits restricting emissions for relevant businesses under the Solvent Emissions Directive	Permits Issued.	Oct 07
EH12	Corporate Plan Themes 1, 2, 4 & 5 Action 1.4	Recruit and train Safer Neighbourhood Wardens	Improve the Council's enforcement performance in respect of: Dog fouling. Littering, Anti-social behaviour	Increase in public satisfaction	Oct 06
<b>Waste and Cleansing</b>					
WU1	Corporate Plan Theme 2 Action 2.5	Implement Waste Minimisation Plan. With Derbyshire County Council and the Derbyshire Integrated Waste Management Group, and other interested parties,	Promotion of waste awareness, use of re-usable nappies and home composting, reduction of junk mail,  Development of re-use initiatives (e.g. furniture items from bulky collections).	Static or reduced level of waste collected per head of population	April 2006 onwards
WU2	Corporate Plan Theme 2 Action 2.6	Develop a project to reduce flytipping with the Environment Agency and Derby City.	Increase enforcement activity including via the safer neighbourhood wardens. Increased publicity, and use of new techniques e.g. CCTV	Less fly-tipping	Sept 2006 .
WU3	Corporate Plan Theme 2 Action 2.6	Develop further street cleaning improvements	Double frequency of channel sweeping  Provide additional litter bins  Extra weed treatment	Cleaner streets	April 2006 onwards
WU4	Corporate Plan Theme 2 Action 2.5	Extend recycling/composting in line with Derbyshire Waste Strategy.	Extend Compost Scheme by 3,000 properties with waste directed to in vessel system.  Extend the green box recycling scheme to cover a further 11,000 households, 93 % of the district  Monitor and investigate changing methods of recycling collections.  Review the funding mechanism used for Voluntary Groups recycling.	Additional tonnes of compost  Additional tonnes recycled  Best method identified  Scheme reviewed	Sept 2006.  Aug 2006  March 2007  July 2006

WU5	Corporate Plan Theme 1,	Improve communication with the public & stakeholders on the positive effect of council work esp. safer neighbourhoods	Develop and adhere to a Communication plan with timetabled actions in liaison with Press Officer.  Produce a Service Standards document.	Increased publicity  Clear standards published	April 2006  Oct 2006
WU6	Corporate Plan Theme 3	Reduction and minimisation of costs	Develop detailed arrangements to market test the Kerbside Recycling Collections including, identifying partners, specification, outline contract, engagement of main market players	Specification and contract arrangements available.	April 2007
<b>Service Wide and Corporate Issues</b>					
ES1	Corporate Plan Theme 2. Theme 3	Obtain external recognition of customer service standards Environmental Services	Chartermark Standard achieved.	Accreditation obtained	Jan 2007
ES2	Corporate Plan Theme 2	Improve the Council's environmental performance.	Complete an initial environmental review and establish baseline information in line with EMAS. Develop a corporate programme of environmental Improvements and begin implementation	Improvements in place.	March 2007
ES3	Corporate Plan Theme 3, Action 3.7	Review and improve web content for each Unit within Environmental services	Up to date, accurate, interesting and helpful information available on the web.	No. of web hits and satisfaction ratings	Jan 2007

#### 4. Workforce Planning

Issue	Action	Expected Outcome
Recruitment/retention of Environmental Health Staff	Implement a package to provide a market supplement Then monitor success or otherwise in terms of recruitment	Hope to fill long-term vacancies.

## 5. MANAGING RISKS

Risk	Consequences	Controls in place	Further action required
FLARE system – failure or supplier ceases to exist	System may become redundant	Company the single largest supplier and now has been taken over by a larger company which reduces risk of collapse	No further action
Vehicle thefts or serious damage	Loss of value (up to £100 K/vehicle) inability to carry out rounds	Security fence installed and CCTV working.	Seek new depot with better security
Reliance on contractors to deliver major services, e.g. recycling	May raise costs In absence of formal long term contract	Contract now in place for kerbside collection.	Longer term contract needed for kerbside and other contracts subject to full market testing
Maintaining H&S training and awareness	Potential for accidental injury with costs and prosecution including for corporate manslaughter	HASAW Advisor struggled to find time to tackle issues Whilst only part time	HASAW Advisor to be made full time and transferred to HR team.
<i>Inadequate funding for DFG programme</i>	<i>Mandatory grants may not be paid Staffing levels might be excessive for workload</i>	<i>Funding regime for the next two years is resolved</i>	<i>Seek further allocations via long term capital programme planning process</i>
Lack of compliance re: H&S at the Depot	Potential for accidental injury with costs and prosecution including for corporate manslaughter	Major review of highest risk activities (i.e. waste and cleansing) completed. Most important matters are already resolved	Action plan in place to cover all remaining identifiable matters.
Major disaster at the Depot, e.g. fire	Loss of maintenance capacity and or loss of fleet	Fire risk training carried out	Periodically refresh training



## 7. PERFORMANCE INDICATORS AND TARGETS

### Best Value Performance Indicators

Best Value Indicators	05/06 actual	06/07 target	07/08 target	08/09 target
<b>BV64</b> <i>Vacant private sector dwellings returned to occupation by council</i>	11	12	12	12
<b>BVPI 82ai</b> – percentage household waste recycled	13.19	14.50	15.5	16
<b>BVPI 82aii</b> -actual tonnes of waste recycled	5193	5850	6450	6800
<b>BVPI 82bi</b> – percentage of household waste composted.	12.40	13.00	14.5	18
<b>BVPI 82bii</b> –actual tonnes composted	4883	5300	6100	7700
<b>BVPI 84a</b> – Kg of household waste collected per head.	461.0	468.0	479	497
<b>BVPI 84b</b> - Percentage change in amount of waste collected per head	-2.95	1.40	2.50	3.70
<b>BVPI 86</b> – Cost of waste collection per household	£46.80	£48.37	£49.39	£51.28
<b>BVPI 91a</b> – Percentage of population served by kerbside recycling.	98.8	97.0	97.0	100
<b>BVPI 91b</b> - Percentage of population with kerbside recycling for 2+ materials.	68.9	94	94	100
<b>BVPI 199a</b> – Percentage of land below accepted levels of cleanliness	15.7	14.0	12.0	11.0
<b>BVPI 199b</b> – Percentage of relevant land with unacceptable graffiti	2	2	2	2
<b>BVPI 199c</b> – Percentage of relevant land with unacceptable flyposting	0	1	1	1
<b>BVPI 199d</b> – Year on year reduction in flytipping and increase enforcement	N/A	3	3	3
<b>BV 166</b> - extent of best practice in enforcement	100	100	100	100
<b>BV 216a</b> - Sites of potential concern over contaminated land	1274	1274	1274	1274
<b>BV 216b</b> - percentage of sites fully checked	2.7%	4%	7%	10%
<b>BV 217</b> - pollution control improvements installed on time	100%	100%	100%	100%
<b>BV 218a</b> - Abandoned vehicles investigated within 24 hours	71%	80%	85%	90%
<b>BV 218b</b> Abandoned vehicles removed within 24hrs of legal entitlement	59%	70%	75%	80%



## Local Performance Indicators

Local Indicator	Outurn 2005/6	06/07 target	07/08 target	08/09 target
Number of Environmental Health service requests dealt with within target	99%	95%	95%	95%
'Good' or better customer satisfaction rating for all Environmental Health.	89%	90%	90%	90%
Percentage High Risk Food premises inspected when due	99.6%	100%	100%	100%
Number of requests for pest control treatments dealt with within 3 working days.	99.5%	96%	96%	96%
<i>Number of Private Sector Homes made decent</i>	<i>N/A</i>	<i>100</i>	<i>100</i>	<i>100</i>
<i>Percentage of DFG adaptations completed within ODPM guideline maximum for District Council (42 weeks)</i>	<i>-</i>	<i>50%</i>	<i>90%</i>	<i>95%</i>
<i>Average number of weeks for Social Services referral of DFGs. (ODPM guideline maximum &lt;10 weeks)</i>	<i>30wks</i>	<i>10wks</i>	<i>10wks</i>	<i>10Wks</i>
<i>Vulnerable Households receiving energy efficiency improvements</i>	<i>363</i>	<i>360</i>	<i>360</i>	<i>360</i>
Tonnage of CO2 reductions arising from the above	111 tonnes	111 tonnes	111 tonnes	111 tones
Annual contribution towards HECA target	2.07%	2%	2%	2%
<i>Average number of weeks Wallbrook take to deliver care and repair grants.</i>	<i>39.9 wks</i>	<i>40 wks</i>	<i>40 wks</i>	<i>40 wks</i>
<i>Nomination rights secured via grant activity.</i>	<i>6</i>	<i>6</i>	<i>10</i>	<i>10</i>
<i>Percentage of Rural Parishes Surveyed to identify local housing need</i>	<i>13%</i>	<i>58%</i>	<i>100%</i>	<i>Start again</i>
Household waste and compost collections missed per 100,000 due	14	25	22	20
Kerbside recycling collections missed per 100,000 due	N/A	25	22	20
Complaints about household waste and composting service per 100,000 collections due	33	50	45	40
Complaints about kerbside recycling service per 100,000 collections due	N/A	50	45	40
The average time taken to remove fly tips.	1	1	1	1

## 8. USEFUL CONTACTS

Peter McEvoy	Head of Environmental Services	01283 595830	E-mail: peter.mcevoy@southderbys.gov.uk
Carl Jacobs	Commercial Standards & Licensing Manager	01283 595717	E-mail: <a href="mailto:carl.jacobs@southderbys.gov.uk">carl.jacobs@southderbys.gov.uk</a>
Denise Blyde	Private Sector Housing Manager	01283 595942	E-mail: <a href="mailto:denise.blyde@southderbys.gov.uk">denise.blyde@southderbys.gov.uk</a>
Jack Twomey	Environmental Protection Manager	01283 595856	E-mail: jack.twomey@southderbys.gov.uk
Beverly Wagstaffe	Housing Strategy Manager –	01283 595822	E-mail: <a href="mailto:beverly.wagstaffe@southderbys.gov.uk">beverly.wagstaffe@southderbys.gov.uk</a>
Paul Evans	Waste and Cleansing Manager	01283 595764	E-mail: <a href="mailto:paul.evans@southderbyshire.gov.uk">paul.evans@southderbyshire.gov.uk</a>