

**South  
Staffordshire  
Council**

**ENVIRONMENTAL SERVICES**

**SERVICE PLAN**

**2009/2010**

# **Environmental Services Portfolio Service Plan 2009/2010**

## **Executive Summary 2009/10**

### **1.0 Introduction**

#### **Portfolio Details**

**Portfolio Holder** Councillor Mrs Joan Williams FRSA

**Director** Mr D Stockton BA (Hons) Dip Mgmt (Open) FInstLM

### **1.1 Description of the Service**

The Portfolio comprises of the following service areas:

- Engineering Services
- Environmental Health (General) Services
- Architectural and Landscape Services

A summary of the functions of each of these services follows.

#### **Architectural and Landscape Services**

The service units within the Architectural and Landscape Service area are responsible for the following functions:

- **Landscape Planning**
  - Implementation of Landscape Policy
  - Environmental Improvements
  - Conservation Areas
  - Tree Management
  - Countryside Management (shared responsibility with Landscape Management)
  - Open Space Adoption (shared responsibility with Landscape Management)
  - Implementation of Open Space Policy
- **Landscape Management**
  - Grounds Maintenance
  - Bereavement Services (Syth Lane Cemetery)
  - Maintenance of Closed Churchyards
  - Memorial Safety Testing
  - The maintenance of the Council Office grounds
- **Architectural and Facilities Management**
  - Corporate Property Officer
  - Building services management responsibilities including the review of service contracts
  - Maintenance, repair and improvements to the Council Offices
  - The checking of electrical equipment
  - Planning CDM Coordinator
  - The building services management, architectural advice and contract supervision required for capital works associated with the Council Offices
  - Caretaking, security and cleaning of the Council Offices
  - Client officer, catering contract

## **Environmental Services Portfolio Service Plan 2009/2010**

Further details on these functions are listed below:

- **Implementation of Landscape Policy**

Implementation of Landscape Policy, included in the development plan for the District which seeks to enhance and conserve the distinctive landscape character of South Staffordshire and the settings of its villages. This includes the Council's commitment to a district wide Free Tree Scheme, Tree Wardens, arboricultural advice, biodiversity initiatives, protection of and seeking to restore South Staffordshire's Historic Parklands and support of Staffordshire Gardens and Parks Trust.

- **Environmental Improvements**

The environmental improvements are implemented within village centres and conservation areas following local plan policy. Larger schemes are normally carried out through local partnerships and are included within the Council's Capital programme. Financial and technical support is also provided for environmental schemes initiated by community groups.

Schemes currently included in the Capital Programme include:

- Barnfield Sandbeds, Brewood
- High Street, Kinver
- Brickbridge Lane, Wombourne

- **Conservation Areas**

Council policy is to protect and enhance existing conservation areas and to protect other important historic spaces and groups of buildings through the designation of new conservation areas. The service unit is responsible for the landscape input into this process.

- **Tree Management**

Many of the open spaces managed by the Council contain mature trees. Mindful of its responsibilities for the health and safety of the public and its employees and contractors, the Council has taken steps to survey the mature trees on a regular basis following best practice. Remedial work to trees will be carried out as necessary. Following the work on the Tree Management System the service unit undertakes a proactive programme of work relating to the District's tree stock and provides advice to Parish Councils, developers and the general public based on the recently produced Tree Strategy.

- **Open Space Adoption**

Under the requirements of the Local Plan developers are required to provide open space within residential development. Adoption of such areas is subject to Section 106 agreements. Once adopted the space is managed and maintained as part of the grounds maintenance contract.

In accordance with the provision of PPG 17 the Council has carried out an Open Space Audit and Playing Pitch Strategy that have been used to inform its Open space strategy. This strategy sets out the vision for the future use, form and character of open spaces.

## **Environmental Services Portfolio Service Plan 2009/2010**

- **Implementation of Open Space Policy**

The Open Space Strategy (incorporating the Open Space Audit and Playing Pitch Strategy) provides the vision and sets the strategic policy direction relating to all issues in connection to open space. It identifies the goals the Council wants to achieve, plus the resources, methods and time needed to meet these goals. The service unit is responsible for implementing these open space policies and develops further operational action plans that link directly to the strategic objectives and actions in the Open Space Strategy. The Open Space Strategy will be adopted by the Council and forms part of the background evidence to the Local Development Framework.

- **Grounds Maintenance**

The grounds maintenance service is the management of open spaces and landscape that are largely the responsibility of the Council, including the Council Office grounds. This includes the maintenance of grass, shrubs, trees, woodlands, paths, watersides, associated hard surfacing and structures. Work is also carried out on behalf of Staffordshire County Council, parish councils and a limited number of other clients.

- **Maintenance of Closed Churchyards**

The responsibility for the churchyard of St Benedict Biscop, Wombourne was transferred to the Council under the provisions of Section 215 of the 1972 Local Government Act. The Council has a duty of care to the users of the churchyard. The Council is responsible for the walls, paths and trees within the churchyard and the safety of memorials.

Following receipt of a faculty from the Diocese of Lichfield the Council has carried out safety tests on all of the memorials. The Council will publicise its approach to the inspection, management and maintenance of memorials on the Council website following best practice prepared by the Institute of Cemetery and Crematorium Management (ICCM). This process aims to improve the standards of safety within the churchyard.

- **Bereavement Services**

From November 2009 the Grounds Maintenance Service will administer a burial service for South Staffordshire Council. All ground works and maintenance of the site will be carried out by our term contractor and overseen by Architectural and Landscape Services staff.

- **Countryside Management**

As part of the implementation of landscape policy the Council is involved in a number of countryside management initiatives. These are primarily partnerships supported by Natural England, the Forestry Commission and other neighbouring local authorities. They are as follows:

- Cannock Chase AONB based on Cannock Chase Area of Natural Beauty
- Forest of Mercia based on the Southern Staffordshire Coalfield

The unit is also responsible for the management of Shoal Hill on behalf of the Shoal Hill Joint Committee. Shoal Hill is an area of lowland heath that is managed under a Countryside Stewardship Scheme and an area of semi natural woodland that is managed under a woodland forestry agreement.

## **Environmental Services Portfolio Service Plan 2009/2010**

- **Corporate Property Officer**  
The Architectural and Facilities Manager is the Corporate Property Officer for the Council and is responsible for the duties and liabilities associated with that position.

- **Building services management responsibilities including the review of service contracts**

The day-to-day management and maintenance of the Council Office buildings is carried out by the Architectural and Facilities Manager using term and specialist contractors, consultants, energy and other suppliers.

This work includes regular inspections and assessment of risk. The work is funded through revenue allocations and includes the carrying out of adaptations to the building, the management of utilities, the maintenance of plant and equipment and the purchase of furniture and equipment.

- **Maintenance, repair and improvements to the Council Offices**  
Major alterations and improvements to the building are funded through the Capital Programme. The Architectural and Facilities Manager is responsible for the contract preparation and management of these projects. The Council has approved a ten-year programme of improvement works for the Council Offices and appropriate allocations have been made in revenue and capital budgets.

The effective specification and use of materials will be given due regard to minimise the environmental impact in carrying out these tasks.

- **The Checking of Electrical Equipment**  
The Architectural and Facilities Manager manages the testing and certification of electrical equipment.

- **Planning Supervisor**  
The Architectural and Facilities Manager to date has performed the role of Planning Supervisor for the Service Unit. The CDM Regulations changed early April 2007. This role will be carried out by external consultants.

- **Caretaking, Security and Cleaning of the Council Offices**  
The Architectural and Facilities Manager is responsible for the cleaning and security of the Council Offices.

The effective specification and use of materials will be given due regard to minimise the environmental impact in carrying out these tasks.

- **Client Officer Catering Contract**  
The Architectural and Facilities Manager is responsible for administering the catering contract.

## **Environmental Services Portfolio Service Plan 2009/2010**

### Engineering Services

The following functions are undertaken by Engineering Services:

- **Civil Parking Enforcement**  
Undertaking the new service under the Council's partnership agreement with Staffordshire County Council to provide civil enforcement of on-street and off-street parking throughout the District including managing the day-to-day patrols, budget monitoring, dealing with customer enquiries and appeal referrals and reporting to the County Parking Board and the local Joint Parking Committee.
- **Dealing with dangerous buildings & structures**  
Responding to reports from the public or the emergency services and taking appropriate action in accordance with Sections 77 and 78 of the Building Act 1984.
- **Dealing with flood protection & land drainage**  
Inspecting and maintaining the Council's flood defences and assisting in the delivery of the SEFP (Staffordshire Emergency Flood Plan) including providing advice and assistance when a high risk of flooding occurs.
- **Maintenance of street nameplates & village nameplates**  
Undertaking the repair or replacement of damaged nameplates and the installation of new ones as necessary.
- **Maintenance of public car parks**  
Looking after the Council's 12 public car parks plus a further 6 joint use ones. This involves undertaking periodic condition inspections, arranging minor repairs or resurfacing etc as required, plus liaising with BPA (British Parking Association) to maintain Safer Parking standard.
- **Management of the council depot**  
Carrying out periodic inspections and arranging maintenance of the premises, fixtures & fittings (including fire fighting equipment, electrical goods, small plant & tools etc and security systems).
- **Management of the council vehicle fleet**  
Arranging the maintenance and periodic replacement of the Council's 15 commercial vehicles (including Fleet Operators Licensing), maintaining driver records and processing weekly fuelcard accounts.
- **Management of the council out of hours message handling service**  
Acting as primary contact with the Council's external provider (including reviewing/updating service requirements and monitoring daily reports).

## **Environmental Services Portfolio Service Plan 2009/2010**

- **Management of street lighting**  
Looking after the Council's lighting (approx 600 units) which includes implementing an annual programme of upgrades and new lighting in consultation with the County Council's lighting PFI maintenance contractor and Staffordshire County Council's road lighting engineers.
- **Minor works consultancy for South Staffs Housing Association**  
Providing technical support in respect of small parking & lighting projects.
- **Operational services (inc street cleansing)**  
This involves undertaking the Council's front line street cleansing operations (including scheduled and responsive litter picking, mechanical road sweeping, servicing and maintaining litterbins, removing fly tipped waste and dead animals plus disposing of all collected waste). Other associated work includes practical aspects of the car park, flood protection and nameplate maintenance services (above) plus various incidental transportation or delivery jobs for the benefit of other service units.

# **Environmental Services Portfolio Service Plan 2009/2010**

## Environmental Health (General) Services

### **Environmental Protection**

- The regulation of Industry under Local Authority Air Pollution Control (LAPC) and Local Authority Integrated Pollution Prevention and Control (LA-IPPC), and maintenance of the statutory public register
- The periodic assessment and review of air quality within South Staffordshire as required by Part IV of the Environment Act 1995 and the declaration of our quality management areas
- The preparation and implementation of the statutory contaminated land strategy. To respond to enquiries from outside bodies in respect of information held on the state of land in the District
- Monitoring the wholesomeness of drinking water supplies and, where unsatisfactory supplies are identified, investigation of the cause and action to improve them
- Carrying out the Council's duties and implementing strategies under the Home Energy Conservation Act 1995 in order to increase the energy efficiency of the residential accommodation in the District and eliminate fuel poverty
- The investigation, after complaint from the public or following observation, of alleged nuisances under Part III of the Environmental Protection Act 1990
- The investigation of offences under the various sections of the Clean Air Act 1993 relating to atmospheric emissions and the implementation of other statutory duties within Part II of this Act relating to smoke, grit, dust and fumes
- The control of and investigation of noise from construction and other open sites under Sections 60 and 61 of the Control of Pollution Act 1974
- Investigation and resolution of problems and pollution arising from private drainage systems and flooding including the instigation of legal proceedings where appropriate and the arrangement and supervision of works carried out in default
- The assessment and comment on the Environmental Health implications of Planning Applications, Waste Management Licence Applications, Licensing Act Applications and Integrated Pollution Prevention and Control Applications.
- The preparation of evidence and provision expert witnesses in relation to any Environmental Impact Assessment, appeal or inquiry arising out of the consideration of any Local Development Document, planning application, consultation or other matter
- Dealing with gypsy encampments and other illegal and unlicensed caravan sites
- Carrying out the Council's duties in relation to burying the dead.
- Provision of services to public conveniences in the District

### **Street scene**

- Monitoring of the district in relation to litter picking, street cleansing, graffiti, fly-tipping and fly-posting
- Enforcement of legislation in relation to environmental crime
- Removal of abandoned vehicles

## **Environmental Services Portfolio Service Plan 2009/2010**

### **Waste Management, Refuse collection and Recycling Services**

- Development and implementation of the Council's Waste Strategy
- Collection of household waste from every dwelling in the District
- Collection of clinical waste
- Collection of bulky items of household waste
- Twice yearly kerbside collection of excess household waste
- Collection and composting of garden waste.
- Kerbside collection of paper and dry recyclate
- Provision of recycling 'bring' centres
- A programme of education and promotion of the Council's recycling and waste minimisation initiatives to the community of South Staffordshire

### **Cross Cutting**

- Production and implementation of the Council's Sustainable Development Strategy.
- Production and implementation of the Councils Climate Change Strategy
- Implementation of the Council's Environmental Management System

### **Description of other Services provided within the Portfolio:**

#### **Architectural and Landscape Services provides services that fall within other portfolios. These are primarily for Strategic Services and Regulatory Committee and include:**

- Determination of commuted sums for Section 106 Agreements relating to the adoption of public open space
- Powers relating to the protection of hedgerows
- Determination of complaints under Part 8 of the Anti-Social Behaviour Act 2003 (High Hedges)
- Response to development control consultations on matters associated with trees and landscape
- Powers relating to the protection of trees including tree preservation orders.
- To provide landscape input into the preparation of any document, plan, scheme or report comprising the Local Development Framework.
- To provide specialist landscape advice on highways matters including motorway improvements
- To comment on behalf of the Council on consultations from outside bodies relating to landscape and arboricultural matters
- To determine responses to consultations with this Council as Local Planning Authority of and by other local authorities and statutory bodies as appropriate.
- Management of the in-house catering contract.

### **Engineering Services provide the following services for other portfolios:**

#### **Direct Services Portfolio**

Undertaking the Council's building control service in accordance with the Building Regulations. This includes the examination, approval or rejection of submitted plans, the inspection of building works up to and including completion and the keeping of associated records. The aim is to ensure that all relevant building work is subjected to control under the Building Act and Building Regulations. The service also involves ensuring that building work meets nationally set health and safety standards for the end users including provision for the conservation of fuel and power and ensuring the accessibility and convenience of new builds for use by disabled persons.

## **Environmental Services Portfolio Service Plan 2009/2010**

### **Partnership Services Portfolio:**

Management of public space CCTV system including day to day supervision of the guarding contract (control room operators) and the equipment maintenance contract and regular liaison with the Police and the Community Safety Partnership.

### **Other Portfolios:**

- The provision of incidental technical/operational support to commercial development (Strategic Services Portfolio), Baggeridge Country Park and South Staffordshire Railway Walk (Community Services Portfolio), plus development control (Regulatory Committee); fleet vehicle management for Pest Control and Baggeridge Country Park (Community Services Portfolio) and out of hours message handling service for Homelessness (Community Services Portfolio).

### **Environmental Health General Services provide the following services for other portfolios:**

#### **Private Sector Housing**

- Housing complaints, Housing Standards and Decent Homes
- To carry out any house condition surveys which the Council may be required to undertake under Section 605 of the Housing Act 1985.
- To administer the provisions of Parts 1 to 4 of the Housing Act 2004, Parts VI to XI of the Housing Act 1985, Part 1 of the Housing Grants, Construction and Regeneration Act 1996, and other related or subordinate housing legislation on behalf of the Council in line with Council Policy, and as such deal with complaints regarding housing standards and conditions, non-decent homes, disrepair, multi-occupation, overcrowding etc, including inspections and the administration of legal action where necessary.

#### **Housing Assistance**

- To prepare and administer the Council's Housing Assistance Policy by the provision of grant aid and advice and in particular:
- To monitor the operation of the Care and Repair Agency under their Service Level Agreement with the Council.
- In relation to enquiries dealt with in house and grant applications received via the Agency, to inspect premises, carry out a test of the financial resources of the applicant, prepare a schedule of works, process applications, inspect works in progress and make payments.
- If grant aid is available, to progress the matter accordingly, if not, to offer advice on how improvements, repairs or adaptations may be facilitated.

## **Environmental Services Portfolio Service Plan 2009/2010**

### **1.2 The Portfolio has the following aims and objectives:**

#### **Aims**

##### Architectural and Landscape Services

- To protect and conserve South Staffordshire's distinctive environment.
- To protect and conserve South Staffordshire's landscape character and the settings of its villages.
- To protect and conserve South Staffordshire's trees, woodland, hedgerows and natural environment.
- To provide and manage open spaces that are accessible, safe and fit for purpose and that contribute towards greater biodiversity.
- To work with partners and the community to enhance our villages and countryside.
- To incorporate sustainability as part of our demonstration of best practice.
- To adapt, maintain and manage the Council offices, mindful of our commitment to sustainability, so that they are safe and fit for purpose.
- To investigate complaints against unauthorised tree felling and hedgerow removal within 5 working days
- To take a proactive approach to the management of the Council's tree stock and to protect trees and woodlands which are significant in the landscape and which are considered to be under threat
- To make a substantive reply to development control consultations within 21 days
- To determine high hedge complaints on average within 8 weeks following site survey (unless determined by Regulatory Committee).
- To provide bereavement services (Syth Lane Cemetery, Wombourne).

##### Engineering Services:

To provide efficient and effective municipal services that meet the wishes and needs of the community and give value for money through:

- Achieving a satisfactory general standard of cleanliness on highways and other public land (monitored against performance indicator targets) through a combination of scheduled cleansing and responding to complaints in a timely manner.
- Assisting in the provision of an effective flood protection service that will help to protect occupiers against the risk of flooding from rivers and watercourses etc.
- Ensuring that named roads and streets are properly identified, public car parks and street lights are properly maintained, and that dangerous buildings and structures are dealt with promptly to promote public safety.
- Helping to combat crime and fear of crime and promote community safety in the District by ensuring the delivery of an effective public space CCTV operation.

## **Environmental Services Portfolio Service Plan 2009/2010**

- Providing an efficient and cost effective building control service to ensure that all relevant building work is able to meet the requirements of the Building Regulations.
- Providing an effective civil parking enforcement service in accordance with the CPE partnership.

### Environmental Health General Services

- To protect and improve the local environment and public health of residents of South Staffordshire.
- To minimise the amount of waste produced, maximise the amount that is re-used, recycled and composted, and to ensure that residents receive reliable cost effective collection services.
- To respond to and resolve problems and complaints from residents about their environment without delay.
- To encourage and enable residents to reduce, re-use or recycle waste and thus minimise the amount of waste, which is disposed of via landfill or incineration.
- To ensure that every resident in the District is living in accommodation that is to a 'decent standard' and suitable for their needs.
- To support and encourage local groups, which seek to improve their environment.
- To monitor energy and water consumption and achieve a reduction in usage per employee delivering both environmental benefits and efficiency savings.
- To encourage and where possible enable local residents, businesses, and partners to reduce their energy costs.
- To work with South Staffordshire EEAC to increase the awareness of schemes available to assist with the provision of heating and insulation.
- To promote the use of renewable energy in the district.

## **Environmental Services Portfolio Service Plan 2009/2010**

### **Objectives for 2009/10**

#### Architectural and Landscape Services

- To complete the project plan for the opening of a cemetery provision at Sytch Lane Wombourne and commence burial service provision.
- To complete environmental improvements on the areas of land not owned by the Council at Brickbridge Lane, Wombourne by March 2010 through partnership working with other landowners.
- To complete environmental improvements at High Street, Kinver by March 2011. Design and public consultation to take place during 2008/09.
- To implement the actions arising from the Open Space Strategy.
- To undertake projects/schemes in accordance with the timescales in the Open space strategy Action Plan.
- To implement the policies and recommendations in the Tree Strategy.
- To continue to manage the Council's tree stock based on the tree management database.
- To substantially complete work at the former Hilton Sewage Treatment plant in order to establish a community outdoor environmental activity centre.
- To continue the ongoing management and improvement of Barnfield Sandbeds, Brewood.
- To implement the recommendations in the Towards an Excellent Service (TAES) Parks and Open Spaces Action Plan.
- To prepare one site to the standard required for Green Flag Award and to submit an application to be judged in June 2009.
- To establish, administer and manage the new cemetery provision at Sytch Lane, Wombourne.
- To develop and implement policies for the safety testing of memorials and rules and regulations for the cemetery at Wombourne (Sytch Lane).
- To adopt the churchyard at St Pauls Coven for grounds maintenance service
- To review the current Grounds Maintenance Contract and produce a proposal to ensure high standards are maintained for the next five years.
- To retender or extend Grounds Maintenance Contract which terminates in March 2010.
- To compile management plans for Smiths Rough, Perton and Grange Road, Penkridge.
- To design and install interpretation boards for three public open spaces at St. Modwena Way, Penkridge, Brockleys Walk, Kinver and Millennium Way, Bilbrook.
- To complete works as outlined in the ten year plan for the Council Offices during 2009/2010.
- To evaluate options for future in house catering provision to ensure continuity upon cessation of the current contract.

## **Environmental Services Portfolio Service Plan 2009/2010**

### Engineering Services

- To complete the final infrastructure works at Littleton Drive Industrial Site, Huntington and pursue formal adoption of the road and footpaths with Staffordshire County Council.
- To implement a programme of public lighting improvements and upgrades.
- To maintain Safer Parking Award standard at all our public car parks.
- To play an active supporting role in the delivery of the Staffordshire Emergency Flood Plan (SEFP).
- To provide an effective street cleansing operation in line with the Environmental Strategy
- To successfully implement the new civil parking enforcement (CPE) service across the District.

### Environmental Health General Services

- To increase the number of vulnerable households living in decent homes by 1%.
- To prepare a new Housing Assistance Policy with a view to joining the 'Kick-start' partnership.
- To offer an extended recycling service to schools in the district.
- To conduct an extensive audit of the waste containers in use across the district.
- In partnership with other members of the Staffordshire Joint Waste Board to produce and implement a waste minimisation action plan.
- To publish guidance for potential developers of contaminated Brownfield sites.
- To publish guidance for local residents on a range of neighbour nuisance problems
- To implement the revised action plan for the initial Air Quality Management Areas.
- To carry out a dog-fouling campaign across the district
- To work with the Marches Energy Agency implementing two low carbon community projects in Essington and Wombourne
- To hold a renewable technology fair and promote its use to organisations in the district.
- Provide advice to householders identified as having low insulation values by the thermal imaging survey.
- To publish the findings of the thermal imaging survey of the district on the Internet allowing residents and other stakeholders to access results for individual properties.
- Work with development control to provide assistance and support to residents to increase the use of renewable energy sources and other sustainable energy technologies.

## **Environmental Services Portfolio Service Plan 2009/2010**

- Promote energy efficiency and renewable energy sources to residents by attending minimum of 5 events per year.
- Publish Staff green travel plan for district to reduce employee travel.
- Help and encourage Parish Councils, schools and other public buildings to reduce energy use and promote the use of renewable technology through funded feasibility studies.
- Implement Home Fire Risk Check and energy audits on a county wide basis
- Develop partnership arrangement with e-on for insulation measure referrals, and associated discounts for residents.
- Investigate areas of district not served by mains gas and look at installing renewable technology
- Complete year one of the Energy Savings Trust one to one support programme
- Continue to train partner organisations, where necessary, on identifying energy efficiency measures and grants available in vulnerable homes.
- Project manage funding, planning permission and installation of solar PV system on the council building.
- Use UKCIP 09 data in conjunction with LCLIP to determine vulnerability of service areas to climate change.
- Investigate energy saving measures within leisure centres in line with leisure services and provide training where relevant.
- Deliver the EMS Project plan milestones for the year:
  - To review and rewrite Environmental policy and ensure signed by Leader of Council (or designated nominee) and displayed publicly.
  - Review of Environmental Management system and redesign elements where necessary.
  - Plan and commence the EMS audit cycle.
  - Produce an 'energy strategy' for Council Offices.
  - Plan and carry out at least one energy saving campaign.
  - Increase office recycling rate by 2% from baseline.
  - Produce an online 'EMS Awareness' training package for staff.
  - Conduct a water reduction campaign.

# **Environmental Services Portfolio Service Plan 2009/2010**

## **1.3 Review of 2008/2009**

### Architectural and Landscape Services

- Open space strategy completed.
- Local Nature Reserve status achieved at Wom Brook Walk and Wyrley Essington Branch Canal.
- Sytch Lane site purchased and work commenced to establish as a cemetery.
- Maintenance of St. Johns Church, Swindon formally adopted.
- Access improvement works on Council owned land at Brickbridge Lane, Wombourne completed.
- The initial phase of works to improve the open space at Barnfield Sandbeds, Brewood completed.
- Installation of whole site generator completed at the Council Offices to ensure continuity of supply in the event of power failures.
- Phase 1 sanitary improvements at Council Offices including installation of showers to encourage cycling to work, completed.
- Installation of double glazed external windows at Council Offices completed.
- Sanitary improvements to old block at Council Offices completed.
- Replaced carpet and furniture in Members/Staff room at Council Offices.
- Replaced main control gear in old block electric lift at Council Offices.
- Upgraded to self monitoring fire alarm system at Council Offices.
- Replaced ceilings and lighting to link corridors at Council Offices.
- Installed energy and water saving solutions at Council Offices.

### Engineering Services:

- Car park improvement scheme undertaken at Landywood Lane, Great Wyrley, resulting in 50% more parking spaces provided.
- Depot waste handling arrangements reviewed in line with Environmental Management Plan and improvement scheme completed.
- Improvement works completed at Laches Close sewage pumping station, Four ashes, to enable its adoption by Severn Trent.
- Key preparatory work completed on the legal, constitutional and operational frameworks needed for the Council to implement civil parking enforcement (CPE) in partnership with Staffordshire County Council (scheme due to go live in March 2009).
- Satisfactory street cleansing performance maintained (as demonstrated by results under NI195 which has replaced BVPI 199a).
- Unscheduled major repair of 2 deep collapses on a private sewer network serving several hundred properties at Westbourne Avenue, Cheslyn Hay,

## **Environmental Services Portfolio Service Plan 2009/2010**

### Environmental Health General Services

- The number of vulnerable households living in decent homes was increased by 1.4%.
- The largest ever budget for Disabled Facilities Grants of £800,000 was expended.
- A combined recycling and composting rate of 47% was achieved.
- A new recycling and waste collection calendar was produced and delivered to every dwelling in the district.
- A collection service for at least two recyclables was extended to 100% of properties in the district.
- Successful 'Smoking Related Litter' and 'Fast Food Litter' campaigns were carried out.
- Six multi-agency 'Stop and Search' of commercial vehicles were carried out.
- Ten successful prosecutions for environmental crime (six for fly tipping, four for duty of care), as at 19 Feb 09, with two further prosecutions pending and other offences under investigation.
- Detailed assessments of seven contaminated sites were carried out.
- The Air Quality Action Plan was submitted to Defra.
- The Climate Change Strategy was launched.
- Training of partners, including Social Services and the Fire Service, on energy auditing was delivered.
- External funding for two low carbon community projects was obtained.
- Council was chosen to take part in EST one to one support programme.
- Over 12,000 energy saving lightbulbs were distributed at a number of events across the district.
- Web-site developed with other district and key partners to include more practical information for businesses, community groups and parishes on energy efficiency, climate change and sustainable energy sources.
- Environmental Management System progress as follows:
  - Four members of staff completed and passed the IEMA EMS Internal Auditors Certificate.
  - A revised recycling scheme was implemented resulting in a 44% reduction in waste sent to landfill over the corresponding six month period of 07/08.
  - 14 kg of spent batteries were sent for reprocessing.
  - 40 mobile telephones were sent for recycling raising funds for the CLIC Sergeant (Children with Leukaemia) charity.
  - Efficient driving training was carried out by Human Resources.
  - Share-a-Lift scheme was promoted resulting in 9 council employees joining.
  - All new staff received EMS awareness training on induction course.
  - Management review of EMS was commenced.

# **Environmental Services Portfolio Service Plan 2009/2010**

## **1.4 Plans for 2010/2011 & 2011/2012**

### Architectural and Landscape Services

- To manage a new cemetery provision at Sytch Lane, Wombourne including related administrative functions.
- One Green Flag Award application to be judged June 2009.
- To compile a management plan for Smiths Rough, Perton.
- To compile a management plan for Grange Road, Penkridge.
- To design and install 3 No. interpretation boards for three public open spaces at the following sites: St. Modwena Way, Penkridge, Brockleys Walk, Kinver and Millennium Way, Bilbrook (Service Challenge).
- To nominate Smiths Rough, Perton for a Green Flag Award during 2010/2011.
- To nominate Grange Road, Penkridge for Green Pennant Award during 2010/2011.
- To complete improvements to rear stairwells in old block following toilet improvements during 2009/2010.
- To complete installation of canopies over staff entrances during 2010/2011.
- To complete surface improvements to car parks and footpaths around the Council offices during 2011/2012.
- To complete works at High Street, Kinver during 2010/2011.
- To develop and embed the provision of landscape design services to other appropriate Staffordshire authorities by 2011.

### Engineering Services

- To undertake a performance review of the civil parking enforcement service following its first full year of operation
- To continue to maintain the Safer Parking Award standard at our public car parks (renewable annually)
- To publish an annual performance report on the building control service
- To implement an annual programme of public lighting improvements and upgrades
- To retender the CCTV monitoring contract (which expires at the end of March 2011)
- To review the operational requirements and retender the CCTV equipment maintenance contract (which expires in June 2012)

## **Environmental Services Portfolio Service Plan 2009/2010**

### Environmental Health General Services

- To increase the number of vulnerable households living in decent homes by 1% each year.
- To increase the combined composting and recycling rate by improving participation rates.
- To undertake external assessment in the form of a pre-verification audit of the EMS in 2009 and gain accreditation by 2010.
- Work with schools to develop travel plans to increase uptake of sustainable transport
- Help partner organisations and businesses compile green travel plans
- Investigate better cycle route information available on our web-site.
- Investigate effective methods for increased climate change activity in schools.
- Encourage partners to incorporate environmental impact into tendering process and environmental performance into contracts.
- Use the results of the TIS survey to identify areas of fuel poverty/hard to heat homes in the district. Funding currently being sourced to target these areas and signpost to grants/schemes available under CERT.
- Thermal imaging survey information to be available to all residents on our web-site
- Update and report on climate change strategy on an annual basis and publish results on our web-site.
- Develop web-site to include more practical information for businesses, community groups and parishes on energy efficiency, climate change and sustainable energy sources. (Completed – climate change portal)
- Use LCLIP study to inform partners on impact of climate change on services and look at range of suitable adaptation measures.

## **Environmental Services Portfolio Service Plan 2009/2010**

### **2.0 Performance Indicators**

The following National and Local Performance Indicators are included within the Environmental Services Portfolio:

#### **Architectural and Landscape Services**

NI 197: Improved local biodiversity - active management of local sites	As LAA
LI % Residents satisfied with parks & open spaces	70%
LI % Residents who think that parks & open spaces in their local area have got better or stayed the same over the past three years	90%
LI % of grounds maintenance inspections undertaken by the Council where contractors meet the agreed specification.	

#### **Engineering Services**

NI195 (1) percentage of surveyed sites falling below Grade B (litter)	8%
NI195 (2) percentage of surveyed sites falling below Grade B (detritus)	14%
NI195 (3) percentage of surveyed sites falling below Grade B (fly-posting)	1%
NI195 (4) percentage of surveyed sites falling below Grade B (graffiti)	2%
LI percentage of people satisfied with the cleanliness standard in their area (via residents panel)	75%
LI (BC1) score against a checklist of best practice for building control services	70%
LI (BC7) percentage of (a) residential customers (b) non-domestic customers who are satisfied with the service they received from the Building Control Service	75%
LI - no. of cancelled PCNs (penalty charge notices) expressed as a percentage of total no. of PCNs issued	70%

## **Environmental Services Portfolio Service Plan 2009/2010**

### **Environmental Health (General) Services**

NI 185	CO <sub>2</sub> reduction from Local Authority operations.	2% reduction on 2005/6 baseline.
NI 186	Per capita reduction in CO <sub>2</sub> emissions in the Local Authority area.	As per LAA
NI 187	Tackling Fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating.	TBC
NI 188	Adapting to climate change.	Level
NI 191	Residual household waste per household.	570kg
NI 192	Household waste recycled or composted.	48%
NI 194	Level of air quality reduction in NO <sub>x</sub> and primary PM <sub>10</sub> emissions through Local Authority estate and operations.	
NI 196	Improved street and environmental cleanliness and fly tipping.	Grade 3 – good
LI	Pollution control improvements at industrial premises completed on time.	90%
LI	Abandoned vehicles – percentage removed within 24 hours of required time.	100%
New* LI 88	Average number of justified complaints per week of refuse containers not being emptied.	10
New* LI 89	Average number of justified complaints per week of recycling containers not being emptied.	10
LI 234	Percentage of domestic noise complaints resolved within 25 working days.	87%
LI	Number of Disabled Facilities Grants paid.	90
LI	Number of homes improved to meet the decent homes standard.	70
LI	% of electricity used by the Council Offices that is produced from renewable energy (PV)	TBC
LI	No of energy audits undertaken on domestic properties	TBC
LI	No of energy audits undertaken on commercial/community premises	TBC

## **Environmental Services Portfolio Service Plan 2009/2010**

### **3.0 Equalities & Diversity**

- 3.1 South Staffordshire Council considers Equality & Diversity to be an important consideration when providing services.
- 3.2 The Action Plan has been amended to display whether an Equality Impact Assessment is required for each action and when this Equality Impact Assessment, if required, will be carried out.
- 3.3 This Assessment will be reviewed by the Diversity Group.

## **Environmental Services Portfolio Service Plan 2009/2010**

### **4.0 Climate Change**

- 4.1 South Staffordshire Council takes the issues of climate change and protection of the environment very seriously.
- 4.2 The following actions have been identified for this area, actions to deliver them will need to be incorporated into the Action Plan.
- a) Reduce electricity consumption by 2% p.a. (15,000kw or 71kw per employee p.a. or 308w per employee per day).
  - b) Extend no/low cost measures to assist in the Council's energy conservation measures.
  - c) Review cleaning chemicals used and identify/purchase more environmentally sensitive alternatives.
  - d) Recycle 100% of paper waste and promote/instigate actions to minimise unnecessary paper usage.
  - e) Extend the range of recycling facilities for at the Council Offices.
  - f) Produce a local climate impacts profile (LCLIP) for the district to provide basis for reporting on NI188 (Adapting to climate change) Use this study to highlight impact of climate change on service areas other than Environmental Health.
  - g) Continue to progress renewable/sustainable energy sources for the council offices and apply for appropriate funding and planning permission.
  - h) Promote thermal imaging survey of the district, aid IT to help develop this information and to aid reporting on NI 187: Tackling fuel poverty.
  - i) Work with development control to provide assistance and support to residents to increase the use of renewable energy sources and other sustainable energy technologies.
  - j) Promote energy efficiency and renewable energy sources to residents by attending minimum of 5 events per year.
  - k) Investigate energy saving measures within leisure centres in line with leisure services.
  - l) Produce Staff green travel plan for district to reduce employee travel.
  - m) Help and encourage Parish Councils, Friends groups and public buildings to reduce energy use.
  - n) Help partners to reduce energy use in buildings, including provision of renewable energy.
- 4.3 This will be reviewed by the EMS Group.

## **Environmental Services Portfolio Service Plan 2009/2010**

**The following resources are allocated to the services listed above to enable services delivery: -**

### **5.0 Financial Resources**

#### **5.1 Revenue Budgets 2009/2010**

**Set out below is a subjective analysis of the expenditure and income contained within this portfolio.**

## Environmental Services Portfolio Service Plan 2009/2010

ENVIRONMENTAL SERVICES PORTFOLIO	Expenditure			Income			Net Expenditure			Net Expenditure			
	2008/09		2009/10	2008/09		2009/10	2008/09		2009/10	2010/11	2011/12	2012/13	2013/14
	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Project'n £000's	Project'n £000's	Project'n £000's	Project'n £000's
Architectural and Landscape Service Unit Support	87	100	109	-87	-100	-109	0	0	0	0	0	0	0
Landscape Management	848	809	818	-63	-32	-34	785	777	784	827	846	863	882
Sytch Lane Cemetery	0	0	31	0	0	-31	0	0	0	0	0	0	0
Landscape Planning	326	310	319	-131	-118	-112	195	192	207	209	217	227	235
Public Offices	876	927	982	-876	-927	-982	0	0	0	0	0	0	0
	2,137	2,146	2,259	-1,157	-1,177	-1,268	980	969	991	1,036	1,063	1,090	1,117
Engineering Services	235	244	248	-235	-244	-248	0	0	0	0	0	0	0
Operational Services	609	572	467	-219	-180	-72	390	392	395	409	418	430	442
Environmental Services (Engineers)	75	78	79	0	0	0	75	78	79	82	85	88	91
Flood Protection and Land Drainage	43	46	51	0	0	0	43	46	51	52	53	55	58
Highways and Lighting	106	118	125	-6	-7	-7	100	111	118	123	126	130	133
Car Parking	92	94	97	-13	-13	-13	79	81	84	86	88	90	92
Council Depot	28	26	28	-28	-26	-28	0	0	0	0	0	0	0
Fleet Account	169	173	155	-169	-173	-155	0	0	0	0	0	0	0
	1,357	1,351	1,250	-670	-643	-523	687	708	727	752	770	793	816
Waste Management	3,340	3,357	3,465	-846	-915	-898	2,494	2,442	2,567	2,610	2,670	2,737	2,801
Street Scene and Environmental crime	82	76	83	0	0	0	82	76	83	83	87	88	89
Pollution Control	226	231	231	-17	-18	-18	209	213	213	220	227	231	237
Public Conveniences	10	11	11	0	0	0	10	11	11	11	11	11	11
Public Health Services	176	255	181	0	0	0	176	255	181	186	191	196	199
Service Unit Support	181	188	187	-181	-188	-187	0	0	0	0	0	0	0
	4,015	4,118	4,158	-1,044	-1,121	-1,103	2,971	2,997	3,055	3,110	3,186	3,263	3,337
	7,509	7,615	7,667	-2,871	-2,941	-2,894	4,638	4,674	4,773	4,898	5,019	5,146	5,270

## Environmental Services Portfolio Service Plan 2009/2010

### 5.2 In addition to the budgets listed above, the following service area budgets are managed by the Director of Environmental Services:

#### Building Control

Undertaking the Council's building control service in accordance with the Building Regulations.

DIRECT SERVICES PORTFOLIO	Expenditure			Income			Net Expenditure			Net Expenditure			
	2008/09		2009/10	2008/09		2009/10	2008/09		2009/10	2010/11	2011/12	2012/13	2013/14
SERVICE UNIT/SERVICE	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Project'n £000's	Project'n £000's	Project'n £000's	Project'n £000's
ENGINEERING SERVICES Building Control	451	412	428	-395	-390	-407	56	22	21	0	0	0	0

#### Statutory landscape duties

The provision of arboricultural, landscape design and landscape planning advice to enable the Development Control Manager to carry out her delegated responsibilities appertaining to the determination of planning applications.

The exercise of powers relating to the protection of important hedgerows and the preservation of trees

The exercise of powers in relation to Part 8 of the Anti-Social Behaviour Act 2003 (High Hedges)

The determination of commuted sums for Section 106 Agreements relating to the adoption of public open space

REGULATORY COMMITTEE	Expenditure			Income			Net Expenditure			Net Expenditure			
	2008/09		2009/10	2008/09		2009/10	2008/09		2009/10	2010/11	2011/12	2012/13	2013/14
SERVICE UNIT/SERVICE	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Project'n £000's	Project'n £000's	Project'n £000's	Project'n £000's
ARCHITECTURAL AND LANDSCAPE SERVICES Statutory Landscape Duties	112	112	112	0	0	0	112	112	112	112	112	112	112

## Environmental Services Portfolio Service Plan 2009/2010

### **In House Catering**

The Council's in house catering contract is managed by the Architectural and Facilities Manager.

<b>SUPPORT SERVICES PORTFOLIO</b>	Expenditure			Income			Net Expenditure			Net Expenditure			
	2008/09		2009/10	2008/09		2009/10	2008/09		2009/10	2010/11	2011/12	2012/13	2013/14
SERVICE UNIT/SERVICE	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Project'n £000's	Project'n £000's	Project'n £000's	Project'n £000's
ARCHITECTURAL AND FACILITIES MANAGER Catering Contract	133	129	136	-133	-129	-136	0	0	0	0	0	0	0

## Environmental Services Portfolio Service Plan 2009/2010

### Renovation Grants

Renovation Grants are administered by Environmental Health (General) Services in partnership with Spirita Care and Repair under a Service Level Agreement with the Council. These grants include works specifically for disabled persons and for providing decent living conditions in private sector housing.

Working in partnership with Social Services, our Care and Repair Agency and South Staffordshire Housing Association, Disabled Facilities Grants are used to provide lifts, ramps and accessible sanitary and sleeping facilities for disabled residents.

Grants for private sector housing are given under the Council's Housing Assistance Policy and are specifically targeted to help vulnerable households living in non-decent accommodation, an integral part of the Council's corporate aims and objectives.

COMMUNITY SERVICES PORTFOLIO	Expenditure			Income			Net Expenditure			Net Expenditure			
	2008/09		2009/10	2008/09		2009/10	2008/09		2009/10	2010/11	2011/12	2012/13	2013/14
	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Project'n £000's	Project'n £000's	Project'n £000's	Project'n £000's
ENVIRONMENTAL HEALTH (GENERAL) SERVICES District Inspectors	204	215	217	0	0	0	204	215	217	222	227	234	240

**CCTV System:** The Council's village centre CCTV scheme became operational in 2002. It comprises of 25 cameras located in 10 central village areas, a further 5 covering council premises plus 2 at Penkridge Train Station monitored on behalf of London Midland Ltd. The cameras record 24 hours a day, 7 days a week and are monitored by a full time operator at the central control room at Codsall. The scheme is operated under a partnership between the Police and the Staffordshire Local Authorities in line with the Council's Crime and Disorder Reduction Strategy. The villages where the cameras are located are as follows: Bilbrook, Brewood, Codsall, Featherstone, Great Wyrley, Kinver, Penkridge, Perton, Swindon and Wombourne.

PARTNERSHIP SERVICES PORTFOLIO	Expenditure			Income			Net Expenditure			Net Expenditure			
	2008/09		2009/10	2008/09		2009/10	2008/09		2009/10	2010/11	2011/12	2012/13	2013/14
	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Original £000's	Revised £000's	Estimate £000's	Project'n £000's	Project'n £000's	Project'n £000's	Project'n £000's
ENGINEERING SERVICES CCTV	203	199	207	-4	-4	-4	199	195	203	210	216	222	228

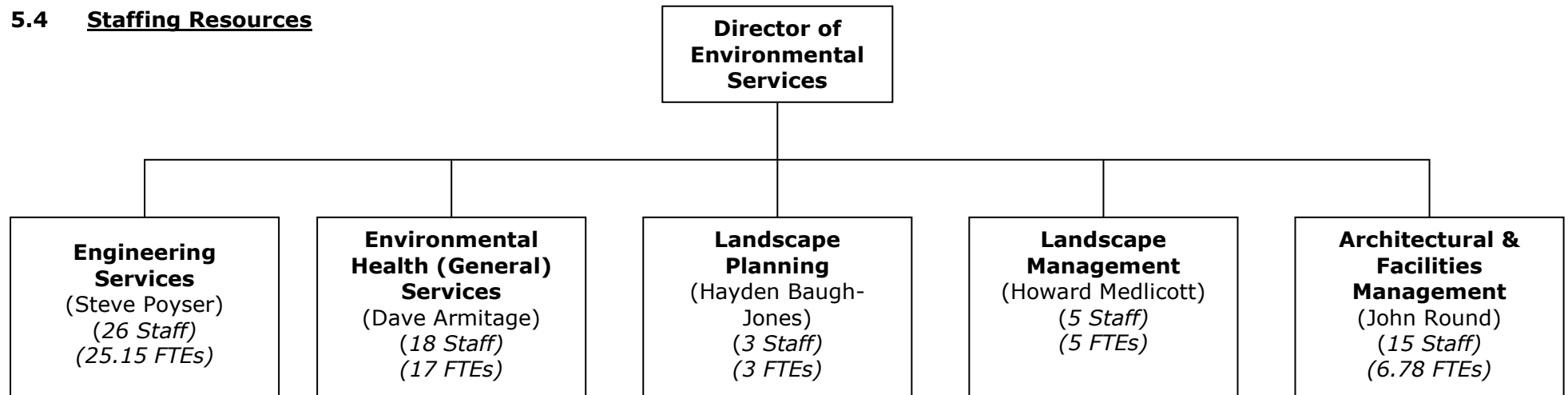
## Environmental Services Portfolio Service Plan 2009/2010

### 5.3 Capital Budgets 2008/2009

<b>CAPITAL PROGRAMME - SUMMARY OF CAPITAL INVESTMENT PLANS</b>	Budget 2008/09	Revised Budget 2008/09	Budget 2009/10	Budget 2010/11	Budget 2011/12	Budget 2012/13	Budget 2013/14	Total
	£	£	£	£	£	£	£	£
<b><u>Environmental Services</u></b>								
Barnfield Sand Beds		11,000						11,000
Upper Lake, Perton		67,410						67,410
Kinver High Street	30,000	5,000	282,550					287,550
Wom Brook - Green Flag		6,120						6,120
Tree Management System	22,900	22,900						22,900
Tree Management Database	22,500	22,500						22,500
Municipal Cemeteries	494,000	482,650						482,650
New Bins/Boxes	20,000	15,360						15,360
Public Lighting	35,000	35,000	35,000	20,000	20,000	20,000	20,000	150,000
Car Parks	12,000	12,000						12,000
Improvements to Council Offices	656,000	685,540	15,000	18,000	63,000	53,000	36,000	870,540
Additional Bins/Boxes	65,000	65,000	35,000	35,000	35,000	35,000	35,000	240,000
Improved Waste Handling Facilities	12,000	12,000						12,000
Brick Bridge Lane Open Space, Wombourne	70,000	70,000						70,000
Pedestrian Bridge, Wom Brook Walk	25,000	25,000						25,000
Photovoltaic Cell Installation on Council Offices			460,900					460,900
	<b>1,464,400</b>	<b>1,537,480</b>	<b>828,450</b>	<b>73,000</b>	<b>118,000</b>	<b>108,000</b>	<b>91,000</b>	<b>2,755,930</b>

## Environmental Services Portfolio Service Plan 2009/2010

### 5.4 Staffing Resources



## Environmental Services Portfolio Service Plan 2009/2010

### 6.0 Action Planning

ACTION		CONTACT	RESOURCES		KEY DATES					
ACTION NAME	REF NO.	LEAD OFFICER	BUDGET £	CAPITAL OR REVENUE	START	END	CORPORATE AIM	PERF. MEASURE	EIA REQUIRED	EIA DUE DATE
<b>Civil Parking Enforcement Service:</b> set up & operate new project monitoring systems (costs, performance, reporting, customer liaison, appeals etc)	ES1	S Poyser	£7K	R	Apr 09	Mar 10	2,5	Quarterly milestones	No	N/A
<b>Public Car Parks:</b> undertake works required to renew & maintain annual Safer Parking awards	ES2	A Perry	£8K	R	Apr 09	Mar 10	1,2,5	Quarterly milestones	No	N/A
<b>Highways &amp; Lighting (capital):</b> implement annual programme of lighting improvements & upgrades	ES3	S Poyser	£35K	C	Mar 09	Mar 10	1,2,5	Project milestone	No	N/A
<b>Commercial Development (capital):</b> complete required surfacing & kerbing works and pursue formal application for adoption of road/footpaths at Littleton Drive industrial site  NB subject to approved slippage of budget	ES4	A Perry	£19K	C	Sep 09	Mar 10	2,3,5	Project milestone	No	N/A

## Environmental Services Portfolio Service Plan 2009/2010

ACTION		CONTACT	RESOURCES		KEY DATES					
ACTION NAME	REF NO.	LEAD OFFICER	BUDGET £	CAPITAL OR REVENUE	START	END	CORPORATE AIM	PERF. MEASURE	EIA REQUIRED	EIA DUE DATE
<b>Environmental Improvements - High St, Kinver</b>	AL1	Hayden Baugh-Jones	£242,000	C	Mar 09	Mar 10	1.2.3.4.5	Project milestones	No	N/A
<b>Environmental Improvements - Barnfield Sandbeds, Brewood:</b> Continuation of improvements based on phased approach using S106 (£125k) and grant funding (£17k)	AL2	Hayden Baugh-Jones	£142,000	C	Mar 09	Mar 10	1,2,3,4,5	Project milestones	No	N/A
<b>Hilton STW:</b> Using S106 funding (£200k)	AL3	Hayden Baugh-Jones	£200,000	C	Mar 09	Mar 10	1,2,3,4,5	Project milestones	No	N/A
<b>Open Space Strategy Action Plan</b>	AL4	Hayden Baugh-Jones	No current budget		Mar 09	Mar 10	1,2,3,4,5	Action Plan milestones	Yes	Jun 09
<b>Ten Year Plan:</b> Rear stairwell improvements – old block	AL5	John Round	£15,000	C	Apr 09	Mar 10	1,2,3	Project Milestones	No	N/A
<b>Prepare Management Plans:</b> Smiths Rough Perton and Grange Road Penkridge.	AL6	H.Medlicott	N/A	N/A	April 09	Mar 10	1,5	Project milestone	No	N/A
<b>Design and Install Interpretation Boards:</b> Brockley's Walk Kinver, St Modwenas Way Penkridge and Millennium Way Bilbrook.	AL7	N. Marsh	£5k	Service Challenge	April 09	March 10	1,5	Project Milestone	No	N/A

## Environmental Services Portfolio Service Plan 2009/2010

ACTION		CONTACT	RESOURCES		KEY DATES					
ACTION NAME	REF NO.	LEAD OFFICER	BUDGET £	CAPITAL OR REVENUE	START	END	CORPORATE AIM	PERF. MEASURE	EIA REQUIRED	EIA DUE DATE
<b>Sytech Lane Cemetery Development:</b> Complete hard works by end of Feb 09. Complete soft works and memorial rafts by end of May 09. Supplement meadow grass areas with wild flower plugs Aut/Winter 09/10.	AL8	H. Medlicott HB. Jones	£500K	C	Jan 09	Jan 10	1,5	Project Milestone	No	N/A
<b>Sytech Lane Cemetery preparation for burial service provision:</b> Select, purchase and install cemetery management software end of April 09. Meet with term contractors to discuss service provision April 09. Meet with Funeral Directors and Stone Masons to discuss operational logistics. Arrange for staff training from March to October 09.	AL9	H. Medlicott	£25k EST	R	Apr 09	Oct 09	1,5	Project Milestone	Yes	Sept 09
<b>Sytech Lane Cemetery preparation for burial service provision:</b> Carryout Equality Impact Assessment.	AL10	H. Medlicott	N/A	N/A	Mar 09	Aug 09	1,5	Project milestone	Yes	Sept 09

## Environmental Services Portfolio Service Plan 2009/2010

ACTION	REF NO.	CONTACT LEAD OFFICER	RESOURCES		KEY DATES		CORPORATE AIM	PERF. MEASURE	EIA REQUIRED	EIA DUE DATE
			BUDGET £	CAPITAL OR REVENUE	START	END				
To increase the number of vulnerable households living in decent homes by 1%	EHG 1	C Mantle	250,000	C	Apr 09	Mar 10	1,2,3	No of properties improved	Yes	Sept 09
To prepare a new Housing Assistance Policy including loans	EHG 2	D Armitage	-	-	Apr 09	July 09	1,2,3	Policy approval	Yes	July 09
To publish a new Waste Strategy	EHG 3	D Armitage	-	-	Feb 09	Apr 09	1 & 5	Strategy approval	Yes	Apr 09
To extend recycling service to schools	EHG 4	A Munro	-	-	Apr 09	Dec 09	1	Number of schools participating	No	N/A
To publish guidance on contaminated land development	EHG 5	G Colling	-	-	Apr 09	Oct 09	1	Guidance procedure	No	N/A
To publish guidance on neighbour nuisance	EHG 6	G Colling	-	-	Apr 09	Dec 09	1	Guidance published	Yes	N/A
To implement a revised AQMA plan	EHG 7	G Colling	-	-	Apr 09	Mar 10	1	Amount of plan actioned	No	N/A
Carry out a dog fouling campaign	EHG 8	C Gutteridge	1,000	R	Apr 09	Dec 09	1	No of Dog Fouling Complaints	N	N/A
Implement 2 low carbon community projects	EHG 9	R Eeles	25,000	Grant Aided	Apr 09	Mar 2010	1	Degree of Community involved	N	N/A
Provide advice to households having low insulation values	EHG 10	R Eeles	-	-	Mar 09	Mar 10	1 & 5	No of homes where insulation improved	Y	Dec 09
Deliver the EMS Project Plan	EHG 11	K Bell	8,000	R	Apr 09	Mar 10	1 & 5	Milestones	N	N/A

## Environmental Services Portfolio Service Plan 2009/2010

### 7.0 Risk Register

A Risk Assessment of all the risks associated with delivering the actions within the service plan should be performed and any opportunities that arise out of the management of those risks. The likelihood should be scored from 1-5 as should the impact.

Risk No.	Description	Likelihood (L1)	Impact (I1)	Gross Risk (L1xI1)	Mitigation	Likelihood (L2)	Impact (I2)	Inherent Risk (L2xI2)	Responsible Officer	Corp. Aims	Opportunities Presented
AL1	Death/injury/damage due to accident caused by unmaintained trees	2	5	10	Provision in budget for procurement of new system and data capture	2	5	10	Hayden Baugh-Jones	2	Dangerous tree survey pending and remedial action as required.
AL2	Due to specialist nature of key service staff could be difficult to replace which could impact upon service quality.	2	4	8	Staff development and appraisal scheme. Employee benefits. Agency staffing as temporary solution.	1	4	4	Hayden Baugh-Jones/ Howard Medlicott/ John Round	5	Documented procedure pending. Management development programme.
AL3	Issues such as lack of parks and inadequate play equipment can effect residents satisfaction with parks and open spaces, leisure provision and overall satisfaction with the Council.	5	3	15	Open space audit will identify quality issues.	4	3	12	Howard Medlicott/ Hayden Baugh-Jones	2, 3, 4	Development of Open space strategy and action plan.
AL4	Health and safety risks due to use of inappropriate electrical equipment could result in injury.	3	5	15	Portable electrical testing schedules identify appropriate equipment. Health and safety inspections.	2	4	8	John Round	2, 5	Education and training
AL5	No first aid cover for out of hours working	5	3	15	No controls in place. Need procedure and control measures.	5	3	15	John Round	2, 5	All caretakers and maintenance staff first aid trained

## Environmental Services Portfolio Service Plan 2009/2010

<b>Risk No.</b>	<b>Description</b>	<b>Likelihood (L1)</b>	<b>Impact (I1)</b>	<b>Gross Risk (L1xI1)</b>	<b>Mitigation</b>	<b>Likelihood (L2)</b>	<b>Impact (I2)</b>	<b>Inherent Risk (L2xI2)</b>	<b>Responsible Officer</b>	<b>Corp. Aims</b>	<b>Opportunities Presented</b>
AL6	Inappropriate use of electrical equipment causes surges in demand in excess of capacity of system. This can cause power outages, which can severely impact upon Council operations and adversely affect service provision across the Council.	5	4	20	Increase staff awareness of impact. Energy monitoring and control. New whole site generator installed.	1	4	4	John Round	2	
AL7	Dependency on single member of staff with working knowledge of building infrastructure and plant.	5	4	20	Continuity of contractors with detailed knowledge of the building. Knowledge transfer to other staff members.	2	4	8	John Round	2, 5	Documented procedure. Deputy trained in essential duties.
AL8	Vandalism, theft and other crime on Council Office grounds.	5	2	10	CCTV contract monitoring.	3	2	6	John Round	5	Educate and inform staff about risks and control measures.
AL9	Danger of RTA on Council car park due to motorists not obeying safety rules e.g. speeding, use as thoroughfare and incorrect entry to the grounds.	5	4	20	Signage in place. Planning permission gained for access limitations to stop through traffic.	5	4	20	John Round/Ann Cadman	2, 5	Complete works ASAP to restrict through traffic.

## Environmental Services Portfolio Service Plan 2009/2010

<b>Risk No.</b>	<b>Description</b>	<b>Likelihood (L1)</b>	<b>Impact (I1)</b>	<b>Gross Risk (L1xI1)</b>	<b>Mitigation</b>	<b>Likelihood (L2)</b>	<b>Impact (I2)</b>	<b>Inherent Risk (L2xI2)</b>	<b>Responsible Officer</b>	<b>Corp. Aims</b>	<b>Opportunities Presented</b>
AL10	Term grounds maintenance contractor going into liquidation	2	2	4	Company guarantee from contractor – section 8.0 in contract document	1	2	2	Howard Medicott	1, 2, 3, 4	Contract term to 2011 – review options then
AL11	Accidents during landscape improvement works or grounds maintenance activities.	5	2	10	Risk assessments, H&S plans and method statements are completed by contractors and also internally.	1	2	2	Howard Medicott	2	Review risk assessments on an annual basis.
AL12	Term contractor not meeting specification requirement.	1	2	2	Contract document has control measures written in.	1	2	2	Howard Medicott	1, 2	
AL13	Design for High Street, Kinver. Programme timescales affected by outcomes of public consultation	4	4	16	Build consultation period into programme. Use of high quality graphic work to explain proposals to the public. Use of different consultation methods.	3	3	9	Hayden Baugh-Jones	1, 2, 3, 4, 5	To engage with, and get 'buy in' from public.
AL14	Publication of Open space strategy may increase expectations and costs associated with Action Plan projects likely to be high.	4	5	20	External funding opportunities; use of revenue budgets as appropriate.	3	4	12	Hayden Baugh-Jones	1, 2, 3, 4, 5	Bringing in external funding. Manage expectations.

## Environmental Services Portfolio Service Plan 2009/2010

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AL15	Health and Safety risks associated with buildings maintenance and construction works.	3	5	15	CDM Consultant for constructional health and safety matters. Routine maintenance risk assessed internally.	1	5	5	John Round	1, 2, 3	Effective communication regarding works on Council Offices and liaison with the Health and Safety Officer.
AL16	Financial risks related to the maintenance of the Council Offices.	2	5	10	Agreed stage payments on completed work only. Programme of planned maintenance	1	3	3	John Round	1, 2, 3, 5	
AL17	Peaks in demand and finite resources could result in delayed response to development control queries, which could impact upon planning PI's.	5	4	20	Development Control identify required response times. A & L attempt to comply and advise if unable to do so. Additional Arboricultural staff.	4	4	16	Hayden Baugh-Jones	1, 5	Timely communication where problems meeting timescales are likely.
AL18	Development of Sytch Lane Cemetery, overspend on budget allocation.	3	3	9	Vie from alternative funds with an underspend.	4	1	4	H.Medlicott, HB Jones	1,5	

## Environmental Services Portfolio Service Plan 2009/2010

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AL19	Failure to provide a burial service (Sytch Lane) by November 09.	2	4	8	Currently the project is on schedule (hard works), first phase of landscape works completed, stock for second phase ordered and scheduled for planting in March.	2	4	8	H.Medicott, HB Jones	1,5	
AL20	Failure to approve Fees/Charges/Rules and Regulations for Sytch Lane Cemetery.	1	3	3	Draft Fees/Charges/Rules and Regulations currently in progress.	1	3	3	H.Medicott	3,5	
AL21	Failure to develop and adopt a council policy regarding the safety testing of memorial headstones.	1	3	3	Draft Policy and report to Exec currently in progress.	1	3	3	H.Medicott	2,5	
AL22	Renew or extend existing Grounds Maintenance Contract (terminates March 2010)	1	5	5	Report to Exec and Council by September 09 for a decision	1	5	5	H.Medicott	1,2,3,4,5	

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AL23	Death/injury/damage due to accident caused by unmaintained trees	2	5	10	Provision in budget for procurement of new system and data capture	2	5	10	Hayden Baugh-Jones	2	Dangerous tree survey completed and remedial action as required.
AL24	Production of Open Space Strategy may increase expectations and costs associated with Action Plan likely to be high in some cases	4	5	20	External funding opportunities; use of revenue budgets as appropriate	3	4	12	Hayden Baugh-Jones	1,2,3,4 5	Bringing in external funding. Manage expectations
AL25	Issues such as lack of parks and inadequate play equipment can affect residents satisfaction with parks and open spaces, leisure provision and overall satisfaction with the Council.	5	3	15	Will be addressed through Open Space Strategy	4	3	12	Hayden Baugh-Jones	2, 3, 4	Ongoing improvements through implementation of Open Space Strategy Action Plan.
AL26	S106 funding for Hilton STW may not be sufficient to realise full aspirations	3	4	12	Partnership approach provides a sound basis for obtaining external funding	1	4	4	Hayden Baugh-Jones	1,2,3,4 5	Building new strong partnerships
AL27	High Street, Kinver - the nature of the work may result in unforeseen issues that affect project timescale	3	4	12	Sharing knowledge through working in partnership with County Council	2	3	6	Hayden Baugh-Jones	1,2,3,4 5	Strengthening existing partnerships. Reflective practice

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ES1	Incorrect advice or decision given under Building Regulations - Council faces litigation from affected party.	3	4	12	Systems in place for BCOs to keep up to date on changes to regulations by CPD events and technical journals. Professional indemnity insurance cover provided.	2	4	8	P Screen K Baker	2,5	Professional motivation for staff leads to good morale
ES2	Inability to recruit/retain suitable building control staff - drop in service standards results in complaints plus operational difficulties.	2	3	6	Informal arrangements with other local authorities to "farm out" some of the work plus use of supplementary agency staff (expensive).	2	3	6	S Poyser	2,5	Flexible approach to delivering services - opportunity for partnership working
ES3	Assault or injury to person(s) using council-owned public car park. Council faces litigation from affected party.	3	4	12	Programme of periodical inspections. Customer info signs in place. Sites maintained up to Park Mark standards.	2	4	8	A Perry	2,5	Park Mark awards good for Council's profile
ES4	Fire in CCTV control room results in disruption of CCTV monitoring and loss of support to Police and CSP; plus possible injury to personnel.	1	4	4	Alarm system and suitable means of escape plus fire extinguisher provided; equipment insured.	1	4	4	S Poyser	5	Not applicable

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ES5	One of CCTV Contractors (guarding or system maintenance) pulls out resulting in suspension of CCTV monitoring service and loss of support to Police and CSP.	2	4	8	Long term formal contracts in place with reputable contractors. Performance monitoring carried out.	1	4	4	S Poyser	5	Good working relationships help to keep abreast of developments in the industry
ES6	Failure to maintain flood defences results in localised flooding	2	3	6	Routine inspection and maintenance programme	1	3	3	A Perry	2	Not applicable
ES7	Serious incident involving council vehicle. Driver and/or Council face prosecution.	3	5	15	Drivers properly trained and licensed. Implementation of corporate Driving at Work policy by HR (pending).	2	5	10	S Poyser P Killian	5	Not applicable
ES8	Lone working – employee suffers harm	3	5	15	Corporate procedure in place.	2	5	10	S Poyser P Killian	2,5	Not applicable

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ES9	Pollution from depot waste leads to prosecution for contravention of waste management regulations - Council faces by Environment Agency and interruption of street cleansing operation leading to visible drop in performance.	2	4	8	Included in EMS action plan. Waste handling improvements at council depot carried out under 2008-09 capital programme.	1	4	4	S Poyser	2,5	Not applicable
ES10	Falling material from street light causes injury to passer-by.	2	5	10	Inspection and maintenance contract in place (ABB Ltd).	1	5	5	S Poyser	2,5	Value for money demonstrated

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EHG 1	Increase in fly tipping resulting in clear up costs, resident complaints and adverse perception/publicity of the district. – Minimal resources available to tackle this issue.	5	3	15	Covert surveillance operations. Publicity Zero tolerance approach	4	3	12	Catherine Gutteridge	<b>1</b>	
EHG 2	Legal wrangle between OS and Google preventing use of Google Earth to prevent publication of findings of thermal imaging survey.	5	3	15	Explore other means of publication.  Data can be presented on stand alone laptops at events.	5	2	10	Rachel Eeles	<b>1</b>	
EHG 3	Fluctuations in prices for recycle arising from kerbside collections.	5	3	15	Long term contract negotiated at fixed prices ensuring Council will not be adversely affected by market fluctuations.	5	1	5	Dave Armitage	<b>5</b>	
EHG 4	Contractors delivering waste collection services going into liquidation and subsequently failing to deliver services.	1	5	5	Checks made by auditors when awarding contracts.  Biffa is long established and Greenstar are not assessed to be at high risk.	1	5	5	Dave Armitage	<b>5</b>	