

APPENDIX 1 ENVIRONMENTAL SERVICES

Portfolio: Environmental Services
Portfolio Holder: Cllr Mrs Margaret Begg

Introduction:

"We have a huge range of services to deal with, but what brings them together is that they all affect the day-to-day quality of life experienced by people living in or visiting the District. We are responsible for the Council's overall environmental policy and for planning and conservation. We handle applications for entertainment licences and will take on the controversial area of alcohol licensing from February 2005. We take care of waste collection, recycling and street cleaning. We also tackle pollution and health and safety matters, as well as promoting healthy living. Two of our big responsibilities are alleviating flooding, and reducing crime and anti-social behaviour."

Long-term objectives, and priorities

The corporate objectives for Environmental Services are 'to improve our services to provide a cleaner and greener environment' and 'to promote and contribute to a safer and healthier environment.' We have set the following priorities for 2003 to 2007.

- We want to conserve and recycle resources, and encourage others to do the same.
- We want to regulate and influence the use of land to help achieve sustainable development.
- We want to improve the cleanliness of the public environment.
- We want to create a safer environment for people living, visiting or working in the District.
- We want to reduce the threat of flooding.
- We want to promote healthier lifestyles.

Long Term Targets :

Priority	Target 2003 to 2007
To conserve and recycle resources	To recycle 27% of household waste
To regulate and influence the use of land	To build 60% of all new houses on brownfield sites
To improve the cleanliness of the public environment	To be a top-performing council nationally in terms of street cleanliness using the national cleanliness standard
To create a safer environment	To reduce the percentage of residents who are very or fairly worried about being a victim of crime in the three categories of home burglary, violence and car crime
To reduce the threat of flooding	To alleviate 40 properties a year from flooding from critical ordinary watercourses, using capital expenditure

Key Portfolio Achievements during 2004/05

- We introduced the multi-material recycling scheme to half the households in the District and exceeded our 22% target for waste recycling
- We employed an enforcement officer to take legal action against fly-tipping and littering and work with the police and fire service to speed up removal of abandoned vehicles
- We successfully completed the construction of the Gog Brook flood alleviation scheme protecting 42 properties from the risk of flooding
- We responded to public consultation on the Local Development Plan and prepared the 2nd draft version to go out again for consultation
- We promoted the smoking cessation service through local publicity campaigns
- We produced an alcohol licensing policy and identified two saturation zones in Leamington Spa
- We worked with the police, the County Council and Stratford District Council to complete an Audit of Crime and Disorder and Drugs Misuse to identify priorities for action in the coming year
- We appointed an anti-social behaviour officer to work with the community and other agencies to tackle local problems
- We identified three areas of the District where pollution makes it likely that the recommended standards for air quality will not be met, and this will allow us to work with the County Council to produce an action plan outlining new traffic proposals to improve the situation.
- We introduced procedures to allow public speaking at planning committee meetings from April 2004

Interim Targets for 2005/06

Priority	Target 2005/06
To conserve and recycle resources	To introduce the multi-material scheme to the rest of the District To achieve a waste recycling rate of 27%
To improve the cleanliness of the public environment	To strengthen our inspection team to improve our standard of street cleaning
To reduce the threat of flooding	To alleviate 60 properties from flooding from critical watercourses in Kenilworth

Key Actions for 2005/06

- Supply containers to the properties taking part in the new multi-material scheme
- Employ a cleaner neighbourhoods officer to achieve higher standards of street cleaning
- Complete the construction of the Tanyard Stream and the Fishponds Brook flood alleviation schemes to protect over 60 properties in Kenilworth
- Hold a public enquiry into the final version of our Local Plan in Winter 2005
- Deal with the re-licensing of all licensed premises in the District
- Work with the police to tackle the problem of alcohol related violent crime

- Make the case for a district-wide restricted drinking zone
- Draw up action plans with the County Council and other stakeholders to improve air quality in the designated areas.
- Develop a new approach to Health Promotion to be delivered by a range of service areas within the Council. A new health strategy will be developed which will refocus on promoting the District services that make a difference to the public's health.
- To ensure each service area within the portfolio develops their sections of the website to proactively promote the breadth of service provision. Service areas will regularly update current information and offer e-enabled transaction opportunities wherever they are appropriate.

Service Area Plans 2005/06 - Overview

Environmental Services Portfolio

Introduction

The Environmental Services Portfolio includes services provided by the following Directorates and Service Areas:

- Environment Directorate
 - Environmental Health Services
 - Planning & Engineering Services
 - Community Safety
- Chief Executives Unit
 - Members Services - Dashboard Indicators ref licensing only.
 - Policy & Performance - Corp Strategy ref Smoking cessation only

The summary details below are extracted from the 2005/06 Service Area Plans which have been developed by each Service Area to address the current Corporate Strategy, Portfolio Holders Statements and to address the key issues facing each service over the next three years.

For each service area an overview of the outcome targets which have been developed to address the key issues facing the services along with Corporate Strategy targets and statutory Best Value Performance Indicators are detailed below.

Only those areas relevant to this portfolio are detailed below, some service areas report to more than one portfolio and their targets relevant to other portfolios detailed with the relevant portfolio holder statement.

Environmental Health Services

Corporate Strategy Targets - Environmental Health

Indicator No.	Description	Target 2004/05	Target 2005/06	Target 2006/07
CO2(1)	% of waste recycled or composted (EM11+EM12)	22%	27%	27%
EM29	BV199 % Unacceptable level of cleanliness of relevant land & highways	27%	25%	20%

Statutory Best Value Performance Targets - Environmental Health

BVPI No.	Description	Target 2004/05	Target 2005/06	Target 2006/07
BV82a	% of household waste recycled EM11	12%	14%	14%
BV82b	% of household waste composted EM12	12%	13%	13%

BV84	Weight of household waste collected per head (kilograms) EM15	370	365	360
BV86	Cost of waste collection per household EM17	£27.00	£28.00	£28.00
BV89	% people satisfied with cleanliness standards EM20	-/-	-/-	67%
BV90a	% people satisfied with household waste collection EM21	-/-	-/-	90%
BV90b	% people satisfied with recycling facilities EM22	-/-	-/-	75%
BV91	% of population resident in the authority's area served by a kerbside collection of recyclables EM24	98%	98%	99%
BV199	% Unacceptable level of cleanliness of relevant land & highways EM29	27%	25%	20%
BV166	Score against a checklist of enforcement best practice for environmental health ES1	100%	100%	100%

Service Area Plan Dashboard Targets - Environmental Health

Indicator No.	Description	Target 2004/05	Target 2005/06	Target 2006/07
WM dli1 EM 19	% of missed refuse collections put right by end of next working day	100%	100%	100%
WM dli2 EM 27a	% of abandoned vehicles inspected within 1 working day of notification	100%	100%	100%
WM dli3 EM 27b	% of abandoned vehicles removed within 5 working days of confirmation of abandoned status	100%	100%	100%
WM dli4 EM 28	Av. Time taken to remove notified fly tips (days)	0.5	0.5	TBC
PC dli1 ES10	% of planned IPC inspections undertaken within period	100%	100%	100%
PC dli2 ES11	% target response times met for RFS	95%	95%	95%
PC dli3 ES12	% target completion times met for RFS	95%	95%	95%
PC dli4 ES20	% customer satisfaction survey responses as good or excellent	70%	72%	TBC
PC dli5 ES31	% area of land planned for inspection under the Contaminated Land Inspection Strategy, completed	100%	100%	TBC
FS dli1 ES23	% of food safety inspections planned for the year undertaken within period	90%	95%	100%
FS dli2 ES25	% of service requests completed within target	95%	95%	95%

FS dli3 ES3	% of favourable responses to customer questionnaires about the complaints investigation service.	95%	95%	95%
HS dli1 ES15	% of annual programmed H&S inspections & contacts undertaken within period	90%	95%	95%
HS dli2 ES14	% of H&S service requests completed within target	95%	95%	95%
HS dli3 ES28	% Pest Control Service requests responded to within period	95%	95%	95%
HS dli4 ES29	% Dog Warden Service Requests responded to within the period	95%	95%	95%
New	% of equalities self assessment checklist actions completed by Environmental Health to contribute to level 3 of the corporate equalities standard by 2007	100%	100%	100%
New	% of Environmental Health telephone contacts received via the Customer Service Centre	TBC	TBC	TBC
New	% of Environmental Health contacts received in the Customer Service Centre resolved at first point of contact	TBC	TBC	TBC

Planning & Engineering Services

Corporate Strategy Targets - Planning & Engineering

Indicator No.	Description	Target 2004/05	Target 2005/06	Target 2006/07
DS20	Percentage of homes built on previously developed land	54%	60%	60%
EM3	No. properties alleviated from flooding from critical ordinary watercourses by capital expenditure	40	40	40

Statutory Best Value Performance Targets - Planning & Engineering

BVPI No.	Description	Target 2004/05	Target 2005/06	Target 2006/07
BV106	DS20 - Percentage of homes built on previously developed land	54%	60%	60%
BV156	DS30 - % of Council buildings open to the public - all areas are suitable & accessible to disabled people	85%	90%	100%
BV109a	DS5(1) - Percentage of major planning applications determined in 13 weeks	60%	60%	60%
BV109b	DS5(2) - Percentage of minor planning applications determined in 8 weeks	65%	65%	65%

BV109c	DS5(3) - Percentage of other planning applications determined in 8 weeks	80%	80%	80%
BV200a	DS49 - Development Plan unexpired and under 5 years old	No	Yes	Yes
BV200b	DS50 - Proposals on deposit for alteration or replacement within 3 years	Yes	yes	yes
BV204	DS53 - % of appeals allowed against the authority's decision to refuse planning applications.	34%	34%	34%
BV205	DS54 - Score against a quality of service checklist	90%	90%	90%

Service Area Plan Dashboard Targets - Planning & Engineering

Indicator No.	Description	Target 2004/05	Target 2005/06	Target 2006/07
DS11 -	% of planning applications registered in 5 days	80%	TBC	TBC
DS13	% of alleged breach of planning control resolved in 12 weeks	80%	TBC	TBC
DS21	Affordable housing achieved as a % of the total housing permissions in sites within government thresholds	40%	40%	40%
DS23	Added value checklist for historic building grants	80%	80%	80%
DS24	% conservation advice on development proposals provided within 12 days of request	100%	100%	100%
DS25	% of full plans applications acknowledged in 2 days	94%	98%	100%
DS26	% of response to commencement of works notifications within 2 days	100%	100%	100%
DS27	Inspection of dangerous structures same day notification	95%	100%	100%
DS28	% of requests for demolitions met within 2 days	100%	100%	100%
DS29	% of building notice decisions within 2 days of determination	98%	100%	100%
DS9	% planning decisions made under delegated powers	TBC	TBC	TBC
EM4	% of watercourse screens carried out in target time	100	100	100
HT10	% of emergency call out to village footway lighting within 4 hours	100	100	100
HT11	% of missing street nameplates replaced within 12 weeks	100	100	100
HT13	% of street naming/numbering request completed within 8 weeks	60	70	80
HT14	Replacement of 10 structurally or electrically unsafe lighting columns per annum	10	10	10

New	% of equalities self assessment checklist actions completed by planning & engineering to contribute to level 3 of the corporate equalities standard by 2007	100%	100%	100%
New	% of planning & engineering telephone contacts received via the Customer Service Centre	TBC	TBC	TBC
New	% of planning & engineering contacts received in the Customer Service Centre resolved at first point of contact	TBC	TBC	TBC

Community Safety

Corporate Strategy Targets - Community Safety

Indicator No.	Description	Target 2004	Target 2005	Target 2006
CO3.(1)	Create a safer environment – percentage of respondents very or fairly worried about:			
CS26(1)	Having their home broken into and something stolen	53%	TBC	TBC
CS26(2)	Being physically attacked by strangers	40%	TBC	TBC
CS26(3)	Having their car stolen	48%	TBC	TBC

Statutory Best Value Performance Targets - Community Safety

BVPI No.	Description	Target 2004/05	Target 2005/06	Target 2006/07
BV126a	Domestic Burglaries Per 1000 homes CS17(1)	13.01	TBC	TBC
BV 127a-d	Violent Crime Per 1000 population CS19 (1-4)	1	1	1
BV128a	Vehicle Crimes per 1000 population CS20	13.43	TBC	TBC
176	Domestic Violence Refuge Places CS25	0	0	0

Service Area Plan Dashboard Targets - Community Safety

None agreed - see BVPIs and Corporate Strategy Targets above

Members Services

Service Area Plan Dashboard Targets - Members Services

Ref	Description	Target 2004/05	Target 2005/06	Target 2006/07
CM14	% of actions completed within reporting period, in preparation for licensing legislation	100%	100%	100%
CM15	% of licensing applications processed in compliance with new legislation regarding time and quality	100%	100%	100%