

# What we said we'd achieve in 2013/14

## Priority Outcome: Place – Improved Living Environment

### Environment


End of Year


How are we doing so far?

We said we would: Increase the reuse and recycling of waste


By:


<p><b>Reduce the amount of residual waste per household as stated for CCDC within the Staffordshire Waste Action Plan</b></p> <p>Activity in accordance with indicator (Environment)1</p>	
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<p><b>Increase volumes of waste recycled in line with the targets as stated for CCDC within the Staffordshire Waste Action Plan</b></p> <p>Activity in accordance with indicator (Environment)2</p>	
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<p><b>Undertake an information &amp; motivational campaign to increase food waste and increase recycling</b></p> <p>Road shows and school visits continued to be undertaken during the year.</p>	
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**As Performance Measures:**

<p><b><u>Place (Environment) 1</u></b></p> <p><b>Residual household waste per household - Target 412 Kg</b></p> <p>Residual waste totalled 447kg per household, 35kg above the target figure</p>	
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<p><b><u>Place (Environment) 2</u></b></p> <p><b>% of Household waste sent for re-use, recycling and composting – Target 54%</b></p> <p>The percentage of household waste reused/ recycled/ composted was 52%, 2% below the target figure.</p>	
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### We said we would: Improve Car Parks access in Winter

**Grit Town Centre Council owned car parks during winter period.**

The car parks were gritted on 39 occasions during 2013-14.



### We said we would: Manage Council owned Flood Risk sites

By:

**Inspect and Monitor all Flood Risk sites within the district each month and during periods of heavy rain**

The following flood risk sites have been inspected at least monthly during the year:-

- Golly Brook (rear of Watling Chambers, Bridgtown)
- Crane Brook (rear of Stag Crescent/School Close/ School Road, Norton Canes)
- Bentley Brook (land at Bentley Brook House, Hednesford)
- Bentley Brook (Valley Road/Cypress Rise area, Hazel Slade)
- Ridings Brook (Anglesey Park and Herondale, Hednesford)

No flooding problems occurred at these locations.



### We said we would: Respond to service requests, investigate complaints and take appropriate action.

**Respond to requests for service.**

No Rating

**As Performance Measures:**

**Respond to 95% of requests for service within the required timescale – 24 hours, 3 days or 5 days**

Year End: 96.8%



### We said we would: Improve air quality and contaminated land.

**Finalise the Air Quality Management Area action plan.**

No Rating

**Complete a progress report on air quality in the District.**


No Rating


<b>Submit bids for central government funding for the investigation (and remediation if required) of potentially contaminated sites,</b>	<b>No Rating</b>
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<b>Complete a 'further assessment' of air quality (subject to approval of Detailed Assessment by DEFRA) and consult on the draft plan.</b>	<b>No Rating</b>
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**As Performance Measures:**


<b>Produce a final version and secure Council approval of the Air Quality Management Area action plan</b>  Final version of AQMA Action Plan approved by Cabinet on 19 <sup>th</sup> December 2013.	
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<b>Submit bids within funding windows announced by Central Government</b>  Two bids were submitted in respect of potential contaminated land sites, one of which was successful.	
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<b>Use funding from successful bids to commission site investigations</b>  Funding from successful bid has been used to commission site investigations.	
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<b>Complete progress report of air quality in the District and submit to DEFRA for approval</b>  Submitted to DEFRA in July 2013, approval by DEFRA in November 2013.	
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<b>Complete a 'further assessment' of air quality (subject to approval of Detailed Assessment by DEFRA) and consult on the draft plan</b>  This action is now not due in 2013/14, but will be required in 2014/15.	
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<b>Undertake public consultation on the Draft Action Plan</b>  This action is now not due in 2013/14, but will be required in 2014/15.	
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**We said we would: Deliver programmed Environmental Enforcement Actions.**

Produce, gain approval for and then deliver an Environmental Enforcement Action Plan.	No Rating
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**As Performance Measures:**


<p><b>Produce and gain approval for an Environmental Enforcement Action Plan</b></p> <p>The Environmental Enforcement Action Plan was approved at the first Environment PDC on 22<sup>nd</sup> August 2013.</p>	
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<p><b>Deliver actions to required timescales</b></p> <p>All actions have been delivered as required.</p>	
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**We said we would: Administer applications for licences, permits and registrations.**

Processes and procedures in place for the effective Operation of the Licensing function.	No Rating
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**As Performance Measures:**

<p><b>Process 95% of applications within the required timescale</b></p> <p>100% of applications processed within the required timescales.</p>	
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**We said we would: Contribute to ensuring good standards of buildings and making safe dangerous structures.**

Ensure reported dangerous structures are inspected and where necessary made safe.	
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Provide a high quality, customer focused service.



**As Performance Measures:**

Average number of interventions to ensure building regulation compliance per project plan assessment or individual site visit

0.4

Target maximum 0.7



% of reported dangerous structures that are assessed and course of action determined within 2 whole working days following receipt of notification

Year end 93%

Target 80%



% of full plans applications that are assessed within 15 working days of receipt

Year end 83%

Target 75%



% of customers satisfied or very satisfied with the service

Year end 99%

Target 90%



**We said we would: Improve Countryside sites provision**

Major preparatory work for Heathland recreation on Hednesford Hills as part of the Higher Level Stewardship Agreement with Natural England

No Rating