

Environment

Portfolio Delivery Plan

The Environment Portfolio enables Council services provision to maintain, protect and improve the living environment of the district.

The portfolio responsibilities for Environment include:

- Refuse collection, waste management and recycling.
- Issues relating to itinerants.
- Management of the Area of Outstanding Natural Beauty (AONB) Landscape and countryside management services including wildlife issues, tree preservation and the Ranger service.
- Land drainage and watercourses, engineering services and public clocks.
- Environmental Protection Services including public nuisances, stray dog services, pest control and contaminated land.
- Allotments.
- Street cleansing, graffiti, abandoned vehicles and fly-tipping.
- Licensing Services including hackney carriages and private hire vehicles, public entertainment, street trading, street collections and liquor.
- Public car parks.

The Council provides these services through the Waste and Engineering Section of the Housing and Waste Management Department, the Environmental Protection and Licensing Unit within the Environmental Health Department, the Parks and Open Spaces Section within the Commissioning Department and the Building Control Section of the Planning and Regeneration Department which is shared with Stafford Borough Council.

Housing and Waste Management

Waste and Engineering

- Waste Management and Recycling
- Street Cleansing
- Management of the Council's car parks
- Street furniture, district road signs and public clocks
- Removal of fly-tipping and abandoned vehicles
- Christmas lighting

Environmental Health

Environmental Protection

- Investigating matters relating to air pollution, noise, contaminated land, flytipping, public health nuisances and pests, and taking appropriate action.
- Implementing strategies to improve air quality and assessing contamination of land, requiring its remediation as necessary.
- Delivering programmed Environmental Enforcement Actions.
- Reduce nuisance caused by stray dogs and dog fouling, through education and enforcement
- Providing expert advice on consultation for Development Control, Building Control and the Licensing Unit.
- Ensuring compliance with Permits issued under Integrated Pollution Prevention legislation.
- Managing the Pest Control, Stray Dog Collection and Stray Dog Kenneling contracts.

Licensing Unit

Duties relate to the licensing of Premises, Persons and Vehicles. The areas of work are broadly in respect of:-

- the sale and supply of alcohol
- regulated entertainment
- late night refreshment
- gambling
- sex establishments
- the taxi and private hire trade
- street trading
- charitable collections
- animals; boarding, breeding, pet shops etc.
- the registration of body piercing activities and hairdressers.
- Licensing of Scrap metal Dealers.

Commissioning

Parks and Open Spaces

- Landscape Design
- Countryside Service
- Tree maintenance and management
- Management of Council owned allotments

Planning and Regeneration

Building Control

- Administration of Building Regulations including checking of plans, site inspections and enforcement.
- Inspection and remedial action in respect of dangerous structures.

Service Aims

- Provide waste collection services which encourage recycling
- Respond to service requests, investigate complaints and take appropriate action
- Monitor air quality
- Deliver programmed Environmental Enforcement Actions
- Manage the Council's Car Parks
- Contribute to ensuring good standards of buildings and making safe dangerous structures
- Improve Countryside Provision

How will we achieve our service aims and the priority outcome?

Service Area: Waste and Engineering

Service Aim: Provide waste collection services which encourage recycling

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Review the options for the future delivery of waste collection services with effect from 1 April 2015.	✓				Head of Housing and Waste Management	N/A
Formulate a Cannock Chase "Partner Authority Action Plan" to deliver the objectives of the Joint Municipal Waste Strategy for Staffordshire and Stoke-on-Trent.			✓		Head of Housing and Waste Management	Place Environment 4 and 5
Implement the 2014-15 Promotion Programme to increase recycling and reduce residual waste.	✓	✓	✓	✓	Head of Housing and Waste Management	Place Environment 2, 3, 4 and 5

Performance Measures				
Indicator Reference Code	Definition	Baseline 2013-14 (as at 3/10/13)	Targets 2014-15	Frequency of Reporting
Place Environment 1	Number of reported missed bin collections:- <ul style="list-style-type: none"> Green bin Blue bin Brown bin 	N/A N/A N/A	30 per week 15 per week 30 per week	Quarterly
Place Environment 2	Dry recycling per household	N/A	240 kg per annum	Quarterly
Place Environment 3	Green waste composting per household	N/A	220 kg per annum	Quarterly
Place Environment 4	Residual waste per household	222 Kg	420 kg per annum	Quarterly
Place Environment 5	% of household waste recycled	56.3%	5590	Quarterly

Service Area: Waste and Engineering**Service Aim:** Provide street cleansing services

Performance Measures				
Indicator Reference Code	Definition	Baseline 2013-14 (as at 3/10/13)	Targets 2014-15	Frequency of Reporting
Place Environment 6	% of street cleaning which meets the Council's service standard	N/A	90%	Quarterly
Place Environment 7	% of service requests undertaken within required timescales. <ul style="list-style-type: none"> • Collect "road kill" (1 working day). • Collect syringes (1 working day). • Cleanse dog fouling (2 working days). • Remove fly-tipping (3 working days) 	N/A N/A N/A N/A	95% 95% 95% 95%	Quarterly

Service Area: Environmental Protection**Service Aim:** Respond to service requests, investigate complaints and take appropriate action.

Performance Measures				
Indicator Reference Code	Definition	Baseline 2013-14	Targets 2014-15	Frequency of Reporting
Place Environment 8	Initial response to 95% of service requests within required timescale.	TBC after 31/3/14	95%	Quarterly

Service Area: Environmental Protection**Service Aim:** Monitor air quality.

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Declare the second AQMA by 31 st May 2014.	✓				Head of Environmental Health	N/A
Complete a progress report of air quality in the District and submit to DEFRA for approval.	✓				Head of Environmental Health	N/A
Complete a "further assessment" of air quality and consult on the draft plan.			✓		Head of Environmental Health	N/A

Service Area: Environmental Protection**Service Aim:** Deliver programmed Environmental Enforcement Actions.

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Report on outcomes from 2013/14 Environmental Enforcement Action Plan.	✓				Head of Environmental Health	N/A
Produce and gain approval for the 2015/16 Environmental Enforcement Action Plan.				✓	Head of Environmental Health	N/A

Performance Measures				
Indicator Reference Code	Definition	Baseline 2013-14	Targets 2014-15	Frequency of Reporting
Place Environment 12	Number of required actions in Environmental Enforcement Action Plan completed.	N/A	Completion of required actions.	Quarterly

Service Area: Waste and Engineering**Service Aim:** Manage the Council's Car Parks

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Evaluate the results of the 10 pence nominal charge weekday pilot parking scheme.			✓		Head of Housing and Waste Management	N/A
Review the options for enforcement action following notice to terminate the current Civil Parking Enforcement Partnership Arrangements				✓	Head of Housing and Waste Management	N/A
Evaluate the 2013-14 Winter Gritting Programme	✓				Head of Housing and Waste Management	N/A

Service Area: Building Control**Service Aim:** Contribute to ensuring good standards of buildings and making safe dangerous structures.

Performance Measures				
Indicator Reference Code	Definition	Baseline 2013-14	Targets 2014-15	Frequency of Reporting
Place Environment 13	Average number of interventions to ensure building regulation compliance per project plan assessment or individual site visit	0.7	0.7	Quarterly
Place Environment 14	% of reported dangerous structures that are assessed and course of action determined within 2 whole working days following receipt of notification	80%	80%	Quarterly
Place Environment 15	% of full plans applications that are assessed within 15 working days of receipt	75%	75%	Quarterly
Place Environment 16	% of customers satisfied or very satisfied with the service	90%	90%	Annually

Service Area: Parks and Open Spaces**Service Aim:** Improve Countryside Provision

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Manage and deliver the High Level Stewardship Plans	✓	✓	✓	✓	Parks and Open Spaces Manager	N/A
Manage and deliver 'Heath Week' campaign		✓			Parks and Open Spaces Manager	N/A