

SERVICE PLAN 2009/10 – ENVIRONMENTAL SERVICES

NOW ANALYSIS

THE SERVICE

Objective: To provide effective, efficient and well managed Environmental Services (across the range of its responsibilities) for a growing community, ensuring that the council complies with its statutory responsibilities and achieves its corporate aims and objectives.

Budget: Gross Expenditure: £10,281,660 Net Expenditure: £5,807,680

Staffing: 76 staff (66 full-time, 10 part-time (various hours), 20 work shifts and 1 post is shared with Housing Services).

The Service Teams: (for the purposes of a better presentation of the range of services within Environmental Services, some of the service areas have been linked).

Contract Services : Waste Management, Street Cleansing, Abandoned Vehicles, Public Conveniences, Pest Control, Dog Warden, Grounds Maintenance, Cemeteries, Trees, Allotments, Public Footpath Diversions.

Environmental Health – Commercial and Environmental Protection: Food Safety, Infectious Disease Control, Health & Safety at work, Animal Welfare Licensing, Liquor and Regulated Entertainment Licensing, Gambling Premises Licensing, Licensing of Hackney Carriages and Private Hire Vehicles, Markets and Street Trading Licensing and Registration, Enforcement of the Smoke free provisions; Abatement of Statutory Nuisances, control of Air Pollution, assessment of Air Quality, control of Noise, Drainage Investigations, Contaminated Land, Environmental Monitoring, Environmental Assessment of Planning Applications.

Monitoring Centre and Community Safety Unit: Monitoring of Telecare (Lifeline), Intruder Alarms, CCTV incorporating the Town Net Radio, Remote CCTV, ABC's Out-of-hours Duty Officer; Anti-social Behaviour, Criminal Damage, Fear of Crime, Street Markets (management).

Parking Services & Engineering Services: Parking Management and Enforcement (on and off street) in accordance with the Traffic Management Act 2004, Control of Town Centre Pedestrian Area Entry Gate; Maintenance of Car Park infrastructure, Cash Collection Contract, ABC Highway Functions, Festive Lighting, Bus Quality Partnership, Street Nameplate replacement, Bus Shelters, Parking Reviews.

Key Partners:

Other ABC Services, Kent Police, KFRS, KCC Social Services, Food Standards Agency, Health & Safety Executive, Environment Agency, Health Protection Agency, Kent Parking Officers' Group, Ashford Partnership Against Crime, Medway Council.

WHERE ANALYSIS

GOALS

Short Term (2009/10)	Medium Term (2010/11)	Long Term (2011/12)
<ul style="list-style-type: none"> Ensure all Service Plans meet Corporate Plan objectives (GQS2) Review all service areas to ensure resources are adequate and have capacity to administer new legislation (GQS1) Ensure budget process is consistent across all Service areas (GQS1) Continue to implement succession planning across (using Talent Book) the Service and link to other Council services and key partners (GQS1.1, LL3) Continue to develop Service standards and operational procedure notes for all Service areas and ensure business continuity objectives are met . Measure through relevant Local and National PIs (GQS1, GQS2) Ensure that training within the Service is commensurate with requirements of the Authority and legislation (GQS 1.1) Continue regular liaison with Portfolio Holders for the service – by means of regular Portfolio Holder Briefings and one-to-one meetings to ensure feedback for improved services and environment (CF7, P2, P7) Implement final agreed Budget Reduction Strategy as appropriate (GQS1, GQS2, OE1, OE2) 	<ul style="list-style-type: none"> Ensure new Service Plans continue to meet Corporate Plan objectives, and are updated to reflect Council policy/legislation, etc and that the Service develops as appropriately as possible within restrained budgets to meet the future needs of a growing borough (GQS1, GQS2) Review all service areas to ensure resources are adequate and have capacity to administer new legislation (GQS1) Review succession planning to ensure that it remains up-to-date and fit-for-purpose (GQS1.1, LL3) Continue to ensure that all services are providing good v-f-m whilst remaining, as far as possible, responsive to public needs (GQS1, CCF3, CCF7) Ensure all procedure notes are adhered to an remain up-to-date and relevant (GQS1, GQS2) Ensure that various funding streams are in place to ensure continuity of service (e.g. CSU) (LL2, P3, P5) 	<ul style="list-style-type: none"> Check that all Service standards comply with three year rolling plan and corporate Plan as it changes (GQS1, GQS2) Continue to investigate ways for better partnership working to encourage a healthier community (LL3)

PERFORMANCE

Information on performance can be found in the quarterly Budget and Performance Monitoring Reports to the Executive.

IMPROVEMENT PLAN/STRATEGIES

People & Finance	Technology	Strategies
<ul style="list-style-type: none"> Deliver agreed training plan for whole Service Promote more efficient and effective cross-working between teams in the Service Develop, with Service Section Heads, succession planning for individual service areas. 	<ul style="list-style-type: none"> Full utilisation of complaints system across the whole of the Service Continue to make greater use of EDM for whole Service 	<ul style="list-style-type: none"> Continue to look for ways of partnership working with other local authorities and partner agencies