

### Key for Improvement Plan

#### Relevant Council Aim/s & Approaches:

##### **Aim A We Are Committed To Being A Listening Council, Providing First Class Services Accessible To All by:**

- Ai) listening to and engaging with our local community
- Aii) working with voluntary organisations, Parish Councils and Cambridgeshire County Council to improve services through partnership
- Aiii) making South Cambridgeshire District Council more open and accessible
- Aiv) achieving improved customer satisfaction with our services
- Av) ensuring that the Council demonstrates value for money in the way it works

##### **Aim B We Are Committed to Ensuring that South Cambridgeshire Continues to be a Safe And Healthy Place for You and Your Family by:**

- Biv) understanding where health inequalities exist and focusing on areas of need
- B1ii) within our planning guidance to ensure appropriate design of new developments and open spaces

##### **Aim C We are Committed to Making South Cambridgeshire a Place in which Residents can Feel Proud to Live**

- Civ) working with local residents to promote community cohesion and addressing the needs of the most vulnerable in the community
- Cv) extending and encouraging the use of recycling opportunities
- Cvi) working to improve the cleanliness of our villages
- Cvii) taking account of climate change in all the services that we deliver

##### **Aim D We are Committed to Assisting Provision of Local Jobs for You and Your Family**

#### Relevant Actions:

- A1 We will provide excellent customer service through specific actions aimed at getting it right first time
- B1 ii) within our planning guidance to ensure appropriate design of new developments and open spaces
- B3 We will work with our villages to ensure they are well prepared and more resilient in times of community need through the provision of training and guidance in the development of parish emergency plans
- C1 We will achieve a 65% recycling and composting rate during 2012 through the continuation of initiatives to make recycling activities as accessible and user-friendly to our customers as we can
- D5 We will investigate further ways to develop recycling services for producers of commercial waste

#### Service Objectives:

Health & environmental services within South Cambridgeshire District Council are committed to work in partnership with local organisations, businesses and the wider community to:

- SO1 ❖ *Protect and enhance the environment now and in the future*
- SO2 ❖ *Improve on the sense of health, safety and wellbeing within our existing and future villages, communities and businesses*
- SO3 ❖ *Safeguard and improve public health*
- SO4 ❖ *Enhance the quality of life of citizens generally and for those most vulnerable and disadvantaged specifically*

| Ref.                      | Improvement or Change Objective                                | Status | Actions  | Completion Date | Link to relevant PI / Outcome                  | Lead Officers | Other Services directly affected in terms of input? | Additional Resources?                 | Progress Update – Q1/Q2/Q3/Q4    |
|---------------------------|--|--------|--|-----------------|--|---------------|---|---------------------------------------|----------------------------------|
| <b>Service Objective:</b> |  |        |  |                 |  |               |   |                                       |                                  |
|                           |  |        |  |                 | (reference and description of NI)              |               |   | (Yes/No)<br>If 'yes', please specify. | Narrative commentary on progress |
| SI 1                      | Improved performance of waste management services<br>SO1 - SO4 |        | Evaluate and report on the performance of the blue bin service   | May 2011        | C, Cv, Cvii, C1, BV82a NI191 SE226, SE246 BV86 | PMQ           | None  | No                                    |                                  |
| SI 2                      | Improved performance of waste management services<br>SO1 - SO4 |        | Evaluate and report on the impact of the blue bin service on the black and green bin services              | September 2011  | C, Cv, Cvii, C1, BV82a NI191 SE226, SE246 BV86 | SHC           | None  | No                                    |                                  |
| SI 3                      | Improved performance of waste management services<br>SO1 - SO4 |        | Research and evaluate RECAP round optimization software for use by SCDC including mobile in-cab capability | March 2012      | C, Cv, Cvii, C1, BV82a NI191 SE226, SE246 BV86 | SHC           | ICT   | No                                    |                                  |

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| SI 4 | Improved performance of waste management services<br>SO1 - SO4       |  | Review and report on the outcomes of the RECAP Advanced Partnership Working project | Sept 2011      | C, Cv, Cvii, C1, BV82a NI191 SE226, SE246 BV86         | PMQ | No         | No                   |  |
| SI 5 | Improved performance of waste management services<br>SO1 - SO4       |  | Evaluate outcomes of reviews of national waste policy and Controlled Waste Regs     | September 2011 | C, Cv, Cvii, C1, D5, BV82a NI191 SE226, SE246 BV86     | PMQ | None       | No                   |  |
| SI 6 | Improved performance of environment operations services<br>SO1 - SO4 |  | Secure and move into new depot facilities   | March 2012     | Av, C1, D5   | SHC | Legal, ICT | Yes. Funding in MTFS |  |
| SI 7 | Improved performance of trade waste services<br>SO1 - SO4            |  | Implement agreed comingled trade waste service (subject to SMT approval)            | June 2011      | Av, C1, Cvii, D5, SE226 BV86                           | SHC | None       | No                   |  |
| SI 8 | Improved performance of waste management services<br>SO1 - SO4       |  | Implement revised recycling banks arrangements                                      | September 2011 | C, Cv, Cvii, C1, BV82a NI191 SE226, SE247, SE249, BV86 | KL  | None       | No                   |  |

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| SI9  | Improved performance of H&ES<br>SO1 - SO4                                |  | Explore opportunities for shared services with partner authorities                                   | March 2012 | Aii, Av   | PMQ                          | None            | No |  |
| SI10 | Improved performance of waste management services<br>SO1 - SO4           |  | Put in place arrangements which secure S106 funding from developers and deliver waste infrastructure | June 2011  | Av, Cv, C1<br>BV82a<br>NI191<br>SE226,<br>SE246<br>BV86 | SHC/GK                       | New Communities | No |  |
| SI11 | Improved performance of waste management services<br>SO1 - SO4           |  | Work with partner authorities to secure adoption of RECAP waste design guide as SPD                  | March 2012 | B1ii, Cv,<br>C1, BV82a<br>NI191<br>SE246<br>BV86        | PMQ                          | None            | No |  |
| SI12 | Improved efficiency and effectiveness of H&ES<br>SO1 - SO4               |  | Evaluate and report on the implications of FSA review of Food Control for services provided by H&ES  | Sept 2011  | Av<br>SE206   | CA                           | None            | No |  |
| SI13 | Improve performance by reduced processing time for invoices<br>SO1 - SO4 |  | Embed e-biz within all teams for all ordering and procurement processes                              | 2011       | Aiv, Av   | Quality Circle<br>(PMQ lead) | Finance         | No |  |

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|------|---|--|--|------------|------------------------------|---------------------------|----------------------|------|--|
| SI14 | Improve the cleanliness of our villages<br>SO1 - SO4                  |  | Facilitate and support a further 10 community clean-up events  | March 2012 | Aiv, Cvi<br>NI 195<br>SE 226 | JA/CB                     | None                 | No   |  |
| SI15 | Improved performance of Licensing Services<br>SO2 – SO4               |  | Review implications for SCDC of licensing provisions of The Police Reform & Social Responsibility Bill | July 2011  | Aiv, Av, B<br>SE230a         | MB                        | None                 | No   |  |
| SI16 | Improved performance of emergency planning arrangements<br>SO2 – SO3  |  | Takeover emergency planning support previously provided to SCDC by CCC                                 | April 2011 | Av, B3                       | LG                        | None                 | None |  |
| SI17 | Improved performance management across all service areas<br>SO1 – SO4 |  | Develop comprehensive suite of operational and strategic pi's and service benchmarks                   | July 2011  | Aiii - Av                    | Quality Circle (PMQ lead) | Policy & Performance | None |  |
| SI18 | Improved customer service and satisfaction<br>SO2, SO4                |  | Develop and apply M3 job programs relating to regular customer updates                                 | 2011       | SE222<br>SE226<br>Aiv        | IG/ST                     | ICT                  | No   |  |

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| SI19 | Improved customer service and satisfaction<br>SO2, SO4 |  | Implement on-line payment for food hygiene and health and safety training courses, payment of fixed penalty notices and stray dog charges | 2011       | SE226<br>Aiv              | MB                          | ICT  | No |  |
| SI20 | Improve the cleanliness of our villages<br>SO1 – SO4   |  | Continue enhanced street cleaning within 10 of our largest villages   | March 2012 | Cvi,<br>NI 195<br>SE 226  | SHC                         | None | No |  |
| SI21 | Improved customer service and satisfaction<br>SO2, SO4 |  | Review and update all CSE service leaflets  | May 2011   | Aiv<br>SE226              | Quality Circle<br>(MB lead) | None | No |  |
| SI22 | Improved customer service and satisfaction<br>SO2, SO4 |  | Develop remote access capability for ECDC pest control appointment booking system   | June 2011  | Aiv, Av<br>SE226          | PMQ                         | ICT  | No |  |
| SI23 | Improved customer service and satisfaction<br>SO2, SO4 |  | Develop and implement on-line resident and business survey capability (replace MRUK)  | Sept 2011  | Aiv, Av<br>SE226<br>NI182 | Quality Circle<br>(IG lead) | ICT  | No |  |

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| SI24 | Improved customer service and satisfaction<br>SO2, SO4                  |  | Review and update all H&ES web site pages  | September 2011 | Aiv, A1 SE226 | Quality Circle (SW lead) | ICT  | No   |  |
| SI25 | Improved customer service and satisfaction<br>SO2, SO4                  |  | Implement CSE Action Plans for each service area   | May 2011       | Aiv, A1 SE226 | Quality Circle (IG lead) | None | None |  |
| SI26 | Safeguard and improve public health and wellbeing<br>SO2 - SO4          |  | Engage with partners to secure, where possible, SCDC representation on the emerging key decision making groups arising out of NHS/Public Health changes, so as to maximise opportunities to improve the health & wellbeing of SCDC residents | December 2011  | Ai – v, Biv   | IG                       | None | No   |  |
| SI27 | Increase resilience of villages in times of community need<br>SO1 – SO4 |  | Provide training and guidance to parish councils in the development of parish emergency plans  | March 2012     | Ai, Aii, B3   | LG                       | None | No   |  |

|      |  |  |   |            |               |                          |                 |              |  |
|------|--|--|---|------------|---------------|--------------------------|-----------------|--------------|--|
| SI28 | Ensure flood protection/mitigation measures are in place to adequately protect residents from harm caused by flooding<br><br>SO2 – SO4                       |  | Represent the interests of SCDC and its residents on the Cambridgeshire Flood Risk Management Partnership | 2011       | A, B          | PM                       | None            | No           |  |
| SI29 | Ensure equal access to services and the promotion of good relations in all sections of the community.  |  | Develop and undertake 2011/12 EqIA's programme based on corporate priorities                              | March 2012 | A, B, C       | Quality Circle (IG lead) | None            | No           |  |
| SI30 | Enhance the quality of life of citizens generally and for those most vulnerable and disadvantaged specifically   |  | Develop measures to reduce fuel poverty across the district   | March 2012 | Cvii, CCA B10 | IG                       | New Communities | No           |  |
| SI31 | Understand the condition of private sector housing stock in order to inform resource and investment decisions and strategies for improvement<br><br>SO3, SO4 |  | Ensure Private Sector House Conditions Survey is carried out  | July 2011  | Biv, Civ      | BH lead/IG support       | None            | Yes, Secured |  |
| SI32 | Enhance the quality of life of citizens generally and for those most vulnerable and disadvantaged specifically<br><br>SO2 – SO4                              |  | Review and update Private Sector Housing Renewal Strategy   | Sept 2011  | NI 187, Biv   | BH/(IG)                  | SCDC Housing    | None         |  |



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|------|---|--|--|---|-------------|--------|---------------------------------|--------------------|--|
| SI33 | Safeguard and improve public health<br>SO1 – SO4  |  | 14 Air Quality Management Plan: Discuss next steps with Highways Agency (in light of A14 works not proceeding)   | June 2011                                 | B           | SW     | Planning Policy/New Communities | None               |  |
| SI34 | Safeguard and improve public health<br>SO1 – SO4  |  | Hauxton remediation works - continue to lead the Multi agency approach to ensure joined up working in enforcement of planning/environmental permit conditions and engagement with and dissemination of information to the local community and general public | Ongoing until remediation works completed | B           | SW     | Comms, Legal, Planning          | None               |  |
| SI35 | Ensure equal access to services and the promotion of good relations in all sections of the community.                 |  | Secure funding and initiate Hard to Reach waste management project   | Sept 2011                                 | Aiv, Av, Cv | KL/PMQ | Housing                         | Yes, to be secured |  |
| SI36 | Ensure flood protection/mitigation measures are in place to adequately protect residents from harm caused by flooding |  | Consider the implications of the EA Covells Drain Modelling final report, consulting with local communities, in order to produce recommendations for   | Sept 2011                                 | A, B        | PM     | None                            | No                 |  |

|      |   |  |  |                |             |     |                                     |    |  |
|------|---|--|--|----------------|-------------|-----|-------------------------------------|----|--|
|      |   |  | action over an agreed time period  |                |             |     |                                     |    |  |
| SI37 | Improved performance of enforcement services<br>SO1 - SO4 |  | Review H&ES enforcement activities as appropriate in order to be able to respond to the changing legislative and regulatory environment  | September 2011 | A, B, C, Av | PMQ | New Communities & Planning, Housing | No |  |
| SI38 | Improved customer service and satisfaction<br>SO2, SO4    |  | Liaise with Anglian Water (AW) to ensure that SCDC residents are fully informed of the transfer of responsibility for private sewers from householders to AW effective from October 2011 | October 2011   | A, Aii, A1  | BH  | None                                | No |  |