IMPROVEMENT PLAN: HEALTH & ENVIRONMENTAL SERVICES
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Action #	Council Action	Actions	Supporting Information	Completion by Month	Officer
	We will achieve Customer Excellence accreditation by March 2011	• Devote staff time project • Collation of data • Submit services for accreditation	**Additional Resources Required:** None **Outputs:** Accredited services **Outcomes:** Improved customer service; improved staff morale **Risks:** Failure to achieve accreditation leads to reduced staff morale **Other services affected:** Council wide	March 2011	IG H&ES lead

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
A	SO4 SV7	To ensure equal access to services and the promotion of good relations in all sections of the community.	Undertake EQIA's for: • Enforcement Policy • Out of Hours service • Environmental protection complaints • Pest control • Street Cleansing, flytipping • Emergency planning • Awarded Watercourse	**Additional Resources Required:** None **Outputs:** Completed EqIA. **Outcomes:** Compliance with legal duties and equity of service **Risks:** Service redesign costs; inability ot redesign; damage to reputation **Other services affected:** Policy and performance support	End of March 2011	IG to coordinate
A	SV1 SV4	Increase efficiency and improve customer accessibility to service	Implementation of phase II of M3 • Address matching of GIS • Book & Pay system • Interactive enviro-crime website	**Additional Resources Required:** None **Outputs:** Upgraded software capability **Outcomes:** Improved customer services **Risks:** system failure **Other services affected:** ICT; revenues	End of March 2011	SW to lead project group IG to lead enviro-crime website

IMPROVEMENT PLAN: FOOD & HEALTH & SAFETY SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
B	SO3	To ensure the safety and quality of private potable water supplies.	To implement the required changes as result of the Private Water Supply (England) Regulations 2008	**Additional Resources Required:** None **Outputs:** Revised risk assessment processes and retraining of staff **Outcomes:** safe wholesome water and targeted regulatory activity **Risks:** failure to implement correctly charging regime in-effective **Other services affected:** None	As per legislative timetable	JGK

IMPROVEMENT PLAN: HEALTH PROTECTION (INC PEST CONTROL) SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
A	SV2	To address the Council's funding gaps and therefore help maintain service levels elsewhere in the Council	Introduce charge for time spent dealing with enquiries for environmental information	**Additional Resources Required:** £7.5K income **Outputs:** Charging regime and policy **Outcomes:** Income **Risks:** Legal challenge **Other services affected:** None	April 2010	SW
B	SO1 SO2	To ensure that land is suitable for the use and potable water supplies protected	Undertake remediation options appraisal for potential contaminated land at site of old gas works Cottenham	**Additional Resources Required:** Dependant upon remediation options but could be substantial. DEFRA grant for intrusive investigations and detailed quantitative risk assessment obtained **Outputs:** Decision on designation of contaminated land **Outcomes:** Land suitable for use; public and environmental health protected **Risks:** Reputation damage; costs; **Other services affected:** Legal	End of March 2011	SW

IMPROVEMENT PLAN: ENVIRONMENTAL PROTECTION SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
B	SO4	To ensure SCDC has good understanding of the condition of private housing stock to inform investment decisions and strategies for improvement	Investigate alternative ways to obtain up to date and relevant private sector housing stock condition information	**Additional Resources Required:** None **Outputs:** Report to Corporate manager and alternative approach agreed to traditional stock condition survey **Outcomes:** Informed decisions; targeted resources to areas of need; KLOE met **Risks:** No alterative found; alternatives' cost greater than anticipated. **Other services affected:** None	December 2010	BH
B Cii	SO2 SO4	To improve the living conditions of migrant workers in private rented accommodation	To take part in the Joint Cambs. Migrant Workers Project to combat overcrowding, exploitation and health and well-being issues for migrant workers in private rented accommodation	**Additional Resources Required:** Migrant Impacts fund bid successful. **Outputs:** Temporary posts recruited; info and publicity; enforcement and advice action; HMO licensing **Outcomes:** increased knowledge regarding responsibilities in private rented sector; improved living conditions **Risks:** project evaluation demonstrates ineffectual scheme **Other services affected:** None	Ongoing	BH
B	SO2 SO3	To ensure the health, safety and well-being of caravan site residents and visitors	Implement the changes to the legislation and model standards covering the licensing of caravan sites especially those relating to the need for site owners to undertake a fire risk assessment.	**Additional Resources Required:** None **Outputs:** Licensed sites compliant with legislation and model standards **Outcomes:** improved fire safety for site occupiers. **Risks:** compliance levels low; Fire Authority enforcement not prioritised. **Other services affected:** None	End of March 2011	BH

IMPROVEMENT PLAN: LICENSING SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
B	SO2 SO3 SO4	To meet the licensing objectives of:- • The prevention of crime and disorder • Public safety • The prevention of public nuisance • The protection of children from harm	Investigate, report and implement a suitable yellow and red card approach and policy to problem licensed premises	**Additional Resources Required:** None **Outputs:** Report to members; introduction of suitable scheme and policy **Outcomes:** Transparent licensing regime with problem premises effectively controlled leading to reduced disturbance, under age sales and licensing objectives being achieved. **Risks:** Agreed policy ineffectual. **Other services affected:** Legal	End of December 2010	MB
B	SO4	To ensure that public transport systems are joined up and access to services improved.	Research and investigate the need for taxi ranks in the District as a result of the introduction of the Guided Bus	**Additional Resources Required:** None **Outputs:** Report on need; possible taxi rank (s) introduced **Outcomes:** Public able to obtain taxi from guided bus stops improving access to services. **Risks:** Taxi trade not using rank **Other services affected:** Legal	End of October 2010	MB

IMPROVEMENT PLAN: WASTE MANAGEMENT & RECYCLING SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Action #	Council Action	Actions	Supporting Information	Completion by Month	Officer
	We will meet or surpass a 65% recycling and composting rate by 2012	Implement new refuse and recycling service as per project plan including procurement; communications	**Additional Resources Required:** Invest to save initiative as per business case. **Outputs:** Procured bins and caddies, delivery company, MRF; vehicles; new service operational **Outcomes:** improved efficiencies; cost savings; increased recycling and customer satisfaction **Risks:** Risks as identified in project plan **Other services affected:** HR; Procurement officer; communications unit	End of September 2010	DSR
	We will achieve a 10% reduction in the emission of CO2 from the Council's operations and publicise the outcome in order to set an example to other organisations	Calculate CO2 savings as a result of the new refuse and recycling service	**Additional Resources Required:** None **Outputs:** Calculated figure for NI187 **Outcomes:** Reductions in CO2 emissions demonstrated **Risks:** No reductions found **Other services affected:** Sustainability officer	End of December 2010	KK

IMPROVEMENT PLAN: WASTE MANAGEMENT & RECYCLING SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
A	SV4	To ensure environment operations services are delivered	Secure and move into new depot to deal with capacity and health & safety issues at current depot location including negotiations over sharing options with neighbouring authority	**Additional Resources Required:** earmarked amounts in MTFS £37K 10/11; £15K 11/12 onwards plus £30K identified in business case for new refuse & recycling service **Outputs:** New depot **Outcomes:** Operating licence secured; health & safety concerns mitigated against; service able to be delivered **Risks:** landlord agreement not reached **Other services affected:** legal	September 2010	SH/C
B	SO2	To ensure the safety of our workforce and comply with the law	Fit vehicle safety markings to all Council HGV 's	**Additional Resources Required:** £5K **Outputs:** Safety markings fitted **Outcomes:** legally compliant HGV's; enhanced level of safety **Risks:** markings do not stay in place; existing budgets can't meet costs **Other services affected:** None	As per legislative timetable	SH/C
A	SO1	To ensure customer service is maintained and best value obtained	Introduce the in-house service for the servicing and emptying of the existing paper recycling banks	**Additional Resources Required:** Cost savings anticipated **Outputs:** banks serviced by existing SCDC vehicles and crews **Outcomes:** service levels maintained at reduced cost **Risks:** unable to meet emptying demand; fly-tipped waste; inappropriately sized banks **Other services affected:** None	End of September 2010	SH/C

IMPROVEMENT PLAN: STREET CLEANSING & ENVIRO-CRIME SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Action #	Council Action	Actions	Supporting Information	Completion by Month	Officer
	We will improve and maintain the appearance of our villages in 2010/11 by	Continuing our programme of installing litterbins at a further 10 lay-bys on the major routes in the District	**Additional Resources Required:** £12K 10/11; £500 11/12 onwards **Outputs:** bins installed at 10 more lay-bys **Outcomes:** Cleaner lay-bys and district; improved reputation & customer satisfaction; improved NI195 **Risks:** vandalism; fly-tipping next to bins; inability to service **Other services affected:** DLO for installation	December 2010	SH/C
	We will improve and maintain the appearance of our villages in 2010/11 by	Continuing enhanced street cleaning within 10 of our larger villages past 2010/11	**Additional Resources Required:** 17K plus LPSA money 10/11; £35K 11/12 onwards **Outputs:** enhanced street cleaning within 10 village centres **Outcomes:** Cleaner district; improved reputation & customer satisfaction; improved NI195 **Risks:** workforce availability; greater number of villages requesting service **Other services affected:** None	April 2010	SH/C

IMPROVEMENT PLAN: STREET CLEANSING & ENVIRO-CRIME SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

	We will improve and maintain the appearance of our villages in 2010/11 by	Undertaking a further 10 community clean-up events	**Additional Resources Required:** None **Outputs:** 10 Community clean-up events held **Outcomes:** Cleaner district; improved reputation & customer satisfaction; improved NI195 **Risks:** lack of community support, Health & Safety concerns not taken into account **Other services affected:** Partnerships officer; environment operations staff; community safety officer	10 clean-ups by end of March 2011	PMQ
	We will improve and maintain the appearance of our villages in 2010/11 by	Maintaining our street cleansing & envirocrime operations including the litter picking of the A11 and A14 verges	**Additional Resources Required:** None **Outputs:** litter pick of A11 & A14; enviro-crime enforcement actions **Outcomes:** Cleaner lay-bys and district; improved reputation & customer satisfaction; improved NI195 **Risks:** Contractor doesn't perform. **Other services affected:** Legal	Ongoing 1st litter pick end of May 2010 2nd Litter pick end of Nov 2010	PMQ / SH/C SH/C SH/C

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
C	SV4	To ensure that a best value service is provided	Review the existing Abandoned Vehicle contract	**Additional Resources Required:** None **Outputs:** Report to PFH **Outcomes:** service levels maintained or improved. **Risks:** Contractor doesn't perform **Other services affected:** Procurement officer	April 2010	PMQ

IMPROVEMENT PLAN: STREET CLEANSING & ENVIRO-CRIME SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

A	SO2	To mitigate against the identified risk of the police withdrawing from the current arrangements and increased charges by existing kennel provider	Review the out of hours stray dog collection and kennelling arrangements	**Additional Resources Required**: None **Outputs:** Review report **Outcomes:** Robust stray dog collection arrangements that meets legal requirements **Risks:** No private sector interest in providing service; increased costs **Other services affected:** None	End of March 2011	PMQ
C	SV2	To address the Council's funding gaps and therefore help maintain service levels elsewhere in the Council	To undertake NI195 assessment process with in-house staff	**Additional Resources Required:** £7.5 K Saving **Outputs:** Trained staff; sampling strategy & assessment reports compiled; surveys completed **Outcomes:** robust and acceptable in house assessment for NI195 **Risks:** assessment not accepted by Audit Commission. **Other services affected:** None	End of May 2010	PMQ

IMPROVEMENT PLAN: AWARDED WATERCOURSE SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
Aii	SO2 SO3	To ensure flood protection/mitigation measures and policies are in place to adequately protect residents from the harm caused by flooding	Continue to represent the interests of SCDC and its residents in the County's application of the Pitt Review Recommendations and Floods and Water Management Bill	**Additional Resources Required:** None **Outputs:** various depending on issue **Outcomes:** Improved flood protection and mitigation for residents **Risks:** County Council attempts to discharge its responsibilities by inappropriate and unilateral delegation to Districts without funding following **Other services affected:** Development services and new communities	Ongoing	PM

IMPROVEMENT PLAN: HOME IMPROVEMENT AGENCY SERVICE
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
A	SV4	To seek Best Value in the provision of Home Improvement Agency Services across Cambridgeshire	Implement results of the HIA commissioning review	**Additional Resources Required:** None; potential savings **Outputs:** re-configured service; new service provider; tendering exercise **Outcomes:** Robust service; improved targeting of funds; efficiencies of scale and cost savings **Risks:** resources move away from SCDC clients; SCDC influence on polices and service reduced. **Other services affected:** Housing; Legal: HR	As per commissioning review timetable	DSR

NB Improvement objectives greyed out will not be progressed in 2009/10 due to funding not being agreed or External reason for not proceeding

Key for Improvement Plan

Relevant Council Aim/s:

A - We are committed to being a listening Council providing first class services accessible to all.
B – We are committed to ensuring that South Cambridgeshire continues to be a safe and healthy place for you and your family
C - We are committed to making South Cambridgeshire a place in which residents can feel proud to live.
D – We are committed to assisting provision of local jobs for your and your family
E - We are committed to providing a voice for rural life

Relevant Council Approach/es: (add in relevant Council approaches for your Improvement Plan)
Ai – Listening and engaging with our local community
A ii - Working with voluntary organisations, Parish Councils and Cambridgeshire County Council to improve services through partnership
Bi – Working closely through our Crime and Reduction Partnership to reduce crime and the fear of crime
Bii – Working with partners to combat Anti Social behaviour
C i - Making affordable housing more available to local people
C ii - Ensuring that affordable housing is in balance with the community
Di – Working closely with local businesses
Ei - Protecting existing communities, villages and the countryside

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 well being 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.*

Values

SV1 ❖ *High quality customer service to the public*
SV2 ❖ *Target resources to areas of greatest risk/effect/change.*
SV3 ❖ *Provide sensible, clear, open, honest and fair decisions*
SV4 ❖ *To improve service to the public that represents best value*
SV5 ❖ *Be professional, consistent and equitable, showing mutual respect towards others.*
SV6 ❖ *Use common sense*
SV7 ❖ *To engage and listen and be responsive and flexible to people's needs*
SV8 ❖ *Set standards by which to be judged*

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