

Health and Environmental Services – Progress on Service Improvements

	Action	Complete by Month	Lead Officer	3 Month Progress Update	6 Month Progress Update	9 Month Progress Update	Status
1	We will achieve Customer Service Excellence accreditation	March 2011	IG H&ES Lead/ EHMT	Work started by Team Leaders on the work plan for each area – there are delays in completing this work due to capacity of H&ES Work stream lead.	Further gap analysis work undertaken. Teams now working towards filling these gaps.	Self Assessments completed and further work ongoing to achieve CSE accreditation by March	
2	We will undertake EQIA's for: Enforcement Policy Out of Hours Environmental Protection Complaints Pest Control Street Cleansing, Fly tipping Emergency Planning Awarded Watercourses	March 2011	IG to coordinate with relevant service managers	Out of Hours and Environmental Protection Complaints EQIA's have been completed. The others are programmed to take place throughout the year.	On target, some already completed, such as emergency planning and others such as pest control in progress. Need to consider following blue bin implementation.	Work ongoing on pest control, street cleansing, fly tipping, and awarded watercourses. Other EqIA's (Sex establishments, Cost recovery policy) has also been undertaken	
3	Implementation of Phase II of M3 Address Matching of GIS	March 2011	SW to lead project group	The implementation of the changes required are being scoped with the	Book and Pay implemented for pest control. Work is progressing to	Address matching process currently being undertaken supported by IT.	

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	Book & Pay System Interactive enviro-crime website			assistance of the services IT champion to identify any cost implications and/or service improvements and efficiencies.	identify scope of project with Northgate.	Officers are currently testing the beta version of the enviro-crime website with a view to go live in April.	
4	To implement the risk based assessment of private water supplies in accordance with new legislation (Private Water Supply (England) Regulations 2009	2015	CA	The Food Safety Team are compiling a database of the 170 supplies and associated information required by the regulations, which needs to be reported to the DWI by 30 September 2010 (with agreed 3 month extension). The Team Leader will then plan the delivery of the project to be complete by 2015.	In progress. Return to DWI made on 14 th October. Now database compiled the Team Leader is planning the delivery of the project.	Implementation on target, January return to DWI will be sent on time. Fees now being set for April and will then start role out of risk assessments	

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5	Introduction of Charge for interpretation of environmental data with respect to contaminated land searches.	April 2010	SW	The charging system was introduced on 1 st April 2010 for commercial requests for interpretation of data for contaminated land information.	Completed as previous quarter.	Completed as previous quarter.	
6	Ensure appropriate action taken with respect to remediation of contaminated land at the old Cottenham Gasworks site.	March 2011	SW	The site in Lambs Lane Cottenham was determined as contaminated land and designated as a special site in May 2010. The site passes to the Environment Agency for remediation works to be implemented.	The Environment Agency have engaged a consultant to scope the remediation works and further site visits have been undertaken.	The Environment Agency have produced a remediation method statement and are employing a contractor to undertake the works.	
7	Investigate alternative ways to obtain up to date and relevant private sector housing stock condition	December 2010	BH	Currently being assessed with respect to capacity and resources.	Working group still investigating possible ways.	An options appraisal has highlighted that the most appropriate means of	

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	information					undertaking this work is to tender for a private sector house condition survey.	
8	To participate in the Joint Cambs Migrant Workers Project to combat overcrowding, exploitation and health and well-being issues for migrant workers in private rented accommodation	On-going	BH	This is currently being implemented and the council's health and environmental services housing officer is participating in this initiative.	This project is beginning to come together and a plan of action is being formulated around key areas, interventions will be prioritised as necessary.	Officers have now been recruited by Fenland and East Cambs. to carry out research into migrant worker concerns. Feedback is due at the end of current financial year.	
9	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	March 2011	BH	This initiative is on-going with consultation with Cambridge Fire & Rescue Service to scope a project plan.	Work is progressing and an inspection checklist drafted to support efficient inspections of sites.	The inspection checklist is being piloted with respect to enforcement issues at specific sites. This will inform the changes required to the model standards.	
10	Investigate, report and implement a suitable yellow/ red card	End of December 2010	MB	Scheme has been shelved by the coalition	New Government has cancelled card scheme.	SCDC have submitted a written response to the	

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	approach and policy to problem licensed premises			Government changes. This includes a review of the Licensing Act 2003 after the move from the Department for Culture Media and Sport to the Home Office which was recently announced.		consultation on “rebalancing the Licensing Act 2003” and await the announcement of changes to the current licensing regime.	
11	Research and investigate the need for taxi ranks in the District as a result of the introduction of the Guided Bus	End of October 2010	MB	Awaiting opening of Guided bus service – until the busway becomes operational the need for taxi services is difficult to assess.	No further action until Busway is opened, when a needs assessment will be undertaken.	The Guided Busway is yet to be opened.	
12	Implement new refuse and recycling service as per project plan including procurement; communications	End of September 2010	PMQ/SHC	Implementation preparations on time as per Project Plan	Work in progress.	New service Implemented on time as per project plan.	
13	Calculate CO2 savings as a result of the new refuse and recycling service	End of December 2010	KL	A methodology for calculating CO2 savings has been developed which	The new service is being monitored and work is in progress to	Data gathering still in progress. Meeting arranged with Richard Hales	

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				will be applied once the new service has been implemented.	calculate emissions once sufficient data has been generated.	to discuss the application of the methodology.	
14	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	September 2010	SHC	Discussions with Donarbon in progress, planning application expected summer 2010. It should be noted that the moving date may not be until 2011	Works in progress to facilitate move in 2011, initial meeting with SCDC planning dept for pre-application advice.	Planning application due to consideration February 2011. Sharing option with neighbouring authority not currently feasible	
15	Fit Vehicle safety markings to all Council HGV's	As per legislative timeframe	SHC	This is on target for Autumn to include vehicles in Blue Bin scheme	On target.	Materials in place now awaiting warmer weather to ensure tape adheres to vehicles.	
16	Introduce the in-house service for the servicing and emptying of the existing paper recycling banks	End September 2010	SHC	This is due to start October 2010	Delayed due to negotiations of a revised paper price and optimum price for containers as well as assessing demand following the introduction of	Further delayed due to results of RECAP recycling bank tender. This is now subject to a separate report to the PFH	

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					the blue bin scheme. New target of 1 st January 2011.		
17	Continuing our programme of installing litterbins at a further 10 lay-bys on the major routes in the District	December 2010	SHC	Order placed with supplier – awaiting delivery	On target	Awaiting delivery from Sweden, but still on target.	
18	Continuing enhanced street cleaning within 10 of our larger villages past 2010/11	April 2010	SHC	First quarter completed but with the suspension of LPSA funding there is uncertainty about the further delivery of this project	Second quarter suspended due to funding of LPSA being withdrawn by Govt. At portfolio holder request looking at funding for 10 village centres for the remainder of 2010/11.	Provided a service when staff levels and weather permitted.	
19	Undertaking a further 10 community clean-up events	March 2011	PMQ	The Council has facilitated 12 events, providing support through carrying out joint village audits, co-ordination of	Support for further events planned for 3 rd and 4 th quarters.	A further 7 events have been facilitated and supported since the end of Q1. 3 events have also been provisionally	

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				National Probation Service in graffiti clearance, litter picking and fly-tip removal and collection and disposal of rubbish. A further 7 events have been provisionally booked.		booked for completion by the end Q4.	
20	Maintaining our street cleansing & envirocrime operations including the litter picking of the A11 and A14 verges	Ongoing 1 st litter pick – May 2010 2 nd litter pick – Nov 2010	PMQ/SHC SHC	1st litter pick imminent, delayed to await county grass cutting	May visit achieved early. Autumn on target. Second litter pick will be undertaken once verge growth has stopped.	Prolonged growing season followed by snow has delayed 2 nd Litter pick. Now scheduled for late January / early February.	● G
21	Review the existing Abandoned Vehicle contract	April 2010	PMQ	Review complete, existing contract extended for 3 years within terms of contract	Project completed.	Project completed	● G
22	Review the out of hours stray dog collection and	End of March	PMQ	Review commenced, out of	Arrangements proving satisfactory.	Arrangements proving satisfactory.	● G

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	kennelling arrangements	2011		hours arrangements in place.			
23	To undertake NI195 assessment process with in-house staff	End of May 2010	PMQ	Complete, training provided to in-house staff	Project completed. NI 195 assessments being conducted in-house.	Project completed. NI 195 assessments being conducted in-house.	
24	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	Ongoing	PM	Work is continuing on the implementation of the Pitt Review.	Floods and Water Act enacted so now legislation. Most of new duties fall on CCC. Obligation for SCDC to cooperate. Partnership working commenced with inaugural meeting of the Cambridge Flood Risk Management Board CFRMB.	Continued participation on CFRMB. Information report prepared to update portfolio holder in January.	
25	Implement results of the HIA commissioning review	As per timetable	DSR/SH	With DSR's move the responsibility for this indicator has been passed to Stephen Hills, Corporate Manager Affordable Housing	As previous quarter	Moved to Cllr Mark Howell's portfolio	

Key to Lead Officer

EHMT – Environmental Health Management Team; Paul Quigley, Stuart Harwood-Clark, Susan Walford

SW – Susan Walford; Health Protection Team Leader

IG – Iain Green; Public Health Specialist

BH – Brian Heffernan; Environmental Protection Team Leader

MB – Myles Bebbington; Licensing Officer

PMQ- Paul Quigley, Environment Services Manager

SHC – Stuart Harwood-Clarke, Environment Operations Manager

KL - Kylie Laws, Recycling Officer

PM – Pat Matthews, Drainage Manager

SH – Stephen Hills, Corporate Manager Affordable Housing

CA – Carol Archibald, Food and Safety Team Leader