

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO:	Environmental Services Portfolio Holder	24 January 2011
AUTHOR/S:	Executive Director (Operational Services) / Environment Services Manager	

Health & Environmental Services Draft Service Plan 2011/12

Purpose

1. To provide the Environmental Services Portfolio Holder with a summary of the key themes that are being addressed by the draft Health & Environmental Services Service Plan for 2011/12 (the draft Service Plan)
2. This is not a key decision

Recommendations

3. That the Environmental Services Portfolio Holder notes the emerging key themes that will be addressed by the Service Plan in 2011/12

Background

4. Work on the draft Service Plan, including an Improvement Action Plan, has been progressing based on the corporate service plan template. It is developing within the context of the coalition government's emerging policy, legislative and budgetary framework.
5. The final draft of the Service Plan will be presented to the Environmental Services Portfolio in March 2011. Until that time it will continue to be revised and updated in the light of developments.

Considerations

6. Overall, the Service Plan and Improvement Actions are designed to:
 - Take forward specific Corporate Aims and Actions e.g. Achieving 65% recycling rate
 - Maintain and enhance current areas of good performance e.g. regulatory services, envirocrime performance
 - Address areas of average or weak performance e.g. street cleanliness (detritus), dry recycling rate, keeping customers informed
7. In addition, a number of key themes have also been identified which will be addressed through the Improvement Action Plan. A summary of these is given below:
 - 7.1 **Improving customer service and satisfaction** – the need to address gaps identified through the C.S.E project, particularly streamlining contact processes with customers, keeping them informed and providing feedback. We also need to develop in-house capability to continue and extend our customer satisfaction surveys, which is a key means of developing and measuring the effectiveness of our customer centred services.

- 7.2 Improving efficiency, effectiveness and value for money** - at a time of sustained financial pressure, we will be evaluating the blue bin service and its effect on the black and green bin services in order to rationalise services wherever possible. We will be working with our RECAP partners on an Advanced Partnership project designed to deliver greater waste management efficiencies and benefits to partners and also exploring shared service opportunities. We will also be reviewing the implications of a number of coalition government policy and legislative reviews in relation to waste, licensing, and regulatory services and bringing forward policy and service recommendations where appropriate.
- 7.3 Safeguarding and improving public health** – The Public Health White Paper 'Healthy Lives, Healthy People' represents one of the biggest shake ups of the health system since the NHS was established as the public health function moves from the NHS to Local Authorities. The new public health agenda presents opportunities for the council to position itself at the forefront of the public health service as a service that can be commissioned by the GP clusters and delivery by engaging with partners throughout the healthcare system. H&ES is uniquely positioned to build on its current activities addressing health inequalities through housing, environmental protection, licensing, health impact and design and regulatory functions and we need to ensure that we are fully engaged with partners.
- 7.4 Responding to the Localism and Big Society agendas** – these envisage devolved decision making and operational delivery from council's to voluntary and community groups who will be encouraged to take a far greater role in delivering public services. It assumes however that these groups can and will respond. H&ES engages with local communities and parish council's in designing and developing new services, with varying degrees of success e.g. resident workshops which informed the development of the blue bin scheme, community clear-up workshops with community groups, building community resilience in planning for emergencies. We need to continue to engage with communities and help develop a coordinated corporate response.
- 7.5 Private Sector Housing** - The Audit Commission Strategic Housing Review (December 2010) noted that there is a lack of clarity about the Council's understanding of private sector housing, The planned stock condition survey was not undertaken in 2010/11 and this has lead to the Private Sector Housing Strategy (2007) being out of date, as is the Affordable Warmth Strategy. It is not currently possible to assess private sector homes, particularly in the rented sector, against the Decent Homes Standard. The private sector homes evidence base needs to be updated through a Private Sector House Conditions Survey, which was last carried out in 2004, to support and develop a more strategic approach to private sector housing, moving from a reactive towards a more strategic planned approach, based on an analysis of risk/hazard. There is also a need to look at the Private rented sector by engaging with a landlord forum

Implications

8.	Financial	No additional financial impacts of the Service Plan proposals have been identified at this time, indeed, the proposals at 7.2 above are designed to identify efficiencies
	Legal	It has not been possible to identify the legal impacts of the Service Plan proposals at this time. However as reviews are undertaken and the implications of any legislative changes considered legal implications will be identified

Staffing	It is anticipated at this time that the Service Plan proposals will be capable of being delivered within existing staff resources
Risk Management	Risk management issues will be considered as part of individual proposals within the overall Service Plan and appropriate measures taken
Equality and Diversity	None identified at this time
Equality Impact Assessment completed	No Policy changes arising out of the Service Plan proposals will be subject to Equality Impact Assessment (EqIA's). A number of service specific EqIA's are also included within the proposals.
Climate Change	Projects and policies arising out of the Service Plan proposals will be individually assessed for climate change implications

Consultations

9. The Service Plan proposals make use of extensive consultations carried out with residents and service users. H&ES staff have also contributed through the service planning process.

Effect on Strategic Aims

10.

Commitment to being a listening council, providing first class services accessible to all.	The Service Plan proposals will contribute to the delivery of all the council's strategic objectives, linking the Aims, Approaches and Actions with the H&ES Service Objectives
Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.	
Commitment to making South Cambridgeshire a place in which residents can feel proud to live.	
Commitment to assisting provision for local jobs for all.	
Commitment to providing a voice for rural life.	

Conclusions / Summary

11. The Service Plan is being developed within the context of the coalition government's emerging policy, legislative and budgetary framework. It identifies a number of key themes which will be addressed through the Improvement Action Plan. It will continue to be revised and updated in the light of developments and a final draft will be presented to the Environmental Services Portfolio in March 2011.

Background Papers: the following background papers were used in the preparation of this report:

None

Contact Officer: Paul Quigley- Environment Services Manager
Telephone: (01954) 713134