

## Appendix 13: SERVICE IMPROVEMENT ACTION PLAN: Health & Environmental Service

### 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) If 'yes', please specify.	Narrative commentary on progress
SI 1	Improved performance of waste management services  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  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  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	

SI 4	Improved performance of waste management services 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 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 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 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 SO1 - SO4		Implement revised recycling banks arrangements	September 2011	C, Cv, Cvii, C1, BV82a NI191 SE226, SE247, SE249, BV86	KL	None	No	

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

SI14	Improve the cleanliness of our villages  SO1 - SO4		Facilitate and support a further 10 community clean-up events	March 2012	Aiv, Cvi NI 195 SE 226	JA/CB	None	No	
SI15	Improved performance of Licensing Services  SO2 – SO4		Review implications for SCDC of licensing provisions of The Police Reform & Social Responsibility Bill	July 2011	Aiv, Av, B SE230a	MB	None	No	
SI16	Improved performance of emergency planning arrangements  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  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  SO2, SO4		Develop and apply M3 job programs relating to regular customer updates	2011	SE222 SE226 Aiv	IG/ST	ICT	No	

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

SI24	Improved customer service and satisfaction  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  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  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  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  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 EqlA'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  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  SO2 – SO4		Review and update Private Sector Housing Renewal Strategy	Sept 2011	NI 187, Biv	BH/(IG)	SCDC Housing	None	



SI33	Safeguard and improve public health  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  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  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  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	