

**Environmental & Technical Services Department
Service Plan
2010/11**

Ensuring a Safe, Healthy & Sustainable Living Environment

Environmental Protection & Technical Services Department Service Plan – 2010/11

1 Overview

This is the first service plan for the newly created Environmental and Technical Services Department.

The new Department incorporates the Environmental Health, Trading Standards and Licensing functions of the former Environmental Protection Department and the Coastal/flood management, Highways network management, Regeneration Capital Project and Building and Asset management functions of the former Technical Services Department. This includes overseeing the Capita Symonds partnership that delivers highways maintenance, street lighting, property management, engineering design, urban traffic control, architectural services, building maintenance and drainage services.

The wide range of statutory services now being delivered by the Environmental and Technical Services Department provide many of the basic requirements for ensuring a safe and healthy environment in which we live; from basic sanitation, safe food and goods to maintaining the physical urban infrastructure that prevent flooding and reduce harm arising from the use of the public realm. As well as maintaining the quality and integrity of the public infrastructure, public buildings, roads, bridges, drainage, many of our activities prevent death, injury and ill health.

Our approach to sustainability will deliver more resource efficient and a lower maintenance public realm and reduce our own environmental impact whilst delivering our activities.

The purpose of Environmental and Technical Services Department is varied but can be summed up in one phrase;

“Ensuring a safe, healthy and sustainable living environment”

As well as programmed compliance regimes and projects, the service responds to around 50,000 public and business service requests each year. The Department has 160 staff working from 5 locations and has an annual revenue budget of around £25m.

Our regulatory services are heavily shaped and regulated by Central Government but must also deliver the community needs of our locality, such as reducing health inequalities. By progressively addressing those environmental public health issues that together cumulate to making the difference of life expectancy (of up to 10 years from the poorest to the more affluent areas of our borough) we can make a difference over the longer term to this most acute area of inequality within our borough.

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In the context of the Corporate review of priorities given the serious reduction in the resources available to the Council the principal short/medium term challenges for the Department include:

- Management of the Technical Services partnership contract with Capita Symonds, to achieve continuous improvement in terms of partnership relationships, value for money and service provision.
- Managing the Highways infrastructure to maximise safety and availability for users (particularly in light of the accelerated deterioration following consecutive severe weather winter periods) and in accordance with Local Transport Plan priorities relating to Safety, Accessibility, the Environment and Quality of Life.
- Delivering statutory regulatory services that meet national and local priorities, ensuring legal compliance, public and environmental protection and thriving businesses. Including adapting those services to national, regional and local changes and opportunities for Environmental Health and Trading Standards statutory functions.
- Supporting and Project Managing the successful delivery of major infrastructure and public realm projects (e.g. Southport Cultural Centre and Southport Market).
- Supporting the Statutory Review of Merseyside Waste Management Strategy, to produce continued reductions in landfill through effective minimisation, reuse and recycling provisions, minimising the financial impact from increasing Landfill Taxation costs and the delivery of re-shaped recycling service within Sefton;
- Formally reviewing the statutory local licensing policy and Hackney Carriage licence restriction.
- Responding to Coastal flood defence challenges and statutory flood management demands of the Pitt Review.
- Coordinating the Corporate response to the Climate Change agenda and pursuing regionally adopted Sustainable Consumption and Production goals via EMAS and Sustainable Procurement.
- Supporting the rationalisation and improvement of the Councils accommodation.
- Managing the succession for £0.5m per annum WNF funded environmental services interventions due to end in March 2011.

Peter Moore – Environmental & Technical Services Director

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<ul style="list-style-type: none"> Staffing details/organisation chart showing all the teams / areas of responsibility 	<pre> graph TD Director["Environmental & Technical Services Director Peter Moore Ext.4020"] --- PA["Personal Assistant Margaret Hughes Ext. 4020"] Director --- AD1["Assistant Director (Environmental Protection) David Packard Ext. 4016"] Director --- AD2["Assistant Director (Technical Services) Jerry McConkey Ext. 4222"] AD1 --- Commercial["Commercial Terry Wood Ext.4301"] AD1 --- Environment["Environment Dave Poley Ext. 4037"] AD1 --- PH["Public Health Steve Smith Ext. 4025"] AD1 --- TS["Trading Standards Andrew Naisbitt Ext. 4014"] AD2 --- Client["Client Team Jerry McConkey Ext. 4222"] AD2 --- Coastal["Coastal Protection Graham Lymbery Ext. 2960"] AD2 --- HNM["Highways Network Management Jerry McConkey"] </pre>
<ul style="list-style-type: none"> Which Cabinet Portfolio(s) does the department report to 	<p>Environmental Technical Regeneration Health and Social Care Communities Licensing & Regulatory Committee</p>
<ul style="list-style-type: none"> The legislative background and the associated powers relating to the department 	<p>Discharge Councils statutory duties relating to: Smoke Free Public Places (Health Act) Air Quality review and Assessment (Environment Act) Food Safety & Standards Enforcement (Food Safety Act) Health & Safety at Work Enforcement (Health & Safety at Work Etc Act) Industrial Process Control (Environmental Protection Act, Part 1) Contaminated Land Investigation and Remediation (Environmental Protection Act, Part IIA) Noise, Odour, Public Health Nuisance Control (Environmental Protection Act, Part III) Waste Management Strategy (Environmental Protection Act, Part II) Waste Enforcement (Environmental Protection Act, Part II - Clean Neighbourhood & Environment Act)</p>

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	<p>Trading Standards (Weights and Measures Act, Trading Standards Act, Consumer Safety Act, Enterprise Act) Local and Taxi Licensing Enforcement (Licensing Act, Hackney Carriage Licensing Act, Gambling Act) Sanitation and drainage (Housing Acts, Public Health acts) Dog Warden (Dangerous Dogs Act – Clean Neighbourhood & Environment Act) Pest Control (Prevention of Damage by Pests Act) Animal Welfare Enforcement (Animal Welfare Act) Coast Protection Act 1936 Construction Act & Construction Design & Management Regulations Land Compensation Act 1973 Land Drainage Act 1991 Highways Act 1980 Road Traffic Act 1991 New Road & Street Works Act 1991 Traffic Management Act 2004 Health & Safety Code of Practice (L8)</p>						
<ul style="list-style-type: none"> The services provided by the department 	<p>Environmental Health Trading Standards Waste Strategy Local Licensing (Liquor, Entertainment, Gambling, Taxis) Coastal & flood Defence Asset Management Highway & Infrastructure maintenance / regulation, including: drainage, bridges, costal defence, UTC (Urban Traffic Control), street lighting Building Maintenance Design and delivery of Capital build projects Facilities Management</p>						
<ul style="list-style-type: none"> Which Strategic Aims of the Community Strategy does the department deliver 	<table border="0"> <tr> <td data-bbox="521 1034 1048 1129">Safer Communities</td> <td data-bbox="1048 1034 2078 1129"> <ul style="list-style-type: none"> - Cleanliness target (LAA NI 195 = 25%) - Road Traffic Casualties (LAA NI 47 = 5.2%) - Congestion – Average Journey Time (LAA NI 167 = 4min 14sec) </td> </tr> <tr> <td data-bbox="521 1129 1048 1257">Economic Development & Sustainability,</td> <td data-bbox="1048 1129 2078 1257"> <ul style="list-style-type: none"> - Sustainable Waste Management & Recycling (LAA NI 191, 192, 193) - Climate Change impact & mitigation (LAA NI 188) - Implementation of recommendations of the Pitt Review - Shoreline Management Plans </td> </tr> <tr> <td data-bbox="521 1257 1048 1289">Health and Wellbeing</td> <td data-bbox="1048 1257 2078 1289"> <ul style="list-style-type: none"> - Alcohol, Smoking, Obesity </td> </tr> </table>	Safer Communities	<ul style="list-style-type: none"> - Cleanliness target (LAA NI 195 = 25%) - Road Traffic Casualties (LAA NI 47 = 5.2%) - Congestion – Average Journey Time (LAA NI 167 = 4min 14sec) 	Economic Development & Sustainability,	<ul style="list-style-type: none"> - Sustainable Waste Management & Recycling (LAA NI 191, 192, 193) - Climate Change impact & mitigation (LAA NI 188) - Implementation of recommendations of the Pitt Review - Shoreline Management Plans 	Health and Wellbeing	<ul style="list-style-type: none"> - Alcohol, Smoking, Obesity
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Health and Wellbeing	<ul style="list-style-type: none"> - Alcohol, Smoking, Obesity 						
<ul style="list-style-type: none"> The Departmental Service Objectives based on the Council's Vision. 	<table border="0"> <tr> <td data-bbox="521 1289 1630 1412"> Departmental Objectives: 1, Protect the Environment, Consumers, Public and Animal Health 2, Sustainable Waste Management 3, Climate change and Sustainability </td> <td data-bbox="1630 1289 2078 1412" style="text-align: right; vertical-align: top;"> Appropriate Corporate Objective </td> </tr> </table>	Departmental Objectives: 1, Protect the Environment, Consumers, Public and Animal Health 2, Sustainable Waste Management 3, Climate change and Sustainability	Appropriate Corporate Objective				
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	<p>4 Improve the condition and safety of local roads 5 Support regeneration in Sefton 6 Manage and use assets and resources effectively 7 Improve the efficiency and cost effectiveness of services 8, Financial, human and performance management</p>
<ul style="list-style-type: none"> Which corporate standards apply to the department 	<p>Corporate HR / procurement / equalities policies 10 day RFS response target Joint Municipal Waste Management Strategy – Council Action Plan Code of Practice for Highway Maintenance Strategic Partnership Contract Corporate H&S Strategy “Ensuring a Choice of Travel” Supplementary planning document Strategic Asset Management Plan Winter Service Plan</p>
<ul style="list-style-type: none"> Which external plans does the department deliver 	<p>Joint Municipal Waste Management Strategy (JMWMS) Food Standards Plan (FSA) Food Safety Plan (FSA) Health & Safety Plan (HSE) National Performance Framework for Trading Standards Plan (DTI) Animal Health and Welfare Plan (FSA) Local Transport Plan (LTP) Shoreline Management Plan (SMP)</p>
<ul style="list-style-type: none"> What partnerships is the department involved in 	<p>Merseyside & Halton Waste Partnership Sefton Public Health Partnership Trading Standards Northwest Environmental Health Merseyside Merseyside LTP Partnership Strategic Partnership with Capita Symonds</p>
<ul style="list-style-type: none"> What financial resources have been allocated 	<p>£25 m annual revenue budget £30 m capital</p>
<ul style="list-style-type: none"> What are the key achievements and outcomes delivered by the department 	<p>Protect Consumers, Public & Animal Health & the Environment - Achieve Statutory Compliance Regime Targets & responding to ~ 50,000 requests for Service each year. Maintenance of 970km of roads and 1,900km of pavements in a safe condition and handling of approximately 3,000 third party insurance claims annually Design, installation and maintenance of more than 31,000 light columns and 3,000 illuminated signs and bollards Management of the Council’s property portfolio, (over 900 leased/owned properties and 10,700 acres of land, valued at £500m), including maintenance, acquisition, disposal, lease agreements and valuations</p>

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<ul style="list-style-type: none"> • How does the service compare 	<p>We provide a very varied range of services. We are award winners and leaders in a number of areas.</p>
<ul style="list-style-type: none"> • Does the department make use of any management techniques e.g. EFQM 	<p>LACORS Quality Enforcement Framework - EFQM approach -</p>
<ul style="list-style-type: none"> • Are there any other relevant contextual factors 	<p>Increasing national expectations of role and delivery for: Sustainable Waste Management, Public Health agendas Changing National Regime for Business Compliance Activities</p>
<ul style="list-style-type: none"> • What are the functions of the department 	<p>Environmental Protection, Air Quality Assessment, Contaminated Land Investigation, Noise & Odour Control, Industrial Air Pollution, Municipal Waste Management strategy, Trading Standards, Consumer Safety, Food Safety & Standards, Public Health, Pest Control, Dangerous and Stray Dog control, Health & Safety at Work, Local & Taxi Licensing, Promoting environmental sustainability and Climate Change Adaptation, Flood and Coastal defence, Asset / corporate building Management, Highway maintenance & enforcement, winter gritting, capital projects, Capita Symonds client.</p>
<ul style="list-style-type: none"> • What National Performance Indicators is the department working to achieve (bracket relates to joint / partnership targets) * Lead for partnership LAA target 	<p>NI 168 - Principal roads where maintenance should be considered NI 169 – Non-principal roads where maintenance should be considered NI 169 – Non-principal roads where maintenance should be considered NI 182 Satisfaction of businesses with local authority regulatory services. NI 183 Impact of local authority regulatory services on the fair trading environment. NI 184 Food establishments in the area that are broadly compliant with food hygiene law. NI 188* Adapting to Climate Change NI 189 – Flood & Coastal Erosion Risk Management NI 190 Control of Animal health NI 194 Level of Air Quality – emissions from Council estate</p> <p>(NI 5 Overall/General satisfaction with the area)(NI 39 Alcohol-Harm related hospital admission rates) (NI41 Perception of drunk or rowdy behaviour as a problem) (NI 47 People killed or seriously injured in road traffic accidents) (NI 48 Children killed or seriously injured in road traffic accidents) (NI 55 Obesity in School Children reception) (NI 56 Obesity in school Children yr 6) (NI 123 Smoking rate 16+) (NI 167 Congestion – average journey time per mile during the morning peak) (NI 175 - Access to service and facilities by public transport, walking & cycling) (NI 176 - Working age people with access to employment by public transport) (NI 185 - CO₂ reduction from Local Authority operations)</p>

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	<p>(NI 186 - Per capita reduction in CO2 emissions in the LA area) (NI 191 Residual Household Waste per head) (NI 192 Household Waste Recycled and Composted) (NI 193* Municipal Waste Landfilled). LAA (NI 195* Improved street and environmental cleanliness) (NI 196 improved street and environmental cleanliness – fly tipping) (NI 198 – Children travelling to school – mode of travel usually used)</p>
<ul style="list-style-type: none"> Are there any other targets or standards that the department is working to achieve 	<p>Climate Change Adaptation LAA NI 188 Level 3 by 2010/11 Merseyside Joint Municipal Waste Management Strategy & Sefton LAA 193< 55% landfill of Municipal waste by 2010/11</p>
<ul style="list-style-type: none"> Has the department been/be subject to any recent reviews? 	<p>Major Service Review</p>
<ul style="list-style-type: none"> What are the department's key issues for the next three years 	<ul style="list-style-type: none"> Management of the Technical Services partnership contract with Capita Symonds, to achieve continuous improvement in terms of partnership relationships, value for money and service provision. Managing the Highways infrastructure to maximise safety and availability for users (particularly in light of the accelerated deterioration following consecutive severe weather winter periods) and in accordance with Local Transport Plan priorities relating to Safety, Accessibility, the Environment and Quality of Life. Delivering statutory regulatory services that meet national and local priorities, ensuring legal compliance, public and environmental protection and thriving businesses. Including adapting those services to national, regional and local changes and opportunities for Environmental Health and Trading Standards statutory functions. Supporting and Project Managing the successful delivery of major infrastructure and public realm projects (e.g. Southport Cultural Centre and Southport Market). Supporting the Statutory Review of Merseyside Waste Management Strategy, to produce continued reductions in landfill through effective minimisation, reuse and recycling provisions, minimising the financial impact from increasing Landfill Taxation costs and the delivery of re-shaped recycling service within Sefton; Formally reviewing the statutory local licensing policy and Hackney Carriage licence restriction. Responding to Coastal flood defence challenges and statutory flood management demands of the Pitt Review. Coordinating the Corporate response to the Climate Change agenda and pursuing regionally adopted Sustainable Consumption and Production goals via EMAS and Sustainable Procurement. Supporting the rationalisation and improvement of the Councils accommodation. Managing the succession for £0.5m per annum WNF funded environmental services interventions due to end in March 2011.
<ul style="list-style-type: none"> Has/will the department been/be involved in any consultation exercises 	<p>The Joint Municipal Waste Management Strategy review, Licensing Policy, Hackney Carriage Restriction, Thornton Switch Island Link Road; Shoreline Management Plan will be subject to full public consultation,</p>

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1 Protect the Environment, Consumers, Public and Animal Health

Departmental Service Objective	1, Protect the Environment, Consumers, Public and Animal Health
Does this Action Plan Link to any crosscutting initiatives or plans.	Statutory Functions
Does this Action Plan link to any “external” plans	National Performance Framework for Trading Standards. Public Health Partnership work programme Local Area Agreement., Food Standards Plan (FSA). Food Safety Plan (FSA). Health & Safety Plan (HSE). Animal Welfare Plan (FSA).
Action Required (What & why of project) Tasks for project completion to be entered below	Develop Services, Undertake statutory regulatory compliance regimes and respond to requests for service from the public and business.
Authorising Officer	Peter Moore /David Packard
Lead Officer	Terry Wood, Andrew Naisbitt, Dave Poley, Steve Smith
Other Responsible Officers	Principal Officers, enforcement staff
Resources	As per sectional plans
Deadline	Annual (31/03/2011)
Success Criteria (Tangible deliverable(s) that indicates completion)	% Compliance intervention target achieved % RFS responded to & % within 10 Days
Standards	National Standards, Respond to RFS within 10 days, complete within 60 days. Application response within 21 days
Monitoring & Evaluation	Quarterly Statistical review. Peer review for quality
Performance Indicators (NI/Local)	NI 12, 182, 183, 184

<u>Tasks</u>	<u>Lead Officer</u>	<u>Deadline</u>
Deliver statutory regulatory services that meet national and local priorities, ensuring legal compliance, public and environmental protection and thriving businesses.	David Packard	Ongoing
Comply with statutory enforcement and compliance regimes for Food Safety, Food Standards, Health & Safety, Animal Health, Industrial processes, contaminated land, Trading Standards, Licensing	A Naisbitt, S Smith, D Poley, T Wood	Annual
Respond to all RFS (expected 20,000) within 10 days, Complete within 60 days	ADs - Section Managers	Ongoing
Undertake eight underage enforcement exercises	Andrew Naisbitt	Annual
Process Local and Taxi Licensing applications, provide an inspection and enforcement service and formally review the statutory local licensing policy and Hackney Carriage licence restriction.	David Packard Terry Wood/Andrew Naisbitt	21 March 2011
Support Regional Coordination Pilot – Public Protection Partnership / TSNW	David Packard / A Naisbitt	31 March 2011
Undertake High Profile Waste and litter enforcement and education activities	Steve Smith	31 March 2011
Managing the succession for £0.5m per annum WNF funded environmental services interventions.	David Packard/Steve Smith	31 March 2011
Manage 3 Local air Quality Management areas and deliver air quality below NAQS Levels	Gary Mahoney	31 March 2013
Tackle the legacy of contaminated land both proactively and on redevelopment	Dave Poley	Ongoing

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2 Sustainable Waste Management

Departmental Service Objective	2, Sustainable Management of Municipal waste
Does this Action Plan Link to any crosscutting initiatives or plans.	Statutory Functions Carbon Management Plan
Action Required (What & why of project) Tasks for project completion to be entered below	Minimise municipal waste through Merseyside waste prevention programme, Assist Merseyside with the delivery of new disposal capacity for waste that cannot be recycled /composted Review statutory Joint Municipal Waste Management Strategy
Authorising Officer	David Packard
Lead Officer	David Packard
Other Responsible Officers	Dave Poley,
Resources	AD and support from Environment Section
Deadline	20010/11/13

Success Criteria	Reduction in Residual waste per head Increase in Recycling and Composting rate t > 50% (2020) Reduction in Municipal waste landfilled <55%
Standards	Household Waste recycled /composted Commercial Waste recycled
Monitoring & Evaluation	Quarterly
Performance Indicators (NI)	NI 191, 192, 193

<u>Tasks</u>	<u>Lead Officer</u>	<u>Deadline</u>
Supporting the Statutory Review of Merseyside Waste Management Strategy, to produce continued reductions in landfill through effective minimisation, reuse and recycling provisions, minimising the financial impact from increasing Landfill Taxation costs and the delivery of re-shaped recycling service within Sefton;	David Packard	March 2013
Lead the delivery of Merseyside Waste Prevention Strategy - Love Food Hate Waste project	David Packard/Jane LittleSmith	31 March 2010/11/12
Assist M&HWP with the delivery of the Resource Recovery Contract – replacement for landfill.	David Packard	31 March 2010/11/12

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3 Climate Change & Sustainability

Departmental Service Objective	Climate Change & Sustainability
Does this Action Plan Link to any crosscutting initiatives or plans.	Some are Statutory Functions LAA Climate Change Lead for Corporate EMAS
Does this Action Plan link to any “external” plans	Yes - NW Action for sustainability
Action Required	Implement a community Climate Change Adaptation Plan and Corporate Environmental Management System.
Authorising Officer	David Packard
Lead Officer	Dave Poley
Other Responsible Officers	Gary Mahoney
Resources	Sustainability Team – See Environment Section Plan
Deadline	31 March 2009
Success Criteria	Achieve NI 188 level 3 by march 2011 (LAA) Develop an Environmental Management System that can be adopted Corporately and can be accredited via EMAS
Standards	EMAS
Monitoring & Evaluation	Quarterly
Performance Indicators (NI)	NI 188 Corporate EMAS implementation

<u>Tasks</u>	<u>Lead Officer</u>	<u>Deadline</u>
Coordinate the Corporate response to the Climate Change agenda and pursuing regionally adopted Sustainable Consumption and Production goals via EMAS and Sustainable Procurement.	David Packard	Ongoing
Lead an interdepartmental EMAS implementation group	David Packard / Dave Poley	Ongoing
Report Annual Progress to elected Members on Departmental/ Corporate EMAS implementation	David Packard / Dave Poley	Annually
Lead the development of a Community Climate change adaptation plan (LAA = NI 188 Level 3)	David Packard / Dave Poley	31 March 2011
Overview and lead corporate Carbon and Climate change work through Corporate officer Group	David Packard/ Dave Poley	Ongoing

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4 Flood & Coastline Management

Departmental Service Objective	Flood and Coastline Management
Does this Action Plan Link to any crosscutting initiatives or plans.	Shoreline Management Plans – Statutory requirement
Does this Action Plan link to any “external” plans	NW Shoreline Management Plans
Action Required	To provide an appropriate level of Coastal Protection and Flood Defence
Authorising Officer	Mike McSorley
Lead Officer	Graham Lymbery; Capita Symonds
Other Responsible Officers	Paul Wisse; Dave Richardson
Resources	Coastal Protection Team; Revenue and capital funding from DEFRA, NERC funding, existing base budget; Client Team
Deadline	31 March 2011
Success Criteria	Coastal defences maintained adequately and Shoreline Management Plan review process progressed
Standards	DEFRA and Government Guidelines
Monitoring & Evaluation	Quarterly performance reports; Monthly reports to TSOB (Technical Services Operations Board)
Performance Indicators (NI)	NI 188; NI 189; Partnership contract KPIs

<u>Tasks</u>	<u>Lead Officer</u>	<u>Deadline</u>
Responding to Coastal flood defence challenges and statutory flood management demands of the Pitt Review.	Jerry Mconkey	Ongoing
Ensure regular inspection, management and maintenance of coastal defence structures	Graham Lymbery/Capita Symonds	Annually
Progress review of SMP and analysis of Sefton Cost database	Graham Lymbery	31 March 2010
Ensure regular and effective maintenance of critical watercourses, including identification of potential for flooding	Dave Richardson/Capita Symonds	Annually
Review and prioritise highway flooding incidents reported each year	Dave Richardson/Capita Symonds	Annually
Manage and monitor gully cleansing throughout the Borough	Dave Richardson/Capita Symonds	Annually

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5 Improve the condition and safety of local roads

Departmental Service Objective	Improve the condition and safety of local roads	
Does this Action Plan link to any “external” plans	Local Transport Plan	
Action Required	Manage and maintain the highway network to minimise delay and disruption and maximise safety and availability for all users, and progress the development of integrated and sustainable transport infrastructure	
Authorising Officer	Jerry McConkey	
Lead Officer	Capita Symonds;	
Other Responsible Officers	Dave Richardson	
Resources	Revenue and capital LTP funding; Network Management Team; Client Team	
Deadline	31st March 2011	
Success Criteria	<ol style="list-style-type: none"> 1. Highways, structures and street lighting inspected and maintained within schedule and within budget 2. Improved accessibility and availability of highway network 3. LTP programmes delivered within timescales and within budget 4. All requirements under NRSWA and TMA complied with, and contraventions on Highways Act enforced 	
Standards	Traffic Management Act (TMA) 2004; Highways Act 1980; New Roads & Street Works Act (NRSWA) 1991; DfT; ROSPA; Code of Practice for Highways Maintenance	
Monitoring & Evaluation	Quarterly performance reports; Annual LTP financial updates; Annual Highways programmes; Bi-annual LTP programme updates; Monthly reports to TSOB (Technical Services Operations Board)	
Performance Indicators (NI)	NI 168; NI 169 (NI 167; NI 47; NI 48); Partnership contract KPIs	
	<u>Tasks</u>	<u>Lead Officer</u>
		<u>Deadline</u>
	Managing the Highways infrastructure to maximise safety and availability for users (particularly in light of the accelerated deterioration following consecutive severe weather winter periods) and in accordance with Local Transport Plan priorities relating to Safety, Accessibility, the Environment and Quality of Life.	Jerry McConkey
	Ensure the delivery of a reactive and planned highway, street lighting and structures maintenance programme (expected ~ 20,000 service enquiries)	Capita Symonds; Dave Richardson
	Development of integrated, sustainable transport projects and programmes, to deliver LTP priorities of Safety, Accessibility, the Environment and Quality of Life	Capita Symonds; Dave Richardson
	Promote the Council’s Network Management duty	Jerry McConkey
	Manage the highway network to maximise its availability for users, including the delivery of a Winter Service plan	Jerry McConkey
		Ongoing
		Ongoing
		Ongoing
		Ongoing

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6 Support Regeneration in Sefton

Departmental Service Objective	6. Support regeneration in Sefton	
Does this Action Plan Link to any crosscutting initiatives or plans.	Strategic Asset Management Plan	
Action Required	Work with developers and grant agencies to facilitate development in Sefton	
Authorising Officer	Jerry NcConkey	
Lead Officer	Andrew Dunsmore; Nick Yates	
Other Responsible Officers	Capita Symonds	
Resources	Revenue and capital funding and external grants; Regeneration Project Management Team; Client Team	
Deadline	31st March 2011	
Success Criteria	<ol style="list-style-type: none"> 1. Creation of new development in Sefton 2. Inward investment in Sefton 	
Standards		
Monitoring & Evaluation	Quarterly performance reports; update reports to SAMG (Strategic Asset Management Group)	
Performance Indicators (NI)		
	<u>Tasks</u>	<u>Lead Officer</u>
		<u>Deadline</u>
	Supporting and Project Managing the successful delivery of major infrastructure and public realm projects (e.g. Southport Cultural Centre and Southport Market).	Jerry Mconkey
	Identify and progress projects and development options as part of the Step Clever programme, and throughout the Borough	Andrew Dunsmore; Nick Yates
	Progress the Business Park development, including delivery of a primary sub-station, with Blythe Developments	Andrew Dunsmore; Capita Symonds
	Progress the Town Lane Housing Development with Barretts	Nick Yates; Capita Symonds
	Progress the Dunnings Bridge Rd public realm works	Nick Yates; Capita Symonds
	Progress the demolition of Balliol House/Connolly House	Nick Yates; Capita Symonds

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7 Asset Management

Departmental Service Objective	7. Manage and use assets effectively		
Does this Action Plan Link to any crosscutting initiatives or plans.	Corporate H&S Strategy; Strategic Asset Management Plan		
Action Required	Manage the Council's assets and inspect and advise on maintenance requirements of Council properties, to ensure they are fit for purpose, and support safe delivery of services and the Council's corporate objectives		
Authorising Officer	Jerry McConkey		
Lead Officer	David Kay; David Street		
Other Responsible Officers	Capita Symonds		
Resources	Revenue and Capital funding and departmental revenue budgets; Client Team		
Deadline	31 st March 2011		
Success Criteria	<ol style="list-style-type: none"> 1. Statutory inspections carried out 2. Asbestos management plan and water hygiene management plan in place 3. Condition surveys undertaken 4. Asset Management Plan prepared 5. Accommodation strategy developed 6. Surplus assets reviewed 		
Standards	HSE Testing standard MDH100, HSE Code of Practice (L8), Asset Management Plan		
Monitoring & Evaluation	Quarterly performance reports; monthly update reports to SAMG (Strategic Asset Management Group)		
Performance Indicators (NI)	Partnership contract KPIs		
	<u>Tasks</u>	<u>Lead Officer</u>	<u>Deadline</u>
	Supporting the rationalisation and improvement of the Councils accommodation.	David Street/Capita Symonds	Ongoing
	Complete all statutory inspections on buildings within the Council portfolio (including annual Type 2 asbestos surveys and biennial water hygiene risk assessments)	Capita Symonds; David Kay	March 2011
	Undertake condition survey works and advise on building maintenance issues	Capita Symonds; David Kay	March 2011
	Review asset management processes, and produce annual asset management report	Capita Symonds; David Street	March 2011

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8 Capita Client

Departmental Service Objective	8. Improve the efficiency and cost effectiveness of Capita services		
Does this Action Plan Link to any crosscutting initiatives or plans.	Major Service Review Strategy		
If this Action Plan been initiated as a result of an Audit/Inspection/Service Improvement Review	Major Service Review		
Action Required	Deliver effective and efficient Technical Services through the Council's strategic partnership with Capita Symonds		
Authorising Officer	Jerry Mconkey		
Lead Officer	Jerry Mconkey		
Other Responsible Officers	Client Team		
Resources	Client Team		
Deadline	31st March 2011		
Success Criteria	<ol style="list-style-type: none"> 1. Significant Revenue Savings 2. Capital Investment 3. Improve Performance 4. Work to Stay in Sefton 5. Job Security 		
Standards	Strategic Partnership contract and recognised best practice		
Monitoring & Evaluation	Quarterly performance reports; monthly monitoring reports to TSOB (Technical Service Operations Board)		
Performance Indicators (NI)	Partnership contract KPIs		
	<u>Tasks</u>	<u>Lead Officer</u>	<u>Deadline</u>
	Management of the Technical Services partnership contract with Capita Symonds, to achieve continuous improvement in terms of partnership relationships, value for money and service provision.	Jerry Mconkey	Ongoing
	Reduce service costs by 5.5% (approximately £400,000 per year)	Client Team; Capita Symonds	March 2011
	Top quartile for all services by the end of year 2	Client Team; Capita Symonds	March 2011
	Deliver improved services, innovation and growth in Sefton	Client Team; Capita Symonds	Ongoing
	Development of a detailed IT Strategy to cover the short, medium and long term requirements of the partnership	Capita Symonds; David Street	Ongoing

Environmental Protection & Technical Services Department Service Plan – 2010/11

9 Financial, Human and Performance Management

Departmental Service Objective	9, Improve the Quality of Departmental Services - Human / Financial /Data / Equalities/Service Reviews
Does this Action Plan Link to any crosscutting initiatives or plans.	Corporate Performance Management System Corporate Risk management and Financial System
Action Required	Direct and Manage the activities of the Department
Authorising Officer	Bill Milburn
Lead Officer	David Packard
Other Responsible Officers	Section Managers
Resources	ADs, Section Manages
Deadline	31 March 2010
Success Criteria	Quarterly update of Sprint, half and full year report to elected members.
Standards	
Monitoring & Evaluation	Sprint
Performance Indicators (NI/Local)	IIP ESAT

<u>Tasks</u>	<u>Lead Officer</u>	<u>Deadline</u>
Undertake at least monthly Departmental Management meetings and regular Section/team meetings	Peter Moore/Section Managers	Ongoing
Ensure accurate Data Quality for Departmental, Corporate & Partnership performance monitoring	Peter Moore/Andy Walsh	Ongoing
IIP – undertake annual PDRP & regular 1:1 with all staff	D Packard / All S Managers	Annually
Manage Financial position on a quarterly basis – reporting budget issues as necessary	Peter Moore	Quarterly
Ensure emergency response readiness to likely and unforeseen events	Peter Moore ./ Dave Poley	Ongoing
Review and update Departmental Health and Safety plan and Procedures	Peter Moore / Terry wood	Ongoing