

# Deputy Leader: Environment Portfolio Statement 2018/19



## **INTRODUCTION**

East Staffordshire Borough Council has three Corporate Priorities:

- **Value For Money Council Services:**  
*Protecting your money*
- **Promoting Local Economic Growth:**  
*To benefit local people by turning aspiration into reality*
- **Protecting and Strengthening Communities:**  
*Love where you live*

The following statement sets out how the Deputy Leader for Environment and officers within this portfolio area will contribute to achieving these priorities, as well highlighting key achievements from 2017/18

However the activities outlined in the statement are often cross-cutting themes with overlaps into other areas, and throughout the statement there may be examples of joint delivery with other Executive Members as well as managers from other sections.

Each of the statements made by the individual portfolio holders will then be collated to form the basis of East Staffordshire Borough Council's Corporate Plan for 2018/19.

## **ACHIEVEMENTS IN 2017/18**

Over the past 12 months, the Council has been working hard to improve its services and is currently on track to achieve around 93% of this portfolio's milestones set for 2017/18 by the end of this financial year.

Some of these achievements are highlighted in the following section.

### ***Continued to Deliver a High Quality Environmental Service Offering Value for Money***

This year the Council has continued to improve its waste collection, household recycling and street cleaning services, and has continued to perform favourably compared to its peers. Last year the Council introduced additional performance measures to ensure it meets customer expectation, including monitoring the number of missed bin collections and resolving requests for repairs or replacements to bins within 5 working days. It has also completed a waste collection business plan, increasing its fleet and crews to optimise waste collection rounds, addressing growth in the Borough and creating financial and operating efficiencies.

### ***Maintained a Strong Building Consultancy Service***

In line with the adopted Fees and Charges Policy, this year the Council reviewed the charges for applicants of projects requiring building regulations approval, leading to it retaining the current schedule. The Building Consultancy service has also exceeded its targets in relation to ensuring that site inspections are undertaken within one day of notification and that plan checking is completed within 15 days of receipt. It has also worked with partner authorities within the county to complete a business plan looking at introducing a countywide service.

## **OBJECTIVES FOR 2018/19**

The Council is determined to continue to build on its successes during 2017/18 as it moves forward into the 2018/19 financial year. It will continue to improve performance, service delivery and value for money through delivery of the Council's three Corporate Priorities. Achievement of these priorities will be supported by the Environment portfolio through delivery of the objectives detailed in the following section. The specific performance indicators identified to measure these objectives are referenced in the paragraphs below.

### ***Maintain a Strong Building Consultancy Service (Targets E01; E02)***

The Council will continue to deliver an excellent Building Consultancy service, stretching its targets following the year end outturn to ensure that more site inspections are undertaken within one day of notification. It will also identify an appropriate mechanism for monitoring customer satisfaction and establish a baseline level, in order to maintain and further drive the Council's strong Building Consultancy service.

### ***SMARTER Working Initiatives (Targets E03; E04; E05)***

The Council will review its Smarter Waste Collection Plan to see how well it has been implemented, and will review the outcomes from the revised ways of working in addition to looking for improvements in other areas. The Council will also continue with the SMARTER working agenda and look at its street cleaning operation to see what enhancements and changes can be made, in addition to carrying out a detailed review of its public toilets to highlight any opportunities with the way the service is currently maintained.

### ***Maintain a High Quality Environmental Service (Targets E06; E07; E08; E09; E10; E11; E12; E13; E14; E15)***

The Council will continue to operate at top quartile performance on recycling and waste reduction, and work proactively with Staffordshire County Council and the Staffordshire & Stoke-on-Trent Joint Waste Management Board (JWMB) to ensure it does not get burdened with excessive costs and seek to

get the best possible deals regarding recycling credits. The Council will also introduce a new communication plan to inform residents regarding recycling and other environmental issues such as street cleanliness.

The Council will continue to maintain top quartile performance on litter, detritus, fly posting and graffiti, and deliver excellent customer service to all residents of the Borough by keeping the number of missed bins to an absolute minimum.

## MEASURES AND TARGETS FOR 2018/19

The Environment portfolio has identified a number of measures and targets for 2018/19 which will contribute to the delivery of the objectives detailed above. These are set out in the following tables.

### Value for Money Council Services

Ref	Measures	Target 2018/19
E01	Maintaining a Strong Building Consultancy Service	Ensuring Site Inspections are Undertaken Within 1 Day of Notification  <i>To Be Agreed Post Outturn</i>
E02	Maintaining A Strong Building Consultancy Service	Identify a Mechanism for Monitoring Customer Satisfaction and Establish Baseline Level  (March 2019)
E03	Smarter Working Initiatives	Review Smarter Waste Collection Business Plan  (November 2018)
E04	Smarter Working Initiatives	Review of Street Cleaning Operations Complete  (January 2019)
E05	Smarter Working Initiatives	Review Public Toilet Provision  (April 2018)
E06	Minimise The Number Of Missed Bin Collections	Number Of Missed Bin Collections:  <i>To Be Agreed Post Outturn</i>
E07	Deliver A High Quality Environmental Service	Resolve 100% of Customer Requests for Repaired or Replacement Bin Requests Within 5 Working Days  (March 2019)

Ref	Measures	Target 2018/19
E08	Work In Partnership To Minimise Costs And Maximise Waste And Recycling Opportunities	2 Performance Reports Per Year on JWMB / Partnership Working

### Protecting and Strengthening Communities

Ref	Measures	Target 2018/19
E09	Maintain Top Quartile Performance For Street Cleansing - Litter	0%
E10	Maintain Top Quartile Performance For Street Cleansing - Detritus	1%
E11	Maintain Top Quartile Performance For Street Cleansing - Graffiti	0%
E12	Maintain Top Quartile Performance For Street Cleansing – Fly-Posting	0%
E13	Maintain Top Quartile Performance On Recycling	Household Waste Recycled and Composted: <i>To Be Agreed Post Outturn</i>
E14	Maintain Top Quartile Performance On Waste Reduction	Residual Household Waste Per Household: <i>To Be Agreed Post Outturn</i>

Ref	Measures	Target 2018/19
E15	Continue to Increase Public Awareness Of Recycling and Other Environmental Issues Such as Street Cleanliness	Produce and Implement New Communications Plan (December 2018)