

BEST VALUE REVIEW PUBLIC REGULATION, INSPECTION & PROTECTION UPDATED ACTION PLAN

ACTIONS	LEAD OFFICER	TARGETS	EXPECTED OUTCOME	PROGRESS/NOTES		
CROSS CUTTING ISSUES						
1. Licensing				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
1.1 Establish Licensing Team – 3 new posts.	G Woolhouse	March 2004	Staff appointed. Licensing Team established.	High Priority New staff in post. Licensing Team established and fully operational. Implemented		
				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
1.2 Phased consolidation of appropriate activities within new licensing team.	K Doyland	July 2005	Street trading consents, pavement permissions, gaming machine permits. Sex establishment licences moved to new team.	Functions transferred with effect from 01.01.2006. Implemented		
		Sept 2005	Scrap metal dealers licences and motor salvage operator licences moved to new team.	Functions transferred with effect from 01.01.2006. Implemented		
		Dec 2005	Small lotteries and house/street collections moved to new team.	Implemented 1 November 2005. Implemented		

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				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
1.3 Determine longer term location of licensing unit within the Council's structure.	CEX/CD's	2005	Review of organisation structure completed.			<input checked="" type="checkbox"/>
				New organisational structure agreed. Implemented		
1.4 Review arrangements for taxi etc licensing administration.	CEX/CD's	2005	Determined as part of organisation review.			<input checked="" type="checkbox"/>
				New organisational structure agreed. Implemented		
2. Enforcement						<input checked="" type="checkbox"/>
2.1 Expand role of Patrol Enforcement Officers to include environmental street crimes – 1 new post.	Transportation	October 2004	Better enforcement of environmental street crime.			<input checked="" type="checkbox"/>
				High Priority In the 2005/06 budget, priority was given to provision of an overall £40,000 to cover various environmental works/projects. Members have subsequently agreed to concentrate enforcement on known "hotspots" and targeted campaigns are underway. Implemented		

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				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
3. <u>Information & Education</u>				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
3.1 Implement a co-ordinated education and information campaign, including issues, e.g. dog fouling, fly-tipping and noise.	Various lead officers plus Corporate Communications Officer.	3 events per year.	Events held. Increased public awareness assessed through feedback.	Ongoing campaigns will continue eg: 'Cleaner, Greener, Safer'. Implemented		
				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
3.2 Provide information and advice on Council's Website.	Various lead officers.	December 2004	Increased public awareness.	Information and services continue to be expanded. Implemented		
4. <u>Out of Hours Service</u>				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
4.1 Implement a standby rota system for emergency calls outside office hours.	CEX/CD's	October 2004	Rota in place. Emergency response guaranteed.	Not agreed by Council – no further action.		
				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
4.2 Implement a responsive service for out of office hour's environmental nuisances.	G Woolhouse	October 2004	Rota in place. Increased customer satisfaction.	Not agreed by Council – no further action.		

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5. <u>The Polluter Pays</u> <u>Principal</u>				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
5.1 Implement charges for bulky household goods collection.	D Timson	April 2004	New arrangements in place. Reduced costs.	Members have agreed not to charge for bulky goods collection/ No further action.		
5.2 Implement cost recovery for abandoned vehicles.	D Timson	Dependent on Government timetable		Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
6. <u>Preventing Flooding</u>				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
6.1 Implement a planned clearance programme for ditches and watercourses.	D Timson	April 2004	Annual clearance programme in place.	See 17.2 below.		
7. <u>Protecting our Trees</u>				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
7.1 Consolidate all enforcement relating to trees within the Parks and Woodlands Unit.	D Timson	April 2004	Staff trained. Co-ordinated action. Improved response.	Implemented		

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SERVICE/SUBJECT SPECIFIC ISSUES						
<div style="display: flex; justify-content: space-between;"> 8. Fly-Tipping <div style="display: flex; gap: 20px;"> <div data-bbox="1430 431 1493 496">Red <input type="checkbox"/></div> <div data-bbox="1583 431 1667 496">Amber <input type="checkbox"/></div> <div data-bbox="1780 431 1864 496">Green <input checked="" type="checkbox"/></div> </div> </div>						
8.1 Improve partnership working with other agencies through agreements/targets.	D Timson	October 2004	Faster removal of dumped rubbish.	New fly-tipping protocol signed with Environment Agency and other Essex LAs. Current timescale now less than 1 day (Target 2 days). Implemented		
<div style="display: flex; justify-content: space-between;"> <div data-bbox="1430 724 1493 789">Red <input type="checkbox"/></div> <div data-bbox="1583 724 1667 789">Amber <input type="checkbox"/></div> <div data-bbox="1780 724 1864 789">Green <input type="checkbox"/></div> </div>						
8.2 Request further discussions between Southend BC and Essex about reinstating reciprocal free access arrangements to Civic Amenity and recycling centres.	D Timson	June 2004	Free access for residents.	Still on agenda as an outstanding issue within the Thames Gateway Waste Management Joint Committee. Further discussions to be progressed through that forum. No further action.		

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				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
8.3 Encourage informants to report fly-tipping. Signs/ publicity.	D Timson	November 2004	Increased reporting – reduced fly-tipping.	Environmental Awareness Campaign launched in September 2005. Signs, poster publicity, web reporting facility and credit cards implemented. Implemented		
				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
8.4 Improve staff training in enforcement.	D Timson	December 2005	More effective enforcement.	Implemented.		
				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input type="checkbox"/>
8.5 Hold discussions with Southend Borough Council and Essex County Council about provision of an additional civic amenity site.	D Timson	June 2004	Improved site provision agreed.	Essex CC will be holding discussions with Southend BC as part of the Essex waste strategy and joint procurement process. The provision of civic amenity sites continues to be given consideration as part of the Joint Waste Procurement Process. No further action.		

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<p>9. <u>Litter</u></p>				Red <input checked="" type="checkbox"/>	Amber <input type="checkbox"/>	Green <input type="checkbox"/>
<p>9.1 Authorise Environment Agency Officers to enforce litter controls.</p>	D Timson	October 2004	More effective enforcement.	Fly tipping enforced by Environment Agency who have advised that they would not wish to enter into an agreement to enforce litter controls, given their other priorities. No further action		
<p>9.2 Introduce enforcement policy for environment street crime.</p>	D Timson	October 2004	More effective enforcement.	Red <input type="checkbox"/>	Amber <input checked="" type="checkbox"/>	Green <input type="checkbox"/>
				Enforcement policy being drafted by newly appointed staff. Staff recently appointed and will be working on this as part of environmental awareness campaign. Target date to be revised to December 2006.		
<p>10. <u>Dog Fouling</u></p>				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
<p>10.1 Provide additional dog waste bins in areas identified as under-provided.</p>	D Timson	November 2004	Ten additional bins provided. Less fouling on pavements.	Medium Priority 20 additional dog waste bins installed during 2004. Implemented		

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<p>11. <u>Graffiti & Fly Posting</u></p>				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
<p>11.1 Proactive removal of graffiti and fly posting where considered in community interest.</p>	<p>D Timson</p>	<p>Annual – ongoing.</p>	<p>Less graffiti in public areas.</p>	<p>Medium Priority Dealt with on a risk-assessed basis – prioritised on obscene, racial or sexual nature. Graffiti Protocol being developed and have utilized Home Office funding to remove a number of items of graffiti. Contractor visits the district monthly to remove graffiti identified by the Council. Fact sheets/reporting forms and telephone hotline being promoted as part of Environmental Awareness Campaign, also including fly-posting which itself has been incorporated into BVPI 199. Also reviewing operational systems in order to be able to take a more immediate and targeted approach towards fly-posting. Additional funding for removal in 2006/07. Contract in place. Monthly removal programme. Further work being undertaken to establish a protocol for railway property. Implemented</p>		

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12. <u>Animal Welfare</u>				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
12.1 Complete the production of an animal welfare charter.	G Woolhouse	April 2004	Charter produced including contact details for welfare/voluntary groups.	Implemented		

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				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input type="checkbox"/>
<p>13. Caravans</p> <p>13.1 As part of the policy and service review of the Council’s response to gypsies and other travellers, examine:-</p> <ul style="list-style-type: none"> • The issues associated with the provision of short-term stopping places and designated sites for travellers who visit the district. • How liaison with farmers and other landowners and the Police can be improved to prevent unlawful occupation of land. 	S Neville	June 2004	Review of policy and operational practices completed.	<p>Consideration of policy and operational issues around unauthorised gypsy and traveller encampments has been overtaken by the emerging policy framework from ODPM/DCLG, the Regional Spatial Strategy and by the new ways in which encampments are now being developed. It is suggested that the most effective way for the council to tackle these issues is by responding to the RSS. Planning Policy & Transportation Committee resolved on 11 July 2006 to conduct a gypsy and traveller accommodation assessment.</p>		

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<ul style="list-style-type: none"> • What assistance and guidance can be given to landowners on taking possession proceedings to remove encampments. • How to better protect the Council owned land against encampments. • Whether further lobbying of Government should be undertaken to improve controls over unlawful encampments, creation of a criminal offence to station a residential caravan without the necessary consents and for more effective and workable powers to take direct action to remove unlawful caravans. 				

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<ul style="list-style-type: none"> Development of best practice procedures to aid decision making in enforcement against unauthorised encampments. Provide better feedback to customers who complain about caravan related issues. 						
<p>14. <u>Public Entertainments</u></p>				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
<p>14.1 As part of the development of policy and operational frameworks for the new Licensing Act, develop closer links with crime and disorder/Community Safety issues and consider the frequency of “in-performance” visits.</p>	R Peacey / K Doyland	June 2005	Policy and procedures in place.	Licensing Manager now attends Drug & Alcohol Reference Group with other agencies. Protocols for inspection and enforcement of licensed premises have been finalised with the other agencies – Police, Fire & Rescue Service etc.		

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				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
15. Trading Controls				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
15.1 Provide information on approved collections, including on the Internet.	S Fowler	January 2004	Better public information.	Implemented		
15.2 Provide clear guidelines for small lottery applicants.	S Fowler	November 2004	Improved customer satisfaction.	Implemented		
				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
15.3 Simplify the Street Trading consent process by restricting consultation to the Police & Highways Authority.	R Peacey	January 2004	Faster processing of applications.	Implemented		
16. Planning Enforcement				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
16.1 Improve the clarity of planning conditions.	J Whitlock	June 2004	Fewer contraventions.	Implemented		

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				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
16.2 Update planning enforcement leaflets and make them available electronically.	N Barnes	April 2004	Improved customer satisfaction.	Guidance leaflet published. Implemented		
16.3 Increase delegations to officers to make decisions concerning: <ul style="list-style-type: none"> • Brach of conditions attached to planning permissions. • Beach of listed building/ conservation area consent. • Unauthorised caravan sites. • Article 4 Directions to remove permitted development rights. 	S Scrutton	January 2004	Faster enforcement action.	A report on delegations was considered at Policy & Finance Committee on 14 October 2004. Implemented		

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				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
16.4 Implement a priority system for the investigation of cases.	N Barnes	January 2004	Pilot scheme in place	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				New scheme to determine case priority. Implemented		
16.5 Develop IT procedures to automatically provide updates for customers at key times/stages.	N Barnes	April 2004	Report to Committee Improved customer satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				Procedures now in place to provide customer updates. Implemented		
17. <u>Drainage/Surface Water</u>				<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17.1 Raise awareness of potential pollution problems with owners of unsewered properties.	D Timson	June 2005	Raised awareness amongst residents. Fewer pollution incidents.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				Advice leaflets circulated to properties as incidents are identified (approximately 3 – 5 incidents p.a. currently). Implemented		

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17.2 Implement a proactive programme of ditch clearance.	D Timson	March 2005	Fewer incidents of flooding.	Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
18. <u>Trees</u>				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
18.1 Combine services dealing with tree related issues within the Parks & Woodlands team.	D Timson	April 2004	Faster service response.	Implemented		
18.2 Evaluate what is required to be able to provide information about trees which are protected on the website.	D Timson/ S Fowler	November 2004	Better public awareness/less damage to protected trees.	Red <input type="checkbox"/>	Amber <input checked="" type="checkbox"/>	Green <input type="checkbox"/>
				18.2, 18.3 and 18.4 Arboricultural Officer now in place to undertaken this work. Currently working on improving performance on TPOs and looking at website. Will be implemented through CAPS system.		

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18.3 Provide clear information to those who have responsibility for protected trees.	D Timson	November 2004	Better public awareness/less damage to protected trees.	Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
				Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
18.4 Advise residents in conservation areas about the protection of trees.	D Timson	July 2005	Better public awareness/less damage to protected trees.	Information was given in a major article in the Spring 2006 edition of Rochford District Matters. Information on the website continues to be developed.		
18.5 Evaluate the fixing of identification/warning signs on protected trees.	D Timson	November 2004	Better public awareness/less damage to protected trees.	Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
18.6 Ensure Building Control Officers are advised/monitor protected trees on development sites.	D Timson/ B Jones	July 2004	Better public awareness/less damage to protected trees.	Implemented		

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				Red <input type="checkbox"/>	Amber <input checked="" type="checkbox"/>	Green <input type="checkbox"/>
19. Housing				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
19.1 Set local performance targets for key stages in the enforcement process.	S Neville	June 2004	Improved customer service. Improved standards in accommodation.	Unable to meet original target due to staff vacancies. Staffing situation now resolved. Housing enforcement procedures incorporating performance targets due for completion end of September 2006.		
19.2 Identify multiply occupied properties and implement a risk rating system.	S Neville	April 2005	Improved customer satisfaction.	Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input type="checkbox"/>
				Medium Priority Project has had to be delayed due to changes in definition of multiple occupation in Housing Act 2004. Further changes introduced by the Housing, Health & Safety Rating System. New legislation/licensing of specified houses in multiple occupation now in force and fee structure agreed by Council. Identification of properties and risk rating work in progress. Revised target agreed at last meeting – October 2006.		

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19.3 Introduce procedures which trigger an update to customers at key dates/stages.	S Neville	April 2005		Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>
				Procedures now in place and being incorporated into documented procedure notes. <u>Implemented</u>		