

ACTIONS	OFFICER RESPONSIBLE	RESOURCE	TARGETS	EXPECTED OUTCOME	PROGRESS / NOTES
CROSS CUTTING ISSUES					
1. <u>Licensing</u>					
1.1 Establish Licensing Team – 3 new posts	G Woolhouse	Staffing costs 2003/4 = £13,419 2004/5 = £81,641 Other costs (IT, training etc) £12,000	March 2004	Staff appointed. Licensing Team established	High Priority New staff in post. Licensing Team established. <u>Implemented</u>
1.2 Phased consolidation of appropriate activities within new licensing team	Licensing Manager	As above	July 2005 Sept 2005	Street trading consents, pavement permissions, gaming machine permits, sex establishment licences moved to new team Scrap metal dealers licences and motor salvage operator licences moved to new team	For operational reasons, the order in which functions are transferred to the Licensing Unit has been amended. Small lotteries and house to house collections have now been transferred. It is anticipated that the remaining functions will transfer early in

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<p>1.3 Determine longer term location of licensing within the Council's structure</p> <p>1.4 Review arrangements for taxi etc licensing administration</p>	<p>CMB</p> <p>CMB</p>	<p>Within existing resources</p> <p>Within existing resources</p>	<p>December 2005</p> <p>2005</p> <p>2005</p>	<p>Small lotteries and house/street collections moved to new team</p> <p>Review of organisation structure completed</p> <p>Determined as part of organisation review</p>	<p>2006.</p> <p>Implemented 1 November 2005.</p> <p>New organisational structure agreed.</p>
<p>2. Enforcement</p> <p>2.1 Expand role of Patrol Enforcement Officers to include environmental street crimes – 1 new post</p>	<p>S Clarkson</p>	<p>Staffing costs £15,300 p.a.</p> <p>One-off costs £2,000</p>	<p>October 2004</p>	<p>Better enforcement of environmental street crime</p>	<p>High Priority</p> <p>Project abandoned at 2005/06 Budget awayday in favour of overall environment budget of £40,000 to cover various aspects of environmental work including weed</p>

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					control. Reporting and enforcement of environmental street crime will be re-considered as part of the 2006/07 budget priority setting process.
3. Information & Education					
3.1 Implement a co-ordinated education and information campaign, including issues, eg dog fouling, fly-tipping, noise	Various lead officers, plus Corporate Communication Officer	Within existing resources	3 events per year	Events held. Increased public awareness assessed through feedback	Corporate events shared diary established to better co-ordinate events/publicity. Actions completed in 2004/5 – recycling publicity (November), fly tip signage (December). Current/future actions/events for 2005/6 – anti-graffiti campaign (March 2006), further fly tipping signage and

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<p>3.2 Provide information and advice on Council's website</p>	<p>Various lead officers</p>	<p>Within existing resources</p>	<p>December 2004</p>	<p>Increased public awareness</p>	<p>publicity (December 2005), Noise Action Day (June 2005). Environmental Awareness Campaign (September 2005). Green Waste Collection (July 2005). Kerbside Recycling (January 2006). Home Energy Conservation (December 2005). Environmental Health Awareness Days (June and December 2005)</p> <p>Redesigned Council Website launched. Charity collections information available on line.</p>

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					Information on Animal Welfare, Food Safety, Health & Safety, Infectious Diseases, Skin Piercing, Street Trading, Pavement Permissions and Sex Establishments on the Internet. The Internet welcoming page for the Safety, Food & Regulation Unit has been re-designed. Information on Environmental Awareness Campaign on Website.
4. <u>Out of Hours Services</u>					
4.1 Implement a standby rota system for emergency calls outside office hours	CMB	Budget cost £60,000 p.a.	October 2004	Rota in place. Emergency response guaranteed	Not agreed by Council – no further action

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Implement a responsive service for out of office hours environmental nuisances	G Woolhouse	Budget cost £25,000 p.a.	October 2004	Rota in place. Increased customer satisfaction	Not agreed by Council – no further action
<p>5. <u>The Polluter Pays Principal</u></p> <p>5.1 Implement charges for bulky household goods collection</p> <p>5.2 Implement cost recovery for abandoned vehicles</p>	<p>D Timson</p> <p>D Timson</p>	<p>Budget saving target £30,000 p.a.</p> <p>Potential saving £3,000 p.a.</p>	<p>April 2004</p> <p>Dependent on Government timetable</p>	<p>New arrangements in place. Reduced costs</p>	<p>Members previously agreed not to charge for bulky good collection, but this will be considered further through Waste Management Sub-Committee.</p> <p>New contract in place which reimburses the Council's cost. <u>Implemented</u></p>

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6. Preventing Flooding					
6.1 Implement a planned clearance programme for ditches and watercourses	D Timson	Budget cost £10,000	April 2004	Annual clearance programme in place	Deleted at Committee – no further action
7. Protecting our Trees					
7.1 Consolidate all enforcement relating to trees within the Parks and Woodlands unit	D Timson	Budget cost for training £1,000	April 2004	Staff trained. Co-ordinated action. Improved response	Implemented
SERVICE/SUBJECT SPECIFIC ISSUES					
8. Fly-Tipping					
8.1 Improve partnership working with other agencies through agreements/targets	D Timson	Within existing resources	October 2004	Faster removal of dumped rubbish	New fly-tipping protocol signed with Environment Agency and other Essex LAs. Current timescale now less

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<p>8.2 Request further discussions between Southend BC and Essex about reinstating reciprocal free access arrangements to Civic Amenity and recycling centres</p>	<p>D Timson</p>	<p>Within existing resources</p>	<p>June 2004</p>	<p>Free access for residents</p>	<p>than 1 day – Target 2 days - improved over last 3 years (01/02 – 2.3) (02/03 – 1.75) (03/04 – 0.98) (04/05 – 1.15). (First six months of 2005/6 – 0.82%)</p> <p>Essex CC will be holding discussions with Southend BC as part of the Essex waste strategy and joint procurement process and within the TGSE Waste Management Joint Committee.</p>
<p>8.3 Encourage informants to report fly-tipping. Signs / publicity</p>	<p>D Timson</p>	<p>Budget cost £5,000</p>	<p>November 2004</p>	<p>Increased reporting – reduced fly-tipping</p>	<p>Environmental Awareness Campaign launched in September 2005.</p>

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8.4	Improve staff training in enforcement	D Timson	Within existing resources	December 2005	More effective enforcement	Implemented.
8.5	Hold discussions with Southend Borough Council and Essex County Council about provision of an additional civic amenity site	D Timson	Within existing resources	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 will be given more detailed consideration as part of the Joint Waste Procurement Process
9	Litter					
9.1	Authorise Environment Agency Officers to enforce litter controls	D Timson	Within existing resources	October 2004	More effective enforcement	Currently, only fly tipping enforced by Environment Agency

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9.2 Introduce enforcement policy for environmental street crime	D Timson	Within existing resources	October 2004	More effective enforcement	Enforcement policy being drafted by newly appointed staff. Staff in place and will be working on this as part of environmental awareness campaign. Target date to be revised to March 2006.
10 <u>Dog Fouling</u> 10.1 Provide additional dog waste bins in areas identified as under-provided	D Timson	Budget cost £2,000 p.a.	November 2004	Ten additional bins provided. Less fouling on pavements	Medium Priority 20 additional dog waste bins installed during 2004. <u>Implemented</u>
11 <u>Graffiti & Fly Posting</u> 11.1 Proactive removal of graffiti and fly posting where considered in community interest	D Timson	Budget for 2005/6 of £40,000 for environmental	Annual – ongoing	Less graffiti in public areas	Medium Priority Dealt with on a risk assessed basis – prioritised on

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		improvements including graffiti removal			obscene, racial or sexual nature. Graffiti Protocol being developed and have utilised Home Office funding this year 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

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					operational systems in order to be able to take a more immediate and targeted approach towards fly-posting
12 Animal Welfare					
12.1 Complete the production of an animal welfare charter	G Woolhouse	Within existing resources	April 2004	Charter produced, including contact details for welfare/voluntary groups	Implemented
13 Caravans					
13.1 As part of the policy and service review of the Council's response to gypsies and other travellers, examine:- - the issues associated with the provision of short-term stopping places and designated sites for travellers who	S Neville	Within existing resources	June 2004	Review of policy and operational practices completed	First meeting of Sub-Committee held on 15 February 2005. Further meetings to be arranged to progress other policy and operational matters once the Government has published promised

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visit the district - how liaison with farmers and other landowners and the Police can be improved to prevent unlawful occupation of land - 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					statements on gypsy and traveller accommodation needs assessments; new controls on unauthorised encampments; ODPM policy review etc.

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<p>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</p> <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 					

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14 Public Entertainments 14.1 As part of the development of policy and operational frameworks for the new Licensing Act, develop closer links with crime & disorder/Community Safety issues and consider the frequency of “in-performance” visits.	R Peacey / Licensing Manager	As set out at (1) (Licensing) above	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 are being finalised with the other agencies – Police, Fire & Rescue Service etc for when implementation of the new premises licences become operational.
15 <u>Trading Controls</u> 15.1 Provide information on approved collections, including on the internet	S Fowler	Within existing resources	January 2004	Better public information	Implemented

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15.2	Provide clear guidelines for small lottery applicants	S Fowler	Within existing resources	November 2004	Improved customer satisfaction	Implemented
15.3	Simplify the Street Trading consent process by restricting consultation to the Police & Highways Authority	R Peacey	Within existing resources	January 2004	Faster processing of applications	Implemented
16.	<u>Planning Enforcement</u>					
16.1	Improve the clarity of planning conditions	J Whitlock	Within existing resources	June 2004	Fewer contraventions	<u>Implemented</u>
16.2	Update planning enforcement leaflets and make them available electronically	N Barnes	Within existing resources	April 2004	Improved customer satisfaction	Guidance leaflet published. <u>Implemented</u>
16.3	Increase delegations to Officers to make	S Scrutton	Within existing resources	January 2004	Faster enforcement action	A report on delegations was

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<p>decisions concerning:-</p> <ul style="list-style-type: none"> - breach of conditions attached to planning permissions - breach of listed building/conservation area consent - unauthorised caravan sites - Article 4 Directions to remove permitted development rights 					<p>considered at Policy & Finance Committee on 14 October 2004. <u>Implemented</u></p>
16.4 Implement a priority system for the investigation of cases	N Barnes	Within existing resources	January 2004	Pilot scheme in place	<p>New scheme to determine case priority now <u>Implemented</u></p>
16.5 Develop IT procedures to automatically provide updates for customers at key times/stages	N Barnes	Within existing resources	April 2004	Report to Committee Improved customer satisfaction	<p>Procedures now in place to provide customer updates. <u>Implemented</u></p>
17. <u>Drainage/Surface Water</u>					

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17.1 Raise awareness of potential pollution problems with owners of unsewered properties	D Timson	Within existing resources	June 2005	Raised awareness amongst residents. Fewer pollution incidents.	In discussion with Anglian Water re addresses and with the Environment Agency re advice leaflets to be circulated (approx. 3 – 5 incidents per year currently)
17.2 Implement a proactive programme of ditch clearance	D Timson	Budget cost £10,000	March 2005	Fewer incidents of flooding	Medium Priority Revenue budget in place. Discussions with land drainage contractor about potential partnership contract still being finalised. Approximately 1.5km per year of ditches being cleared/improved each year by working with landowners.
18. <u>Trees</u>					

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18.1 Combine services dealing with tree related issues within the Parks & Woodlands team	D Timson	Within existing resources	April 2004	Faster service response	<u>Implemented</u>
18.2 Evaluate what is required to be able to provide information about trees which are protected on the website	D Timson / S Fowler	Within existing resources	November 2004	Better public awareness/ less damage to protected trees	18.2, 18.3 and 18.4 Arboricultural Officer now in place to undertake this work. Currently working on improving performance on TPOs and looking at Web site.
18.3 Provide clear information to those who have responsibility for protected trees	D Timson	Within existing resources	November 2004	Better public awareness/ less damage to protected trees	
18.4 Advise residents in conservation areas about the protection of trees	D Timson	Within existing resources	July 2005	Better public awareness/ less damage to protected trees	

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<p>18.5 Evaluate the fixing of identification/warning signs on protected trees</p> <p>18.6 Ensure Building Control Officers are advised/monitor protected trees on development sites</p>	<p>D Timson</p> <p>D Timson / B Jones</p>	<p>Within existing resources</p> <p>Within existing resources</p>	<p>November 2004</p> <p>July 2004</p>	<p>Better public awareness/ less damage to protected trees</p> <p>Better public awareness/ less damage to protected trees</p>	<p>Technical evaluation concludes this is not practical. No further action.</p> <p>Implemented</p>
<p>19. Housing</p> <p>19.1 Set local performance targets for key stages in the enforcement process</p>	<p>S Neville</p>	<p>Within existing resources</p>	<p>June 2004</p>	<p>Improved customer service</p> <p>Improved standards in accommodation</p>	<p>Unable to meet original target due to staff vacancies. Staffing situation now resolved. Performance targets are being included within written procedures for housing enforcement which are being drafted to</p>

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19.2 Identify multiply-occupied properties and implement a risk rating system	S Neville	Budget cost £10,000	April 2005	Improved customer satisfaction	<p>take account of the new Housing Health & Safety Rating System and enforcement guidance, effective from 1 April 2006.</p> <p>Medium Priority Project has had to be delayed due to changes in definition of multiple occupation in Housing Act 2004. Further changes are due with introduction of Housing Health & Safety Rating system. Revised target October 2006.</p>
19.3 Introduce procedures which trigger an update to customers at key	S Neville	Within existing resources	April 2005		Procedures now in place and being incorporated into

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dates/stages					documented procedure notes.