

ACTIONS	OFFICER RESPONSIBLE	RESOURCE	TARGETS	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 Licensing Manager and Administrative Assistant appointed. Licensing Officer post to be re-advertised
1.2 Phased consolidation of appropriate activities within new licensing team	Licensing Manager	As above	July 2005	Street trading consents, pavement permissions, gaming machine permits, sex establishment licences moved to new team	
			Sept 2005	Scrap metal dealers licences and motor salvage operator licences moved to new team	

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1.3 Determine longer term location of licensing within the Council's structure	CMB	Within existing resources	December 2005	Small lotteries and house/street collections moved to new team	
1.4 Review arrangements for taxi etc licensing administration	CMB	Within existing resources	2005	Review of organisation structure completed	
			2005	Determined as part of organisation review	
2. <u>Enforcement</u>					
2.1 Expand role of Patrol Enforcement Officers to include environmental street crimes – 1 new post	S Clarkson	Staffing costs £15,300 p.a. One-off costs £2,000	October 2004	Better enforcement of environmental street crime	High Priority Review to be undertaken following six months successful running of DPE and review of Residents Parking and "Moving Traffic Offences" as outlined in Traffic Management Bill

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3. <u>Information & Education</u>					
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	Recycling campaign by November 2004 Fly-tip signs erected, publicity by December 2004
3.2 Provide information and advice on Council's website	Various lead officers	Within existing resources	December 2004	Increased public awareness	Food Website completed. Health & Safety and Animal Welfare to be prepared
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
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

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5. <u>The Polluter Pays Principal</u>					
5.1 Implement charges for bulky household goods collection	D Timson	Budget saving target £30,000 p.a.	April 2004	New arrangements in place. Reduced costs	Members agreed not to charge for bulky good collection
5.2 Implement cost recovery for abandoned vehicles	D Timson	Potential saving £3,000 p.a.	Dependent on Government timetable		Currently ECC are reimbursing RDC for collection and destruction of vehicles. Overall the cost to RDC is £5.00 per vehicle
6. <u>Preventing Flooding</u>					
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
7. <u>Protecting our Trees</u>					
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

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SERVICE/SUBJECT SPECIFIC ISSUES					
8. <u>Fly-Tipping</u>					
8.1 Improve partnership working with other agencies through agreements/targets	D Timson	Within existing resources	October 2004	Faster removal of dumped rubbish	Current timescale – 1.4 days – Target 2 days - improved over last 3 years (01/02 – 2.3) (02/03 – 1.56) (03/04 – 1.0)
8.2 Request further discussions between Southend BC and Essex about reinstating reciprocal free access arrangements to Civic Amenity and recycling centres	D Timson	Within existing resources	June 2004	Free access for residents	Will be raised as an issue at the Essex Wide Consortium as part of the Essex wide waste strategy

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8.3 Encourage informants to report fly-tipping. Signs / publicity	D Timson	Budget cost £5,000	November 2004	Increased reporting – reduced fly-tipping	Web-site publicity. Dummy CCTV cameras at various sites September 2003. Signed up to Essex Fly Tipping Forum from April 2004
8.4 Improve staff training in enforcement	D Timson	Within existing resources	December 2005	More effective enforcement	
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	Letter sent to ECC to request an additional site and will also be raised as an issue at the Essex Wide Consortium as part of the Essex wide waste strategy

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9. <u>Litter</u>					
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
9.2 Introduce enforcement policy for environmental street crime	D Timson	Within existing resources	October 2004	More effective enforcement	Tied in with decriminalisation of parking. Role of officers to be increased to include enforcement
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 Locations being identified

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11. <u>Graffiti & Fly Posting</u> 11.1 Proactive removal of graffiti and fly posting where considered in community interest	D Timson	Budget cost £2,000 p.a.	Annual – ongoing	Less graffiti in public areas	Medium Priority Dealt with on a risk assessed basis – prioritised on obscene, racial or sexual nature
12. <u>Animal Welfare</u> 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	Consultations have been more extensive than originally anticipated. Charter will now be ready by July 2004
13. <u>Caravans</u> 13.1 As part of the policy and service review of the Council's response to gypsies and other travellers, examine:-	S Neville	Within existing resources	June 2004	Review of policy and operational practices completed	Scoping report on review considered by Community Overview & Scrutiny Committee on 15 July 2004

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<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 - 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 					

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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 - development of best practice procedures to aid decision making in enforcement against unauthorised encampments - provide better feedback to					

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customers who complain about caravan related issues					
14. <u>Public Entertainments</u>					
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	Dependent on Government timetable
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. Revised guidelines on Website and in letter form in May 2004
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 on 31.12.2003
<u>16.</u>	<u>Planning Enforcement</u>					
16.1	Improve the clarity of planning conditions	J Whitlock	Within existing resources	June 2004	Fewer contraventions	Procedures altered to allow case officers to have more responsibility for wording of conditions, with increased supervision. Implemented in June 2004.

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16.2 Update planning enforcement leaflets and make them available electronically	N Barnes	Within existing resources	April 2004	Improved customer satisfaction	Leaflet revisions not yet complete, as a result of an exceptionally busy period in planning enforcement – need to adjust the target date –December 2004
16.3 Increase delegations to Officers to make decisions concerning:- <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 	S Scrutton	Within existing resources	January 2004	Faster enforcement action	A report on delegations will be presented to Planning Services Committee – the timescale is December 2004

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16.4 Implement a priority system for the investigation of cases	N Barnes	Within existing resources	January 2004	Pilot scheme in place	Revised scheme delayed due to necessary CAPS software adjustments - in place by October 2004
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	Revised reporting arrangements now being reviewed in conjunction with online reporting of information – Delayed to December 2004 due to necessary adjustments to CAPS software.
17. <u>Drainage/Surface Water</u>					
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.	

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17.2 Implement a proactive programme of ditch clearance	D Timson	Budget cost £10,000	March 2005	Fewer incidents of flooding	Medium Priority Currently preparing programme of ditches which are RDC responsibility by October 2004. Working with landowners to encourage them to improve ditch capacity within the network – ongoing discussions
18. <u>Trees</u>					
18.1 Combine services dealing with tree related issues within the Parks & Woodlands team	D Timson	Within existing resources	April 2004	Faster service response	Implemented June 2004
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	Awaiting recruitment of Arboricultural Officer. Work is underway to implement the

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<p>18.3 Provide clear information to those who have responsibility for protected trees</p> <p>18.4 Advise residents in conservation areas about the protection of trees</p> <p>18.5 Evaluate the fixing of identification/warning signs on protected trees</p>	<p>D Timson</p> <p>D Timson</p> <p>D Timson</p>	<p>Within existing resources</p> <p>Within existing resources</p> <p>Within existing resources</p>	<p>November 2004</p> <p>July 2005</p> <p>November 2004</p>	<p>Better public awareness/ less damage to protected trees</p> <p>Better public awareness/ less damage to protected trees</p> <p>Better public awareness/ less damage to protected trees</p>	<p>CAPS Tree Preservation Order module that will provide this information.</p> <p>As for 18.2</p> <p>Awaiting appointment of Arboricultural Officer. However initial consideration of fixing signs to trees is that this is a resource intensive operation which</p>

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<p>18.6 Ensure Building Control Officers are advised/monitor protected trees on development sites</p>	<p>D Timson / B Jones</p>	<p>Within existing resources</p>	<p>July 2004</p>	<p>Better public awareness/ less damage to protected trees</p>	<p>would require at least an annual inspection to ensure that fixing method is not causing damage to trees or that a sign had been removed. This would require significant staff resources to undertake a project on this scale. Would propose that this be deleted as a target.</p> <p>Awaiting appointment of Arboricultural Officer to undertake training</p>

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19. <u>Housing</u>					
19.1 Set local performance targets for key stages in the enforcement process	S Neville	Within existing resources	June 2004	Improved customer service Improved standards in accommodation	Unable to meet original target due to staff vacancies. Staffing situation now resolved and revised target date of December 2004
19.2 Identify multiply-occupied properties and implement a risk rating system	S Neville	Budget cost £10,000	April 2005	Improved customer satisfaction	Medium Priority Resources now in place to enable target to be met
19.3 Introduce procedures which trigger an update to customers at key dates/stages	S Neville	Within existing resources	April 2005		Resources now in place to enable target to be met