

Environment Deputy Leader's Statement 2019/20



INTRODUCTION

East Staffordshire Borough Council has three Corporate Priorities:

- **Value for Money Council**
- **Community Regeneration**
- **Environment and Health & Wellbeing**

The following statement sets out how the Environment portfolio and officers within this portfolio area will contribute to achieving these priorities, as well highlighting key achievements from 2018/19.

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 2019/20.

ACHIEVEMENTS IN 2018/19

Over the past 12 months, the Council has been working hard to improve its services and is currently on track to achieve 86.67% of this portfolio's milestones set for 2018/19 by the end of this financial year.

Some of these achievements are highlighted in the following section.

Maintained a Strong Building Consultancy Service

The Council continued 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 has also baselined customer satisfaction levels, in order to maintain and further drive the Council's strong Building Consultancy service.

SMARTER Working Initiatives

The Council has reviewed its Smarter Waste Collection Plan to see how well it has been implemented, and reviewed the outcomes in addition to looking for improvements in other areas. The Council continued with the SMARTER working agenda, looking at its street cleaning operation to see what enhancements and changes could 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.

Maintained a High Quality Environmental Service

The Council continued 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 also introduced a new communication plan to inform residents regarding recycling and other environmental issues such as street cleanliness. The Council continued to maintain top quartile performance on litter, detritus, fly posting and graffiti.

OBJECTIVES FOR 2019/20

The Council is determined to continue to build on its successes during 2018/19 as it moves forward into the 2019/20 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.

Further development of SMARTER Working Initiatives (Targets E01; E02; E03)

Building on our successful approach to SMARTER services we will undertake a detailed whole system review of our Waste Service, including commercial waste examining how we carry out these important functions, exploring even more effective and efficient ways of service delivery.

We will also develop a programme plan to implement the recommendations of the SMARTER Street Cleaning review.

Maintain a Strong Building Consultancy Service (Target E04)

In order to demonstrate a strong Building Consultancy Service, we will carry out a full implementation of the LABC (ISO 9001) Quality Management System for Building Control.

Maintain a High Quality Environmental Service (Targets E05; E08; E09; E10; E11; E12; E13)

We will continue to maximise our performance on recycling and waste reduction, and where possible, work proactively with Staffordshire County Council and the Staffordshire & Stoke-on-Trent Joint Waste Management Board.

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

SMARTER Communications (Target E06)

Aligned with the Council's Digital Strategy we will revamp the corporate website's Waste Management and Street Cleaning sections as well as Social Media platforms and provide more relevant and even more useful information to residents.

Responding to Government Policy Changes (Target E07)

DEFRA's recently published Resources and Waste Strategy proposes some significant changes in waste policy, and impacts on local council operations. We are currently aware of three major consultations which DEFRA is planning to launch in 2019. These are Extended Producer Responsibility, a Deposit Return Scheme and Waste Collection Systems. We will continue to keep abreast of future announcements and ensure we proactively engage with these important Government consultations.

MEASURES AND TARGETS FOR 2019/20

The Environment portfolio has identified a number of measures and targets for 2019/20 which will contribute to the delivery of the objectives detailed above. These are set out in the following tables.

Value for Money Council

Ref	Measures	Target 2019/20
E01	Further Development of SMARTER working (Waste Collection)	Conduct review of Waste Service Two Findings / Update Reports with next steps (March 2020)
E02	Further Development of SMARTER working (Street Cleaning)	Implement the SMARTER Street Cleaning Programme Two update reports (March 2020)
E03	Further Development of SMARTER working (Street Cleaning)	Produce Strategy for engaging with Highways England to improve cleanliness around A38 and associated access roads (June 2019)
E04	Further Development of SMARTER Working (Building Control)	Implement ISO Quality Management System for Building Control (March 2020)
E05	Minimise The Number Of Missed Bin Collections	Number Of Missed Bin Collections: 2 missed bins per 10,000 collections (March 2020)
E06	Carry out SMARTER Digital Communications	Refreshed Web / Social Media Section launched (July 2019)

Ref	Measures	Target 2019/20
E07	Respond to Government Policy Announcements	Complete responses to Government consultations in line with consultation deadlines

Environment and Health & Wellbeing

Ref	Measures	Target 2019/20
E08	Maintain Top Quartile Performance For Street Cleansing - Litter	<i>Maintain Top Quartile Performance</i>
E09	Maintain Top Quartile Performance For Street Cleansing - Detritus	<i>Maintain Top Quartile Performance</i>
E10	Maintain Top Quartile Performance For Street Cleansing - Graffiti	<i>Maintain Top Quartile Performance</i>
E11	Maintain Top Quartile Performance For Street Cleansing – Fly-Posting	<i>Maintain Top Quartile Performance</i>
E12	Maintain Top Quartile Performance On Recycling	Household Waste Recycled and Composted: <i>Maintain Top Quartile Performance</i>
E13	Maintain Top Quartile Performance On Waste Reduction	Residual Household Waste Per Household: <i>Maintain Top Quartile Performance</i>