



**Environmental &
Regulatory Services**

SERVICE PLAN

April 2007 to March 2010

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1.0 INTRODUCTION

To meet Halton's most pressing needs, the Borough Council has identified **6 key priorities**, which, as detailed within the Council's Corporate Plan, are: -

- **A Healthy Halton**
- **Halton's Urban Renewal**
- **Halton's Children & Young People**
- **Employment, Learning & Skills in Halton**
- **A Safer Halton**
- **Corporate Effectiveness & Business Efficiency**

The primary purpose of Service Plans is to provide a clear statement on what individual services are planning to achieve and to show how this contributes towards achieving the corporate priorities of the Council. They are an essential tool for making key decisions about future service provision and the level of resources required. Additionally the service plan is designed to enable the public, Elected Members and staff to monitor how well this part of the Council is performing in improving the quality of life for local people.

2.0 SERVICE PROFILE

2.1 Purpose

The Environmental and Regulatory Services Department was created on the 1st April 2006, with the purpose of co-ordinating a number of key services which share, as part of their wider objectives, improving the environmental quality of the borough. In particular, the service aims to support and deliver on the corporate objective/vision of providing a modern and high quality urban environment, which is safer and more attractive and which provides for a better quality of life for the boroughs residents.

Within the Department there are four Divisions,

- Environmental Health, Enforcement and Building Control
- Landscape Services
- Planning and Policy
- Waste Management Services

These Divisions contribute to the Departments objectives in the following ways,

Environmental Health, Enforcement and Building Control

- Ensures that, through monitoring, regulation and enforcement and advice, residents and businesses can enjoy an environment which is, so far as possible, safe and without risks to their health or welfare.
- Ensures high standards in construction work, protecting the health and safety of people in or about buildings and making sure that the requirements of people with disabilities are met.
- Provides an enforcement service to ensure a fair and transparent development control system so that proposed development conforms to the development plan and current planning policies.

Landscape Services

- Manages the Borough's 'Natural Assets', by providing safe and attractive parks and open spaces for the enjoyment of the people of Halton and by providing an advice and maintenance service for the other Departments of the Council.
- Nature Conservation including woodland management & local nature reserves

Planning & Policy

- Development Control
 - The processing of planning applications.
 - Enforcement action on breaches of planning control.
 - Defending appeals against Council planning decisions, land charge searches on planning matters.

- Guidance, design advice & preparation of supplementary planning guidance.
- Encouraging business development and ensuring accurate interpretation of statutes.
- Spatial Planning
 - The preparation, adoption and monitoring of the Local Development Framework (LDF).
 - Development Plan Documents (?)
 - Listed building and conservation advice.
 - Preparation of Town Centre Strategies, and input into Regional Spatial Strategies.
- Survey and Monitoring
 - Production of the Annual Monitoring Report (AMR) assessing the progress of the LDF and the performance of planning policy.
 - Production of Land Use Compendiums (all changes in land use).
 - Management of department data, information and systems, corporate Geographical Information Systems (GIS), graphics and cartography.
 - Ordnance Survey Liaison.
 - Local Land and Property Gazetteer custodianship.

Waste Management

- Waste Disposal
 - Domestic Waste Disposal and Recycling Contracts
 - Recycling and Household Waste Centre Contracts
 - Abandoned Vehicles Removal
- Waste Recycling
 - Education and Promotion of Recycling and Waste Minimisation
 - Neighbourhood Recycling Facilities
 - Kerbside Recycling Collection Services
 - Home and Central Green Waste Composting
- Refuse Collection
 - Household Domestic Refuse Collection
 - Bulky Items Collection
 - Commercial Refuse Collection
- Street Cleansing
 - Town Centre Cleaning Cleansing
 - Fly Tipping Removal
 - Litter Prevention and Legislation Enforcement
 - Streetscene, in conjunction with Landscape Services Division to deliver environmental maintenance and improvement across the borough.
- Management of Public Conveniences and Building Cleaning Services

2.2 Key Messages

- The Food Safety Service successfully secured further funding from the Food Standards Agency (FSA) in order to carry out further training for businesses in Halton in the FSA initiative of 'Safer Food Better Business'.

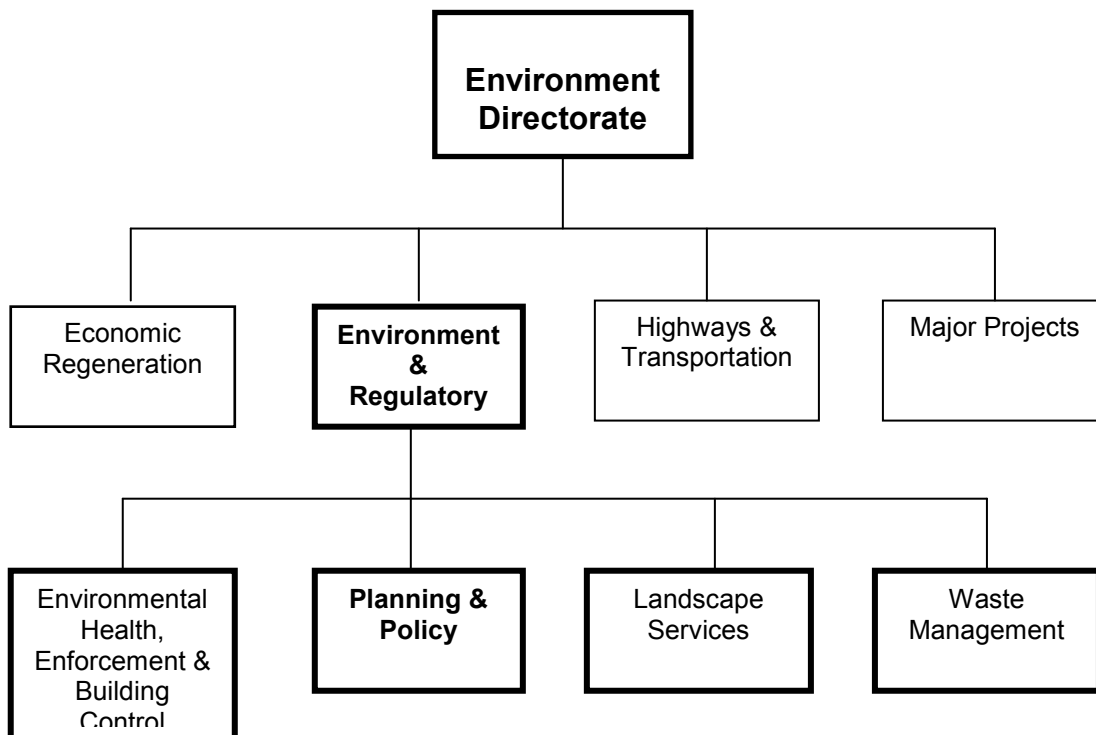
- In two locations air quality objectives for nitrogen dioxide are being exceeded. Mobile monitoring equipment has been installed to undertake detailed assessment.
- Following successful partnership working with PCT (Primary Care Trust) and others, the home safety event 'Alive & Kicking', aimed at enhancing the quality of life of older persons within the Borough, took place in 2006.
- A three star rating scheme that allows consumers to view the food hygiene rating for food premises in Halton was launched. Food premises are awarded a star rating based on the result of their last food safety inspection.
- The department has started to implement a co-ordinated role of environmental enforcement. There are many aspects to the enforcement of environmental standards cutting across a number of department's functions.
- New work plans were developed which have resulted in a better quality standard of maintenance in many areas including all local neighbourhood shopping areas.
- Landscape Services has a SLA with HHT (Halton Housing Trust) that has resulted in a separate business unit and employment of additional staff to meet the requirements of an enhanced Housing Dept. landscape maintenance specification.
- Landscapes Industry awards show through independent assessment and verification that the service continued to reach standards that are amongst the highest nationally. Green Flag awards gained and retained,

Hough Green Park – 5th year of award
 Pickering's Pasture LNR – 5th year of award
 Runcorn Hill Park and LNR – 5th year of award
 Rock Park – 3rd year of award
 Victoria Promenade 2nd year of award
 Wigg Island – 1st year of award

- The Planning and Compulsory Purchase Act 2004 and European Union Regulations, introduced requirements to prepare sustainability appraisals and 'Appropriate Assessment' of the impact on the environment and nature conservation. Tests of 'soundness' for the Local Development Framework require considerably more public consultation and a more rigorous evidence base. These requirements have put additional pressures on existing resources.
- Detailed land use compendiums, covering all land uses, were completed.
- Public access to corporate geographical information systems (GIS) has been made available through the Council's website.
- The Council's overall recycling performance of 23% in 2006/07 remained above the regional average, and in line with the national average.

- Current contractual arrangements for waste collection, recycling and disposal cease in January 2008. In 2006/07 significant progress was made towards a new fully integrated waste management infrastructure by securing an agreement to work in partnership with the Merseyside Waste Disposal Authority (MWDA) for procurement of waste treatment facilities.
- Blue (paper) and green (garden waste) bin kerbside collection services were extended to a further 3,000 and 5,000 households respectively.

2.3 Organisation Structure



Staffing

	Environmental Health, Enforcement & Building Control	Planning & Policy	Landscape Services	Waste Management	Total
Managerial					
Professional/ Technical					
Administrative/ Clerical					
Front Line					
Total	46	25	128	246	445

3.0 AIMS OF THE SERVICE

The Council has identified six key strategic priorities that are detailed within the introduction to this plan. Whilst the majority of Council services will contribute in some way to each of these priorities those that are most relevant to the Environmental and Regulatory Department, and the Service Aims associated with them are: -

Corporate Priority 1: A Healthy Halton

Area of Focus 5

Actively managing the environmental factors that are detrimental to good health

Area of Focus 7

Providing services and facilities to maintain existing good health and well-being.

Departmental Service Aim 1

Continue to monitor the impact of pollution upon individual and community health and influence local and national policies in, for example, areas such as the management of contaminated land, air quality, pollution control, and waste management.

Departmental Service Aim 2

Make a visible and sustainable improvement to the local environment by enforcing environmental legislation in co-ordinated and holistic way, including the deployment of appropriate environmental nuisance prevention policies and practices.

Corporate Priority 2: Halton's Urban Renewal

Area of Focus 8

Exploiting the benefits of inward investment opportunities by creating a physical environment that is both attractive and responsive to the needs of existing and potential business.

Area of Focus 10

Revitalising the economy by sustaining and developing an environment that compliments the core brand values of existing and potential investors.

Departmental Service Aim 3

To provide and implement a planning framework that creates confidence and certainty for developers so that they will invest in the borough's urban renewal activity.

Departmental Service Aim 4

Provide an input into the strategic development and regeneration of the landscape and overall physical environment by developing policies and control solutions that transform the physical fabric and infrastructure within a sustainable development framework.

Area of Focus 11

Maintaining levels of affordable housing provision within Halton that provides for quality and choice and meets the needs and aspirations of existing and potential residents.

Departmental Service Aim 5

To implement the Unitary Development Plan and carry forward succession Local development Framework policies, through development, enforcement and building control, and engagement in local strategic partnership arrangements to enable the spatial realisation of the Community Strategy.

Area of Focus 12

Providing opportunities for recreation and fostering conservation by developing attractive and accessible parks and open spaces.

Departmental Service Aim 6

Provide welcoming, attractive and well-maintained parks and opens paces that offer a variety of sustainable recreational facilities

Corporate Priority 6: Corporate Effectiveness and Business Efficiency

Area of Focus 35

Implementing and further developing procurement arrangements that will reduce the cost to the Council of acquiring its goods and services.

Departmental Service Aim 7

Develop an integrated waste management and procurement infrastructure that meets the requirements of the Council's Waste Management Strategy.

It should be noted that those service aims described above will also significantly contribute to the following Strategic Priority and Key Areas of Focus

Corporate Priority 5: A Safer Halton

Area of Focus 27

Reducing the physical effects of anti-social and criminal behaviour.

Area of Focus 29

Improving the quality of community life by enhancing the visual amenity of Halton's neighbourhoods

4.0 FACTORS AFFECTING THE SERVICE

4.1 External Factors

4.1.1 Political

- The basis on which the department regulates the majority of its services is set to change as a result of recommendations from government commissioned reviews. Air quality, air pollution control, air quality monitoring, radiation monitoring, refuse packaging requirements, nuisance, noise nuisances prevention and control, fly-tipping and litter are all likely to be subject to new regulation in the coming year.
- The implications of the Barker Review on land use planning (Final Report December 2006), the Local Government White Paper – Strong and Prosperous Communities, the Pre-Budget Statement by the Chancellor and the Planning Policy Statement on Housing, November 2006, are all likely to have an impact on service delivery and in particular the amount of new housing likely to be built.
- The Government's waste strategy review, reports from Office of Government Commerce and the National Audit Office on waste, and the Local Government White Paper, are likely to have a major impact on waste management. This could result in higher recycling targets and changes in the way in which local authorities are encouraged to work together to achieve better performance in landfill diversion and recycling.

4.1.2 Economic Climate

- Government is considering steeper increases in the Landfill Tax from 2008 and expressed the need for a re-think on the £3 per tonne per year escalator. The review of planned Landfill Tax increases came in the wake of communication with the Treasury, reportedly backing a £75 per tonne Tax. Until the Government's plans are announced, it is not possible to anticipate/forecast the future level or impact of landfill tax. Landfill tax remains one of the key drivers for increasing recycling and composting to hold waste management costs down. Any potential increases will strengthen further the need to divert higher levels of waste from landfill disposal.
- The review by Sir Michael Lyons may set out possible moves towards variable charging on household waste. The financial, administrative and operational impacts if such a scheme were to be introduced are not yet known.
- The end of temporary funding streams such as the Planning Delivery Grant scheme will impact upon the capacity to deliver the service in coming years. At present a number of posts are funded via this income stream and therefore during the coming year appropriate exit strategies will have to be developed for these posts.

4.1.2 Social Factors

- The cost of heating homes has a major effect on poverty, new energy regulations aimed at improving insulation in existing social housing will require the Council to work closely with housing providers/landlords to bring stock up to new standards creating a new area of work previously excluded from local authority duties.
- The general mix of housing type and tenure, to meet the Boroughs affordable housing needs, is likely to change following new planning guidance. Whilst this will ensure a wider mix to meet local needs, it may also slow down the rate of commercial house building.
- Possible schools rationalisation may also affect land supply for housing.

4.1.3 Technological Developments

- Initiatives such as a single national planning application form, electronic submission via the Planning Portal, increased internet based services, 'Expert Systems' for planning advice and information and PARSOL (Planning & Regulatory Services On-Line), will all impact upon the way aspects of our Planning service will be delivered.
- In partnership with MWDA (Merseyside Waste Disposal Authority), the department will procure future waste treatment facilities through a competitive tendering process. The preferred technological option may impact on future services and costs. Despite this, the cost of treating waste will rise significantly in the future.

4.1.4 Legislative

- From 1st July 2007, virtually all enclosed public places and workplaces will become smoke-free. Environmental Health departments are seen as the obvious regulators. Approximately 2,600 of the 3,200 businesses in Halton are in some way affected, the scale of enforcement initially will have financial implications, which will be met by external funding.
- The Hampton report, 'Reducing administrative burdens' argues for a regulatory system in which risk assessment is the basis for all enforcement programmes. The intention is to remove the burden of unnecessary regulation so that resources are focused on areas where the risks to society are greatest. The principles will be established through a statutory Regulators' Compliance Code. Regulators will be obliged to have regard to the principles when deciding their policies and principles, setting standards and giving advice. It should come into force on 1 April 2008 and The National Audit Office will work with the Better Regulation Executive to assess compliance.
- The WEEE (waste electrical & electronic equipment) directive will be implemented in July 2007. Funding will be allocated to local authorities to provide facilities for the separate collection of WEEE at civic amenity sites. Sites taking WEEE will be known as "designated collection facilities" or DCFs. The regulations will allow in-store take back of WEEE if a retailer chooses not to join the compliance scheme.

4.1.5 Environmental

The Council is developing a corporate response to tackling the implications of climate change as part of a national response required by all local authorities.

4.2 Service Developments

- In 2006, to address and better co-ordinate the issues arising out of new legislation, guidance and as a consequence of trends recognised through benchmarking initiatives, the Environmental and Regulatory Services department was formed. In doing so it was recognised that areas of shared responsibility and co-ordinated functions could be better managed and better value for money achieved.
- A review of the Contaminated Land Inspection Strategy has been completed and good progress has been made in implementation. Key work has been completed in the areas of site identification and prioritisation.
- Two focus groups were formed and consulted to establish participants' awareness and perceptions of Environmental Health services. Comments and suggestions received form the basis of an action plan for improvement.
- Following a review of animal welfare an agreement was reached with Warrington Council for their qualified officer to undertake inspections of agricultural premises in Halton, the major consideration being the efficient use of resources.
- An internal audit of Neighbourhood Streetscene services was carried out in October 2006 The report contained 9 recommendations all of which have been taken on board. The overall opinion was that the "appropriate controls have been established to achieve the objectives of the service."
- The results of a Halton 2000 questionnaire, BVPI 199a inspections, and consultation as part of the Local Development Framework and the Best Value Survey will inform decisions about areas or issues requiring a service priority. Results include Parks and Open spaces and the planning service both scoring over 80% satisfaction. With current budgets restraints it is unlikely satisfaction rates can be raised any further.

Benchmarking

The Department continually assesses its performance through benchmarking and other methods. Examples include participation in,

- Environmental Health and planning policy technical groups for Cheshire and Merseyside Authorities, who share best practice and competency of officers.
- The Environmental Health Merseyside Liaison Group for health & safety who benchmark and review procedures and practise notes.
- The Merseyside Local Authority Building Control (LABC) group.

- Landscape Services benchmark from a cost and quality perspective, through membership and involvement with the Association for Public Service Excellence (APSE). Example findings – Halton maintains its formal parks with half the average group cost and spend 20% more (than the average) of its budget on front line staff.

The recently published 'Better Planning Service Standards 2006' are being used to benchmark against a set of criteria produced by PARSOL. The outcome will result in a project to improve service areas where PARSOL initiatives will make a positive difference to service delivery.

4.3 Efficiency Improvements

- As a result of the integration of the Environmental Health and Planning departments and the review of service delivery in July 2005, the structure of the department was fundamentally changed to maximise functional relationships, avoid duplication and to maximise efficiencies. Outcomes included,
 - 21 posts were changed and re-aligned to provide for improved service delivery, more flexibility and to better fit corporate priorities.
 - A reduction in the number of Divisional Managers from three to two and the number of technical support officers from nine to eight.
 - The staffing budget was reduced (circa £25-30K) and approximately £100k grant over each of the next three years re-directed.

Further changes in relation to the delivery of combined enforcement and regulation and the structure of the Waste Division will be undertaken during the coming year.

- A review of special support and administrative needs is underway. The process involves surveying staff to establish where standard and repetitive tasks can be automated or aggregated to free officer time. As a consequence the role of support staff will be re-engineered.
- In 2006/07 the service further targeted net savings of £122,000.

4.4 National, Regional & Sub-Regional Focus

- The outcome of the Review of Enforcement in Environmental Regulation, undertaken by DEFRA, is to be tough on serious offenders, but to give enforcers the flexibility to deal more proportionately with businesses that try to protect the environment. It has looked at enforcement processes for existing regulations, from the actions of courts and enforcers like local authorities, to how the wider community can assist effective enforcement. The community includes individuals, community groups, national non-governmental organisations and businesses.
- Landscape Services has been involved in the strategic development of a new unit for 'Urban Spaces' called CAFE Space (Commission for Architecture and the Built Environment) that will champion the role of urban parks and green spaces, provide a national voice and potentially secure greater resources. Development of CAFE Space will be monitored to determine how Halton can benefit from any initiatives it produces.

- Landscape Services has also been involved in setting up a regional North West Parks and Green Spaces Forum, the objectives of which are similar to those of CABI Space but with a specific regional and local authority focus. In 2006 Halton hosted the Annual Review and Open Meeting of the Forum at the Brindley.
- Issues arising in the new RSS (Regional Spatial Strategy) are of significant importance to Halton and our LDF (Local Development Framework). The RSS will be used, together with the UDP (Unitary Development Plan), to determine planning applications. It is essential to ensure that the RSS reflects Halton's corporate policies, plans and objectives. Officers have made representation and appeared at the Examination in Public on the Council's behalf.

The RSS, together with Merseyside Authorities Joint Waste Development Plan will also affect the provision of waste management and treatment facilities in the region, Merseyside, and Halton. The type, scale and location of such facilities will have a direct impact upon the Council's waste management strategy, and associated costs.

- A revised National Waste Strategy is likely to see increased targets for recycling and composting of household waste. Proposals to meet these targets include,
 - Placing greater focus on waste prevention.
 - Developing a recycling and re-use culture, having people see waste as a resource.
 - Recovering more resources from business waste.
 - Securing technologically efficient investment in the treatment of Waste.

The Council's Waste Strategy will take account of the proposals and ensure consistency with the Regional Waste Management Strategy (RWMS).

Sub-regional strategies, at various stages of development, reflect the regional waste strategy objectives with priority for waste minimisation, recycling and composting. However, the strategies for dealing with residual waste present a more complex situation.

4.5 Equal Opportunities

Halton Council is committed to ensuring equality of opportunity and combating discrimination and victimisation within all aspects of its service delivery, policy development and as an employer. This commitment is reflected in a range of policies, strategies and framework documents that underpin the work of the Council in its day-to-day operation and in the services it delivers.

The Council fully supports the broad principles of social justice and will oppose any form of discrimination and oppression. Council policy will apply to all of those who come into contact with it, i.e. those who presently use directly provided services or services provided on the Council's behalf; potential users of services; other agencies and professional; employees and job applicants; and the general public.

During the course of 2006 – 07 all Council Services conducted Equality Impact Assessments to examine the equality implications of all policies, procedures and practices within their area.

As a result this department developed an Equalities Action Plan, which is subject to an annual review, that identified a number of low / medium priority areas for action that will be taken during the lifetime of this plan (refer section 6.3).

4.6 Unforeseen Developments

Whilst every effort has been made to identify those developments that may influence or impact upon the service during the life of this plan the possibility exists that unforeseen developments may occur that need to be considered as and when they arise. Such developments will be detailed and commented upon as appropriate in the sections dealing with key developments or emerging issues within the relevant Service Plan Quarterly Monitoring Reports.

In addition to the normal reporting cycle the service may also report 'by exception' to the appropriate Policy and Performance Board when unforeseen developments occur. Where a more immediate decision is required due to the pressing nature of the unforeseen development, this will be referred to Management Team and the Executive Board for attention. The respective Policy and Performance Boards will be kept informed of any developments of this nature.

All reports to the Policy and Performance Boards with the exception of Part II items, are publicly available documents and can be accessed through the Council's website at <http://www2.halton.gov.uk/>

5.0 RESOURCES

5.1 Budget Summary and Service Costs

Relevant information yet to be confirmed.

5.2 Future Staffing Requirements

Year	Managerial	Professional/ Technical	Administrative/ Clerical	Front Line
2007/08	No change*	No change*	No change*	No change
2008/09	No change	No change	No change	No change

* The significant changes that will affect the operation of the Department over the next 3 years as a result of the in external influences as detailed in Para 4.1 will affect the resource requirements of the Department, however, the details of those requirements are not yet know.

5.3 Future ICT Requirements

There is a need to ensure that the best return on investment in systems and annual maintenance is achieved. Core Department software, including GIS, requires updating to allow legislative changes to be incorporated, functionality extended, 'bugs' to be fixed, and each system keep pace with technological progress.

Key elements in terms of significant new hardware, software, training and ICT staff resources over the next three years will include:

- PARSOL (Planning and Regulatory Services Online) initiative to improve accessibility of services.
- Improved internal standards and streamlining of data collection for service monitoring and management.
- Improved on-line payments for documents, applications and other services.
- Expansion and development of mobile technology for site inspection work.
- Full electronic document retrieval, record and workflow management system.

5.3 Future Accommodation/Property Requirements

- The Planning Policy and Environmental Health Divisions are located in Rutland House and has no short -term accommodation needs.
- The long-term operational requirements of the Waste and Landscape divisions are being reviewed.

The development of services delivery models, in particular considerations of joint delivery protocols with nearby authorities may influence requirements.

6.0 SERVICE PERFORMANCE

Plans are no use if they do not produce real results. We need to set targets and measure our performance to know if we are achieving the improvements intended. Various types of indicator are used here to do this:

- Objectives and Key Milestones. These show the major events in the work of the Department that are planned to take place during 2007–10, such as the launch of new initiatives, production of key plans and strategies and progress on major projects†
- Performance Indicator Targets. These show performance on indicators that are prescribed by central Government as part of their drive to ensure that councils deliver best value in serving their local communities.
- Local Performance Indicators. These show performance on indicators that the Department or the Council has adopted locally themselves and those adopted from national and other sources.
- Local Public Service Agreement Targets. Such targets are the result of an agreement between the local authority and the Government. This agreement sets out the authority's commitment to deliver specific improvements in performance and the Governments commitment to reward these improvements. **THIS SECTION OF THE PLAN WILL BE REVISED IN LIGHT OF THE LOCAL AREA AGREEMENT THAT IS PRESENTLY UNDERGOING DEVELOPMENT**
- National Floor Targets. These are targets that set a minimum standard for disadvantaged groups or areas or a narrowing of the gap between such areas and the rest of the country.

† Against each key objective the overall initial and residual risk assessment (before and after the risk control measures have been identified) is shown. The risk mapping exercise scores the potential impact on the key objective (severity) and the likelihood (probability) of the risks happening to arrive at a number. This is represented by a number with the associated level of assessed risk.

Risk Score	Overall Level of Risk
1 – 4	LOW
5 – 10	MEDIUM
11 – 16	HIGH

The following tables identify the service objectives and national / local performance indicators, each of which has been referenced to the Corporate Priority to which it relates.

6.1 Service Objectives

6.1.1 Key Service Objectives

Corporate Priority: 2	Halton's Urban Renewal
Key Area Of Focus: 10	<i>Revitalising the economy by sustaining and developing an environment that compliments the core brand values of existing and potential investors.</i>

Service Objective: ER 01	To maintain a co-ordinated and robust regulatory/enforcement regime operable and that authorised development is implemented in accordance with approved documents and that inappropriate unauthorised activity is quickly addressed.					
Key Milestone(s) (07/08)	<ul style="list-style-type: none"> To produce and have adopted a revised cross-cutting Enforcement Policy- January 2008 					
Key Milestone(s) (08/09)	<ul style="list-style-type: none"> To review policy and to produce an annual monitoring report by January 2009 and to undertake any identified changes by March 2009. 					
Key Milestone(s) (09/10)	<ul style="list-style-type: none"> To review policy and to produce an annual monitoring report by January 2010 and to implement any required changes by March 2010. 					
Risk Assessment	Initial		Responsible Officer	Divisional Manager	Linked Indicators	
	Residual					

Corporate Priority: 1	A Healthy Halton
<i>Key Area Of Focus: 2</i>	<i>Improving the future health prospects of Halton resident's through encouraging and providing the opportunities to access and participate in physically active lifestyles.</i>

Service Objective: ER O2	Continue Borough-wide Playground Refurbishment Project to ensure compliance with national standard					
Key Milestone(s) (07/08)	<ul style="list-style-type: none"> Establish funding and agree 2 playground refurbishments, June 2007 Monitor and report the success of playground refurbishment March 2008 					
Key Milestone(s) (08/09)	<ul style="list-style-type: none"> Establish funding and agree 2 playground refurbishments, June 2008 Monitor and report the success of playground refurbishment March 2009 					
Key Milestone(s) (09/10)	<ul style="list-style-type: none"> Establish funding and agree 2 playground refurbishments, June 2009 Monitor and report the success of playground refurbishment March 2010 					
Risk Assessment	Initial		Responsible Officer	D.M Landscape Services	Linked Indicators	
	Residual					

<i>Key Area Of Focus: 12</i>	<i>Providing opportunities for recreation and fostering conservation by developing attractive and accessible parks and open spaces.</i>
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Service Objective: ER O3	Natural Assets_Strategy - Publish the reviewed and revised Strategy and commence implementation of the relevant aspects of the new 5 year Action Plan.					
Key Milestone(s) (07/08)	<ul style="list-style-type: none"> Open Wigg Island Visitor Centre, May 2007 Secure funding, from National Lottery Fund, for Hale Park restoration, July 2007 Hale Park restoration complete, March 2008 Secure 7 Green Flag Awards (modify to state which additional Park) 					
Key Milestone(s) (08/09)	<ul style="list-style-type: none"> Secure 8 Green Flag Awards (modify to state which additional Park) Secure funding, from National Lottery Fund, for Runcorn Hill & park restoration, July 2008 					
Key Milestone(s) (09/10)	<ul style="list-style-type: none"> Secure 9 Green Flag Awards (modify to state which additional Park) 					
Risk Assessment	Initial		Responsible Officer	D.M Landscape Services	Linked Indicators	
	Residual					

Corporate Priority: 2	Halton's Urban Renewal
<i>Key Area Of Focus: 10</i>	<i>Revitalising the economy by sustaining and developing an environment that compliments the core brand values of existing and potential investors.</i>

Service Objective: ER O4	To prepare and adopt a local development framework (LDF) and to review the LDF on a regular basis ensuring that an up to date development plan is available (statutory requirement). To achieve this by producing the following targets:-					
Key Milestone(s) (07/08)	<ul style="list-style-type: none"> • Adoption of the Halton Lea Town Centre Strategy SPD, April 2007 • Adoption of the Sandymoor SPD, August 2007 • Adoption of the New Residential SPD, December 2007 • Adoption of the Transport & Accessibility SPD, February 2008 					
Key Milestone(s) (08/09)	<ul style="list-style-type: none"> • Adoption of the Planning for Risk SPD, April 2008 • Adoption of the Core Strategy, January 2009 • Adoption of the Southern Widnes Regeneration Area SPD, March 2009 					
Key Milestone(s) (09/10)	<ul style="list-style-type: none"> • Adoption of the Greening the Legacy SPD, July 2009 					
Risk Assessment	Initial		Responsible Officer	DM Planning Services	Linked Indicators	
	Residual					

Service Objective: ER O5	To develop and implement a strategy for the three town centres in order to maximise the social, economic and cultural well-being of the local population					
Key Milestone(s) (06/07)	<ul style="list-style-type: none"> • Complete consultation with interested parties, April 2007 • Produce strategy document and submit to Exec. Board for approval. December 2007. 					
Key Milestone(s) (08/09)	<ul style="list-style-type: none"> • Review implementation of strategy and produce monitoring report, December 2008 					
Key Milestone(s) (09/10)	<ul style="list-style-type: none"> • Review implementation of strategy and produce monitoring report, December 2009 					
Risk Assessment	Initial		Responsible Officer	DM Planning Services	Linked Indicators	
	Residual					

Corporate Priority: 2	Halton's Urban Renewal
<i>Key Area Of Focus: 8</i>	<i>Exploiting the benefits of inward investment opportunities by creating a physical environment that is both attractive and responsive to the needs of existing and potential business.</i>

Service Objective: ER O6	Review and publish an updated Municipal Waste Management Strategy and commence implementation of the relevant objectives contained within the strategy, so as to secure compatibility with wider Merseyside strategy.					
Key Milestone(s) (06/07)	Milestones to be developed after approval of Waste Action Plan 25//01/07					
Key Milestone(s) (08/09)						
Key Milestone(s) (09/10)						
Risk Assessment	Initial		Responsible Officer	DM Waste Management	Linked Indicators	
	Residual					

Corporate Priority: 6	Corporate Effectiveness and Business Efficiency
<i>Key Area Of Focus: 35</i>	<i>Implementing and further developing procurement arrangements that will reduce the cost to the Council of acquiring its goods and services.</i>

Service Objective: ER O7	To procure an integrated waste management infrastructure/partnership to meet the requirements of the Municipal Waste Management Strategy					
Key Milestone(s) (07/08)	Milestones to be developed after approval of Waste Action Plan 25//01/07					
Key Milestone(s) (08/09)						
Key Milestone(s) (09/10)						
Risk Assessment	Initial		Responsible Officer	DM Waste Management	Linked Indicators	
	Residual					

Corporate Priority: 1	A Healthy Halton
Key Area Of Focus: 5	<i>Actively managing the environmental factors that are detrimental to good health.</i>

Service Objective: ER O8	Develop policy and practice regarding the introduction of legislation to ban smoking in public places introduce and continue to undertake effective balanced enforcement and review impact after 12 months and 24 months with the objective of ensuring appropriate smoke free environments.					
Key Milestone(s) (07/08)	<ul style="list-style-type: none"> Establish Smoking, Education & Enforcement Team by May 2007. Complete programme of education for all premises by July 2007. 					
Key Milestone(s) (08/09)	<ul style="list-style-type: none"> Annual review complete 31-08-08 and to secure a reduction in the number of prosecutions from previous year 					
Key Milestone(s) (09/10)	<ul style="list-style-type: none"> Annual review complete 31-08-09 and to secure a reduction in the number of prosecutions from previous year 					
Risk Assessment	Initial	8	Responsible Officer	Divisional Manager	Linked Indicators	
	Residual	6				

6.1.2 Other Service Objectives

There are no "Other" service objectives

6.2 Performance Indicators and Targets (Statutory & Local Indicators):

Ref ¹	Description	Corp. Plan Priority	Halton 2005/6 Actual	2005/06 Quartiles ² (All England)			Halton 2006/7 Target	Halton 2006/7 Actual	Halton Targets		
				Top	Middle	Bottom			07/08	08/09	09/10
Service Delivery											
BV 216	Identifying Contaminated Land (a) Sites of potential concern with land contamination (b) % of sites with information to decide if remediation is necessary	CP5 AOF30	283 9%				258 8%	TBC TBC	500 5%	500 5%	TBC TBC
<u>BV 217</u>	% of pollution control improvements to existing installations completed on time	CP5 AOF30	89%				90%	TBC	91%	92%	TBC
ENV R LI 1	% of playgrounds that conform to national standards for locally equipped areas	CP2 AOF12	66.6% (24 sites)	-	-	-	72.2% (26 sites)	TBC	77.7% (28 sites)	83.2% (30 sites)	TBC
<u>BV 106</u>	% of new homes built on previously developed land	CP2 AOF10	45.97%				45%	TBC	50%	55%	TBC
<u>BV 109</u>	(a) % of major commercial and industrial applications determined within 13 weeks (b) % of minor commercial and industrial applications determined within 8 weeks (c) % of all other applications determined within 8 weeks	CP2 AOF10	72.22% 87.23% 95.60%				75% 90% 96%	TBC TBC TBC	76% 91% 96%	77% 91% 96%	TBC TBC TBC

¹ Key Indicators are identified by an **underlined reference in bold type**.

² No quartile data is available for local performance indicators

Ref ¹	Description	Corp. Plan Priority	Halton 2005/6 Actual	2005/06 Quartiles ² (All England)			Halton 2006/7 Target	Halton 2006/7 Actual	Halton Targets		
				Top	Middle	Bottom			07/08	08/09	09/10
<u>BV 219</u>	Preserving the Special Character of Conservation Areas.	CP2 AOF10									
	a) No. of conservation areas in the local authority plan.		10				10	TBC	10	10	TBC
	b) % Of conservation with an up to date character appraisal.		0%				10%	TBC	20%	30%	TBC
	c) % with published management proposals.		0%				TBC	20%	30%	TBC	
<u>BV 82a (i)</u> <i>*CPA</i>	Percentage of Household waste arisings sent for recycling	CP1 AOF7	13.58%				14.58%	TBC	15.58%	16.58%	TBC
BV 82a (ii)	Total tonnage of household waste arisings sent for recycling.	CP1 AOF7	8873				9621	TBC	10384	11160	TBC
<u>BV 82b (i)</u> <i>*CPA</i>	Percentage household waste arisings composted or sent for treatment by anaerobic digestion.	CP1 AOF7	9.64%				10.64%	TBC	11.64%	12.64%	TBC
BV 82b (ii)	Tonnage of household waste arisings composted or sent for treatment by anaerobic digestion.	CP1 AOF7	6299				7595	TBC	7758	85.8	TBC
BV 82c (i)	Percentage of household waste arisings used to recover heat, power & other energy sources.	CP1 AOF7	0%				0%	TBC	0%	0%	TBC
BV 82c (ii)	Total tonnage household waste arisings used to recover heat, power & other energy sources.	CP1 AOF7	0				0	TBC	0	0	TBC

Ref ¹	Description	Corp. Plan Priority	Halton 2005/6 Actual	2005/06 Quartiles ² (All England)			Halton 2006/7 Target	Halton 2006/7 Actual	Halton Targets		
				Top	Middle	Bottom			07/08	08/09	09/10
<u>BV 82d (i)</u> *CPA	Percentage of household waste arisings landfilled.	CP1 AOF7	76.78%				74.78%	TBC	72.78%	70.78%	TBC
<u>BV 82d (ii)</u>	Total tonnage of household waste arisings landfilled.	CP1 AOF7	50,165				49,346	TBC	48,506	47654	TBC
<u>BV 84a</u> *CPA	Kg of household waste collected per head.	CP1 AOF7	549.5				555	TBC	561	566	TBC
BV 84b	Percentage change on previous year in Kg of household waste collected per head.	CP1 AOF7	-0.04				1	TBC	1	1	TBC
BV 91a CPA	% of households served by a kerbside collection - 1 recyclable.	CP1 AOF7	100%				100%	TBC	100%	100%	TBC
<u>BV 91b</u> CPA	% of households served by a kerbside collection of at least 2 recyclables.	CP1 AOF7	47.25%				56%	TBC	74%	100%	TBC
<u>BV 199</u>	Local Street & Environmental Cleanliness (a) Litter and detritus (b) Graffiti (c) Fly-posting (d) Fly-tipping	CP5 AOF27	8% 0% 1 1				17.75% 2% 1 1	TBC TBC TBC TBC	16% 2% 1 1	14.25% 2% 1 1	TBC TBC TBC TBC
<u>BV 218a</u>	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	CP5 AOF27	70.76%				85%	TBC	100%	100%	TBC
<u>BV 218b</u>	Percentage of abandoned vehicles removed within 24 hours from the point at which the LA is legally entitled to remove.	CP5 AOF27	77.31%				85%	TBC	93%	100%	TBC

Ref ¹	Description	Corp. Plan Priority	Halton 2005/6 Actual	2005/06 Quartiles ² (All England)			Halton 2006/7 Target	Halton 2006/7 Actual	Halton Targets		
				Top	Middle	Bottom			07/08	08/09	09/10
ENV R LI 5	% of incidents of offensive graffiti responded to within 24 hours of notification	CP5 AOF27	77.22%	-	-	-	85%	TBC	100%	100%	TBC
ENV R LI 6	% of incidents of fly-tipping responded to within 48 hours	CP5 AOF27	93.55%	-	-	-	95%	TBC	100%	100%	TBC
Quality											
BV 166 (b)	Score against a checklist of enforcement best practice for Environmental Health	CP1 AOF7	100%				100%	TBC	100%	100%	TBC
<u>BV 119e</u>	General Best Value Review; Resident Satisfaction with Parks & Open Spaces	CP2 AOF12	N/a				75	TBC	N/a Triennial Survey	N/a Triennial Survey	TBC
ENV R LI 2	Survey satisfaction with the level of cleanliness in parks.”	CP2 AOF12	80.6%	-	-	-	82%	TBC	84%	88%	TBC
ENV R LI 3	Number of Green Flag Awards achieved for Halton	CP2 AOF12	5	-	-	-	8	TBC	9	10	TBC
<u>BV 111</u>	User satisfaction survey (triennial survey)	CP6 AOF32	N/a				83%	TBC	N/a	N/a	TBC
<u>BV 205</u>	Quality of service checklist	CP2 All AOF	94.4%				100%	TBC	100%	100%	TBC
BV 200	Plan-Making (a) current development plan? (b) proposals on deposit? (c) annual monitoring report?	CP2 All AOF	Yes Yes Yes				Yes Yes Yes	TBC TBC TBC	Yes Yes Yes	Yes Yes Yes	TBC TBC TBC
<u>BV 89</u>	% of people satisfied with the cleanliness standard in their area	CP5 AOF29	57.9% 2003/04				63.69%	TBC	N/a	N/a	TBC

Ref ¹	Description	Corp. Plan Priority	Halton 2005/6 Actual	2005/06 Quartiles ² (All England)			Halton 2006/7 Target	Halton 2006/7 Actual	Halton Targets		
				Top	Middle	Bottom			07/08	08/09	09/10
<u>BV 90</u>	% of people satisfied with (a) household waste collection (b) waste recycling (c) waste disposal	CP1 AOF7	(2003/04) 90.3% 69.8% 87.5%				90% 70% 90%	TBC TBC TBC	N/a	N/a	TBC TBC TBC
ENV R LI 7	% of residents satisfaction with the cleansing standards in Halton (Annual PI).	CP1 AOF7	N/a	-	-	-	N/a	TBC	+ 10% from 2006/7	+ 10% from 2007/8	TBC
Fair Access											
There are no indicators in this category.											
Cost & Efficiency											
<u>BV 204/</u>	% of appeals against the authority's decision to refuse permission	CP2 All AOF	28.6%				30%	TBC	27.5%	25%	TBC
BV 86	Cost of waste collection per household.	CP1 AOF7	£26.95				£29.00	TBC	£31.00	£33.00	TBC
<u>BV 87</u>	Cost of waste disposal per tonne for municipal waste.	CP1 AOF7	£46.28				£51.00	TBC	£57.00	£63.00	TBC
Corporate											
There are no indicators in this category.											

6.3 Equality Action Plan

To be completed

6.4 Local Public Service Agreement

THIS SECTION OF THE PLAN WILL BE REVISED IN LIGHT OF THE LOCAL AREA AGREEMENT THAT IS PRESENTLY UNDERGOING DEVELOPMENT

LPSA Target 6 – Waste Management Division

Outcome

Reducing vehicle arson

Indicators by which performance will be measured

A reduction in the number of incidents of arson occurring to non-derelict vehicles from 200 per year to 140 per year by 31st March 2008

LPSA Target 7 - Environmental Health & Building Control Division

Outcome

Improving health and well-being

Indicators by which performance will be measured

Increase the number of people reporting to NHS stop smoking services who had set a quit date and who are not smoking at the four weeks review from 850 (05/06) to 2000 (08/09).

6.5 National Floor Targets

7.0 PERFORMANCE REPORTING

One of the main purposes of having a Service Plan is to enable the Council and interested members of the public to keep track of how the Council and its Departments are doing and to help councilors and managers see whether the service is performing as planned and achieving its targets.

Progress will be monitored through:

- Day to day monitoring by Strategic Directors through their regular interaction with Operational Directors;
- Quarterly progress reports to the Management Team;
- The inclusion of quarterly service plan monitoring reports as a standard item on the agenda of all the Council's Policy and Performance Boards.

Policy and Performance Board agenda are public documents and can be accessed free using Internet access at any library where assistance with the technology is available if needed.

8.0 STATUTORY & NON-STATUTORY PLANS

The following plans and strategy documents are relevant to this service plan:

[Community Strategy](#)
[Halton BVPP 2006/07](#)

Risk Assessment for Key Service Objectives Initially assessed as 'High' Risk

Key Objective Ref	Initial Risks identified*

*Risk treatment measures associated with the risks identified can be found in the departmental risk register. A commentary will be included in the quarterly service plan monitoring report to indicate the progress