



Service Planning 2012/15

Environment

V1.2 / 6/10/11

April 2012 – March 2013

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Portfolio holders: Councillor Iain Chubb

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Notes for Service Heads and Corporate Managers:

*Certain parts of this form will be pre-populated. This will include your current risks, turnover, full time equivalent/headcount, absence rates and current net budget for your service.

Shaded areas are for guidance.

When you have completed your Service Plan:

- ✓ Save to O:\Service Plans. Final versions will be placed on the intranet/internet
- ✓ Communicate it to your staff
- ✓ Keep it under review – make it a live document which adds value!
- ✓ Use it to formulate individual objectives

Section 1 – Brief description of service and purpose(s)	
What we do and who we deliver to	<p>Streetscene <i>Maintain and keep safe the environment and give advice about the environment.</i></p> <p><i>We maintain all outdoor Council assets and spaces, keeping our environment clean, safe and green for all residents and visitors.</i></p> <p><i>Our key services are:</i></p> <ul style="list-style-type: none"> <i>– Street cleansing</i> <i>– Waste and Recycling</i> <i>– Grounds Maintenance</i> <i>– Engineers</i> <i>– Beaches and Foreshores</i> <p><i>Our customers and our residents and visitors as well as our assets and the environment.</i></p> <p>Car Parks: <i>Provide fair and proportionate enforcement of parking controls in East Devon to ensure improved traffic flow, better road safety, fairer distribution of available parking spaces and a turnover of spaces to facilitate short stay parking by customers of town centre businesses.</i></p> <p>Waste & Recycling <i>To provide an efficient and regular landfill recycling service to all householders in East Devon.</i></p> <p>Environmental Health ..</p> <p>Countryside & Culture: <i>To manage 12 Local Nature Reserves for people and wildlife; provide an annual programme of public events that raises understanding and awareness of the district's outstanding natural environment; deliver a district-wide schools service onto our LNRs; manage and run a district-wide volunteer programme on our LNRs; deliver our statutory function for the making and serving Tree Preservation Orders & Trees in Conservation Areas and advising on management of our Council owned tree stock; manage and maintain the East Devon section of the SW Coast Path; manage the Thelma Hulbert Gallery (THG) which supports & promotes contemporary art & craft, engaging wide range of audiences in East Devon and beyond; THG develops and delivers a strong art based learning programme linked to exhibitions for community groups & individuals including schools, young & older people; THG supports & promotes regional artists and supports a network of volunteers; manage the Manor Pavilion Theatre providing a venue for local and national performers to put on a variety of performances/shows and local groups to use as a venue for rehearsals, training etc. All functions of the Countryside & Culture Service are targeted at the district's population, as well as visitors and tourists into the area. It is a front line service.</i></p>
How we deliver and ensure equal access	<p><i>All our services are delivered inhouse apart from:</i></p> <ul style="list-style-type: none"> <i>- Refuse & Recycling collection - delivered through our partner contractors SITA and Otter Rotters.</i>

- Car parks cash collection
- Pest Control
- Dog Wardens

We also have an comprehensive volunteer programme supporting our work in the Countryside and Culture teams.

Streetscene

The service is mainly provided inhouse, with the exception of the Waste & Recycling team, which is delivered by our partner contractor SITA and Otter Rotters.

Car Parks

The basic enforcement and back office service is provided inhouse. Contractors provide cash collection, IT systems support and car park maintenance. Staff are recruited and contractors are selected in accordance with corporate policies.

Countryside & Culture

Within the Service there are in house Teams which deliver the majority of their work programmes; this is supported by an active network of volunteers who help in managing certain programmes.

How we compare

Streetscene

We have withdrawn from all benchmarking for Streetscene activities as a cost saving measure and focused on Systems Thinking reviews.

Although we no longer partake in benchmarking networks, we know from internal surveys that our customers are satisfied with our standards of service delivery, our end to end times have reduced from a predictable 30 days for all Streetscene ops service areas to only 14 days (UCL), our mean is 3 days.

Waste

It is difficult to compare like with like as authorities do carry out their operations differently

East Devon	48.57	Rank
top quartile		
Districts	41.69	50 out of 201
SPARSE	43.12	28 out of 89
Rural-50	40.05	9 out of 38
Family	39.88	3 out of 16
Devon	48.31	5 out of 8

Car Parks

All Devon Districts provide on-street enforcement on equivalent terms for Devon County Council within their own district subject to the terms and conditions of an agency agreement. East Devon's performance within this agreement has been satisfactory.

	<p>Countryside & Culture <i>There is no benchmarking as the work of the Service is now unique within Devon. Costs are kept low due to the project support received from key partners such as Natural England, Environment Agency and Arts Council.</i></p>
Statutory elements of the service	<p><i>Street Cleansing Service, Waste and Recycling, some elements of Engineers (Coastal defence).</i></p> <p><i>A regular waste collection service. A recycling service with a minimum of 2 materials collected from all households.</i></p> <p><i>Civil Parking enforcement to regulate both on street and off street parking.</i></p> <p><i>Tree Preservation Orders</i></p> <p><i>Production of AONB Management Plans</i></p> <p><i>Protection of wildlife</i></p>
Current net budget (excludes Internal support charges and capital budget)	<p><i>Total cost of service £12,819,160</i> <i>Income £ 6,283,960</i> <i>Total net cost £ 6,535,200</i></p>

Section 2 – Key achievements in 2011/12		
	Briefly describe key achievements and what outcomes were created. This will inform Corporate Plan summary at year end.	Strategic link to Corporate Plan priorities
Streetscene		
1	Maintained good service standards despite budget cuts, keeping areas clean safe and green across the district. Despite vacant posts and changing Senior Management structure.	Enjoying, Working & Living in an Outstanding Place
2	Closer integration of grounds & cleansing teams has led to a greater level of ownership and pride in 'our' areas, and reduction in response times for street cleansing.	Working in an Outstanding Place, Living in an Outstanding Place, Outstanding Council
3	Retained the 2 Green Flag awards for Connaught Gardens, Sidmouth and Manor Gardens, Exmouth	Enjoying, Working & Living in an Outstanding Place
4	Achieved a £96K individual property flood protection grant from Defra for Rockbeare.	Living in an Outstanding place
5	Continued to respond to flytips on average within 3 days despite an increase (due to DCC charging) of 300% in construction type flytips since April.	Enjoying & Living in an Outstanding Place. Outstanding Council.

6	Delivery of 2 outdoor gyms in consultation with local people, using s106 money.	Enjoying an Outstanding Place, Outstanding Council
Waste		
7	The final rollout of refuse and recycling contract completed, recycling rate is in the region of 50% (now in top quartile 2010/11)	
8	The amount of waste going to landfill is reducing (now in top quartile 2010/11 6 th lowest in England)	
Carparks		
9	High profile visible civic enforcement patrols providing not only enforcement but advice and assistance to EDDC visitors as the first and only ambassador for the Council a visitor may encounter.	Outstanding place to visit
10	Generation and protection of a very significant revenue income for EDDC	Outstanding place to live
Countryside and Culture		
11	Axe Estuary Wetlands has delivered a new wetlands classroom facility for up to 50 children, built the Tower Hide; created an additional 1.6km of new access for all; increased visitor numbers to site by 30,000	Enjoying an outstanding place
12	Environmental education service has engaged 58 groups in 11/12, brought in £6,500 of income, delivered to over 1500 schoolchildren, delivered the HLF Seaton wildlife 360 project recruiting 75 volunteers, delivering 29 training events & 22 public events.	Enjoying an outstanding place
13	LNR programme has secured Natural England's Higher Level Stewardship agreements for Trinity Hill LNR & Knapp Copse Reserve; a new environmental interactive play trail delivered on the Maer LNR; delivered additional 1km of access improvements on Holyford Woods LNR.	Enjoying an Outstanding place
14	Arboricultural Service has recorded the first 1,000 trees on its Down to Earth database system; Team has met its LPI targets for turnaround times for determining TPOs and dealing with Trees in Conservation area notices; secured £1K from Forestry Commission for Furze Hill wood fro a Woodland Management Plan.	Enjoying an Outstanding place
15	Countryside Events programme has provided over 40 events to over 5,000 people including the BioBlitz event on the Wetlands which recorded some 770 species.	Enjoying an Outstanding place
16	Project managed the successful delivery of a £990,000 new cyclepath & footbridge scheme in Ottery St Mary that links Kings School, local residents and businesses with the town centre	Enjoying an Outstanding place
17	Volunteer programme on LNRs has planted 700m of hedgerow, created new weekly "Tuesday Group", established Water Vole volunteer group	Enjoying an Outstanding place

	supporting legacy work of the Water Vole Recovery project, created new volunteer roles such as Axe Wetlands Hides caretaker scheme & Voluntary Site Warden scheme.	
18	Manor Pavilion Theatre has increased usage resulting in revenue up 5% on 10/11.	Enjoying an Outstanding place
19	Theatre has supported the local drama & arts community with productions by Sidmouth Youth Festival, Age Concern event for carers and wide range of users of venue such as National Trust	Enjoying an Outstanding place
20	THG refurb was delivered on time and in budget and has now provided a real community facility with larger exhibition and dedicated learning space.	Enjoying an Outstanding place
21	Arts development work has completed the Lottery funded play trail schemes across the district with new play trail in Honiton and also delivered the Villages in Action programme.	Enjoying an Outstanding place

Section 3 – Looking forward : what we will do in 2012/13				
Key Service Objectives (please include consultation or procurement activity required)	Financial/ corporate resource	Lead Officer	Start date	End date
a) Living in an outstanding place				
Review our green and open spaces and plan to ensure we are delivering best value and community access	Within existing resources	Head of Environment	06/12	04/13
Asset mapping & condition survey. Map all of our assets (Street furniture, signs, bridges, flood defence schemes) so we can start undertaking pro-active asset inspections and condition surveys and plan a proactive maintenance budget.	7 th TO, Engineers & possibly asset register /inspection software yet to be researched	Streetscene Manager	2011	2013
Develop and implement programme of improved recycling rates and reduced landfill through: (a) Promotions – zero waste/roadshows, and (b) Education – schools, residents, parishes	F	Interim Waste & Recycling Manager	04/12	04/14
Investigate viability of extending range of recyclables collected including cardboard	Not known	Streetscene Manager	02/12	04/12

and mixed plastics following Beer trial.				
Investigate viability of providing on street litter recycling facilities particular in coastal towns.	Not known	Streetscene Manager	07/12	04/14
Revise civil enforcement patrol areas and reprioritise Exmouth in particular as an area into which more conspicuous regulation is needed.	Within existing resources	Environmental Health Manager	04/12	10/12
b) Working in an outstanding place				
Maintain existing service levels and through keeping our public open spaces attractive and clean, we will continue to encourage visitors to visit our district and improve investment by business in our area.	Within existing resources	Head of Environment	04/12	04/14
Plan/quantify how much extra work we are taking on each year (street cleansing & grounds maintenance) through s38 & s106 agreements. Make provision in our future budgets for additional resources to maintain these areas and assets.	Within existing resources	Streetscene Manager	04/12	Ongoing
Develop the eyes and ears of the Council and the ambassador role of the Civil Enforcement Officers to include initially more formal links with Streetscene concerning abandoned vehicle procedures and with Planning Enforcement concerning vehicles exposed for sale on the highway.	Within existing resources	Environmental Health Manager	06/12	04/14
c) Enjoying an outstanding place				
Produce a beach management plan to cover all EDDC beaches. The plan will detail how we can better manage our beach asset, and how we can improve it for the future.	Within existing resources	Beach Safety Officer	04/12	12/12
Investigate viability and if proven set up café concessions in Manor Gardens & the Maer.		Streetscene Manager	06/12	12/12
Deliver improved slipway access at Harbour View Exmouth and support the setting up of a JetSki Club, as well as providing a code of conduct for users, information signs and education events.	Likely to use external funding	Beach Safety Officer		

Review car parking provision, pricing structures, long and short stay designations, permits and payment options and to consider each asset on the basis of its value to community and income for the Council.	Within existing resources	Environmental Health Manager	01/12	06/12
Undertake an annual assessment of the condition and health of the District's LNRs to ensure that appropriate management decisions are made to target habitat and species decline or loss.	Within existing resources	Countryside Manager	10/12	10/14
Review and refresh EDDC Local Biodiversity Action Plan (LBAP) with review of achievements and setting of new targets for action on species and habitat priorities.	Within existing resources	Countryside Manager	6/12	4/13
Develop more wildlife friendly management practices for EDDC's parks and gardens	Within existing resources	Streetscene Manager	10/12	10/13
Develop & adopt a LNR Strategy that provides a benchmark standard of infrastructure, level of volunteering, quality of visitor experience that is consistent across all our LNRs	LNR management budget	Nature Conservation Officer	04/12	09/12
Deliver an environmental education programme to involve all local schools in East Devon including: i) Carry out series of "drop in sessions" on Axe Wetlands for all local school Head Teachers to showcase opportunities for use of new classroom facilities. ii) Deliver 100 school visits as part of Natural England's HLS agreement for education on Wetlands and Trinity Hill agreements. iii) Deliver a new programme of Forest Schools initiative and John Muir Award scheme as part of wider educational offer from Education Ranger iv) Engage Exeter University on Axe Wetlands as part of their undergraduate and post graduate natural sciences and geography courses.	Dependent upon continuing existing fixed term posts	Countryside Manager	06/12	06/13

Deliver annual EDDC Countryside Service's events programme that provides opportunities for public to engage with LNRs and Team to foster greater understanding of their value for wildlife	Dependent upon continuing existing fixed term posts	Countryside Manager	06/12	04/13
Develop programme of health walks on LNRs that are accredited by NHS to ensure they provide positive health benefits	Within existing resources	Countryside Manager	04/13	04/14
Work with partners to ensure bathing water quality meets national standards	Within existing resources	Environmental Health Manager	04/12	04/13
Complete the delivery of new inter tidal habitat scheme on Sheep's Marsh on Axe Wetlands & develop strategic Axe Wetlands Management Plan that guides site management, access & public engagement	Capital scheme – EA funded	Countryside Manager	01/12	09/12
LNR volunteering – increase volunteer numbers, set up volunteer warden scheme on Wetlands, adoption by Council of Volunteer Framework document	Costs for supporting in Countryside budget	Nature Conservation Officer	01/12	ongoing
Develop a Tree Strategy that provides framework for streamlining enforcement process, site monitoring issues and value of 'treescape' in our district	Document to go out for consultation	Senior Tree Officer	09/12	03/13
Engage with Ancient Tree Forum & their Ancient Tree Survey in collaboration with Parish Tree Wardens		Senior Tree Officer	04/12	Ongoing
Develop opportunities for shared working with Streetscene services around site management following open spaces review	Linked to Environment budget setting 2013/14	Countryside Manager	09/12	Ongoing
Investigate opportunities for more electronic point of sale and update THG database	Income generation 12/13	THG Curator	04/12	Ongoing
Investigate possibility of THG's Phase 2 development plans with Environment Portfolio Holder & Culture Champion – make business case	Impact on capital budget	Countryside & Culture Services Manager & THG Curator	01/12	Ongoing
Carry out review of operational functions of THG to consider opportunities to increase income generation	Outcome will impact on revenue	THG Team & Countryside & Culture	01/12	07/12

	budgets 2013/14	Services Manager		
Re- tender summer season for Manor Pav Theatre as part of CCT process & achieve increased levels of income	Revenue budget implications 2013/14	Countryside & Culture Services Manager & Theatre Manager	04/12	09/12
Investigate opportunity for Manor Theatre to install a computerised box office system to enable business processes to operate more efficiently	Revenue budget implications 2013/14	Theatre Manager	04/12	03/13
Respond to the construction and environmental demands associated with development of the west of the district.	Within existing resources	Environmental Health Manager	10/12	04/14
Maintain our statutory inspection and monitoring programmes to safeguard standards of food, public health and public safety.	Within existing resources	Head of Environment	03/12	04/13
Maintain our statutory monitoring programmes and commitments for air quality control. To complete further assessment of air quality in Honiton Air Quality Management Area and work with our partners to produce an action plan.	Within existing resources	Environmental Health Manager	03/11	10/12
To take reasonable and proportionate action to investigate problems and enforce the law in respect of people who commit environmental crime and cause noise, pollution, fly tipping and dog fouling in particular.	Within existing resources	Environmental Health Manager	03/12	04/13
Renew the contract for provision of dog warden services.	Within existing resources	Environmental Health Manager	04/12	12/12
Implement junior lifeskills and health promotion events in schools.	Within existing resources	Head of Environment	03/12	04/13
d) Outstanding Council				

Complete a review of our business processes with ICT as part of the Councils Mobile Working Project and design/implement new systems and technologies to make the way we work more efficient; allowing more time to be spent 'on site'.	TBA	Head of Environment	04/12	04/14
Rationalise enforcement policies and processes across the service to ensure consistency, pooling of expertise and experience and efficiency gains through cross service working. To include nomination of Enforcement Champion to co-ordinate enforcement activity.	Within existing resources	Head of Environment	04/12	12/12

Section 3 a – Looking forward: any Service challenges or pressures for the next three years? (Revenue/Capital)

Localism might be a challenge and the budget arrangements that come with it;
Capital budget for repairs to existing infrastructure
Lofstedt Review of Health & Safety enforcement may change LA role – possible revenue pressure.
Transfer of public health agenda from NHS to County Council – expectation of close working between 2 tier authorities
The economy and the effects of the ongoing difficulties on visitor numbers may adversely affect revenue income, particularly for car parks.
Cuts in funding from various Govt Agencies has implications for levering in external funding for projects either in revenue or capital terms
Growing the Service's capacity to manage its assets as popularity & usage of projects, schemes and sites grows. Revenue and capital pressures.
Ensuring that Planning contributions such as CIL & S106 can actively help to deliver the Council's greenspace agenda and so benefit site management for the community and wildlife of the district
Food Standards Agency review of food safety enforcement may have revenue implications.

Section 3 b– Looking forward: options for doing things differently

Localism Act – Operations services run in conjunction with Town /Parish Councils (as in Beer).
Area Working – Operations Technical Officers arranged in an Area Working method for the East of the district, allowing more flexibility of service and changes from localism being implemented more easily. Investigate this method in the West should Localism make it

necessary.
Various work processes following 'Systems Thinking' exercise
Promotion and education of waste minimisation; recycling; and composting through visits to schools and other organisations.
Civil Enforcement Officers add value by being ambassadors for and the eyes and ears of the Council's other services
Moving towards non-cash payment options for car parking to improve customer service and reduce cash collection charges
Consider setting up THG as a Trust or Community run vehicle
Consider setting up the Countryside Service as a Trust operation
Mobile working – opportunities for efficiency gains and different ways of working.
To improve the service delivery by Sita to increase efficiency and reduce waste thus reducing cost

Section 3 c – Looking forward: what we will measure, how often and for whom					
Measure/indicator	How often – monthly, quarterly, bi-annually, annually	For whom? Cabinet, Overview and Scrutiny	Link to Corporate Priorities (listed on page 3 a,b,c or d)	Responsible Officer	Retain this measure (yes/no or new)
1. NI191 Residual household waste in kg per household	Quarterly	Overview & Scrutiny	A, C and D	Paul Deakin	Yes
2. NI192 Percentage of Household waste sent for reuse, recycling and composting	Quarterly	Overview & Scrutiny	A, C, and D	Paul Deakin	Yes
3. NI193 Percentage of Municipal waste land filled (LAA)	Quarterly	Overview & Scrutiny	A, C and D	Paul Deakin	Yes
4. NI196 Improved street and environmental cleanliness – fly tipping	6 monthly	Overview & Scrutiny		Tom Green	Yes
5. Percentage of Preventable demand within StreetScene	6 monthly	Overview & Scrutiny		Andrew Hancock	Yes

6. NI189 Flood and coastal erosion risk management	Annually	Overview & Scrutiny		Keith Steel	Yes
7. L32 %tage of TPO applications determined within 8 weeks	quarterly	Cabinet	c	Countryside & Culture Services Manager	Yes
8. L33 %tage of trees in conservation area notices dealt with in 42 days	quarterly	Cabinet	c	Countryside & Culture Services Manager	y
9. %tage of visitors to LNRs showing satisfaction with visit	Biennial survey (every 2 years)	Cabinet	c	Nature Conservation Officer	

Section 4 – Resources and workforce planning	
Full time equivalents/Headcount*	<p>Streetscene:</p> <p>Waste: FTE = 3.7 (as of 01/11/11)</p> <p>Car Parks:</p> <p>Countryside & Culture: FTE = 17.53 (as of 30/09/11) Headcount = 20 (as of 30/09/11)</p>
Turnover*	<p>Streetscene:</p> <p>Waste: 0</p> <p>Car Parks:</p> <p>Countryside & Culture Voluntary Turnover = 5% Voluntary & Non Voluntary Turnover = 15%</p>
Absence*	Streetscene:

	<p>Waste: Average days lost per person: 1.5 per person: 1.5 (Jan 11 to Sept 11) 6 days lost SJ.</p> <p>Car Parks:</p> <p>Countryside & Culture: Days lost per person: 1.53 days (Jan 11 to Sept 11)</p>
<p>Which posts have you found it difficult to recruit for/retain in last 12 months?</p>	<p>Streetscene: N/A</p> <p>Waste: None</p> <p>Car Parks:</p>
<p>Number of staff rated below Meets in Performance Excellence Review?</p>	<p>Streetscene: <i>Action being taken to improve performance</i></p> <p>Waste: None</p> <p>Car Parks</p> <p>Countryside & Culture: <i>Action being taken to improve performance</i></p>
<p>Number of 'high potential staff'</p>	<p>Streetscene: <i>Action being taken to retain these individuals</i></p> <p>Waste: None</p> <p>Car Parks:</p> <p>Countryside & Culture: <i>Action being taken to retain these individuals</i></p>

Section 5 – Training and development			
Skills/development required	Who for	Expected outcome	When
Streetscene			
Ongoing operations training identified against a matrix of requirements in areas such as Chainsaw use, pesticide spraying, Enforcement/FPN issue and sweeper driving.	Ops staff and Technical Officers		
Waste			
Sustainable waste management	NF	Qualification	2012
HNC Waste Management	KA	Qualification	2013
Car Parks			
Business Objects, Uniform CAPS and Database management skills	CH	Assist in management of EH database and development of routine reporting protocols	
Basic IT and Microsoft office skills	All CEOs	Career development towards Operations Management (continuity planning)	
Countryside & Culture			
Education & professional development	Tree Officer	Diploma in Arboriculture	2012-2014
Professional training in habitat & people management for wildlife	Education Ranger & Nature Reserves Ranger	Attend various accredited courses with greater knowledge & skills sets to implement not day to day aspect of roles	2012 onwards
Sponsorship, business & marketing training	THG & Countryside staff	Up skilling in knowledge & techniques to draw in income and drive business fwd for THG & Axe Wetlands	2012 onwards

Section 6– Review Service risks (current and emerging 2012-15)

Current risk description*	Impact [minor, significant serious, major]	Likeli- hood [remote unlikely, likely, very likely]	How managed/controlled <i>What action are you taking to reduce/minimise risk</i>
Streetscene			
1. Failure of Council-owned sea defences and flood alleviation schemes resulting in flood damage to property and risk to life and limb. Also, failure to develop newly identified sea defences and flood alleviation schemes due to them not meeting nationally assessed requirements to attract funding.	Significant	Unlikely	Flood alleviation schemes are inspected monthly to ensure the structures are functioning as intended and clear. Ad-hoc inspections are taking place, however there is a need to instigate a proactive asset inspection regime.
2. Failure to maintain a clean and safe environment because of a lack of fleet, machinery and/or plant and also failing to maintain play equipment to acceptable safety standards.	Significant	Unlikely	Continuous rolling review of all fleet and equipment and the budget required to provide it to ensure we have the correct kit to continue to deliver good quality services. Risk moving forward is that capital budget for the equipment we require is less forthcoming; therefore we must make sure that the profile of the need for this budget remains high.
3. Failure to maintain a clean and safe environment because of an increase in service requirements and demand in relation to insufficient staff resources.	Significant	Unlikely	Continue systems thinking review of service and deliver the best quality service we can within budget and staff resource limitations. Manage public expectations and perceptions of what we should and can do through publicity of what we actually do.
4. Maintain the assets managed by Street Scene	Significant	Likely	Tree inspections are carried out on an ongoing basis on all Council

to a standard which ensure that they are safe and fit for purpose.			<p>owned trees and safety works are undertaken within a set budget when work is identified.</p> <p>With other Streetscene assets, ad-hoc inspections are carried out when problems are noticed, and issues rectified when reported.</p> <p>We recognise the need for a proactive inspection regime and are planning to deliver this through the systems thinking work in Engineers and through asset mapping using our 7th Technical Officer post.</p> <p>It is hoped that the mobile working project in ICT will help us deliver some of the asset mapping.</p>
5. Loss of income through potential fraud / counterfeit coins	Significant	Likely	Car parks.
6. Failure of the contractors to deliver the service through strike action, company liquidation, legal prohibitions and/or other similar circumstances that render this contractor unable to continue with the contract.	Minor	Unlikely	Sita have their own Business Continuity Plan for severe weather, strike action and so on.
Waste			
1. Failure of the contractors to deliver the service through strike action, company liquidation, legal prohibitions and/or other similar circumstances that render this contractor unable to continue with the contract.	Minor	Unlikely	Agreeing a Business Continuity Plan with Sita
2. Cost – with increasing fuel cost and labour	Significant	Likely	Ensure efficient operation to

(pension contributions)			reduce fuel consumption
3. The Council needs to effectively and efficiently manage its civil parking enforcement (on-street and off-street). If the mechanisms in place to manage this function were to be compromised then fees would decline and the income received would become less. This would exacerbate financial problems.	Significant	Unlikely	Robust system – fully documented and well managed in terms of both Operations and back office. All service complaints are investigated, independent adjudication of appeals and peer review of parking enforcement activity takes place
Countryside & Culture			
1. The granting of a TPO (Tree Preservation Order) to a tree which is in a dangerous state could result in a landowner mitigating his responsibility by citing the Council. Trees not receiving the attention and protection they need and or accident or incident on Council land or Local Nature Reserve.	Minor	Unlikely	
2. Safety of staff using dangerous equipment off-site, on nature reserves and other countryside land.	Minor	Unlikely	
New/emerging risk description	Impact [minor, significant, serious, major]	Likelihood [remote, unlikely, likely, very likely]	How managed/controlled What action will you take to reduce/minimise risk
Car Parks:			
2.economic downturn	Minor	Likely	EDDC is promoting the district as an outstanding place to be but the overall economic downturn does appear to influence visitor number who have traditionally been a

			reliable source of income in our coastal long stay car parks during summer months
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Section 7 – Partnerships	
What is in place?	Review date
Devon County Council – on street parking enforcement	2013
PATROL (parking and traffic regulation outside London)	2013
Countryside & Culture	
Blackdown Hills/East Devon AONB funding	Every 3 yrs (linked to MoA)
Exe Estuary Partnership funding	2013/14
WHS Jurassic Coast Partnership support	n/a
Villages in Action & £10k grant	2013/14
External funding partnerships with ACESW, Bonhams, Tate St Ives & other SW Cluster Galleries.	Dependent on joint working & funded programmes

Section 8 – Contracts	
What is in place?	Review date
Streetscene:	
Waste:	
Car Parks:	
Contract Security (cash collection)	now
Metric (software support for ticket sales data management system)	2013
Countryside & Culture	
Management & maintenance of Coleridge cycle & footbridge	September 2012 – DCC Highways adopt bridge and footpath from EDDC
Delivery of inter tidal habitat on Sheep's Marsh, Axe Wetlands	EA fully funding scheme (£150K) to be started & finished in 2012 under signed MoA