

REPORT TO: ENVIRONMENT COMMITTEE – 23rd SEPTEMBER 2013
REPORT ON: ENVIRONMENT DEPARTMENT SERVICE PLAN REVIEW
REPORT BY: DIRECTOR OF ENVIRONMENT
REPORT NO: 383-2013

1.0 PURPOSE OF REPORT

This report provides an update for 2012/13 on progress with the performance measures and actions/projects which are included in the Environment Department Service Plan 2012-2017.

2.0 RECOMMENDATIONS

2.1 It is recommended that Committee note:

- the contents of Environment Department Service Review; and
- the new actions referred to in 4.5.

3.0 FINANCIAL IMPLICATIONS

3.1 There are no financial implications arising from this report.

4.0 MAIN TEXT

4.1 Reference is made to Article II of the minute of the Environment Committee of 10 December 2012, when approval was given for the Environment Department Service Plan 2012-2017. Performance against the indicators and progress on the projects included within the Plan is undertaken on a regular basis. The detailed actions and indicators in the plan are monitored through a database and full details can be made available on request to individual members.

4.2 The Department has made the following improvements or sustained a target level of performance in the following key areas:

- a reduction in the volume of CO2 produced per annum by the council's fleet from 5,976 tonnes in 2007 to 4,416 tonnes in 2013;
- maintained very high levels of citizen's satisfaction (95%) with the quality and maintenance of open spaces;
- maintained high levels of citizen's satisfaction (88%) with children's play areas;
- improved the Local Environmental Audit and Management Street (LEAMS) cleanliness score from 73 to 74 which is above the Scottish average;
- increased volume of construction waste recycled from 39% to 78%;
- maintained a 100% response time in dealing with racist and offensive graffiti cleaned within 24 hours of receiving the complaint; and
- continues to respond to domestic anti-social behaviour noise complaints within 20 minutes.

4.3 The following indicators have shown a decline in trend and will be the subject to detailed performance review in the period ahead -

- a decrease in the percentage of household waste recycled or composted
- an increase in in the tonnage of biodegradable municipal waste landfilled

4.4 The table below presents the Department's top priority performance indicators:

Key Performance Indicators

Definition	11/12	12/13	2017 Target	Improvement Status
Tonnes of CO2 per year from council's vehicle fleet	5,976 (2007 baseline)	4,416	3,600	▲
Number of areas achieving green flag standard (excluding awards)	3	4	5	▲
Percentage Dundee's citizens very satisfied or satisfied with: - quality and maintenance of open spaces	97	95	97	●
Percentage Dundee's citizens very satisfied or satisfied with: - the natural environment of Dundee	99	95	99	●
Percentage of racist or offensive graffiti cleaned within the target time of 24hrs from complaint received.	100	100	100	●
Average response time (in hours) between time of complaint and attendance on site dealt with under ASB (S) Act 2004	0.3	0.3	0.3	●
Domestic noise complaints (Non Part V Anti-social Behaviour etc. (Scotland) Act 2004) average response time (in hours).	9	6.74	9	▲
Percentage of tobacco sellers subject to a test purchase operation	0	8.73	10	▲
Percentage non-housing property maintenance works carried out by Construction Division	47	50	100	▲
Tonnes of construction waste generated	2,085	2,072	1000	▲
Percentage of occupational health surveillance appointments attended	90	95	100	▲
Percentage of household waste recycled or composted	31.8	28.75	50	▼
Tonnage of biodegradable municipal waste land filled	3,500	35,135	1600	▼

Status Yearly & Long term trend: ▲ = >5% improvement, ● = maintained, ▼ = >-5% deterioration

- 4.5 The departments key achievements during the year against the objectives set within the Service Plan are the:
- refurbishment of the childrens' play parks at Camperdown, Mill o Mains and South Road Park;
 - introduction of Green Gyms at Camperdown and Mill o Mains;
 - development of a community allotment strategy;
 - development of a tennis strategy and upgrading of the facilities at Fairmuir Park and South Road Park;
 - redesign and upgrading of the floral displays at Taybank and Dudhope Park;
 - continued success of the Flower and Food Festival as a major Scottish event attracting 21,000 visitors in 2012;
 - significant improvement in the recovery and recycling of construction waste leading to the award for the Environment category of a Dundee City Council's Outstanding Service & Commitment Award (OSCAs);
 - partnership review with Housing department leading to a streamlining of the housing re-let process;
 - increase in use of electric vehicles to approximately 9% of the council's fleet;
 - development of a corporate car pool system using electric vehicles;
 - phase 2 of the electric vehicle charging infrastructure being implemented.
- 4.6 On reviewing the service plan the department aims to ensure improvement during 2013/14 in the following that have fallen behind schedule:
- complete the review of household waste collection and recycling and introduce significant change to improve the level of recycling;
 - develop a programme of environmental improvements along key ambassador routes;
 - prepare a plan for the roll out of Green Gyms in appropriate locations across the city; and
 - finalise the initial fleet asset management plan.
- 4.7 The Department carries out self-assessments using the Public Sector Improvement Framework. This identifies strengths and areas for improvement. The Environmental Protection Division carried out a review using the Public Sector Improvement Framework earlier in 2013. An action plan based on the review's findings is being drafted and will be implemented in the year ahead. Two further reviews are planned in 2013 covering the Environmental Management and Construction divisions.
- 4.7.2 The department is fully committed to embedding whole systems thinking in the department through the STEP (Systems Thinking Empowers People) programme. There are 53 employees currently working on 7 departmental STEP projects. A number of the early STEP projects have been completed and are realising positive benefits and efficiency savings. The PSIF self-assessment process will identify the priority projects for inclusion within the future STEP improvement programme.
- 4.8 Based on the Single Outcome Agreement, Council Plan and Department Plan reviews and new issues arising throughout the year the department proposes adding the following new strategic actions to its service plan and will feature in future performance reports:
- The Department will examine further ways of advancing the Council's Fairness strategy; and
 - The department will assume responsibility for leading the Dundee Sustainability Forum. This multi agency group will coordinate actions in Dundee to improve the environment.

5.0 POLICY IMPLICATIONS

- 5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

Whilst there are no major issues identified the new actions described at 4.8 have the potential to impact positively on the Anti-Poverty Strategy. An Equality Impact Assessment has been carried out and is attached to this report.

6.0 CONSULTATIONS

- 6.1 The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services have all been consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

- 7.1 The Environment Department Service Plan 2012 - 2017

Ken Laing
Director of Environment

4th September 2013

Equality Impact Assessment Tool

Part 1 Description / Consultation

Is this a Rapid Equality Impact Assessment (RIAT)?	<u>YES</u> NO Please circle
Is this a Full Equality Impact Assessment (EQIA)?	YES <u>NO</u> Please circle
Date of assessment 3/09/2013	Title of document being assessed:- Annual Service Plan Review(2013) of the Environment Department Service Plan 2012 to 2017
Committee report number 383-2013	
1) This is a new policy, procedure, strategy or practice being assessed (If yes please tick box) <input type="checkbox"/>	This is an existing policy, procedure, strategy or practice being assessed? (If yes please tick box) <input checked="" type="checkbox"/>
2) Please give a brief description of the policy, procedure, strategy or practice being assessed.	The report reviews the performance of the department in 2012 to 2013 in the implementation of the Environment Department Service Plan 2012/2017.
3) What is the intended outcome of this policy, procedure, strategy or practice?	The intended outcome is to ensure that the Environment Department Services will contribute to the Single Outcome Agreement and the Council Plan with improved outcomes for Dundee's citizens.
4) Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	The Council Plan 2012-2017 and the Dundee Partnership Single Outcome Agreement. Environment Department Service Plan 2012/2017.
5) Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.	No. However the service plan was based on the Council Plan which is informed by community engagement. Service provision is based on citizen's demands and statutory obligations. The review took into account the results in the Dundee City Council's Survey Research Report 2012

6) Please give details of council officer involvement in this assessment. (E.g. names of officers consulted, dates of meetings etc)	The review has been drafted by the Department's Management Board. The department's Extended Management Team has also contributed to the review.
7) Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy? (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	No.

Part 2 Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities including Gypsies and Travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Part 3 Impacts / Monitoring

<p>1) Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>Yes. Advancing the Council's Fairness strategy has the potential to positively impact on socio-economic groups.</p>
<p>2) Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>If yes please give further details</p> <p>No negative impacts</p>
<p>3) What action is proposed to overcome any negative impacts? E.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. see Good Practice on DCC equalities web page</p>	<p>Please give further details</p> <p>Not Applicable</p>
<p>4) Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>If yes please give further details</p> <p>Not Applicable</p>
<p>5) Has a 'Full' Equality Impact Assessment been recommended? (If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required) Seek advice from your departmental Equality lead.</p>	<p>If yes please give further details</p> <p>A full equality impact assessment has not been recommended</p>
<p>6) How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.</p>	<p>Please give details</p> <p>Not applicable</p>

Part 4 Contact information

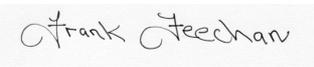
Name of Department or Partnership: Environment Department

Type of Document

Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input checked="" type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other	<input type="checkbox"/>

Contact Information

Manager Responsible		Author Responsible	
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Signature of author of the policy:		Date 3/09/2013
Signature of Director / Head of Service area:		Date 3/09/2013
Name of Director / Head of Service	Ken Laing	
Date of next policy review:	Next annual service plan review	