

ECP Group Plan 2010/11 (Draft one)

Introduction

Our overarching group plan contains the main headings which will be used by each team to assemble their individual team plans. All items in the team plans then will link through to group and council wide priorities (eg Council Plan and Sustainable Community Strategy) and will be monitored via the Excelsis performance management system.

Under the banner of Business Improvement Delivery (BID) there are 3 major workstreams working to transform the way the council operates over the next 3 years. We are leading on or are actively involved in many of all of these workstreams and will be looking to implement the relevant findings.

BUSINESS SERVICES

PARKING/CCTV

Use of CCTV to address antisocial behaviour

Carry out parking enforcement - to include abandoned and untaxed vehicles, car park security and extension of ParkMark schemes.

Further extension of brown badge scheme to private car parks.

Implement measures to improve Parking Services as required by the Disabled People's Plan.

With Improvement Projects Team – work on introduction of new or extended Parking Management Schemes.

TRANSPORT

Passenger services provision for users throughout the borough.

Implement fuel and vehicle purchase strategies. Fleet management programme to include green fleet.

NEW – work to implement the Business Improvement Delivery Team (BID) recommendations for fleet management and passenger services.

NEW - Implementation of electric vehicles pilot scheme.

SAFETY SERVICES

Implement effective Emergency Planning and Business Continuity measures. Health and Safety support to groups.

CIVIL PROTECTION

Effective business continuity procedures and arrangements in place across the group.

Civil Protection measures eg training exercises, management of real events.

SUPPORT SERVICES

(See cross cutting items below).

CONSUMER PROTECTION

AIRPORT SERVICES

Effective control systems for animal health.

Monitor health of passengers at Heathrow and prepare for health pandemics.

Carry out imported food and health functions.

BEREAVEMENT SERVICES

Provide a one stop bereavement service to assist residents.

Work in partnership to provide the best possible crematorium, cemeteries and mortuary services.

Effective grounds maintenance provision for cemeteries and the crematorium.

CONSUMER PROTECTION

Lead initiatives to tackle climate change, such as waste to energy and alternative forms of power for council building and new developments in the borough such as RAF Uxbridge site.

Take action to tackle rogue traders, underage sales of restricted goods and to enforce the Licensing Act and other relevant legislation.

Safer food, better businesses and healthy eating campaigns. NEW – Green Business Awards (SCS) and work with businesses in Hayes area to implement improvement initiatives.

Effective control systems for animal health.

Maintain the Land Contamination Register and take action to implement land contamination measures.

Ongoing implementation of the Air Quality Action Plan (AQAP), Low Emission Zone (LEZ) strategies, contribute to implementation of new Climate Change Strategy and carbon reduction. Includes alleviation of environmental effects of Heathrow.

Implement action plan following the Peer Review of the Consumer Protection Teams.

Actions to control pollution and reduce noise nuisance.

STREET SCENE LOCALITY/ENFORCEMENT TEAM

Tackle graffiti, flytips and flyposts in public places.

Street scene and highways enforcement, including zero tolerance of litter.

Implement the next phase of street scene innovations – e.g. Junior Street Champions, newsletters.

Build on the success of Streets Ahead Weeks of Action and Street Champion schemes.

Working with partners to strengthen streetscene locality working across the borough.

NEW – Implement the BID findings for both Locality/Area based working and Enforcement.

WASTE SERVICES

Introduce recycling initiatives to help achieve our recycling target of 40% by 3/2011 – eg waste to energy schemes, engage partners in recycling schemes (SCS).

Tackle graffiti, flytips and flyposts in public places.

Further improve Street and highways cleaning.

Continue to improve the Refuse collection and recycling services.

NEW – Carry out the refurbishment of the New Years Green Lane Civic Amenity site to provide a modern waste and recycling centre.

HIGHWAYS AND GREEN SPACES

GREEN SPACES

Tackle antisocial behaviour in Green Spaces.

Implement Key Strategies in GS – Green Spaces, Allotments and Woodlands.

Promote parks activities to encourage take up and healthy activities for children and young people (eg fishing activities).

Encourage use of green spaces by both disabled and older residents.

Effective implementation of all contracts eg Grounds Maintenance, trees and Playground inspection.

NEW - Improve the parks and open spaces by maintaining the number of green flag awards and carrying out further improvement projects.

HIGHWAYS AND IMPROVEMENT PROJECTS

Continue to deliver our road safety programme and traffic improvement schemes. Investigate all road safety concerns identified by residents and, where possible, introduce measures to alleviate them.

Installation of bus and cycle measures.

Continue the traffic congestion mitigation scheme.

Improve town centres - Yiewsley, West Drayton and Uxbridge Road Corridor.

Implement de-cluttering guidelines.

Improvement projects and safe structures.

Investigate and implement Traffic Management schemes – both new and extensions – in conjunction with Parking Services.

STREETSCENE MAINTENANCE TEAM

Investing in improving and maintaining street lighting.

Repairs and improvements to roads, pavements, footpaths and Rights of Way.

Improve town centres - Yiewsley, West Drayton and Uxbridge Road Corridor.

Implement de-cluttering guidelines.

Implement findings from Zero Based Budgeting review of Highways Maintenance.

TRAFFIC MANAGEMENT/ROAD SAFETY EDUCATION

Continue to invest extra money to improve road safety in the borough.

Continue to deliver improvements in the management of utility streetworks and council roadworks, helping to reduce works disruption and traffic congestion.

Deliver the Council's statutory Network Management Duty to smooth traffic flows

Continue with the implementation of the Road Safety Plan

Meet and supersede targets for casualty reduction.

Ensure service delivery is programmed to include all vulnerable road users, but also available upon request to borough residents

ALL TEAMS

Continue to improve the quality of the borough's roads, our parks and open spaces, and improve town centres and the street scene.

CROSS CUTTING

NEW GENERIC TASKS

Assess & review workforce plan across the group

Improve the experience the customer has when contacting the group.

Ensure the group meets the VFM standards for the council.

Embed equalities through service delivery

NEW for 2010/11

Participate in all Business Improvement Delivery schemes (BID) related to ECP and implement the findings.

Budget savings and efficiencies

New items from Council Plan and Sustainable Community Strategy

Civic Pride initiatives

CUSTOMER FACING

Implementation of the older people and disabled people action plans.

Support campaigns across the borough eg World Environment Day.

Use of surveys and consultation exercises to assess community needs and act appropriately.

Act upon results of the Residents Survey and Place Survey.

Continue to improve the asset management of the borough's highways, green spaces and car parks.

Seek external funding and income generation opportunities.

Monitor and report on outputs on all key National Indicators and local Performance indicators.

Improved use of the Customer Contact Centre. NI14 avoidable contact works.

Update and revamp all ECP Websites and implement additional proactive communications eg text alerts.