

Runnymede Borough Council

Service Area Plan 24/25

Environmental Services

FINAL COMMITTEE APPROVED

Approvals

Approved by CLT:

Approved by Service Cttee:

Dec 13th 2023

Mar 7th 2024



Service Area Plan for Financial Year 2024/25

Service Area: Environmental Services

Corporate Head of Service: Helen Clark

Supported by: Daniel Bradding, Helen Wilson, Shaun Barnes,
Prince Frank

Version: FINAL DRAFT

Mission statement

Environmental Services is a multi-disciplinary business centre covering a range of services including Environmental Health and Licensing, Direct Services Organisation (DSO), Parks and Green Spaces and Engineering Services.

Contribution to Corporate Strategies 2022 to 2026:

Climate Change Strategy

We will factor our aim for net zero carbon into the design and delivery of all operational activities across Environmental Services. Key deliveries as follows:

- Refurbishment of the depot.
- Develop a new fleet strategy working with colleagues in the Climate Change team.
- Potential switch to HVO fuel.
- Move to lithium-ion battery powered hand-held equipment in grounds maintenance,
- Review of Runnymede Borough Council sandbag policy.
- Review of schedules for grounds maintenance to optimise efficiency. New sustainable planting policy including adoption of new naturalised areas.
- Adopt SEP 25 policy for waste and recycling.

Empowering our Communities strategy

We will strive to design services which reflect the needs of our communities, and which enhance their quality of life. Key deliveries as follows:

- Respond to complaints about noise and fly tipping.
- Work with voluntary groups to encourage participation in activities including litter picking and planting.
- Maintain vacant allotment plots to encourage local uptake.
- Work with applied resilience to support communities vulnerable to flooding.

Economic Development Strategy

We will design services to enhance the street scene in our town centres and offer local employment opportunities to local residents in our direct services teams. Key deliverables as follows:

- Recruitment campaigns for all direct services to include locally directed marketing.
- Improvements to street scene infrastructure to be funded by the national prosperity fund.
- Develop a programme of green scene infrastructure improvements to enhance our open spaces.
- Support our food businesses by offering advice and information together with relevant signposting as we navigate the cost of living crisis.

Health and Wellbeing Strategy

We will support local residents, local workers and visitors to Runnymede through advice and where necessary enforcement with respect to private rented housing and health and safety at work. We will maintain our parks and open spaces and facilities to provide safe and welcoming access to the natural environment. Key deliveries as follows:

- Respond to complaints about private rented housing, giving advice or taking enforcement action where appropriate in line with our enforcement policy.
- Review the RBC waste bin allocation policy to incorporate clear standards specifically for licensed HMOs.
- Responding to complaints about working conditions and investigating, advising or enforcing as necessary to ensure appropriate safety systems are in place.

Organisational Development Strategy

We will work with digital services and human resources to ensure we have the right staff in place to deliver our services. Key deliveries as follows:

- Procurement of alternative route management software for the waste fleet which includes route optimisation.
- Recruit to vacancies in the new Grounds Maintenance team, providing training and development as required.
- Continue to train operatives working from the DSO to ensure they have all necessary training.
- If approved deliver new management structures for the Green Spaces, Environmental Health and Engineering teams.

On-going services to be delivered:

Environmental Health

There will be no service deliver changes within Environmental Health and we will continue to deliver all existing services as identified in the background service information in section 2 of this service delivery plan.

Engineers

Within the Engineers' team the remit will be expanded to incorporate working with the climate change Officer, DSO, and external partners to update and develop the borough sandbag policy. If approved the Street Naming and Numbering function will move to Digital Services.

Direct Services Operations (DSO)

Following the restructure in February 2022 there will be no changes to the services being delivered from the DSO apart from the Arboriculture service which moved into Green Spaces in August 2023. Functions delivered by the DSO include, Waste Collection, Recycling collection, Trade Waste collection, Street Cleansing, Grounds Maintenance and Cemeteries.

Green Spaces

As of February 2022, Green Spaces have be located in the Civic Offices. In August 2023 the Arboriculture service moved into Green Spaces. The team delivers the following services; landscape management, inspections services for parks and Housing, allotments, events, response to complaints, contract management of the grounds maintenance service, and enquiries and all related enforcement functions including incursions and encampments on RBL land.

Growth required:

The following growth bids for delivery in 2023.2024 have final approval by CMC and Full Council

- Delivery of a corporate tree survey for land owned by RBC including all open spaces, housing team land and land managed by assets and regeneration. £100k (general fund) +£50K (HRA)
- Growth bid to convert the DSO fleet from Diesel to HVO fuel £100k.
- Growth bid to increase the maintenance budget for playground equipment from £30k to £60K from April 2024 following on from a Health and Safety audit and restoration programme being delivered by Community Services in 2023/24.
- The following growth bids for delivery in 2024.2025 have tacit approval subject to final approval by CMC and full Council.
- Additional budget for tree maintenance and emergency works £45 per annum.

Challenges and Opportunities:

The main challenges for 2024.2025 will be as follows:

- Recruitment and delivery of a new services in grounds' maintenance and green spaces.

- Interim operation of the depot whilst alternative options for delivering a complaint and effective site and accommodation are explored.
- Delivery of a fleet strategy which will offer increased efficiency and reduce RBC scope one emissions.
- Delivery of Environmental Services restructure if approved by CMC in December 2023.
- Review of licensing and enforcement options for Houses in Multiple Occupation

Drivers for Change:

- Adoption of SEP25 waste and recycling policy and delivery of RBC associated action plan.
- IT upgrades include a new reporting mechanism for fly tipping.
- Proposed IT upgrades or contract renewals are anticipated relating to sports bookings, Bartec route enhancement and the Civica environmental health database.

Upgrades and Service Improvements:

- Depot health and safety refurbishment works.

Service Information

Service Area: Environmental Services

Service Area 1:	Environmental Health and Licensing
Service Area 2:	Direct Services Organisation (DSO)
Service Area 3:	Grounds Maintenance
Service Area 4:	Engineering Services
Service Area 5:	Green Spaces

Description of Service (1) Environmental Health and Licensing

Main Purpose: Environmental Health and Licensing covers a number of areas, Commercial, Residential, Private Sector Housing, Environmental Crime and Licensing.

Commercial – enforcement of legislation relating to food safety in commercial premises such as restaurants and cafes, health and safety at work in food premises, environmental protection, contaminated land matters, smoke free legislation, dealing with private water supplies and infectious diseases investigations.

Residential – enforcement of legislation relating to air pollution, environmental protection, pest and dog control, noise in residential premises, caravan site licensing, park homes,

health and safety at work in non-food local authority enforced premises, public health registration and regulation of tattooists, acupuncturist and skin piercers and animal licensing.

Private Sector Housing – enforcement and administration of licensing of houses in multiple occupation (HMOs) and housing standards in the private sector.

Environmental Crime – enforcement of legislation relating to fly-tipping, abandoned vehicles, waste, and elements of anti-social behaviour.

Licensing – enforcement and administration of alcohol, personal and related licences, gambling licences, taxi and private hire and operator licensing.

Staff

2 x Principal Environmental Health and Licensing 1 (1 FTE vacant)

4 x Senior Environmental Health Officers

2 x Environmental Health Officers

1 x Environmental Health Technician

1 x Environmental Enforcement Officer

1 x Contaminated Land Officer

1 x Senior Licensing Officer

0.4 FTE Licensing Officers (0.5 post vacant)

1 x licensing administrator

1 x Private Sector Housing Manager

1 x Private Sector Housing Officer

1 x Housing Enforcement Admin Officer

Key service statistics

No of food premises = 681

No of H&S = 1736

No of smoke free premises 2297

No of licensed caravan sites = 39

No of industrial/pollution permits = 20

No. of Animal Welfare at Oct 1 2022 = 57

No. of Skin piercing, acupuncture, and tattoo licenses = 230

No. of licensed HMOs as at Oct 1 2022 = 417

No. of Betting shop premises licences = 13

No. of Club Gaming permits = 12

No. of Lottery Licences = 44

No of premises/club licences = 283

No of premises gaming permits = 28

No. of Private Hire Operators = 18

No of taxi drivers licensed = 91

No of taxis licensed = 78

Request for service/complaints 2021/22 = 2570 (excluding licensing but including abandoned vehicles and private sector housing)

No of enforcement notices served 2021/22 = 56 (excludes 4 community protection warnings, 7 FPNs for fly-tipping and 14 housing notices)

Abandoned Vehicles

No. of vehicles investigated 2021/22 = 102

No. of vehicles removed/scrapped 2021/22 = 18

Description of Service (2) Direct Services Organisation (DSO)

Main Purpose: The DSO operates the Council's Recycling and Waste Collection, Street Cleansing, Grounds Maintenance and Cemeteries Services and several other related services from the Council's Ford Road Depot in Chertsey. The administrative functions associated with both the DSO and Green Spaces services are also delivered from the Ford Road Depot..

The main Waste Collection services include the collection of mixed recycling, food and garden waste, household, trade and clinical waste and bulky household items.

Street Cleansing includes street sweeping and litter picking and the removal of fly tips and fly posters from public highways and land. Associated services include the removal of graffiti from public facing highway and other property, the maintenance of public lighting on Borough Housing land, parks, open spaces and car parks and the maintenance of CCTV cameras operated by the Council's Safer Runnymede service.

The DSO also has teams that carry out elections support, and the opening and cleaning of public toilets.

The DSO has a key role in providing resources and equipment in the event of civil emergencies and operates Chertsey Depot, which provides a base for all the DSO operated services, administration of Green Spaces, Cemeteries, Community buses and community meals vehicles and the Council's emergency store. The Depot also contains a workshop for the servicing and maintenance of the Council's operational vehicles.

Key service statistics: End of December 2022

Recycling approximate tonnage 8265 per year 690 per month

WEEE, Textiles, Bins/Metal tonnage = 12 per year 1 per month

Food waste tonnage 5400 per year 450 per month

Green waste = 2,974

Commercial waste approximate tonnage 2000 per annum 170 per month

No of green waste customers = 9978

Refuse

Tonnes of waste collected per year: -

Domestic = 13800 per annum 1150 per month

Trade = 1,996

Special collections = 0

Street Cleansing

No. of litter bins = 630

No. of dog bins = 300

Fly tips removed 2021 =807

Graffiti

No. of instances of graffiti removed per year = 34

Staff

1 x Direct Services Manager 2 x Waste and Street Cleansing Supervisors 1 x Health & Safety Manager

1 x Transport Manager

1 x Technical Operations Manager

3 x DSO Admin officers

1 x Recycling Officer

1 x Recycling Assistant

1 x Cemeteries Manager

1 x Cemeteries Assistant

21.31 x Street Cleansing staff

39 x Recycling and Refuse staff

1.4 x Taskforce and electrician

1.78 x Mobile Cleaner

Description of Service Area (3) Grounds' Maintenance

Main purpose: Deliver Grounds maintenance including manned parks, sports pitches and grounds and former outsourced contract work for Housing Department, parks, green spaces and cemeteries.

Operations Manager

X2 Grounds Maintenance Supervisors

X4 grounds staff

X6 seasonal grounds staff

Description of Service (4) Engineering Services

Main Purpose: The team's engineers design and supervise the construction of projects such as town centre environmental improvements and manages Runnymede's land drainage maintenance programme. The team offers engineering support and technical input for other Council services such as the Open Spaces who own several assets such as bridges. The team also looks after street furniture such as bus shelters and benches and coordinates the street naming and numbering process in the Borough. The team collaborates with the

Climate change delivery team and Applied Resilience to ensure our emergency flood response is current and aligned to strategic partners such as the Environment Agency and Thames Water and provides flood risk and drainage advice on planning consultations for the Local Planning Authority.

Key business centre statistics December 2022

No. of Street nameplates = 3417

No. of seats = 118

No. of bus shelters = 95

Staff

1 x Engineer,

1x Principal Engineer

1 x Vacant Engineer

Description of Service (5) Green Spaces

Main Purpose: To work with the Grounds maintenance team to design and deliver safe and welcoming sustainable parks and green spaces for residents to visit and enjoy. The respond to all complaints and enquiries from residents, 3rd parties and service users. To work with and support volunteers who work in the borough's Green Spaces. To monitor the grounds maintenance team and check standards are maintained. Work with the Strategic team to maintain playgrounds and paddling pools.

- Manage allotment service including reletting and maintenance.
- Support and deliver on actions arising from the Cabrera Trust, Englefield Green and Chertsey Meads Liaison committees.
- Manage green infrastructure including benches, paths and bins in parks and green spaces.
- Management of filming and events including community events on RBC land.
- All related enforcement including encroachments and encampments on RBC land.

Staff

1 x Green Spaces Manager

1 x Assistant Green Spaces Manager

1.5 x Green Spaces Officers

Planned Activities



Project						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
Project	Bulky Waste Service	Economic Development				Paused
Project	Depot time recording system	Organisational Development				Paused
Project	Impement Fleet and Fuel Strategy	Climate Change	01 April 2024		31 March 2025	Not started
Project	Street Cleansing Service	Climate Change	01 April 2024		31 March 2025	Not started
Project	Depot Redevelopment (linked to AR003)	Environmental Sustainability	01 April 2024		30 April 2025	Not started
Project	Env Health & Licensing System	Organisational Development	01 April 2025		31 March 2026	Not started

Review						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
Review	Air Quality Action Plan.	Climate Change	01 April 2024		31 March 2025	Not started
Review	Green Waste – Invest to Income Generate	Economic Development	01 April 2024		31 March 2025	Not started
Review	HVO Fuel Review	Climate Change	01 April 2024		31 March 2025	Not started
Review	Licensing options for HMOs in wards adjoining Royal Holloway University	Economic Development	01 April 2024		31 March 2025	Not started
Review	Recycling Food waste (Commercial)	Economic Development	01 April 2024		31 March 2025	Not started
Review	Review current waste collection routes in the Borough - Route Optimisation	Climate Change				Not started
Review	Rewilding, Replanting & Green Projects	Climate Change		01 February 2023	01 February 2026	In progress

One-off						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
One Off	Tree Survey (ENV)	Health and Wellbeing	01 January 2024		31 December 2024	Not started
One Off	Depot Fuel Tank – DSO options appraisal	Climate Change	01 April 2024			Not started
One Off	Develop guidance on road closures	Economic Development	01 April 2024		31 March 2025	Not started
One Off	Procurement of grave digging contract	Health and Wellbeing	01 April 2024		31 March 2025	In progress
One Off	Restructure of Environmental Services teams	Organisational Development	02 January 2024		31 March 2025	In progress
One Off	Review of Cemetery and burial Conditions	Health and Wellbeing	01 April 2024		31 March 2025	Not started

New Core Activity						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
New Core Activity	Playgrounds and housing sites inspection programme.	Health and Wellbeing	01 April 2024		31 March 2025	Not started

Corporate Business Plan Activities						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
Review	Review current waste collection routes in the Borough - Route Optimisation	Climate Change				Not started
One Off	Depot Fuel Tank – DSO options appraisal	Climate Change	01 April 2024		31 March 2025	Not started
Review	HVO Fuel Review	Climate Change	01 April 2024		31 March 2025	Not started
Review	Rewilding, Replanting & Green Projects	Climate Change		01 February 2023	01 February 2026	In progress

Service Area Plan Activities						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
Review	Air Quality Action Plan.	Climate Change	01 April 2024		31 March 2025	Not started
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