

Sustainability - Service Delivery Plan 2010/11

Strategic Context

The environment is a concern to us all and there are constant reports and reminders in the media about the adverse affects mankind is creating to our natural environment, through our lifestyles and our day-to-day activities. NBBC is committed to working to minimise any adverse effects delivering our day-to-day services have on the natural environment. The Council at a regional and national level has signed both the Nottingham Declaration on Climate Change and the Warwickshire Climate Change Strategy and we work closely with partners, including most recently the Energy Savings Trust [EST], and the community to achieve the aims and objectives of both these strategies. We have a cross-cutting “Environmental Sustainability Strategy” [ESS] covering the period 2007/08 – 2009/10 and we will be developing a new ESS to cover 2010/11 and beyond. Our Corporate Plan - 2007 to 2021, has the following overall vision:

“By 2021 we shall achieve the greatest improvement in quality of life and social justice in Warwickshire, providing value for money services in a safe and pleasant environment”.

Key Aim 3 of our Corporate Plan - 2007 - 2021 is: **“To provide a pleasant environment for those living, working and visiting the Borough”**

While Priority 1 and 2 within this Key Aim are:

“To create a greener and cleaner environment” and “To lead in environmental issues addressing climate change and the environment”.

Biodiversity is the variety of life as we know it. This variety allows animals and plants to adapt to our changing environment. NI 197 - Improved Local Biodiversity – proportion of Local Sites where active conservation management is being achieved - is a target within Warwickshire’s Local Area Agreement [LAA] as is NI 188- Planning to adapt to climate change. NBBC has long recognised the importance of biodiversity and for many of years we have held a Biodiversity Day reaching hundreds of school children; provided volunteering opportunities in this field and run many public events to promote biodiversity to people of all ages. In April 2009 we committed to the West Midlands Biodiversity Pledge, to help us raise awareness move forward in meeting our legal duties under Natural Environment and Rural Communities Act (NERC) 2006.

We have make significant improvements in reducing the energy consumption of our main buildings which contributes to our targets and performance under NI185 and NI194 as well as the LAA target to reduce CO₂ emissions by 8% per capita from the 2005 DEFRA figure of 8.2Mt to 7.55Mt per capita by 2010 [NI 186]. Over the coming years we will be concentrating more attention on green house gas emissions from our own and our contracts’ vehicles as these too have a significant impact on Ni 185, NI 186 and NI194. Our approach to and performance in terms of using natural resources forms an important aspect of the Comprehensive Area Assessment [CAA] regime’s annual “Use of Resources” [UofR] assessment. In particular Section 3.1 of the UofR framework looks at whether an organisation is “...making effective use of natural resources” and if the organisation:

- “Understands and can quantify its use of natural resources and can identify the main influencing factors
- Manages performance to reduce its impact on the environment: and
- Manage the environmental risks it faces, working effectively with partners”.

Table 1 – Link of Service Activities to Strategic Planning Framework

Activities	How these contribute to the strategic priorities described in the strategic context above	Identified customer views/needs	Key Performance Indicators	Value for Money (Cost per head / Cost per transaction)	Service Unit
Energy Conservation	<p>Many of the larger buildings within the Borough are public and communal buildings managed by the Council. The Council is keen that each should play its part in reducing the consumption of energy. We NBBC want buildings to be as economical as possible and should set an example to other large organisations.</p> <p>This area of activity contributes to our performance in terms of NI185, NI194 and NI186 LAA target to reduce CO₂ per capita across the county and Borough.</p>	Not applicable.	NI 185 NI 186 Ni 194	To be determined	Asset Management & Strategic Development
Sustainable Procurement	<p>Environmental Sustainability means that economic growth, social cohesion and environmental protection must go hand in hand. The Government's National Procurement Strategy requires every council to build sustainability into its procurement strategy, policy, processes and contracts.</p> <p>This area of activity helps to minimise any adverse effects delivering our day-to-day services have on the natural environment.</p>	Not applicable.	None applicable	To be determined	Finance and Procurement

<p>Socially Responsible Investment Policy</p>	<p>Nuneaton and NBBC supports the UK Social Investment Forum definition of socially responsible investment as "combining investors' financial objectives with their commitment to social concerns such as social justice, economic development, peace or a healthy environment".</p> <ul style="list-style-type: none"> • NBBC believes that good director stewardship should include where appropriate the disclosure of each company's environmental and social policy in its annual report. • NBBC also wishes to promote best practice in corporate governance in the belief that only companies that adopt good corporate governance structures and manage their business in a socially responsible manner are likely to secure the long-term financial future of their business. • NBBC believes investment decisions should take account of social, environmental and ethical considerations, insofar as such considerations will benefit long-term performance and reduce risk. • As this is a developing area, NBBC requires its advisers and managers to review their approach to SRI on an annual basis, and report changes and developments to the Council. • <p>This area of activity helps to minimise any adverse effects delivering our day-to-day services have on the natural environment.</p>	<p>Not applicable.</p>	<p>None applicable</p>	<p>To be determined</p>	<p>Finance and Procurement</p>
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Land Use Planning	<p>The Planning System has the ability to have a significant impact on the sustainability of development in the Borough, by influencing the design and construction of building projects in the early stages. By locating new development on brownfield sites wherever possible that are near to public transport and local services, we can reduce the need to travel by private motor vehicle.</p> <p>This area of activity contributes to our performance in terms of NI185, NI194 and NI186 LAA target to reduce CO₂ per capita across the county and Borough and helps to protect biodiversity in the Borough.</p>	Not applicable.	NI 154 NI 159 NI 170	To be determined	Chief Executive's
Waste Management	<p>We encourage the community to recycle as much as possible and to reduce the amount of waste it produces. We aim to progressively work towards higher recycling levels and, together with waste minimisation initiatives, limit the amount of waste disposed of at landfill. It is recognised that it is vitally important to change public attitudes on how a household manages its waste and we encourage this through waste minimisation initiatives and a reliable recycling infrastructure.</p> <p>This area of activity contributes to our performance in terms of NI185, NI194 and NI186 - LAA target to reduce CO₂ per capita across the county and Borough and helping to protect biodiversity in the Borough.</p>	Not applicable.	NI 191 Ni 192 NI 193	To be determined	Asset Management and Strategic Development

Air Quality and Noise Management	<p>NBBC protects people and the environment as a whole from the adverse effects of noise, atmospheric pollution, ground contamination and other public health risks issues. This is done through the Contaminated Land Strategy, National Air Quality Strategy, authorisation of industrial processes, investigation of alleged noise nuisances, and refusing or adding conditions to planning consents to control noise and pollution.</p> <p>This area of activity contributes to our performance in terms of NI185, NI194 and NI186 - LAA target to reduce CO₂ per capita across the county and Borough.</p>	Not applicable.		To be determined	Planning and Public Protection
Housing	<p>NBBC aims to ensure that everyone who lives or wishes to live in the Borough has the opportunity of a decent, warm, affordable home.</p> <p>This area of activity contributes to our performance in terms of NI186 - LAA target to reduce CO₂ per capita across the county and Borough.</p>	Not applicable.	NI 158 NI 187	To be determined	Housing Services
Biodiversity	<p>For biodiversity to be enhanced, correct design, protection, management and location of areas is necessary to form a coherent and linked landscape in which wildlife can flourish.</p> <p>This area of activity helps to protect biodiversity in the Borough.</p>	Not applicable.	NI 188 Ni 197	To be determined	Public Amenities

Transport	<p>Over the coming years we will be concentrating more attention on green house gas emissions from our own and our contracts' vehicles.</p> <p>This area of activity contributes to our performance in terms of NI185, NI194 and NI186 - LAA target to reduce CO₂ per capita across the county and Borough.</p>	Not applicable.	NI 185 NI 186 NI 194	To be determined	Public Amenities
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Table 2 – Priority Actions for Coming Year

<p>Priority Actions</p> <p>(Including equal opportunities and diversity actions)</p>	<p>Link to Annual Corporate Delivery Plan</p>	<p>Customer focused outcomes / milestones</p>	<p>Lead Officer</p>	<p>Partners & Staff Resources</p>	<p>Budget Impact</p>	<p>Timescale</p>
<p>Energy Conservation</p>						
<p>Install efficient, condensing gas boilers, “recycled” from the Miners Welfare Park Nursery, into the Civic Hall.</p>	<p>4.1, 3.2</p>	<p>Replacement gas boilers installed and working.</p>	<p>Capital Projects, Engineering & Surveying Manager [Mat Byrne]</p>	<p>Capital Projects, Engineering & Surveying team [in particular Plant / M & E Officer].</p>	<p>General Fund capital works budget required.</p>	<p>30 September 2010</p>
<p>Subject to outcomes of feasibility studies and availability of funding, install a biomass boiler at the Civic Hall Bedworth.</p>	<p>4.1, 3.2</p>	<p>Biomass boiler installed.</p>	<p>Capital Projects, Engineering & Surveying Manager [Mat Byrne]</p>	<p>Capital Projects, Engineering & Surveying team [in particular Plant / M & E Officer] and limited use of professional consultants.</p>	<p>General Fund capital works budget required.</p>	<p>30 September 2011 if scheme approved.</p>
<p>Subject to capital investment bid to “SALIX” fund, install “Voltage Optimisation” devices in:</p> <ul style="list-style-type: none"> ▪ Pingles LC ▪ Bedworth LC ▪ Civic Hall ▪ Town Hall ▪ Council House 	<p>4.1, 3.2</p>	<p>Voltage Optimisation devices installed and operational.</p>	<p>Capital Projects, Engineering & Surveying Manager [Mat Byrne]</p>	<p>Capital Projects, Engineering & Surveying team [in particular Plant / M & E Officer].</p>	<p>General Fund revenue budget [electricity costs] to pay back interest free 100% SALIX loan over 5 years.</p>	<p>30 June 2009 if capital investment bid to “SALIX” fund successful.</p>

<p>Additional actions may be developed and agreed as part of our new ESS and / or our Energy and Carbon Emissions Reduction Action Plan developed in conjunction with the EST. Both to be finalised prior to 31 March 2010.</p>						
<p>Sustainable Procurement</p>						
<p>Actions to be developed and agreed as part of our new ESS and / or our Energy and Carbon Emissions Reduction Action Plan developed in conjunction with the EST. Both to be finalised prior to 31 March 2010.</p>						
<p>Socially Responsible Investment Policy</p>						
<p>Actions to be developed and agreed as part of our new ESS and / or our Energy and Carbon Emissions Reduction Action Plan developed in conjunction with the EST. Both to be finalised prior to 31 March 2010.</p>						

Land Use Planning						
Assess a further 15% of potentially contaminated land sites in the borough to support the safe reuse of brownfield development sites.	3.1, 3.2	Supporting the development of brown field sites for development will reduce pressure on green field sites	Head of Environmental Protection [Paul Knight]	Environmental Protection Team, Development Control, Building Control, Environment Agency.	Within General Fund revenue resources budgeted for 2010/11.	Throughout 2010/11
Review all planning applications that have environmental protection implications	3.1, 3.2	Ensures residents are protected from environmental issues associated with development of land	Head of Environmental Protection [Paul Knight]	Environmental Protection Team.	Within General Fund revenue resources budgeted for 2010/11.	Throughout 2010/11
Additional actions may be developed and agreed as part of our new ESS and / or our Energy and Carbon Emissions Reduction Action Plan developed in conjunction with the EST. Both to be finalised prior to 31 March 2010.						
Waste Management						
Actions to be developed and agreed as part of our new ESS and / or our Energy and Carbon Emissions Reduction Action Plan developed in conjunction with the EST. Both to be finalised prior to 31 March 2010.						

Air Quality and Noise Management						
Deliver an air quality monitoring and management programme across the Borough, focusing on our two Air Quality Management Areas (AQMA's)	3.1, 3.2	Ensures air quality is not detrimental to health.	Head of Environmental Protection – Paul Knight	Environmental Protection Team, Development Control Team, Building Control Team, County Council, local residents	Within existing resources for the Borough Council, but requiring substantial resource input from the County Council.	Throughout 2010/11
Secure improvements in air pollution controls in industrial processes where the Council regulates emissions to air.	3.1, 3.2	Ensures people are protected from potentially harmful and nuisance emissions to air.	Head of Environmental Protection – Paul Knight	Environmental Protection Team.	Within General Fund revenue resources budgeted for 2010/11.	Throughout 2010/11
Housing						
Review the Affordable Warmth Strategy	1.1	To improve the approach to delivering warmer, energy efficient homes in the private sector.	Private Sector Housing Manager	Strategic Housing Manager	Within Housing Revenue Account resources budgeted for 2010/11.	January 2011
Additional actions may be developed and agreed as part of our new ESS and / or our Energy and Carbon Emissions Reduction Action Plan developed in conjunction with the EST. Both to be finalised prior to 31 March 2010.						

Biodiversity						
Actions to be developed and agreed as part of our new ESS and / or our Energy and Carbon Emissions Reduction Action Plan developed in conjunction with the EST. Both to be finalised prior to 31 March 2010.						
Transport						
Actions to be developed and agreed as part of our new ESS and / or our Energy and Carbon Emissions Reduction Action Plan developed in conjunction with the EST. Both to be finalised prior to 31 March 2010.						

Risk Assessment

Table 3 a – Priority Actions Specific Risks 2010/11 Timeframe

To be produced in conjunction with our new ESS and / or our Energy and Carbon Emissions Reduction Action Plan developed in conjunction with the EST. Both to be finalised prior to 31 March 2010.

Table 3 b – Relevant Strategic Risk Register Issues

Risk Ref No	Risk Description (Cause & Consequence)	Gross Risk	Mitigation Control (Stating whether 'Existing' or 'Planned')	Mitigation Owner	Net Risk	Status (Red / Amber / Green)	"Action By" Date	Sources of Assurance (How Monitored?)	Risk Owner
R28	Potential failure to achieve the 'Decent Homes' standard for private sector housing with the consequent impact on the lives of residents.	Very High – Serious (prev L – M)	1. Stock Condition Survey. 2. Management action plan	JH	Sig –ser	<i>Red</i> <i>New</i> <i>07/07/09</i>		<ul style="list-style-type: none"> Internal & external audit review. Performance indicators 	AD Housing
R8 Aim 3	Potential failure to reduce waste & increase recycling + meet statutory targets.	Low – Mod (prev M- M)	1. Actively manage Waste Strategy Action Plan and take corrective action as needed 2. Promote recycling across the Borough 3. WRAP funding for education officer 4. Promote waste minimisation plan	PB	V low - mod	Green Last review <i>07/07/09</i>		<ul style="list-style-type: none"> LAA – climate change block Local PI's 	Environmental Services Director

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R29 Aim 1	Failure to deliver the Core Strategy within the agreed timescale with potential impact on delivery of key priorities and risk of planning decisions being successfully appealed.	Sig -Ser	1. Maintain up to date project brief and work programme 2. Allocation of sufficient budget to complete project 3. Effective use of corporate resources and where necessary use of external consultants and agencies 4. Regular involvement of Members via Working Party 5. Effective public consultation	Kelly Ford RW CK	V Low - mod	Green Last review 07/07/09	In action plan	<ul style="list-style-type: none"> Internal & external audit review. Consultation with minority groups. Equality impact assessments Monitoring by Government Office of West Midlands Favourable Inspectors Report 	Assistant Director Chief Executive's Office
R19 Aim4	Lack of capacity & skills amongst both Members & officers to deliver the key elements of the current Corporate Plan	Sig – Serious (prev M-M)	Member Dev Comp Framework Employee Review Trng/Dev Plans CPD for Managers DCLG capacity funds & other resources 3. Improvements in scrutiny 4. Constitution reviews	PR or PL ADs PL Party Leaders ADs	Sig - mod	Amber Last review 07/07/09	Ongoing	<ul style="list-style-type: none"> Improvement Board monitoring. CPDs CPA re-categorisation. 	Chief Executive

Glossary of Terms for Service Development Plans

Abbreviation	Description	Abbreviation	Description
QOL	Quality of Life Indicators (Warwickshire County Council)	HIWeB	Health Improvement and Wellbeing Group
BVPI	Best Value Performance Indicator	DoH	Department of Health
LPAMR	Local Plan Annual Monitoring	NBLT	Nuneaton & Bedworth Leisure Trust
BCS	British Crime Survey	PinCH	Partnership in Camp Hill
PSA2	Public Sector Agreement 2	RSL	Registered Social Landlord
ISO	International Standards Operation	PSL	Private Sector Landlord
CSS	Council Service Standards	WWRAS	Warwickshire Welfare Rights Advice Service
LAA	Local Area Agreement	CAB	Citizen Advice Bureaux
LPI's	Local Performance Indicators	ACD	Automated (Telephone) Call Distribution
NI	National Indicator	BCS	British Computer Society
NABSCOP	Nuneaton & Bedworth Safer Communities Partnership	EDRMS	Electronic Document and Records Management System
CDRP	Crime & Disorder Reduction Partnership	ESD	Electronic Services Delivery(I&DeA Toolkit)
GIS	Geographical Interface System	ICT	Information and Communication Technologies
TEN	Corporate Performance Management System	IT&C	Information Technology and Communications (Service Unit)

SCS	Sustainable Community Strategy	ITSG	Information Technology Steering Group (NBBC's officer Group)
NP	National Property	PRINCE2	Projects in Controlled Environment (Project methodology)
CAA	Comprehensive Area Assessment	SOCITM	Society of Information Technology Management
BME	Black Minorities Ethnic	WDP	Warwickshire Direct Partnership (formerly WOLP)
SCP	Sustainable Community Plan	WF	Workflow
SCS	Sustainable Community Strategy	CPA	Comprehensive Area Assessment (no longer in use)
SOA'S	Super Output Areas	PSB	Public Service Board (Warwickshire)
IMD	Index of Multiple Deprivations	LPI	Local Performance Indicator
LSP	Local Strategic Partnership	UOR	Use of Resources (part of CAA)
ASB	Anti-Social Behaviour	NDR	Non Domestic Rates
CCTV	Closed Circuit Television	MTFP	Medium Term Financial Plan
LTFP	Long Term Financial Plan	CMT	Corporate Management Team
EMT	Extended Management Team	MLA	Museums, Libraries & Archives Council
SLA's	Service Level Agreements	PSA	Public Service Agreement
WRAP	Warwickshire recycling action programme		