

# ENVIRONMENTAL DEVELOPMENT - Service Distribution Table (reconfiguration)

for CEB/SMD decision, December 2011

- Service to be retained
- Service reconfiguration - Q4, 2011/12 onwards

Reconfigured services will be delivered via Customer Services and the Council website.

Where alternative sources of help are available, these will be made known to service users either via the website or by a standard referral letter sent by Customer Services.

## NOTES:

Completely Mandatory = the duties are specified via UK Statutes & Instruments, EU Treaties, Directives/Regulations, Codes of Practice, binding guidance or contract. Imminent & substantial risk to health, safety or welfare.

Mostly Mandatory = there are some options in terms of the degree of work or response. Potential substantial risk to health, safety or welfare.

Mostly Discretionary = the Council is mostly free to choose whether the work is done or not. There will be risks to reputation nonetheless. Low level risk to health, safety or welfare.

Discretionary = there is no obligation upon the Council to carry out this work - though a public expectation may exist. Low risk to health, safety or welfare.

Totally Proactive = best practice where anticipated problems are eliminated or minimised instead of handling the problems that would otherwise arise later. Very low risk.

Many of the programmes are inter-related and so a change in one area may give rise to a knock on in another.

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	Service Programme	Completely Mandatory	Mostly Mandatory	Mostly Discretionary	Discretionary	Totally Proactive
1	Carbon Management and Energy Efficiency within the Council	Complying with Carbon Reduction Commitment requirements. Administering the Salix fund. Calculating and producing Display Energy Certificates on all public buildings. Statutory reporting.	Smart metering project. Complying with Carbon Trust Std or equivalent.	Delivery of Carbon Management programme.	Carrying out carbon assessments for all new schemes.. Responding to circa 1,000 service requests p/a and resolving problems. Managing the Energy Management Bureau Service. Co-ordinating carbon champions network Managing group billing.	Providing technical advice to major projects such as Offices for the Future. Identifying opportunities for further savings. Pursuit of best practice.
2	Climate Change Mitigation (reduction of CO2 emissions per capita in Oxford) "Low Carbon Oxford"	n/a	n/a	Managing existing partnerships. Chairing and hosting group meetings and events. Programme to meet locally adopted 40% reduction per capita (not yet resourced) Internal and external comms plan. Delivering the Energy Saving Trust 121 programme. Leadership of Low Carbon Oxford. Managing innovative projects e.g. FIT and renewables.	Responding to circa 500 service requests p/a.	Realising funding and partnership opportunities.
3	Air Quality Management	Statutory reporting requirements.	Developing City wide traffic emissions model. Developing Low emissions strategy. Embedding and extending Low Emission Zones (LEZs).	Making data available to partners and interested orgs. Partnership working on existing programmes Eg., with County. Completing the Green Fleet Review	Responding to circa 300 specific service requests p/a. Responding to circa 200 general service requests p/a and resolving problems.	Contributing funds to support new bids/new initiatives.

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4	Flooding defence and adaptation	Carrying out flood control reparation works. Delivery of locally led flood authority responsibilities (as Agency). Discharging Riparian Owner obligations. Statutory reporting.	Resilience measures for City Council owned land and operations.	Managing grant assisted flood mitigation projects and associated comms	Dealing with technical flooding queries - other agencies. Responding to 500 specific service requests p/a and resolving problems. Developing flood response plan. Managing & chairing the Oxford Area Flood Partnership (OAFP). Encouraging other orgs to build resilience. Carrying out agency role.	Realising funding and partnership opportunities to develop small area schemes.	
5	Building/ land drainage - service requests.	Carrying out enforcement of clear statutory breaches.	Responding to circa 350 service calls p/a and resolving problems.	Designing and carrying out local improvements as part of rehab works.	Responding to circa 300 service requests p/a relating to low level drainage defects/resolving problems.	Expending funds to prime potential new projects	
6	Fuel Poverty and energy advice	na	n/a	Delivering basic fuel poverty advice & assistance to circa 200 cases per annum through the Home Improvement Agency.	Responding via casework to circa 750 service requests p/a relating to fuel poverty and resolving problems. Responding to circa 250 service requests p/a on general energy. Training of OCC staff.	n/a	
7	Contaminated Land	Discharge duties re land assessment and remediation. Statutory reporting.	Complete grant funded contaminated land projects. Responding to circa 100 p/a service enquiries, including supplementary land searches, and resolving problems.	n/a	Responding to circa 100 p/a queries re possible low level contamination and resolving problems.	Realising capital funding opportunities to carry out contaminated land remediations - as proactive schemes.	
8	Hazardous Substances	Maintaining the radioactive substances register.	n/a	Responding to circa 50 service requests p/a and resolving problems.	Analysing Hazardous Substance incidents and developing an action plan for future prioritisation.		
9	Biodiversity	n/a	n/a	Maintaining the biodiversity strategy.	Developing the biodiversity strategy and action plan.		
10	General Environmental Projects	n/a	n/a	Providing the City Council input to the Waste & Environment Partnership.	Adopting and developing the Sustainability Strategy. Bidding for external funding, eg, EVs & transport related schemes.	n/a	
11	Control of Commemorative Balls	n/a	Enforcement for any infrequent statutory shortfalls arising from reactive or proactive actions.	Giving circa 50 p/a pre-event on site recommendations	Responding to circa 100 p/a requests / enquiries re low level noise disturbance and attending and resolving problems.	n/a	
12	Control of Construction Sites	Carry out enforcement arising from breaches that give rise to statutory nuisance.	Regulating noise and vibration from circa 100 construction sites p/a including setting levels/times.	Providing circa 200 free advice / consultations to developers p/a..	Responding to circa 50 p/a enquiries about construction site operations, both ongoing and planned.	n/a	
13	General noise service	Enforcement to address statutory noise nuisances and noise act contraventions. Service of prohibition notices (recurrence).	Responding to events involving high level neighbourhood noise disturbance. Seizure/prosecution.	Responding to circa 200 service requests p/a re low level neighbourhood noise.	Responding to circa 400 service requests p/a about neighbour noise where there is no statutory nuisance.	n/a	
14	Busking Control & Code of Practice work	n/a	Responding to circa 30 p/a number of likely statutory noise nuisance incidents and resolving problems. Issuing permits on request.	Responding to a further circa 70 p/a service calls where noise levels are unlikely to be a statutory noise nuisance.	Checking that circa 70 buskers p/a meet the voluntary code and monitoring performances		

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15	Charitable Street and House to House Collections	n/a	n/a	Controlling circa 70 charitable street and house to house collections p/a.	Responding to circa 150 service requests p/a relating to collection slots and other collectors.	n/a	
16	Pest Control Service	Work to enforce the duties to control vermin inc own land. Statutory inspections of the district.	Provision of vermin services on request.	Making circa 6,000 visits p/a for the control of miscellaneous pests in the City. Proactive baiting in problem areas.	Providing free advice and practical examples of good practice to circa 100 service requests p/a.	n/a	
17	Dog Warden Service	Collection of circa 200 stray dogs p/a during office hours. Provision of out-of-hours service where practicable, this is currently an external provider.	n/a	Responding to a further 335 service requests p/a relating dog fouling service requests and dog welfare and resolving problems. Carrying out circa 200 site visits p/a for miscellaneous enforcement issues concerning fouling and resolving problems.	Responding to circa 150 service requests p/a relating to low priority issues including lost dogs.	2 School Talks on responsible dog ownership (for dog walkers). Minimum of 12 proactive fouling patrols in high profile areas	
18	Street Trading	n/a	Enforcement action for legal breaches inc revocation/prosecution. Recovery of monies.	Day to day management of 31 annual street trading pitches and 2 weekly street trading pitches p/a. Collection of fees and charges. Reporting to Licensing Committees.	200 visits p/a and follow up action made in response to 120 service requests p/a. Applying conditions.	Reviewing & developing the street trading consent scheme and producing relevant policies and plans.	
19	Waste & rubbish Service Requests	Carrying out enforcement in circa 200 cases for statutory nuisance and resolving problems.	Carrying out enforcement in circa 500 cases p/a where food waste and material health risks exist, and resolving problems.	Responding to circa 700 service requests p/a relating to medium priority incidents involving general waste and resolving problems.	Responding to circa 400 service requests p/a relating to low priority incidents involving rubbish and discarded items.	Managing and enforcing the free printed matter controls.	
20	Cleaner Greener Programme	Maintaining statutory register	n/a	n/a	n/a	Planning & delivering local cleaner greener campaigns.	
21	Poor Quality Homes	Carrying out enforcement where breaches are found. Maintaining statutory register.	Responding to circa 1,000 service requests p/a re disrepair, poor management and other hazards in rented accommodation, and resolving problems.	Giving advice to tenants and others about legal requirements.	Producing and distributing landlord and other guides.	Leading and co-ordinating the Landlords Forum. Low level area surveys.	
22	Caravans & Mobile Homes	n/a	Responding to circa 20 number of service requests p/a re site safety and other issues, and resolving problems.	Giving advice to circa 20 service request p/a to site tenants/site owner on site management.	n/a	n/a	
23	Boats	n/a	Assessing residential moorings and long stay boats. Responding to circa 50 service requests p/a relating to the habitability of residential boats and resolving problems, and addressing unlawful moorings on Council land.	Responding to circa 100 service requests p/a on boat moorings on non Council land.	Responding to circa 400 service requests p/a on related issues, eg., use of the tow path or non Council land.	Leading and co-ordinating the multi-agency Unlawfully Moored Boats Enforcement Group (UMBEG). Encouraging other landowners to take action against unlawfully moored boats.	

Appendix 1 24	Public Health Burials	Arranging funerals & cremations. Holding of assets and disposal of effects. Maintaining of statutory registers. Completing returns to Government (Treasury Solicitor).	n/a	Liaising with other relevant agencies - eg., Social & Health Care. Contributing to initiatives, eg., 'Tell Us Once'.	n/a	n/a
25	Infectious disease	Joint work with the HPA as required by Outbreak Control Plan and Single Case Protocol. Responding to statutory notifications. Maintaining statutory register	Investigating and controlling infections notified by the Health Protection Agency. Responding to circa 350 p/a via measures including formal enforcement/prohibition etc.	Responding to circa 250 service requests p/a from the public relating to suspected infectious disease, eg., minor suspected food poisoning.	n/a	n/a
26	Development control support	n/a	Responding to circa 150 planning consultations p/a. Attending public inquiries / committees as necessary	Carrying out circa 50 site visits p/a to support DC conditions.	n/a	n/a
27	Disabled / Renovation Grants and Secured Home Loans	Processing circa 170 disabled facilities grant applications p/a in conjunction with other agencies and determining as appropriate. Recovering monies where appropriate.	Processing circa 90 renovation grant enquiries p/a and liaising with relevant agencies.	Responding to circa 300 service requests p/a querying grant rules and availability, and resolving problems.	Processing circa 50 home loan enquiries p/a and approving circa 20 home loans p/a. Applying conditions.	n/a
28	Home Improvement Agency service	n/a	n/a	Delivering Home Improvement Agency contract including home from hospital, small repairs and security improvements.	n/a	n/a
29	HMO Mandatory Licensing	Granting new and renewal licences with conditions. Maintaining statutory register. Carrying out fitness assessments and taking enforcement action.	Carrying out circa 700 p/a work in progress visits to enforce conditions.	Responding to circa 1,500 service requests p/a and resolving problems.	Responding to circa 50 requests p/a from other LAs for visits/Q&A	n/a
30	Additional Licensing of HMOs	Granting new and renewal licences with conditions (as above)	Processing circa 1,500 p/a work in progress visits to enforce conditions.	Responding to circa 4,000 service requests p/a and resolving problems.	n/a	Promoting the scheme
31	Unlawful evictions and harassment	n/a	Carrying out formal enforcement/prosecution where offences are imminent/detected, preventing homelessness.	Responding to circa 700 service requests p/a relating to alleged harassments/threatened eviction.	Responding to circa 200 service requests p/a relating to landlord & tenant civil disputes.	Delivering free training for relevant agencies including TVP.
32	Landlord Accreditation Scheme	n/a	n/a	n/a	Responding to circa 60 service requests p/a regarding the rules of the scheme and incentives.	Designing & developing the scheme and assessment regime in conjunction with the Landlord Guide. Membership gives fee discount for HMO additional licensing.
33	Commercial Health & Safety	Delivering programme set by regulator.	Joint targeted projects working with other Oxfordshire Authorities and HSE.	n/a	Responding to circa 200 service requests p/a relating to low level health & safety queries.	Promoting Health & Safety, eg., in partnership with HSE - 'The Pledge'
34	Accidents	Responding to circa 20 number of statutory accident notifications p/a where serious injury or death is involved. Visiting, investigating and prosecuting as appropriate.	n/a	Responding to circa 30 statutory accident notifications p/a where minor injury is involved. Visiting, investigating and following up as appropriate.	Responding to circa 100 non statutory accident notifications p/a.	n/a

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35	Works in Default	n/a	Carrying out circa 30 number of cases p/a of works in default where significant health hazards arise and recharging owners/responsible parties.	n/a	n/a	n/a
36	Industrial Pollution Control	Delivering pollution permitting regime. Maintaining statutory registers.	Responding to notices for Cooling Towers & Evaporative Condensers. Responding to HSE notifications.	n/a	Responding to circa 50 service requests p/a regarding low level concerns around industrial pollution.	
37	General Pollution	Responding to circa 250 service requests p/a for dealing with significant pollution of water supply, sewage & deposits on land or atmospheric pollution where a statutory nuisance exists.	n/a	n/a	Responding to circa 200 service requests p/a regarding suspected lower level pollution of water supply, sewage, deposits on land or atmospheric pollution, eg., garden bonfires, and resolving problems.	n/a
38	Food	Delivering the risk based inspection programme set by the regulator. Carrying out enforcement.	Ensuring circa 1,000 high & medium risk food businesses receive an inspection within a 2 year period. Carrying out relevant enforcement. Carrying out circa 100 food sampling events p/a.	Ensuring circa 300 low risk food businesses receive an inspection within a 3 year period. Carrying out relevant enforcement.	Responding to circa 250 p/a low level hygiene & food service requests, and resolving problems.	Delivering 'Scores on the Doors' scheme. (FSA likely to require all LAs to adopt in future).
39	Delivering of Food Safety Education & Training programme	n/a	Providing training programme for food businesses as required by the regulator.	n/a	n/a	Providing targeted training to ethnic minority groups.
40	Smokefree places	Carrying out circa 40 number compliance inspections p/a when inspecting for other purposes.	n/a	Responding to circa 25 number of service requests p/a regarding smokefree rules.	n/a	n/a
41	Licensing - Alcohol & General Entertainment	Processing applications for licences including Sub-Committee Hearings and Appeals. Updating Notices and public information. Producing policy documents.	Statutory consultee responses to licence applications. Inspecting circa 50 licensed premises p/a. Reporting to Committee.	Responding to circa 1,500 service requests p/a regarding high or medium priority licensing issues and resolving problems. Carrying out enforcement as necessary.	Responding to circa 2,500 service requests p/a regarding low priority licensing queries and resolving queries.	Carrying out discretionary work for Nightsafe.
42	Licensing - Gambling & Sex Establishments.	Processing applications licences including Sub-Committee Hearings and Appeals. Updating Notices and public information. Producing policy documents.	Statutory consultee responses to licence applications. Inspecting 10 number of licensed premises. Reporting to Committee.	Responding to circa 300 service requests p/a relating to high or medium priority licensing issues and resolving problems. Carrying out enforcement as necessary.	Responding to circa 510 service requests p/a relating to low priority licensing queries and resolving problems.	n/a
43	Licensing Hackney Carriage / Private Hire.	Processing applications including Sub-Committee Hearings and Appeals. Updating Notices and public information. Producing policy documents	Carrying out circa 10 inspections p/a of taxi ranks and operator premises. Reporting to Committee.	Responding to circa 1,500 service request p/a relating to high or medium priority licensing issues and resolving problems. Carrying out enforcement as necessary. Carrying out 50 number of test operations via partnership working.	Responding to circa 4,250 service requests p/a relating to low priority licensing queries and resolving problems.	Carrying out discretionary works for Nightsafe.

Appendix 1 44	Events and Road Closures / Events Control Panel	n/a	n/a	Responding to circa 200 service requests for road closure and circa 1500 events and resolving problems.	Carrying out circa 50 number of visits p/a to ensure compliance with conditions set.	Processing reports from Safety Advisory Group at the Events Control Panel.. Carrying out consultation and making determinations.
45	Pavement Café Licensing	n/a	Licensing circa 10 number of pavement cafes p/a. Collecting fees & charges and enforcing as necessary.	n/a	n/a	n/a
46	Environmental Information & Freedom of Information	Responding to circa 100 number of service requests for information p/a. Collecting fees where applicable.	n/a	n/a	n/a	n/a
47	General Licensing	Processing applications for licences for Pet Shops, Riding & Dog Breeding Establishments, Camping Sites, Dangerous Wild Animals, Motor Salvage & Scrap Metal Dealers etc.	Inspections of circa 10 licensed premises and enforcement as necessary.	Processing circa 50 number of applications p/a for skin piercing, acupuncture, electrolysis and tattooing.	n/a	n/a
48	Enforcement of Sunday Trading	Maintaining statutory register and taking enforcement action as appropriate	n/a	Carrying out programmed inspections of previously non-compliant businesses.	n/a	n/a