APPENDIX B - Draft MTO's 2010/13 & Annual Aims 2010/11
Customer Service Directorate

Medium Term Objective / Annual Aim	Lead Officer	Business Transformation	Maximising Income	Transforming Procurement	VALUE FOR MONEY: Reducing Overheads	VALUE FOR MONEY: Eliminating Duplication	VALUE FOR MONEY: Maximising Assets	VALUE FOR MONEY: Service Delivery	Link to SCS outcome	Link to Cabinet Portfolio
SP CUST05 - MANAGING THE BOROUGH'S PARKING SERVICE TO ASSIST ROAD SAFETY AND TRAFFIC FLOW TO THE BENEFIT OF BUSINESSES AND RESIDENTS										
SP CUST05.1 - Improve parking management (statutory requirement)	Graham Ward. Deputy Director (Customer Relations) Ext: 4622	✓	✓			✓			Promoting economic development and the environment	Transport
SP CUST05.2 - Improve the quality of parking enforcement (statutory requirement)	Graham Ward. Deputy Director (Customer Relations) Ext: 4622			✓	✓	✓		✓	Promoting economic development and the environment	Transport
SP CUST05.3 - Maintain the safety and quality of Bexley's car parks	Graham Ward. Deputy Director (Customer Relations) Ext: 4622		✓				✓		✓ Building safer and stronger communities	Transport

Medium Term Objective / Annual Aim	Lead Officer	Business Transformation	Maximising Income	Transforming Procurement	VALUE FOR MONEY: Reducing Overheads	Eliminating Duplication	Maximising Assets	Service Delivery	Link to SCS outcome	Link to Cabinet Portfolio
Environment and Regeneration Services Directorate										
SP ERS02 - CONTINUING TO IMPROVE THE BOROUGH'S STREET SCENE										
SP ERS02.1 - Improve the level of cleanliness of streets and tackle rubbish and related street scene	Stephen Didsbury. Head of Waste and Street Services Ext: 4634							✓	✓ Promoting economic development and the environment	Environment
SP ERS02.2 - Tackle graffiti that is visible from the public highway	Janet Glander. Enviro-Crime Manager Ext:4621							✓	✓ Promoting economic development and the environment	Environment
SP ERS02.3 - Reduce enviro-crime	Janet Glander. Enviro-Crime Manager Ext:4621							✓	✓ Promoting economic development and the environment	Environment
SP ERS02.4 - Improve the street scene by minimising the nuisance caused by empty properties	Kevin Murphy. Head of Public Protection Ext: 5623							✓	✓ Promoting economic development and the environment	Environment
SP ERS03 - PROTECTING AND ENHANCING THE ENVIRONMENT										
SP ERS03.1 - Run the environmental challenge event	Colin Rowland. Head of Parks and Open Spaces Ext: 2542							✓	✓ Promoting economic development and the environment	Environment
SP ERS03.3 - Improve air quality in Bexley	Kevin Murphy. Head of Public Protection Ext: 5623							✓	✓ Promoting economic development and the environment	Environment

					VALUE FOR MONEY					
Medium Term Objective / Annual Aim	**Lead Officer**	**Business Transformation**	**Maximising Income**	**Transforming Procurement**	**Reducing Overheads**	**Eliminating Duplication**	**Maximising Assets**	**Service Delivery**	**Link to SCS outcome**	**Link to Cabinet Portfolio**
SP ERS03.4 - Minimise the risk to health arising from contaminated land	Kevin Murphy. Head of Public Protection Ext: 5623							✓	✓ Promoting economic development and the environment	Environment
SP ERS03.5 - Minimise the nuisance from fly-tipping.	Janet Glander. Enviro-Crime Manager Ext:4621							✓	✓ Promoting economic development and the environment	Environment
SP ERS03.6 - Ensure effective use of enforcement powers deal with environmental health nuisance	Kevin Murphy. Head of Public Protection Ext: 5623							✓	✓ Promoting economic development and the environment	Environment
SP ERS03.7 - Review the policy and procedures for charging for Environmental Health services.	Kevin Murphy. Head of Public Protection Ext: 5623		✓						✓ Promoting economic development and the environment	Environment
SP ERS03.8 - Protect and enhance the Green Belt and Bexley's natural environment	Cross cutting across ERS directorate							✓	✓ Promoting economic development and the environment	Environment
SP ERS04 - MITIGATING AND ADAPTING TO CLIMATE CHANGE, INCLUDING REDUCING C0₂ EMISSIONS										
SP ERS04.1 - Review and update the Bexley Climate Change Strategy	Kevin Murphy. Head of Public Protection Ext: 5623	✓						✓	✓ Promoting economic development and the environment	Environment

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SP ERS04.2 Develop and Implement an Energy Strategy for the Council so as to reduce energy use by Council operations, including a 10% saving in civic buildings	Kevin Murphy. Head of Public Protection Ext: 5623 Adrian Cole, Head of Building Services Ext:5802	✓		✓				✓	✓ Promoting economic development and the environment	Environment
SP ERS04.3 Set up systems to ensure compliance with Carbon Reduction Commitment	Kevin Murphy. Head of Public Protection Ext: 5623	✓		✓				✓	✓ Promoting economic development and the environment	Environment
SP ERS04.4 - Implement the Fuel Poverty Strategy and improve home energy efficiency	Kevin Murphy. Head of Public Protection Ext: 5623							✓	✓ Promoting economic development and the environment	Environment
SP ERS04.5 - Reduce risk of flooding by maintaining and improving drainage within the Borough	Dave Green. Head of Engineering Services Ext: 2878							✓	✓ Promoting economic development and the environment	Environment

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SP ERS05 - IMPROVING BUSINESS COMPLIANCE AND ENHANCING PUBLIC PROTECTION										
SP ERS05.1 - Reduce the burden on compliant businesses and enhance public protection	Clive Cain. Head of Public Protection Ext: 5633	✓			✓	✓		✓	✓ Promoting economic development and the environment	Environment
SP ERS05.2 - Contribute to a reduction in the incidence of alcohol related crime and ASB	Clive Cain. Head of Public Protection Ext: 5633							✓	✓ Promoting economic development and the environment	Environment
SP ERS05.3 - Contribute to a reduction in metal thefts/vehicular crime	Clive Cain. Head of Public Protection Ext: 5633							✓	✓ Promoting economic development and the environment	Environment
SP ERS05.4 - Inspect high risk premises for regulatory compliance	Clive Cain. Head of Public Protection Ext: 5633							✓	✓ Promoting economic development and the environment	Environment
SP ERS07 - IMPLEMENT LONG TERM PLANS FOR SUSTAINABLE WASTE MANAGEMENT THROUGH WASTE MANAGEMENT STRATEGY 2009/14										
SP ERS07.1 - Continue to improve the quality of waste and recycling collection services	Stephen Didsbury. Head of Waste and Street Services Ext: 4634		✓					✓	✓ Promoting economic development and the environment	Environment
SP ERS07.2 - Implement new contractual waste disposal arrangements	Stephen Didsbury. Head of Waste and Street Services Ext: 4634			✓				✓	✓ Promoting economic development and the environment	Environment

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SP ERS07.3 - Reduce the biodegradable content of residual waste	Stephen Didsbury. Head of Waste and Street Services Ext: 4634							✓	✓ Promoting economic development and the environment	Environment
SP ERS07.4 - Promote Participation in Recycling	Stephen Didsbury. Head of Waste and Street Services Ext: 4634						✓	✓	✓ Promoting economic development and the environment	Environment
SP ERS08 - DELIVERING SUSTAINABLE AND VALUE FOR MONEY PROVISION OF PARKS AND OPEN SPACES										
SP ERS08.1 - Continue to improve the provision of recreational facilities for young people	Colin Rowland. Head of Parks and Open Spaces Ext: 2542							✓	✓ Developing services for children and young people / Promoting economic development and the environment	Environment
SP ERS08.2 - Support friends and conservation groups in their activities in parks and open spaces	Colin Rowland. Head of Parks and Open Spaces Ext: 2542						✓	✓	✓ Promoting economic development and the environment	Environment
SP ERS08.3 - Provide an efficient burial service	Colin Rowland. Head of Parks and Open Spaces Ext: 2542		✓				✓	✓	✓ Promoting economic development and the environment	Environment
SP ERS08.4 - Review and update byelaws for Parks and Open Spaces	Colin Rowland. Head of Parks and Open Spaces Ext: 2542						✓		✓ Promoting economic development and the environment	Environment

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SP ERS08.5 - Continue to enhance the Council's Allotment Service	Colin Rowland. Head of Parks and Open Spaces Ext: 2542		✓				✓	✓	✓ Promoting economic development and the environment	Environment
SP ERS08.6 - Explore opportunities for obtaining a vfm grounds maintenance and cemeteries service	Colin Rowland. Head of Parks and Open Spaces Ext: 2542			✓				✓	✓ Promoting economic development and the environment	Environment
SP ERS12 - ENCOURAGING VIBRANT AND VIABLE TOWN CENTRES										
SP ERS12.4 - Implementation of the Bexleyheath area based scheme to deliver comprehensive transport and public realm improvements	David Bryce-Smith. Deputy Director (Development and Public Protection) Ext: 5718						✓	✓	✓ Promoting economic development and the environment	Environment / Regeneration and Housing / Transport
SP ERS16 - ACHIEVING AND SUSTAINING A SAFE AND SECURE TRANSPORT SYSTEM										
SP ERS16.1 - Prepare and implement the Road Safety Plan	Richard Hawkins. Head of Transport and Traffic Services Ext: 5900							✓	✓ Building safer and stronger communities	Transport
SP ERS16.2 - Improve safety on the borough's highway network	Richard Hawkins. Head of Transport and Traffic Services Ext: 5900						✓	✓	✓ Building safer and stronger communities	Transport
SP ERS16.3 - Improve security on the public transport network	Richard Hawkins. Head of Transport and Traffic Services Ext: 5900							✓	✓ Building safer and stronger communities	Transport

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SP ERS16.4 - Maintain the condition of the highway infrastructure	Tony Hughes. Head of Area Teams Ext: 4512						✓	✓	✓ Building safer and stronger communities	Transport

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SP ERS16.5 - Improve the borough's street lighting	Tony Hughes. Head of Area Teams Ext: 4512			✓			✓	✓	✓ Promoting economic development and the environment	Transport
SP ERS16.6 - Ensure that the transport network operates at its optimum level	Richard Hawkins. Head of Transport and Traffic Services Ext: 5900							✓	✓ Promoting economic development and the environment	Transport
SP ERS16.7 - Ensure that the transport network meets the needs of residents and users	Richard Hawkins. Head of Transport and Traffic Services Ext: 5900							✓	✓ Promoting economic development and the environment	Transport
SP ERS17 - DEVELOPING A COMPREHENSIVE AND INTEGRATED TRANSPORT SYSTEM										
SP ERS17.1 - Identify and develop new transport infrastructure to support regeneration objectives	Richard Hawkins. Head of Transport and Traffic Services Ext: 5900						✓	✓	✓ Promoting economic development and the environment	Transport
SP ERS17.2 - Develop and promote improvements to the transport network in the Thames Gateway	Richard Hawkins. Head of Transport and Traffic Services Ext: 5900						✓	✓	✓ Promoting economic development and the environment	Transport
SP ERS17.3 - Introduce measures to reduce congestion and keep traffic moving	Richard Hawkins. Head of Transport and Traffic Services Ext: 5900						✓	✓	✓ Promoting economic development and the environment	Transport

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SP ERS17.4 - Encourage a move to more sustainable travel	Richard Hawkins. Head of Transport and Traffic Services Ext: 5900						✓		✓ Promoting economic development and the environment	Transport