

# Technical Services & EM 2011/12 Service Plan - Draft Action

Technical Services and Environmental Maintenance - 2011/12 Draft Service Action Plan

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
SP_TSEM11/12 Technical Services & Environmental Maintenance - Service Plan 2011/12		31 Mar 2012		
TSEM1101 Recycling Education	Actions & outcomes agreed.	31 Mar 2012	Proposal to be developed and milestones agreed once joint client team is operational.	31 Oct 2011
TSEM1102 Improved Customer Satisfaction with Waste Service	Results of satisfaction survey published.	31 Mar 2012	Spring 2011 survey completed	30 Apr 2011
			Spring 2012 survey completed	31 Mar 2012
TSEM1103 Implement and monitor fly tipping and fly posting enforcement.	Enforcement of CNEA powers to be undertaken effectively	31 Mar 2012	Powers to be implemented	08 Oct 2011
			KPI to be agreed and reported	31 Dec 2011
			Success to be monitored and reviewed	31 Mar 2012
TSEM1104 Outsourcing of Waste Service		01 Oct 2011	Contractor appointed	07 Apr 2011
			Contract start date	01 Oct 2011
TSEM1105 Setup waste client team.	Client team operational	30 Jun 2011	Team manager appointed	30 Apr 2011
			Appointments to all posts in team confirmed	31 May 2011
TSEM1106 Transfer of Street Cleaning Service to Basingstoke and Deane		01 Oct 2011		
TSEM1107 Update snow plan		31 Oct 2011		
TSEM1108 Review HCC agency agreements		31 Jul 2011		
TSEM1109 Review Structure of Technical Services Section	New structure agreed.	31 Oct 2011		