

DES Key Objectives 2010-11

Business Development (Tower Bridge)

- 1 To mitigate the effects of the Bridge Restoration Works on operations, visitors to the exhibition, events clients and other stakeholders throughout 2010/11. [SD](#)
- 2 To create and launch an exhibition in the East Walkway showcasing the River Thames by 30 June 2010. [SD/ DP](#)
- 3 To manage the effects of the Potters Fields development to achieve the optimum outcome for the operational and tourism business activities at the Bridge. [SD](#)

Business Development (Cemetery and Crematorium)

- 4 To develop a new suite of marketing and promotional literature by September 2010. [SD](#)
- 5 To develop the protocols around the re-use of graves by 31 December 2010. [Su](#)
- 6 To implement a programme of Green Flag and Green Heritage site improvement targets by 31 March 2011. [Su/ DP](#)
- 7 To develop the Ernie Turner Training Centre as a training event and funeral reception facility by achieving 78 paid bookings by 31 March 2011. [SD](#)
- 8 To draft proposals for the redevelopment of the 'Chute' area by January 2011. [SD/Su](#)

District Surveyors

- 9 To achieve a target income from Building Control services of £2.306M for 2010-11. [SD](#)
- 10 To monitor the scale of charges for the Building Regulations Charges Scheme and, subject to Committee approval, implement any necessitated change during the financial year. [SD](#)

Environmental Health and Public Protection

- 11 To enter into a formal partnership or Service Level Agreement with the City of London Police by December 2010 which cover all the relevant areas of Environmental Health and Public Protection. [SD](#)
- 12 To establish benchmarking arrangements for each team within Environmental Health and Public Protection. [SD/ DP](#)

- 13 To review the statement of Licensing Policy and update it to incorporate the Hatfield reports, obtain Committee approval for a new statement and publish by January 2011. [SD](#)

Highways and Cleansing

- 14 Retendering the Waste, Recycling and Street Cleansing contracts by March 2011 to commence by October 2011. [SD](#)
- 15 Improve trading position of Commercial Waste Service by at least £100k by March 2011. [SD](#)
- 16 Review Waste Strategy and agree action plan to achieve increased recycling levels by October 2010 [SD/ Su](#)
- 17 Embed a Highways permitting scheme and deliver on budget - March 2011. [SD](#)
- 18 Develop an asset management approach to Highways Maintenance by July 2011. [SD/ Su](#)
- 19 Develop improved traffic management information on the web site by October 2010. [SD/ DP](#)

Port Health and Veterinary Services

- 20 To investigate the feasibility of installing a water collection and recycling system using roof run-off at Heathrow Animal Reception Centre by 31 March 2011. [Su](#)
- 21 To consider, trial and procure a suitable Port Health Information Management System to enhance the effectiveness and efficiency of the Service by April 2011. [SD/ DP](#)
- 22 To review the charging mechanisms and further develop systems following the introduction this year of legislation relating to Catch Certificates and High Risk foods by 31 March 2011. [SD](#)

Key:

[SD](#) – Service Delivery

[Su](#) – Sustainability

[DP](#) – Developing People