

Dept. of Environmental Services

KEY MESSAGE ACTIVITY DESCRIPTION AND AIM(S)	KEY DATE(S)	DEPARTMENTAL KEY THEME	KEY AUDIENCES / TARGET GROUPS 1 2 3 4 5 6 7 8 9 10									
		Key Themes										
Departmental Consultation												
Business Planning Stakeholder Event - consultation and event	Annual - November	Service Delivery and Developing People		x							x	
Representation on Specific Working Groups	As required	Service Delivery and Developing People				x	x					
Residents Meetings	Annually	Service Delivery	x	x			x		x	x		
Specific Events, Seminars and Meetings following the introduction of new legislation and systems	As required	Service Delivery		x					x			
Business Development												
Parking Ticket Office Client Satisfaction Survey	Annual - March	Service Delivery										
Business Development Customer Care Survey	Biennial	Service Delivery and Developing People								x		
SRS Monitoring - Mystery Shopping	Annual	Service Delivery	x	x					x			
Tower Bridge Visitor Feedback	Continuous	Service Delivery and Developing People			x							
Tower Bridge Event Hospitality Feedback	Monthly	Service Delivery and Developing People			x							
Cemetery and Crematorium												
Cemetery and Crematorium User Survey	Annual	Service Delivery and Developing People								x		
Cemetery and Crematorium - Funeral Arranger/Director and Minister/Officiant Liaison Meetings	Twice a year	Service Delivery					x		x			
Cemetery and Crematorium - Monumental Masons Liaison Meeting	Twice a year	Service Delivery					x		x			
Cemetery and Crematorium - Consultation with general public	Biennial	Service Delivery							x			
Cemetery and Crematorium - Consultation with professionals	Biennial	Service Delivery					x		x			
District Surveyors												
District Surveyors Customer Survey	Annual - Sept.	Service Delivery and Developing People		x								
Environmental Health and Public Protection												
Quiet City Project	From March 09	Service Delivery, Sustainability and Developing People	x	x	x	x	x	x	x	x	x	x
Quiet City Project, Social Survey/Focus Groups	Sept 09 - Mar 10	Service Delivery, Sustainability and Developing People	x	x	x	x	x	x	x	x	x	x
EH Customer Satisfaction Survey	Monthly - from Sept 09	Service Delivery	x	x	x	x	x	x	x	x	x	x

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Residents meetings (Central) at Guildhall	6 monthly	Service Delivery, Sustainability	x						x			
Residents (estate) meetings	X3 6 monthly	Service Delivery, Sustainability	x						x			
Redevelopment Liaison Meetings	Ad hoc	Service Delivery, Sustainability										
S 18 (HSC) Priority Planning for Regulatory Services	Ongoing	Service Delivery										
EH&PP Business Plan	Dec-Feb 2011	Service Delivery, Sustainability										
Liaison Meetings with the International Meat Traders Association (IMTA)		Service Delivery and Developing People		x					x			
Licensing Action Group	Fortnightly	Service Delivery					x		x			
TS Satisfaction Surveys (Business)(NI 182)	Monthly (analysed yearly)	Service Delivery and Developing People	x	x	x	x			x	x		
Licensing Satisfaction Surveys	Ad hoc (analysed yearly)	Service Delivery and Developing People		x					x			
TSI Annual Conference	Annual June/July	Service Delivery and Developing People		x		x	x	x	x	x		
IoL Annual Conference	Annually	Service Delivery and Developing People		x		x			x	x		
Sainsbury's Consultation Meetings	Monthly	Service Delivery and Developing People		x					x	x		
Home Authority Meetings	Monthly	Service Delivery and Developing People		x					x	x		
Citizens Advice Bureau	Quarterly	Service Delivery and Developing People	x	x	x	x		x	x	x		
Residents Meetings	Annually	Service Delivery and Developing People	x	x			x		x	x		
Society of Chief TSOs (SOCTSO)	Monthly	Service Delivery and Developing People				x				x		
Inner London TS Function Groups	Quarterly	Service Delivery and Developing People				x						
London Councils LGA and other LG bodies	Ad hoc	Service Delivery and Developing People				x			x	x		
Local Authority Co-Ordinating Body on Regulatory Services (LACORS)	Ad hoc	Service Delivery and Developing People				x			x	x		
Government Departments, Agencies and Bodies.	Continuous	Service Delivery and Developing People				x			x	x		
Partners e.g Police, Fire Authority, CDRP	Continuous	Service Delivery and Developing People		x		x	x		x	x		
Pub-Watch	Quarterly	Service Delivery and Developing People		x					x	x		

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Licensing Function Working Parties	Quarterly	Service Delivery and Developing People			x	x			x	x	x	
Licensing Policy Review	Spring 2010	Service Delivery	x	x	x	x						
Highways and Cleansing												
LHAUC Expo – Exhibition	Annual – March	Service Delivery and Developing People			x		x			x	x	
MORI City Workers' Panel – Streetlighting Question	April	Service Delivery and Sustainability		x							x	
Highway Activity Newsheets – Advisory	Weekly	Service Delivery and Developing People	x	x	x				x	x	x	
Meeting with Utility Companies – Co-ordination	Quarterly	Service Delivery and Developing People					x				x	
Meeting with Utility Contractors – Co-ordination	Twice a year	Service Delivery and Developing People					x				x	
Questionnaires on Highway Operations – Feedback	Annual	Service Delivery and Developing People	x	x							x	
Customer Satisfaction Questionnaires – Feedback	On completion of works	Service Delivery and Developing People			x					x	x	
Dispensations & Road Closures Meeting	Quarterly	Service Delivery	x	x				x			x	
Highways Group Conference	Twice a year	Service Delivery						x			x	
Highways Activities Meeting	Monthly	Service Delivery						x			x	
London HAUC Meeting	Quarterly	Service Delivery and Developing People						x			x	
JAG (Joint Authorities Group) General Meeting	Quarterly	Service Delivery					x	x			x	
JAG (Joint Authorities Group) London Meeting	On completion of works	Service Delivery					x	x			x	
JAG (Joint Authorities Group) Policy & Research Meeting	On completion of works	Service Delivery					x	x			x	
Walbrook Wharf Cleaning, Maintenance and Security survey	Approx every 6 months	Service Delivery								x	x	
Port Health and Veterinary Services												
LPHA Electronic Survey	Annual	Service Delivery and Developing People			x					x		
Thames Estuary Shellfish Liaison Committee	Two Meetings per year	Service Delivery			x			x		x		

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Port Management Communication	Annual	Service Delivery and Developing People		x					x			
Port of London Authority Liaison	Annual	Service Delivery					x					
Memoranda of Understanding with the Maritime and Coastguard Agency and UK Border Agency	Annual and Bi-Annual reviews	Service Delivery					x					
Annual River Inspection	Annual	Service Delivery and Developing People		x		x	x		x			
Representation on Association of Port Health Authority Committees	In line with APHA Committee cycles	Service Delivery				x	x					
Border Inspection Post Liaison and Training	Two events per year	Service Delivery and Developing People		x			x		x			
International Communication, e.g. International Health Regulations, American Peanut Council	Ongoing	Service Delivery and Developing People		x					x			
Specific Events, Seminars and Meetings following the introduction of new legislation and systems	As required	Service Delivery		x					x			
Mystery Shopping at Animal Reception Centre	by end 2010	Service Delivery							x	x		
Working Groups - Heathrow BIP Officials Working Group	Six monthly	Service Delivery and Developing People				x					x	
Working Groups - International Air Transport Association Live Animals meetings	Six monthly/Annually	Service Delivery and Developing People		x		x					x	
Working Groups - BERR	Quarterly	Service Delivery and Developing People				x						
Working Groups - Animal Air Transport Association	Annually	Service Delivery and Developing People		x		x					x	
Working Groups - LACORS/DEFRA	Quarterly	Service Delivery				x						
Working Groups - TSSE/LOTSAs Regional Panel	Quarterly	Service Delivery				x						
Working Groups - London Animal Welfare Forum	4 monthly	Service Delivery				x			x			
Specific Events, Seminars and Meetings following the introduction of new legislation and systems	As required	Service Delivery		x					x			
Pet Travel Scheme Satisfaction Survey	Continuous	Service Delivery and Developing People							x			
SNAP survey of HARC stakeholders	By end 2010	Service Delivery and Developing People		x								
SNAP survey of AH&WS stakeholders	By end 2010	Service Delivery and Developing People				x						

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KEY AUDIENCES / STAKEHOLDERS

Residents: (A) Within the City; (B) Outside the City (i.e. Corporation tenants)	1
City Workers	2
Businesses and related organisations (including the Livery): (A) Within the City; (B) Outside the City; (C) Overseas	3
Business visitors and tourists	4
Government and Politicians: (A) Westminster/Whitehall; (B) Brussels; (C) Local Government - esp. London Boroughs, ALG, Mayor of London & GLA	5
Partners, e.g. City Together	6
Media	7
Service users	8
Staff (Internal Communications)	9
Other - <u>Please specify</u>	10

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Divisional Contact(s) and Progress/Comments

Updates

Ongoing through staff business planning meetings. DES Open Day planning towards and Autumn 2011 event.

Various - Continuing. E.g equalities; consultation; communication; IIP; and Sustainability

Continuing - Various CPD events

Run during November 2009 - included telephone surveys. 2011 date to be set.

Survey carried out in Feb. 2010. Next due in 2012.

[To start 2010-2011 financial year, run by Operational Support Team.](#)

Ongoing

Ongoing

Last took place in 2009.

Took place in 2009

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Divisional Contact(s) and Progress/Comments

Organised by Community Services
Ad hoc prior and subsequent to start of major developments
Part of the national indicator set. NI182

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Divisional Contact(s) and Progress/Comments

The HAUC Expo is an annual event. The 2009 event was not held.
Normally provided and maintained by FM Conway Limited
To be advised for 2009. Increasing Awareness and information
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Gevdet currently working on finalising the questions
Next survey to be issued in February 2010
Last meeting held on 18 Nov 2009. Next Meeting 20 May 2010.

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Ongoing as necessary
Last meeting December 2009 with follow up on 03 February 2010.
Review meeting held with UKBA 06 October 2009
Planning underway for 2010
Ongoing.
Last meeting held in Hamburg. Next meeting in 2010 proposed to be held in Bremen, date to be confirmed
Work related to electronic document exchange continues with the American Peanut Council. Expansion of the system to other commodities is under discussion.
Internal CPD sessions held on 7 Dec 2009. 2010 Sessions to be arranged.
Six monthly
Oct-10
Oct-10
ad hoc
quarterly
quarterly
Various CPD events.
Ongoing - reported through ISO QMS

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