

Public Protection Score a HAT-TRICK!!



With World Cup fever at its highest, Public Protection (Environmental Health and Trading Standards) have struck first and scooped the first major honour of the summer by bagging its **THIRD** CharterMark title for Public Service Excellence.

The CharterMark Award is made following a rigorous examination of all aspects of the service by independent assessors, who measured performance against the following key criteria:

1. Setting standards and performing well
2. Actively engaging with customers, partners and staff
3. Being fair and accessible to everyone and promoting choice
4. Continuously developing and improving
5. Using resources effectively and imaginatively
6. Contributing to improving opportunities and the quality of life in the communities served.

Pictured left are members of the Public Protection Team (Sarah Gray, Joan Walsh and Lucy Winter) alongside Chartermark assessor, Roy Whitley at a recent site visit.

In making his assessment, Roy was particularly impressed with Public Protection's Customer Consultation work; Partnership Working and their excellent achievements in gaining Customer Satisfaction.



This award also marks the 7th time the Directorate has achieved CharterMark Status for our Services, as the accolade has also been awarded twice to Bereavement Services, once to Salford Pride and more recently, once to Refuse Collection.

Nigel Powell, Regulatory Services Manager said "Congratulations and praise has to go to the staff who continually demonstrate their commitment to achieving excellence in customer service. Winning the award once is a tremendous achievement, but to the win the award for a third time especially in meeting the demands of the fourth key criteria, shows that Public Protection are not just prepared to sit back and rest on their laurels, but are looking to continually develop and grow their services as we strive to make Salford a great place to live and work"

The award will now be held by Public Protection for three years, after which the service will be re-assessed.

Nigel Powell, Regulatory Services Manager



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A Pat on the Back

The first compliment this month came from Heidi Finlay, Neighbourhood Manager for Swinton. She e-mailed in to pass on thanks on behalf of the Swinton Open Space residents group who are extremely pleased with the new barrier that has been erected on Campbell Rd. A big well done goes to Phil Jones, Rodney Derbyshire, Daniel Kirkham, Ian Paisey, Norman Wright, David Kirk and also Heidi herself, who contributed to the design.

Cllr C Hudson e-mailed in to pass on her thanks to Nigel Powell, Regulatory Services Manager for his help in discovering the cause of bad a odour problem that was emanating from the Clarion site on Heyes Road.

Gary Greenhalgh, School Liaison Officer would like to thank Tony Barton and the Voids and Landscape Team of Melvin Myles, Jimmy Worthington Breen, Peter Jordan and Mark Petticrew for all their hard work in re-instating damaged grass verges at Pendleton College. Gary would also like to pass on his thanks to the woodland gang of Kieth Murray, Colin Taffe and Ian Thomas for all their help and hard work in preparing a planter at St Andrews School in Boothstown.

Wendy Askew of Winchester Road telephoned in to pass on her thanks to the Street Cleansing Team for their swift response in removing graffiti on the pavement directly outside of her home. She said "The matter was dealt with promptly on the day of notification – Thank you to all concerned"

Ann Clancy of Christ the King Primary School e-mailed in to pass on her personal thanks to Sam and Dawn of Grounds Maintenance for the excellent work they have done recently on the school grounds – particularly in the nursery. She noted 'Everywhere is blooming and we've had so many compliments, Thank you once again'

Anne Thornton, Tenancy Management Officer for the Swinton Office Group e-mailed in to thank Ged Collins and his team for their swift response to repairs to a tree at Byron Avenue in Swinton.

Mrs McKinnon from Wells Close in Tyldesley, wrote in to thank Dave Edwards and Dave Wright, gardeners at Weaste Cemetery, who helped her locate her Great Grandfathers grave in Weaste Cemetery. She wrote: 'Although it was their lunch break, they helped me search for the grave until it was found, although sadly it had been vandalised. I very much appreciate their help and found it nice for once to meet people who helping someone was not too much trouble' Mrs Kinnon also commented that this was her first visit to Weaste Cemetery and although it was old, she found the grounds to be very tidy.



Mrs Elsie Carney and family of Winton, in Eccles wrote a personal thank you card to Agecroft Cemetary, thanking them for the great job they did in re-fixing her husband's headstone with the ground anchor system.

John Rooney, Neighbourhood Manager for Little Hulton and Walkden e-mailed in to express his delight at receiving the new 'Spotlight' publication, which he thinks is excellent and highlights positives issues and advice.

And Finally, Cllr Valerie Burgoyne e-mailed in to pass on her thanks to Viv Cunningham and the Refuse Collection Team of Tony Darcy, Clarie Hankinson, Andrew Shelmerdine and Mike Kimmins for their help with the Maple Avenue Refuse Collections.

A huge pat on the back for jobs well done to all.

News in Brief

Records of Decision

Parr Fold Park
Resurfacing Works
Tender Invitation

Cabinet/Council

Food Safety Service Plan
2006
Health and Safety Service
Plan 2006

Win £200 of Sports Vouchers

There is still time to grab yourself £200 worth of JJB Sports vouchers by simply completing the online choosing health questionnaire. Simply visit: <http://intranet.salford.gov.uk/choosinghealth-onlineconsultationform> by the 23 June 2006 to be in with a chance of winning!

Applications for Training Courses

Applications are now invited from anybody wishing to apply to undertake any training courses other than short courses or seminars.

If you wish to apply for a course an application form can be obtained via email from samantha.fargher@salford.gov.uk or by telephone on 0161 793 2136. The application form needs to be completed by yourself and have your line managers approval.

You do not need to apply for continuing courses where approval has previously been granted.

From Dirty Old Town to Clean New City

The Environment Directorate's – Liveability Division has launched a new DVD that aims to showcase how Salford's environment is changing for the better.

The **FREE** DVD entitled "**Our City, the clean, green reality...It's better than they think!**" aims to highlight Salford City Council's commitment to improving the environment and to encourage residents to help them make the city even better.

David Robinson, Assistant Director of Liveability (and star of the DVD) said "Contrary to what some people think, Salford is actually a clean and green city with levels of litter and dirt considerably lower than those of many similar sized cities. Salford has vast amounts of parkland and open spaces compared to other cities and these are maintained to very high standards, making them truly inviting places for Salfordians of all ages to spend their leisure time.



To promote the DVD, **FREE** copies will be handed out to residents of Salford at various shopping precincts and supermarkets across the city.

Copies of the DVD will also be distributed to Environment Directorate staff. However, if you do not receive your copy, you can still view the film online by simply visiting www.salford.gov.uk/freedvd or alternatively you can order a copy, simply by calling 0161 909 6500 (hurry! stocks are limited!)

Are you a Partner in Crime.....Prevention?

Consultation carried out on behalf of Salford City Council and other partner agencies have shown that crime and the fear of crime are major causes of concern for many people who live and work in the City.

The Environment Directorate recognises that it has a major role to play in addressing crime and disorder issues and is fully committed to working with its partners to achieve the Council's pledge of 'reducing crime in Salford'

The Crime and Disorder Act 1998, places a duty on Local Authorities to do all that is reasonably practicable to prevent crime and disorder in their area. So Service Managers have been asked to consider what contribution their service areas can make towards reducing crime and disorder when drafting their Service Plans for the current year.

Certain sections of the Directorate will have a more direct and obvious involvement in crime and disorder work from Trading Standards tackling underage sales of alcohol to the Environmental Crime Team tackling graffiti, and fly tipping

However all members of staff have a role to play. Our front line staff are the eyes and ears of the council and are working in the community on a daily basis.

So, if you see any incidents of criminality or anti social behavior taking place during the course of your working day, **PLEASE REPORT IT!**

- to report a crime in an emergency - contact the Police on 999
- to report a non urgent crime - contact the Police on 856 5050
- to report a crime anonymously - contact 'Crimestoppers' on 0800 555 111
- to report incidents of anti social behavior - contact the Together Area Action Line on 0845 605 2222

If you need any further information or have any ideas on how you could help please contact your line manager or alternatively contact Ron Pennington on ext 1051



Ron Pennington,, Assistant Director, Regulatory Services

Street Cleaners on Song for Glory

The Environment Directorate's street cleansing workers are aiming to be pitch perfect in their bid to give England's World Cup squad a lift.

Eight lads based at Salford's Turnpike House depot have named themselves the Turnpike Tenners and recorded a CD single '**Come on, Win England**' ready for this year's soccer competition. They're hoping their terrace-type chant will catch on with soccer-mad Salfordians - and a few folk further a field, too!. The idea has been put together by refuse collection worker and musician Andy Fenton. He explained:

"About two months ago I hit on an idea and a song for the England World Cup. One night I was stood at the back window staring into the night yonder and wham! This chorus "COME ON WIN ENGLAND" filled into my head from absolutely nowhere. So I threw down the lyrics as best I could and started singing away on my dictaphone before I lost it. I got into work on Monday and started asking a few of the lads would they be interested in singing on the track. Well I had no shortage of volunteers. What makes it better is that we all work together at Turnpike House in the street cleansing department, so everyday I was keeping them up to date on my progress.



"I couldn't wait for the lads to hear it. I set it up in the union office and worryingly pressed play. Within two minutes there was a flock of people in the office, and within five minutes the song was being sung and The Turnpike Tenners were born. I'm chuffed with what the lads have done - this one needs to be played loud and proud!"

Some of the proceeds from sales of the £1.99 CD, will go to local charities. Andy hopes people interested will visit his website www.gogomad.com for more information.

BEAT THE BARBEQUE.....BUGS

With fine weather upon us, many people will be tempted to get the old barbeque ready for relaxing afternoons soaking up the atmosphere and enjoying food al fresco style. Therefore, the food safety department have summarised key food safety tips to 'beat the barbeque bugs'

How you can make sure that barbecued food is cooked properly

- Wait until the charcoal is glowing red, with a powdery grey surface, before you start to cook
- Make sure that frozen food is properly thawed before you cook it.
- Turn the food regularly and move it around the barbeque, to cook it evenly
- Check the food is piping hot all the way through
- Make sure there isn't any pink meat left in poultry, pork, burgers, sausages and kebabs and that the juices run clear

Three key messages

Charred doesn't mean well done

Even if meat is burnt on the outside, it might not be cooked properly on the inside so cook food evenly over a steady heat and always check that it's cooked in the middle.

Use the oven

If you're barbecuing for lots of people, you could cook meat indoors and finish it off on the barbeque to add flavour.

Keep food cool in warm weather

Warm weather is perfect for bugs to grow so try to keep food out of the fridge for as little time as possible.



Four Reasons NOT to Shop at



The environment directorate's Trading Standards Team have won a major victory this month by successfully prosecuting the supermarket Morrisons for displaying out of date food in their Eccles store. Bosses at the supermarket chain landed a hefty £5,000 bill when they appeared in court recently.

Wm Morrison Supermarkets plc of Bradford, West Yorkshire pleaded guilty to the charges at Salford Magistrates' Court on Tuesday, and also admitted an offence of giving a misleading price indication. The offences, which all took place last year, were as follows:

1. 19/10/05 Eccles - sold taramasalata dip one day past its use by date - £1000
2. 20/10/05 Eccles - sold pork sausage pack one day past its use by date - £1000
3. 20/10/05 Eccles - sold 18 packs of sage & onion wafer thin chicken two days past its use by date - £2000
4. 19/10/05 Swinton - gave indication that an orange & mango drink was a 3 for 2 offer when it wasn't - £500

The first three are Food Labelling Regulation Offences and the final one is a Consumer Protection Act offence. The company was also ordered to pay full prosecution costs of £584.63.

Salford City Council's Lead Member for Environment, Councillor Maureen Lea said: "We will do all we can to protect consumers who have every right to expect shops to label their goods correctly and supply them appropriately. This includes supporting traders by offering information and advice where they need it. But, as in this case, if we believe an offence has taken place, we will use all our powers to take court action if necessary."



New Appraisal Scheme Launched

The revised corporate appraisal process has now been launched, providing a formal framework which will enable both you and your line manager to :

- Take an overall view of your work
- Assess your performance
- Provide a framework for improvement
- Support your career aspirations within the context of organisations priorities.

The Salford Competency Frameworks form part of the Salford City Council Appraisal Scheme and an assessment against the competencies will take place during the appraisal meeting.

There are two Competency Frameworks which you could be assessed against:

For all Staff: Core Framework

- Quality and Improvement
- Health and Safety
- Customer Service
- Equality and Diversity
- Improving own Learning and Performance
- Working with others
- Communicating

For all Managers: Management Framework

- Leadership
- Quality Improvement
- Health and Safety
- Customer Service
- Equality and Diversity
- Improving own Learning and performance
- Working with others

Underpinning these competencies are a number of skills and training courses (run by HR) to support the development of these skills for the core competency framework for non-managerial staff.

Information on the new scheme is available on the HR web site <http://intranet.salford.gov.uk/customer/humanresources/appraisal.htm> and a programme of training to support the scheme is being arranged for staff who carry our appraisals.



Samantha Fargher, Support Officer

Prince's Park paves the way to future Artists

Young People, parents, carers and even several dogs gathered in Prince's Park on Friday 26th May for the Young Pavement Artist of the Year Competition. The event was organised by Holly Preston, Salford Ranger Service and Helen Ball, Salford Arts Development Service in aid of the Muscular Dystrophy Campaign.

Despite the initial rains, over 30 people came along to take part and support the event as participants gathered around the old paddling pool to each draw a picture on the subject of Rainforests, using brightly coloured chalks.

The pictures were drawn to a very high standard, with participants grouped by age, and the winner for each group then chosen by Ursula Sossalla-Iredale, local Neighbourhood Manager.

Our congratulations go out to all the following winners and also a big thank you to everyone that took part.

Winners

4-5's group: Carson Croxford
 6-8's group: Alex Hunt
 9-11's group: Georgia Dredge
 12-15's group: Rachel Whittaker

For information about this, or future events taking part in Prince's and Cadishead Park, please contact Holly Preston on 0161 6060 6736

Holly Preston, Cadishead Park Ranger



An E...asier way to E...ffective learning

The use of e-learning within the Environment Directorate is on the rise as more and more of you are going on-line to access the latest training and development opportunities.

E-learning, (otherwise known as online training), is a relatively new and extremely flexible way to complete training courses at a time and place that is best suited to you. E-learning provides much the same formalised content as traditional instructor-led classroom-based training, however, the delivery is done through the Internet at your own speed.

E-Learning presentations and taster sessions were held during adult learner week to help raise awareness of the e-learning opportunities within Salford.

These taster sessions were very well attended, and the Environment Directorate encourages more of you to attend future sessions in order to understand the benefits of using this form of learning.

The Environment Directorate's E-learning Champion is Samantha Fargher, who has been very busy promoting e-learning across all the service areas and regularly updates the management team on how the training is going as well as undertaking promotional activities such as: organising awareness events and sending out regular promotional posters and e-mails

She is always looking for new recruits to e-learning, so if you would like to find out more about what courses are available or to book a place on a taster session please, e-mail her at: samantha.fargher@salford.gov.uk or call 793 2136.

Andrea McCusker, HR Officer



Chief Executive's Briefing Summary

Welcoming the BBC

We are absolutely delighted by the BBC Governors' decision to choose Salford as their preferred bidder. We have a short space of time to resolve any outstanding issues with the bid but we are working very hard on this.

I am confident that the Salford team, from the council, Central Salford URC and Peel, will rise to the challenge.

The final move decision will be dependant upon the TV licence fee settlement later this year but we have been reassured in statements this week about the BBC's commitment to the move.

There is still some way to go in securing the deal, but this is still amazing news for the city. This is much more than the relocation of several BBC departments; it's about the creation for the country's first media city, a development of huge international significance.

I would like to thank every one of you who has contributed to our bid for all the hard work put into this project by teams from departments across the council. Our ambition and partnership working is really reaping rewards.

Churching the Mayor

The 11th June saw a key date in our civic diary, the annual Civic Service which welcomes in the new Mayor.

The church service was held at St Thomas of Canterbury's RC Church in Broughton, the parish church of this year's Mayor, Councillor Bernard Murphy. The service was preceded by a procession to the church, led by Cadishead Band, in which the Mayor took part. The heat left us all sweltering in our Sunday best! The Mayor was accompanied by the Mayoress, Councillor Jane Murphy, and his sons Tom and Max.

I accompanied the Leader of the Council, Councillor John Merry; you will see some of us on the photograph if you look closely. It was my first service of this kind in Salford and I was very impressed.



Getting greener

You will have seen lots of information recently about our initiatives to protect and improve the environment. In addition to the council's public facing work, we are achieving a lot within the organisation itself, using recycled paper and introducing various schemes to recycle office waste.

I don't think we yet do enough... ideas on how we could improve would be very welcome.

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I am also committed to our council-wide work around the preparation and delivery of a Travel Plan. As an organisation we have a major role to play locally in Providing both healthier and more sustainable transport options as real alternatives to one person car journeys. The plan will be launched on 19 June and information will be available on the intranet and our website. Please look for details on the newly re-launched Greater Manchester car share scheme – it could save you pounds as well as reducing carbon emissions!

There will also be feedback from our consultation with staff and I was delighted that nearly 1,400 of you took the time to fill in this staff survey. Your feedback will help us to shape the best way to develop policies and incentives.

**Thanks for reading.
Barbara Spicer**

PEOPLE - Starters/Leavers

Citywide were the only service this month that were busy restructuring, as they welcomed 7 new members to their team whilst during the same period, 7 people left various catering positions across the city.

A very warm welcome and goodbye to all starters and leavers of the Environment Directorate this month.

LUNCHTIME FUN

MORE QUESTIONS THANANSWERS

1. Who did John Wayne play in The Alamo?
2. What word is given to the fear of bees?
3. Who did Bolton Wanderers play in their last game at Burnden Park?
4. Which castle is the largest in Britain?
5. What does E stand for in E-numbers?
6. What is a Morel?
7. Which girl band had hits with Manic Monday and Walk Like an Egyptian?
8. What plant is famous for having a 'clock'?
9. Which German won European Player of the Year in 1996?
10. Which river flows through six different European countries?
11. In Coronation Street who was Alec Gilroy's grand daughter?
12. In finance, what is a PEP?
13. Who won the best Actor Oscar for High Noon?
14. Where is the sea of vapours?
15. What is xerography?

DINGBATS

DDOUWMNP

ANAGRAMS

- 1) Ascend in Paris
- 2) Is No Meal
- 3) Genuine Class
- 4) Cash Lost in 'em

(Clue: the anagram has a meaning very relevant to the original phrase or person)

More questions than Answers

LUNCHTIME FUN SOLUTIONS

1. Princess Diana
 2. Semolina
 3. Alec Guinness
 4. Slot Machines
- Anagrams**
- Down in the Dumps
- Dingbats**
- Photocopying
- 14. The Moon
- 13. Gary Cooper
- 12. Personal Equity Plan
- 11. Vicky MacDonald
- 10. Danube
- 9. Matthias Sammer
- 8. Dandelion
- 7. The Bangles
- 6. Mushroom
- 5. European
- 4. Windsor
- 3. Charlton Athletic
- 2. Aphobia
- 1. Davy Crockett

Editorial Board: Jonathan Stancombe, Peter Chew, Peter Coxon, Viv Cunningham, Suzanne Martin
 Contributions this month from: Samantha Fargher, Nigel Powell, Fiona Inston,
 Holly Preston, Andrea McCusker
 All correspondence to: The Editor, ECSOSET, Business Consultancy Unit, Crompton House
 Tel: 0161 793 2099 e-mail: jonathon.stancombe@salford.gov.uk