



Department
for Environment
Food & Rural Affairs



Environment
Agency



Creating a better place

Our ambition to 2020

April 2016

Our organisation

We are the Environment Agency. We protect and improve the environment.

Acting to reduce the impacts of a changing climate on people and wildlife is at the heart of everything we do.

We reduce the risks to people, properties and businesses from flooding and coastal erosion.

We protect and improve the quality of water, making sure there is enough for people, businesses, agriculture and the environment. Our work helps to ensure people can enjoy the water environment through angling and navigation.

We look after land quality, promote sustainable land management and help protect and enhance wildlife habitats. And we work closely with businesses to help them comply with environmental regulations.

We can't do this alone. We work as part of the Defra group (Department for Environment, Food & Rural Affairs), with the rest of government, local councils, businesses, civil society groups and local communities to make our environment a better place for people and wildlife.

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Acting Chairman's foreword

The ambitions set out in this document will be at the heart of our work up until 2020.

Defra's proposed 25-year Environment Plan gives us a great opportunity to take a long-term view on how we protect and improve our natural resources.

A key element of this will be how we work in partnership across all sectors. This will be increasingly important as we move to a more place-based approach to the environment. We have much to learn from our partners. We will achieve much more for the environment and local communities by taking an integrated approach with our partners on river catchments and landscapes.

As someone who cares deeply about the environment I believe this vision will help us face the challenges ahead, in the choices that we make and the way that we work.

A handwritten signature in black ink that reads 'Emma Howard Boyd'. The signature is written in a cursive, flowing style.

Emma Howard Boyd
Acting Chairman



The Environment Agency was created 20 years ago. There's a lot to celebrate. We have reduced the risk of flooding for thousands of people; helped protect our waters, land and air from pollution; and worked with industry and local communities to support sustainable development. We have helped make our country a better place.

The years ahead will bring new challenges. A bigger population will put more stress on the environment: we will need to protect our natural capital while promoting prosperity. More extreme weather will increase the risks of flooding and drought: we need new thinking to counter those threats. Budget pressures will require us to do better with less: we will need to innovate, to focus on the things which make the biggest difference, and to do more in partnership. We will do all this as part of the Defra group.

The future also brings exciting new opportunities: To show that we can sustain growth and improve the environment at the same time; To contribute to the national debate on how we respond to climate change; To help make ours the most beautiful country in the world.

Some things won't change. Our commitment to the people and places we serve. Our readiness to go the extra mile. Our conviction that we should work with nature, not against it. And our determination to create a better place for people and wildlife.

Sir James Bevan KCMG
Chief Executive



Our vision

Create a better place for people and wildlife

Our principles

How we will make choices

- Put people and wildlife first: our goal is to create a better place for them.
- 80/20: we will focus on the 20% that makes 80% of the difference.
- Support local priorities: every place and community has its own needs.

Our purpose

Protect the environment and promote sustainable development



Our objectives for 2016 to 2020

- A cleaner, healthier environment which benefits people and the economy.
- A nation better protected against natural threats and hazards, with strong response and recovery capabilities.
- Higher visibility, stronger partnerships and local choices.

The first 2 objectives are those set out in [Defra's single departmental plan](https://www.gov.uk/government/publications/defra-single-departmental-plan-2015-to-2020) (<https://www.gov.uk/government/publications/defra-single-departmental-plan-2015-to-2020>)

The third is our own and about how we will work with others in creating a better place for people and wildlife.



Our culture: how we do things

- Yes, if: we will take this approach in all that we do.
- Think big, act early, be visible.
- Seek partnership and show leadership.
- Focus on outcomes not processes.
- Embrace difference: include everyone.
- One team: support and trust each other to do the right thing.
- Stay safe and grow: we will invest in the wellbeing and development of all our staff.

A cleaner, healthier environment which benefits people and the economy



A healthy and diverse natural environment enhances people's lives and contributes to economic growth. We will continue to tackle pollution to improve the quality of our water, land and air for the benefit of people, the economy and wildlife.

Our aspirations for 2020

- Increased biodiversity and improved habitats.
- Cleaner air.
- Cleaner water used in a more sustainable way.
- Cleaner and healthier seas.
- Productive land and soils.
- Well protected designated sites.
- Reduced waste and waste crime.
- More people enjoy the natural environment.

A nation better protected against natural threats and hazards, with strong response and recovery capabilities



We help people and wildlife adapt to climate change and reduce its adverse impacts, including flooding, drought, sea level rise and coastal erosion.

Our aspirations for 2020

- Better protection for people and businesses against flooding and coastal erosion.
- Strong preparedness to respond to emergencies.
- Greater resilience to climate change.
- Enhanced resilience to drought and loss of water supply.

Higher visibility, stronger partnerships, local choices



We will strive to be the best by working in partnership with others. We will aim to provide excellent delivery by managing our resources well and operations effectively.

Our aspirations for 2020

- Greater visibility in public and the media, and an even stronger reputation.
- Stronger partnerships with others to accomplish our common goals.
- Help more local communities to achieve the outcomes they want.



How we will know we are succeeding: our metrics for 2016 to 2017

Protecting and improving water, land and biodiversity.



717 kilometres of rivers, lakes and coastal waters are healthier.



400 hectares of new habitats are created.



95% of planning applications are responded to within 21 days.

Increasing the resilience of people, property and business to the risks of flooding and coastal erosion.



A further 45,000 homes are better protected from flooding.



97% of our high risk flood and coastal risk management assets are at or above the target condition.



6,500 staff are trained and ready to respond to incidents.

Improving the way we work as a regulator to protect people and the environment and support sustainable growth.



No increase in serious pollution incidents from the previous 2-year rolling average.



We reduce the number of high risk illegal waste sites by 3% each quarter.



We reduce the regulatory burden to save businesses money.

How we will do it

Excellent delivery, to time and budget with outstanding value for money.



We use and share the right data to deliver outcomes: 1,500 datasets released by 30 June 2016.



We manage our money efficiently: using 100% of our budget.

An organisation continually striving to be the best, focused on outcomes and constantly challenging itself.



Partnership funding secured: equivalent to 15% of our total FCRM Grant in Aid over 6 years.



We reduce our carbon footprint: 41% reduction from the 2006 to 2007 baseline.

An inclusive professional workforce where leaders recognise the contribution of people and build capability to deliver better business outcomes.



We have a diverse workforce: recruitment target of 11% Black, Asian and minority ethnic (BAME) and 46% female executives.



We provide a safe place to work: no increase in lost time frequency rate from the 2015 to 2016 figure.



“In the long term this work reduces business risk by investing in the resilience of future water supplies”

Our stories:

Using water wisely

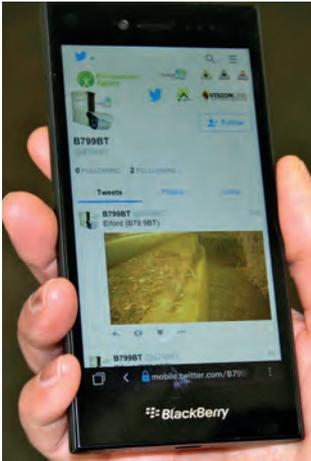
Groundwater provides a safe and secure water supply for UK beverage companies.

We've been working with Lucozade Ribena Suntory, at its manufacturing site in Coleford, Gloucestershire, to help the site become more self-sufficient, with its own on-site water source.

We have helped Lucozade Ribena Suntory better understand the local geology and historic mining activities, and the impact of drilling works on the environment.

Groundwater team member Steve Brown said: “The groundwater Lucozade Ribena Suntory is looking to abstract will provide up to 750,000 litres of high quality water suitable for use in their drinks.”

Our regulatory intervention has prompted a review of water usage, and our regulatory focus will help ensure Lucozade Ribena Suntory optimise production and minimise waste, which includes reducing run time on pumps and other equipment. In the long term this work reduces business risk by investing in the resilience of future water supplies. It also meets the company's Growing for Good corporate social responsibility policy by reducing the impact on the local community's water.



“Residents at risk of flooding can receive automatic alerts to Twitter accounts”

Our stories:

Protecting people

A high tech flood warning camera system in the Midlands is helping the community become more flood resilient.

We have installed new solar powered CCTV cameras with high water sensors. Residents at risk of flooding can receive automatic alerts to Twitter accounts when alarms are triggered by the camera sensors. Images sent from the cameras give residents valuable time to respond to flooding, and help us monitor what’s happening on the ground at these sites during an incident.

Flood and Coastal Risk Management officer Jamie Sarginson said: “We’ve helped raise awareness of the risk of flooding, and people are better prepared.

“I’ve been working closely with colleagues and partners to investigate ways to make local communities more flood resilient. And these new CCTV cameras go a long way to achieving that goal. I feel really proud of this innovative work and the positive feedback we’ve had from residents so far. It’s also a great feeling to know that we’ve potentially reduced the often devastating impacts of flooding.”



“The group is fantastic: carrying out various flood resilience activities”

Our stories:

Helping communities

The Bodenham Flood Protection Group in Herefordshire has been recognised with the Queen’s Award for Voluntary Service.

The group was established after a number of houses in Bodenham were damaged in the floods of 2007.

Flood and Coastal Risk Management team member Dan Trewin said: “The group is fantastic: carrying out various flood resilience activities, from removing debris from local watercourses and keeping them free flowing to sharing stories with others at risk, and fundraising through local events to buy flood protection equipment.”

Working with the group, Dan has become a fundamental part of the team, providing advice and technical information about becoming more flood resilient. In 2011 Herefordshire Council and Dan worked with the Bodenham Group to bid for a Defra property level flood protection grant. The council received £144,500 to protect more than 30 properties in the village. Dan worked alongside the council to support the community with the installation and putting local flood plans in place.

He now talks to other communities about flood risk, how to monitor river levels with their own community flood gauge and how to look after vulnerable residents.



Our people: 5 of our staff



ManFai Tang

Installations Team Leader

I joined the Environment Agency more than 10 years ago. Previously I have worked in education, international development overseas, environmental consultancy and regional government. I currently line manage an Installations team in Lincolnshire and Northamptonshire working with regulated industries, including some large, high profile, international companies. The best thing about working for the Environment Agency is meeting a variety of different people, both within the organisation and external customers.



Keela Shackell-Smith

Evidence Advisor, co-lead of the Women's Network

I joined the Environment Agency in 2002. I've been head of the lesbian, gay, bisexual and transgender network and I'm one of the founders of the Women's Network. This organisation is committed to valuing difference and, when I came out in the workplace in 2007, I was incredibly supported by our diversity networks. Stonewall say people perform better when they can be themselves, and I'm living proof that by being myself I'm free to continue my career without barriers.



Bunmi Aboaba

Senior Environment Officer

I joined the Environment Agency as a trainee Environment Officer under the Positive Action Training Scheme for BAME staff in 2008, after moving from Nigeria to study a Masters degree in Environmental Assessment and Management. I took part in a reverse mentoring group with our chief executive in 2015, and still support diversity initiatives within the BAME forum. I'm still here 7 years later because of my colleagues and the difference we make for people and the environment.



Jonathan Alawo

Environment Officer

I've been at the Environment Agency for more than 4 years and now work in the South London Waste Team. I check the compliance of 34 Environmental Permitting Regulation permits including end-of-life vehicle authorised treatment facilities, scrap metal, civic amenity, clinical waste, aggregate and biowaste sites. As well as this, I respond to pollution incidents as a Site Controller for our area. What do I enjoy most about my job? No 2 days are the same.



James Pritchard-Evans

Technical Officer, National Incidents

I joined the Environment Agency 5 years ago. During the 2012 floods I was asked to help out, which sparked my interest in working with the National Incident Management Team. I have now been a member of the team for a year and a half and love the variation each day brings: from moving barriers and people across the country to helping roll out the new phone line for incidents.



Our pledge

We are the Environment Agency.

We will go the extra mile for the people and places we serve.

www.gov.uk/environment-agency