

## End of Year performance update report

### Environmental Services- 2016/2017

To consider opportunities to increase income through the provision of added value services	Baseline	Target	End of year report
To continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock	£100,000	February 2017	£100,000 contribution agreed
To increase fee income for Care and Repair by £10,000	£53,296.44	March 2017	£63,000
To investigate and report on the opportunity to sell technical advice to customers on compliance with food hygiene law	New	March 2017	Completed Jan 2017
To Introduce a fee charging structure for immigration housing inspection requests to safeguard the health and wellbeing of new residents	New	March 2017	Completed Jan 2017

To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees.	Baseline	Target	End of year report
The percentage of regulatory compliance and monitoring inspections of aspects of the built and natural environment that can have an adverse impact on the quality of the environment or the health and welfare of the population.			
% of all permitted industrial processes inspected	100%	95%	100%
% of large mobile home sites inspected	100%	95%	100%
% Private water supplies inspected	100%	95%	100%
% of all licensed Houses of Multiple Occupation inspected	100%	95%	100%
% of total air quality data capture obtained	97%	90%	96%
% of potentially contaminated land that has been remediated	68.7%	67%	70.6%
Demonstrate ECDC's compliance with Statutory requirements for health and safety in premises for which the Local Authority is the enforcing authority.	100%	100% of A rated businesses	100% - ECDC currently does not have any identified A rated premises
Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of;	100%	100%	100% (47/40)*
% of all A and B rated food premises			
% of C and D rated food premises	97%	90%	92% (201/218)
% of low risk E food premises sent out questionnaires	96%	90%	100% (131/131)
% of Approved food businesses inspected	100%	100%	100% (7/7)
% of food businesses contacted within 7 days of sample results being received from the laboratory	100%	100%	100% (101 samples)
<b>Notes:-* will include some new businesses inspected</b>			

To reduce the incidence and effects of pollution and to promote environmental stewardship	Baseline	Target	End of year report
The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days and within 180 days; % within 90 days	86%	95%	91%
% within 180 days	97%	95%	98%

To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs	Baseline	Target	End of year report
Number of Disabled Facilities Grants delivered	62	60	68
% of Minor works Grants approved within 28 days	100% (37)	100%	100% (19)
To maximise the number of energy efficiency installations across the district, reducing energy costs and incidence of fuel poverty for residents while maximising income for the Council	136	75	238

To provide education/advice and information to businesses and ensure compliance	Baseline	Target	End of year report
To ensure a high standard of service is delivered to all our customers by ensuring that appropriate and timely responses are provided to all formal consultations and enquiries for advice or assistance.  % of customer enquiries responded to within 5 days	95%	90%	99%
% of Planning/Building Regulation consultations responded to within 14 days	99.7%	95%	97%
% of Temporary Event Notice consultations responded to within 3 days	97%	90%	100%
% of general Licensing consultations responded to within 14 days	93%	95%	97%
Support our customers by organising or being involved in promotions that engage with local businesses and the public, to build on and encourage good working relationships and assist people to have a better understanding of the role of the Domestic Team.	1	2 events	2 talks by dog warden, 1 involvement in 'Safety Zone' promotion regarding Anti-social Behaviour
Responding to complaints/ enquiries/ requests for advice/ Reporting of Injuries, Diseases and Dangerous Occurrence Statutory Notifications/skin piercing registrations/issue of Export Certificates	100%	100% contact within 3 days for enquiries/complaints and 5 days for Export Certificates	97% 374/387 to 25/01/2017
To support food businesses offer run a relevant seminar relating to business needs	New	1	1 seminar in January 2017

Review all enforcement policies within the domestic team by 31 <sup>st</sup> March 2017.	New	By March 2017	The Enforcement Policy is in draft form but due to delays in Central Governments introduction of key aspects of the Housing and Planning Act 2016 and our proposals for adoption of civil penalties for smoke and CO Regulations waiting for approval by Committee in March, the new policy has been delayed
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Trained staff and comprehensive understanding of service by Service Member Champion	Baseline	Target	End of year report
% of Appraisals undertaken	100%	100%	100%
To update Member Champion with progress within Environmental Services, how the service is being operated and budgetary updates. Service Delivery Champion to act as critical friend to meet at least bi-monthly	6	6	6
To review the existing pages from Environmental Health Services within the Council's main website to support the Transformation Programme.	N/A	1 review	Completed