

Environmental Health services end of the year report 2022 to 2023

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
Continue to work with Sanctuary Housing and get commitment to provide 40% of the cost towards disabled adaptations in their stock by April 2023	Sound financial management	As identified, annually	£170,000	Senior Case Worker Environmental Services Manager	£159,000 as of 3 February 2023; on target to achieve by year end.
Maintain fee income of East Cambridgeshire Home Improvement Agency £120,000 by March 2023	Sound financial management	As identified, annually	£120,697	Senior Case Worker Case Worker Technical Officer Business Support Officer Administrative Officer	£121, 400.00; fees as of 3 February 2023.
Continue to charge £137 to food businesses for re-rating visits; estimated target income £1,500	Sound financial management	As identified, annually	£1,430, 11 requests	Senior Environmental Health Officer (Commercial) Environmental Health Officers (3) (Commercial)	£822, 6 re-rating inspections (fewer premises unhappy with rating following inspection)
Regulatory compliance and monitoring inspections of all permitted industrial processes (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)	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	100%, annually	100% (16 sites)	Senior Environmental Health Officer (Domestic) Environmental Health Officer (2) Technical Officer Scientific Officer	100% Of the 21 permitted sites within ECDC only 6 require an inspection for 2022 to 2023. 1 has been completed and 5 remain. Inspections booked in for February and March 2023.
Regulatory compliance and monitoring inspections of large mobile homes sites	Housing Cleaner, greener East Cambridgeshire	100%, annually	100% (10 sites)	Senior Environmental Health Officer (Domestic) Environmental Health Officer (2)	100% (10 sites)

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	Social and community infrastructure			Technical Officer Scientific Officer	
Regulatory compliance and monitoring inspections of private water supplies	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	100%, annually	58% (7 out of 12 inspected) Of the 5 outstanding sites due in December 2021 the residents either requested the inspections were put back due to Covid concerns or because works were being undertaken on the plant. These are timetabled for April and May 2022.	Senior Environmental Health Officer (Domestic) Environmental Health Officer (2) Technical Officer Scientific Officer	100% Outstanding 5 completed in 2022 to 2023, with 1 additional supply sampled that was not on program but undertaken as a result of request from EA. New sampling program of the 7 sites that were last inspected in 2021 to 2022 to begin in the summer of 2023. Then the full 12 sites will be programmed for sampling in 2024 to 2025.
Regulatory compliance and monitoring inspections of total air quality (data captured)	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	97%, annually	95%	Senior Environmental Health Officer (Domestic) Environmental Health Officer (2) Technical Officer Scientific Officer	98.6%
Regulatory compliance and monitoring inspections of potentially contaminated land that has been remediated	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	80%, annually	77.9%	Senior Environmental Health Officer (Domestic) Environmental Health Officer (2) Technical Officer Scientific Officer	81%
Demonstrate ECDC's compliance with statutory requirements of official controls for food and food hygiene - 30 A - D premises inspected per month (Due to Covid lockdowns food businesses have been unable to trade and programmed inspections have	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	As identified, annually	New performance measure.	Senior Environmental Health Officer (Commercial) Environmental Health Officers (Commercial) x3 Administration Officer	Currently (31 January 2023) 301 food inspections have been carried out - 85%. 55 remaining, these will be completed by end of March 2023.

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been delayed. The Food Standards Agency have produced a national recovery plan to have all food inspections up to date by March 2023. This will equate to 30 inspections per month. This recovery roadmap encompasses all food businesses in categories A-D)					
90% low risk E food premises to send out a questionnaire	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	90%, annually	115 in total	Senior Environmental Health Officer (Commercial) Environmental Health Officers (Commercial) x3 Administration Officer	71 returned and scored (60%).
100% approved food businesses inspected	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	100%, annually	66% (6 inspected)	Senior Environmental Health Officer (Commercial) Environmental Health Officers (Commercial) x3 Administration Officer	2 (25%) Remaining 4 to be inspected in March 2023.
100% of food businesses contacted within 7 days of sample results being received from the laboratory	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	100%, annually	0%, no sampling undertaken	Senior Environmental Health Officer (Commercial) Environmental Health Officers (Commercial) x3 Administration Officer	5 sampling activities. 45 samples taken. 100% of notifications sent out.
100% of first stage customer enquiries responded to within 5 working days	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	100%, annually	98%	Senior EHO (Domestic) Domestic Team Officers	95% (752 general service requests received).

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98% of Planning/Building Regulation consultations responded to within 21 days	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	98%, annually	98%	Senior EHO (Domestic) Domestic Team Officers	98% (448 consultations with 442 within 21 days).
98% of general Licensing consultations responded to within 28 days	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	98%, annually	97%	Senior EHO (Domestic) Domestic Team Officers	100% (14 consultations).
Support our customers by organising or linking to 3 promotional activities related to the domestic team role, that engage with local businesses, partner agencies, schools or the public	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	As identified, annually	1 (bonfire nuisance awareness campaign).	Senior EHO (Domestic) Domestic Team Officers	Officer attended 2 Parish Council meetings (in June and July 2022) to talk about fly tipping and discuss CCTV options. Info sent to all known landlords in East Cambs, inviting them to attend the landlord forum event held in Cambridge on 28 September 2022, hosted by the NRLA. Attendance at Ely Cathedral Careers Fair, 8 November 2022. Joint evening surveillance operation with Police to monitor fly tipping hot spot areas, 17 November 2022. Attendance at Environment Action Day, 12 December 2022. EHO scheduled to speak to students at Kings School on 8 March 2023.
Respond to complaints/enquiries/requests for advice/reporting of injuries, diseases and dangerous occurrences, statutory notifications/skin piercing registrations/infectious disease notifications within 3 working days	Housing Cleaner, greener East Cambridgeshire Social and community infrastructure	100%, annually	99% (891/902)	Senior Environmental Health Officer (Commercial) Environmental Health Officers (Commercial) x3 Administration Officer	93% 457 – Food 59 – Health and Safety 35 – Accidents
Issue of Export Certificates within 7 working days	Housing Cleaner, greener East Cambridgeshire Social and	100%, annually	100% (50)	Senior Environmental Health Officer (Domestic) Environmental Health Officer (2) Technical Officer	25 completed. 100% within timeframe.

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	community infrastructure			Scientific Officer	
Requests for advice or statutory investigations and interventions by officers resolved within 90 days	Housing Cleaner, greener East Cambridgeshire	90%, annually	91%	Senior EHO (Domestic) Domestic Team Officers	92% (666 cases resolved, 615 within 90 days).
Undertake 3 targeted promotional campaigns or press releases aimed at increasing public awareness of Environmental Crime to reduce the incidence of fly tipping, littering and dog fouling	Housing Cleaner, greener East Cambridgeshire	By end March 2023, annually	1 social media campaign under the SCRAP messaging banner, sent to Comms in July 2021	Senior EHO (Domestic) Domestic Team Officers	6 separate feeds have been sent through to Comms, providing information and requesting social media coverage on waste, duty of care, recycling of sofas. Press release in July 2022 following successful investigation of waste offences and an FPN amounting to £600 being paid. The importance of joint work between officers of neighbouring districts was highlighted in a press release on 19 January 2023 of a successful prosecution for waste dumped in South Cambs, that originated from an East Cambs resident.
Fixed Penalty Notices (FPN) served in relation to annual number of environmental offence investigation	Housing Cleaner, greener East Cambridgeshire	5%, annually	New performance measure.	Senior EHO (Domestic) Domestic Team Officers	6.8% - calculated from 250 fly tip and littering investigations which resulted in 17 FPN's being served.
Deliver Disability Facilities Grants (DFG)	Housing Cleaner, greener East Cambridgeshire	75, annually	70 completed 129 approved	Senior case worker Case Worker Technical Officer Business Support Officer Administrative Officer	84 completed as at 3 February 2023. 90 approved as at 3 February 2023.
Implement the framework for contractors to be fully operational by March 2023	Housing Cleaner, greener East Cambridgeshire	By end March 2023, annually	New performance measure.	Senior case worker Case Worker Technical Officer	Framework to be advertised for tender on 20 March operational by June 2023 (delay due to complexity of process and resource required from legal and procurement officers)
Average time from referral to grant approval for DFG's under £10,000 to be within 16 weeks	Housing Cleaner, greener East Cambridgeshire	As identified, annually	18 weeks	Senior case worker Case Worker Technical Officer Business Support Officer Administrative Officer	17 weeks as of March 2023. Factors surrounding time delays clients not returning paperwork and contractors submitting prices have an effect on our ability to deliver timescales

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Average time from referral to grant approval for DFG's over £10,000 to be within 32 weeks	Housing Cleaner, greener East Cambridgeshire	As identified, annually	22 weeks	Senior case worker Case Worker Technical Officer Business Support Officer Administrative Officer	37 weeks as of March 2023 – Delays in approval time, as above
Risk assess all HMO licensed premises and undertake inspections of 100% of those identified as higher risk within 12 months	Housing Cleaner, greener East Cambridgeshire	As identified, annually	New performance measure.	Senior EHO (Domestic) Domestic Team Officers	7 licensed HMO's were identified as either higher risk or due an inspection in 2022 to 2023. It is anticipated that 4 of these will be inspected by end of March 2023 resulting in a 57% achievement. This inspection target was adopted prior to the Homes for Ukraine (HFU) responsibilities being placed on local authorities in March 2022 and therefore significant resources from the Domestic Team had to be diverted to organising and undertaking inspections of Ukrainian host properties as a priority. Officers of the Domestic Team have inspected 97 HFU properties since March 2022.
Bid for Government funding or other sources targeted at improving the energy efficiency of homes for residents who are on low incomes and suffer high fuel costs	Housing Cleaner, greener East Cambridgeshire	As identified, annually	Funding secured 2021 to 2022 £667,000 LAD1B £1,775,000 LAD3/HUG1	Home Energy Advisors	HUG2 Funding applied for as part of the Cambs Energy Retrofit Partnership consortium made up of all Cambridgeshire Authorities. Awaiting a decision on total funding C.£10million worth £2million earmarked for ECDC. Announcement of funding bids expected by end of March 2023
Undertake regular marketing activity (min 2 per quarter) to communicate funding/grant opportunities and energy advice available to residents via ECDC website, Facebook and Twitter, Parish clerks and newsletters, local charities and third sector party groups	Housing Cleaner, greener East Cambridgeshire	As identified, annually	New performance measure.	Home Energy Advisors	Attended 7 events over the year – comprising of education and awareness to a variety of audiences. Leaflets circulated to the Parish councils for putting on their social media pages. Based on deprivation data taken from the Stock Condition Housing Report 1600 letters were sent to residents in Downham Villages, Woodditton and Haddenham advertising the grant funding opportunities. This was supported by a social media campaign, emails to Parish Councils and home visits from contractors. Handouts/leaflets produced detailing the eligible payments due to be paid under the Governments cost of living payments scheme. Produced a video which is on the website and the Council's You Tube channel – Keeping warm and well this Winter. Webpages updated, working with Comms to increase posts on social media outlets.
Supporting residents to make their homes warmer and more energy efficient through accessing funding	Housing Cleaner, greener East Cambridgeshire	As identified, annually	New performance measure.	Home Energy Advisors	SOI and Installer onboarding process now live on ECDC website. November 20 22 scheme runs to 2026.

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via the ECO-Flex initiative (financed by Energy Companies) New Statement of intent (SOI) to be published following LA guidance by November 2022					
100% Appraisals undertaken	Sound financial management	100%, annually	100%	Environmental Services Manager Senior EHO'S Senior Case Worker	100% programmed in for completion within timescale.
To regularly review risks associated with Environmental Health services, ensuring that the statutory and legislative requirements within Environmental Health services are met	Sound financial management	As identified, annually	On going	Environmental Services Manager Senior EHO'S Senior Case Worker	All risks reviewed.