

Environmental Services Service Delivery Plan 2014 – 2015

Overview of Environmental Services

The activities of the Environmental Services Department are based on a number of Environmental Health “core functions”. The provision of the service impacts on public and environmental wellbeing, by the prevention, detection and control of environmental hazards and public behaviours.

The service is delivered by two operational teams. The key functions and responsibilities are:

1. Commercial team

- Food Safety – Food safety is a statutory function there are approximately 880 food premises registered with the District, inspections of food premises are carried out in line with nationally set risk based frequencies ranging from a minimum of 6 months to 3 yearly intervals
- Health and Safety- Health and Safety inspection and enforcement of workplaces is a statutory function and includes the investigation of workplace accidents and fatalities
- Licensing – Licensing is a statutory function in place to protect public safety. Duties include the inspection and enforcement to ensure compliance with licensing conditions and legislative requirements, offering advice, guidance, as well as the administrative functions of processing applications
- Communicable Disease Control – investigation of infectious disease, food poisoning outbreaks

2. Domestic Team

- Private Sector housing conditions/Housing grants and loans – The housing officers undertake statutory public health and housing functions to protect residents and visitors to the district. They are also responsible for the administration of the Council's mandatory disabled facilities grants and private sector discretionary grant service through the in house Care and Repair service
- Environmental protection – the core function is statutory and relates essentially to the protection of public health and the environment by the regulation and support of individuals and businesses and other services in the following areas, Air quality Review and Strategy/Contaminated land/Drainage investigation on private systems/ Environmental Pollution Prevention Control Permits/Pest control advice and enforcement/Private water supply monitoring/ Statutory Nuisance investigation and enforcement (noise, smoke, dust, odour, artificial light) and stray dog investigations.

All activities stem from legislative requirements, however it is recognised that partnership working with a wide range of external organisations, the provision of advice and guidance, educational and promotional activities, as well as traditional enforcement actions are all designed to reduce the regulatory burden for businesses, ensure fair trading, supporting economic recovery and prosperity and protection of the public and local environment.

The Environmental Services Department is uniquely positioned to improve individual and public health & wellbeing, reduce health inequalities and provide a lead and coordination on actions by the Council to tackle the wider determinants of health such as poor housing conditions, environmental quality, working conditions, and economic prosperity.

The cost to run the service totals £1,740,911 this amount includes staffing cost, contract cost for stray dog warden service and fee income from licensing activities.

POST	NUMBER OF HOURS	TERMS
Environmental Services Manager	37	Permanent
Commercial Team		
Senior EHO	37	Permanent
EHO	30	Permanent
EHO	37	Permanent (Vacant)
Technical officer	37	Permanent
Admin	18.5	Permanent
Licensing		
Licensing Enforcement officer	37	Permanent
Licensing Enforcement officer	37	Permanent
Licensing Admin	37	Permanent
Domestic		
Senior EHO	37	Permanent 2x P/T
EHO	37	Permanent
Technical officer	37	Permanent
Technical officer	37	Permanent
Technical officer	37	Permanent
Scientific officer	37	Permanent
Dog Warden	18.5	Permanent
Energy efficiency and sustainability officer	37	Fixed term/externally funded
Admin	37	Permanent

Forward Planning for Councillors

Proposed date of decision	Item/Event/ Project Stage	Service Area	Member Champion	Committee
June 2014	Agree Policy and Fees for Mobile Home Parks	Environmental Services	Cllr Hazel Williams	Regulatory and Support Services Committee
June 2014	Agree revision of Private sector Housing Policy	Environmental Services	Cllr Hazel Williams	Regulatory and Support Services Committee
September 2014	Consider the outcome of Countywide procurement of Handy person service	Environmental Services	Cllr Hazel Williams	Regulatory and Support Services Committee
November 2014	Agree the Revised Private Sector Housing Renewal Policy	Environmental Services	Cllr Hazel Williams	Regulatory and Support Services Committee
March 2015	Consider if a House Condition Survey can be carried out in 2015/16	Environmental Services	Cllr Hazel Williams	Regulatory and Support Services Committee
December 2014	Options for service delivery Licensing	Environmental Services	Cllr Hazel Williams	Regulatory and Support Services Committee
December 2014	Options for service delivery Care and Repair Service	Environmental Services	Cllr Hazel Williams	Regulatory and Support Services Committee
November 2014	Consultation response Hackney and Private Hire door stickers/medicals	Environmental Services	Cllr Hazel Williams	Licensing Committee
March 2015	Agree Street trading /consent policy	Environmental Services	Cllr Hazel Williams	Licensing Committee
April 2015	Food Safety/Health and Safety delivery plans	Environmental Services	Cllr Hazel Williams	Regulatory and Support Services Committee

Strategy map



Measuring Performance

To approve applications for licensed premises within specified timescale	TARGET	ACTUAL
% of Hackney Carriage and Private Hire vehicle licenses issued within 24 hours	90%	
% of Hackney Carriage and Private Hire vehicle licenses renewed within 48 hours	90%	
% of Temporary event notices processed within statutory period	90%	
Review of fees and charges to be undertake	By end of March 2015	

To Carry out Statutory Programmed inspections of businesses to safeguard the health and wellbeing of residents, visitors and employees	TARGET	ACTUAL
Annual Inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises.	100%	
% of Programmed food hygiene inspections	90% of all A and B 90% of C- D rated food premises. Interventions at all high risk new businesses within 28 days of opening. 100% Approved establishments	
% of Food and Environmental Sampling	100%	
% of regulatory compliance and monitoring inspections carried out within required timescales	90% of all Permitted Processes inspected 90% of large Mobile Home sites inspected	

	<p>90% Private Water Supplies inspected</p> <p>90% of all licensed Houses in Multiple Occupation inspected</p> <p>90% of total air quality data capture obtained</p> <p>65% of potentially contaminated land that has been remediated</p>	
% of Health and safety interventions	100%	

To reduce the incidence and effects of pollution and to promote environmental stewardship		
The percentage of service requests resolved within 90 and within 180 days.	<p>75% within 90 days</p> <p>80% within 180 days.</p>	

To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs	TARGET	ACTUAL
Number of Disabled Facilities Grants delivered	50	
Number of Minor works completed within 28 days	95%	
Number of Green Deal installations delivered	50 per month	

To provide education/advice and information to businesses and ensure compliance	TARGET	ACTUAL
Promotion to engage with local business to build on and encourage good working relationships. (domestic section)	1 per year	
Responding to Service Requests (Commercial section)	90% enquirers within 3 days of receipt	
% of service requests responded to within the recognized time scale.(Domestic section)	90% of service requests within 5 days 90% Planning consultations within 14 days 90% Temporary Event Notices within 3 days 90% General licensing consultations within 14 days.	
Taxi Licence trade meeting	1 per year	

Trained staff and comprehensive understanding of service by member champion		
% of Appraisals undertaken	100%	
Service awareness briefings for service Delivery Champion	100%	

Delivering the service

Name	% off Hackney Carriage and Private Hire Vehicle Licences issued within 24 hours, renewed within 48 hours
Owner	Licensing Officer (Enforcement) Licensing Admin Assistant
Purpose	To process new and renewal hackney carriage and private hire vehicle licences in accordance with the provisions of the Local Government (Miscellaneous Provisions) Act 1976 and the Council's Taxi & Private Hire Guide (Blue Book)
Links	Local Government (Miscellaneous Provisions) Act 1976, Part II Council's Taxi & Private Hire Guide (Blue Book)
Formula	Application validation checks to be carried out and appropriate action taken Inputting licensing data on Uniform Caps system Creating hackney carriage / private hire vehicle licence and plate Issuing internal vehicle badge Issuing vehicle door stickers
Source of Data	Vehicle licence renewals: application form / supporting documents and information held on Uniform Caps system New vehicle licences: application form / supporting documents to be input on Uniform Caps system
Frequency	Daily
Target	90% of new hackney carriage and private hire vehicle licences to be processed within 24 hours 90% of renewal hackney carriage and private hire vehicle licences to be processed within 48 hours
Rewards/Penalties	Compliance with statutory legislation / regulations / Council licensing conditions Invalidation of application Inability to issue vehicle licence and plate
Who measures?	Licensing Officer (Enforcement) Licensing Admin Assistant
Who acts on the data?	Licensing Officer (Enforcement) Licensing Admin Assistant Environmental Services Manager Legal Services
What will be done	Licensing officer / admin assistant to meet with customer and copy supporting documents Details of vehicle and supporting information to be entered onto Uniform Caps system Vehicle licence and plate to be manually processed and taken to Council reception with internal badge and door stickers (if required) Customer to be advised by telephone to collect licence and plate from Council offices
Feedback	Environmental Services Manager
Notes	Specialised area of work requiring experienced licensing and administrative officers to ensure compliance with the requirements of the legislation for protection of the general public.

Name	% of Temporary Event Notice Processed within statutory period
Owner	Licensing Officer (Enforcement) Licensing Admin Assistant
Purpose	To process temporary event notices (TENs) in accordance with the provisions of the Licensing Act 2003 and Home Office Section 182 Guidance
Links	Licensing Act 2003 Home Office Guidance issued by the Secretary of State under Section 182 of the Licensing Act 2003 June 2014 ECDC Statement of Licensing Policy 12 October 2010
Formula	TENs validation checks to be carried out and appropriate action taken regarding invalid TENs Inputting TENs data on Uniform system Addition of licensing conditions following police and/or Council environmental services representations Report to Licensing Sub-Committee following police counter notice
Source of Data	Postal TENs On-line TENs
Frequency	Daily
Target	90% of TENs to be processed within the statutory period
Rewards/Penalties	Compliance with statutory legislation / regulations / Council licensing conditions Invalidation of TENs Police counter notice Licensing Sub-Committee hearing
Who measures?	Licensing Officer (Enforcement) Licensing Admin Assistant
Who acts on the data?	Licensing Officer (Enforcement) Licensing Admin Assistant Environmental Services Manager Legal Services
What will be done	Acknowledgement of receipt of valid TEN to be sent to applicant Applicant to be advised of any conditions added by police and/or Council's environmental services Notice to be served on applicant if police counter notice received Licensing Sub-Committee hearing to be convened Members decision to be advised to all parties
Feedback	Environmental Services Manager Legal Services
Notes	Specialised area of work requiring experienced licensing and administrative officers to ensure compliance with the requirements of the legislation for protection of the general public. Expert advice and information to be readily available to assist the general public in the submission of TENs

Name	Review of Licensing Fees
Owner	Liz Knox
Purpose	To Maximise income to cover cost of the provision of the licensing service.
Links	Town Police Clause Act 1847 Local Government (miscellaneous provisions) Act 1976 Animal Boarding Act 1963 Riding Establishment Act 1964 &1970 Breeding of Dogs Act 1973 &1991 Breeding of Dogs welfare Act 1999 Pet Animals Act 1951 Dangerous wild animals Act 1976
Formula	To set License fees (where possible) at a rate that covers the cost of processing the license application
Source of Data	Agresso
Frequence	Annually
Target	100%
Rewards/Penalties	Covers the cost to the council of providing the service Increased cost to business (possible)
Who measures?	Environmental Service manager, licensing team
Who acts on the data?	Environmental Service Manager
What will be done	<ol style="list-style-type: none"> 1. Calculate the time taken to process license application 2. Work out officer time/cost 3. Review licence fees 4. Licensing committee to agree changes to fees and charges 5. Consult with the trade
Feedback	Annual report
Notes	Review of fees and charges can only be undertaken for license applications that do not have a fee set statutorily

Name	Annual Inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises.
Owner	Licensing Officer (Enforcement)
Purpose	To carry out annual licensing inspections to ensure all premises are fully compliant with Council licensing conditions and issue improvement notices / other enforcement as deemed necessary.
Links	Animal Welfare Act 2006 Animal Boarding Establishment Act 1963 Breeding and Sale of Dogs Act 1973 & 1991 Breeding and Sale of Dogs (Welfare) Act 1999 Dangerous Wild Animals Act 1976 Pet Animals Act 1951 Riding Establishments Act 1964 & 1970 Zoo Licensing Act 1981 (as amended by the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002)
Formula	Animal premises licence inspection to be carried out in accordance with annual licensing renewal as identified by Uniform Caps system.
Source of Data	Information held on Uniform Caps system
Frequency	Annually
Target	100% of Inspections to take place annually
Rewards/Penalties	Compliance with statutory legislation / regulations / Council licensing conditions Improvement notices Premises closure Prosecution
Who measures?	Licensing Officer (Enforcement)
Who acts on the data?	Licensing Officer (Enforcement) Environmental Services Manager Legal Services
What will be done	Premises inspected in accordance with Council licensing conditions. Booking documents / stock lists / breeding records assessed and follow up inspections to be carried out as deemed necessary. No further action to be taken if compliance achieved. Improvement notices / premises closure or part premises closure if acceptable levels of compliance and/or health and safety compromised. Report to RSPCA regarding animal welfare issues and/or prosecution for failure to comply with statutory legislation / regulations / Council licensing conditions
Feedback	Environmental Services Manager RSPCA
Notes	Specialised area of work requiring experienced licensing officers to ensure compliance with the requirements of the legislation for the protection of the general public and the welfare of the animals. Expert advice and information to be readily available to reassure the general public of the suitability of animal licensed premises.

Name	Programmed food hygiene inspections (green)
Owner	Jenny Winslet
Purpose	Ensure food businesses comply with statutory requirements according to the Food Standards Agency (FSA) Food Law Code of Practice and Guidance. To issue food hygiene ratings to premises falling within the scope of the national Food Hygiene Rating Scheme.
Links	FSA Food Law Code of Practice and Practice Guidance and other FSA guidance including E. coli 0-157 and that on Approved Establishments
Formula	Ensure that FSA Food Law Code of Practice and Practice Guidance is followed alongside the FSA Brand Standard for issuing Food Hygiene Ratings for businesses at which interventions are carried out.
Source of Data	Uniform IDOX
Frequency	Monthly reporting
Target	<ul style="list-style-type: none"> • 90% of all A and B • 90% of C- D rated food premises. • Interventions at all high risk new businesses within 28 days of opening. • 100% Approved establishments
Rewards/Penalties	<ul style="list-style-type: none"> • Business compliance with statutory requirements and reduced complaints about food businesses, so maintaining the reputation of the area as a safe place to eat • Visitors and public have ready access to hygiene standards in local businesses because they can see the hygiene rating displayed or they can look it up on line • Limited resources concentrated on the highest risk businesses (greatest risk of food poisoning or food contamination) • Reputation of ECDC • Risk to businesses • Risk to members of the public
Who measures?	SEHO (Commercial)
Who acts on the	SEHO (Commercial) and commercial team

data?	
What will be done	<ol style="list-style-type: none"> 1. Allocation of inspections obtained via Uniform database 2. Inspection carried out by officers 3. Food Hygiene ratings issued to establishments falling within the scope of the national scheme 4. Actions recorded on Uniform to set the risk-based frequency for next programmed inspection 5. Re-visiting premises if risk rating exceeds 10/10/10 for hygiene/structure/confidence in management 6. Re-rating interventions carried out at businesses that request a re-rating visit and satisfy the criteria of the national scheme that allows for officers to re-rate the business. 7. Enforcement action taken according to premises history/ current compliance and ECDC enforcement policy 8. Low risk premises inspected by “alternative means”
Feedback	Annual returns to FSA
Notes	These are specialist areas of work that are carried out by competent and experienced officers (for example, the FSA do not allow unqualified officers to carry out food hygiene interventions). Need to develop and maintain competencies by on- going training, buddy interventions and professional courses. Team currently not at full capacity with 1X EHO vacancy

Name	Food and Environmental Sampling (green)
Owner	Jenny Winslet
Purpose	Undertake risk-based food, water and environmental sampling and take appropriate action (enforcement or advisory) according to the results
Links	Food Standards Agency (FSA) Food Law Code of Practice and Guidance; Public Health England (PHE) guidelines
Formula	Ensure that FSA and PHE guidance is followed along with any sampling protocols
Source of Data	Uniform IDOX
Frequency	Annual
Target	100%
Rewards/Penalties	<ul style="list-style-type: none"> • Reduce risk of food poisoning and other infectious disease • Reputation of Council e.g. food poisoning outbreak • Risk to business • Risk to members of the public • Non compliance of Joint Service Agreements
Who measures?	SEHO (Commercial)
Who acts on the data?	SEHO (Commercial) and commercial team
What will be done	<ol style="list-style-type: none"> 1. Sample (where possible and necessary) following notification of food poisoning or Legionellosis cases 2. Sample in line with ECDC sampling risk rating 3. Sample as directed by FSA/PHE or HSE 4. Liaise with PHE/FSA/HSE 5. Follow-up sampling results with individuals/commercial organisations either formally or informally 6. Carry out additional sampling to demonstrate improvements where necessary
Feedback	Liaison with PHE and annual returns to FSA/HSE
Notes	These are specialist areas of work that are carried out by competent and experienced officers. Need to undertake food safety/sampling training to main competencies.

Name	The percentage of regulatory compliance and monitoring inspections carried out within required timescales.
Owner	Karen See/Julia Atkins
Purpose	To measure the regulatory compliance and monitoring inspections carried out within the domestic team. These include licensing of scrap metal dealers, mobile home sites, licensed houses in multiple occupation, permits for certain industrial processes, private water supplies etc.
Links	Environmental and housing legislation, Codes of Practice, East Cambs Enforcement Concordant, specific departmental policies such as the Private Sector Housing Renewal Policy etc.
Formula	The number of regulatory compliance and monitoring inspections carried out within the statutory guidelines.
Source of Data	Uniform
Frequency	Monthly/Annually
Target	<ul style="list-style-type: none"> • 90% of all Permitted Processes inspected • 90% of large Mobile Home sites inspected • 90% Private Water Supplies inspected • 90% of all licensed Houses in Multiple Occupation inspected • 90% of total air quality data capture obtained • 65% of potentially contaminated land that has been remediated
Rewards/Penalties	<p>Compliance with statutory guidance. Maintenance of a clean healthy environment and improvement where standards have fallen. Hazards which could lead to ill health of the community and hospitalization. Gain of credibility. Provision of a professional and effective service.</p> <p>Non-compliance with statutory guidance. Poor environment for the community, poor housing conditions, existence of hazards which could lead to poor health, trips and falls etc. which could lead to hospitalization. Loss of credibility. Poor service.</p>
Who measures?	Domestic Team Officers supply supporting information in the various areas to the Senior Environmental Health Officer to amalgamate,

	check and collate.
Who acts on the data?	Environmental Services Manager, Senior EHO, the Domestic Team
What will be done	If the data is poor, the procedures in each supporting area will be examined and addressed. If the data is good, team members will be encouraged further by recognizing this within their appraisals in providing a good service.
Feedback	To Committee annually.
Notes	The Domestic Team has recently lost staff and the pressures on the team to maintain the good service they have currently provided has increased.

Name	Health and safety interventions (Green)
Owner	Jenny Winslet
Purpose	To maintain compliance with Health and Safety legislation and reduce the potential for accidents in premises identified in the HELA (The Health and Safety Executive/Local Authority Enforcement Liaison Committee) strategy. To take part in Safety Advisory Group (SAG) meetings and follow up matters with event organizers.
Links	Health and Safety Executive (HSE) HELA Strategy, Guidance and Codes; ECDC By Laws
Formula	Ensure that HSE protocols and guidance is followed at any intervention (inspection/ complaint visit/other visit). Ensure that any enforcement is proportional and that ECDC is “open for business”.
Source of Data	Uniform IDOX
Frequency	Annual reporting
Target	.100%
Rewards/Penalties	<ul style="list-style-type: none"> • Compliance with statutory safety requirements • Reduced accidents and injuries in ECDC • Reputation of Council e.g. unsafe premises allowed to operate • Risk to businesses • Risk to members of the public
Who measures?	SEHO (Commercial)
Who acts on the data?	SEHO (Commercial) and commercial team
What will be done	<ol style="list-style-type: none"> 1. Intervention at A rated premises followed up by formal or informal action 2. Hazard spotting at other commercial premises visited during the course of an intervention 3. Registration inspections for skin piercing individuals and premises 4. Record actions on Uniform 5. Where necessary, submit representations in line with the Licensing Act 2003 to protect public safety 6. Project interventions at high risk establishments to improve safety e.g. skin piercing establishments 7. Taking a prominent place in the ECDC Safety Advisory Group

	8. Assessing compliance with smoke free legislation
Feedback	Health and Safety Executive (HSE) and PHE (in case of Legionella)
Notes	These are specialist areas of work that are carried out by competent and experienced officers. Need to undertake regular food safety and health and safety training to main competencies. Team currently not at full capacity with 1x EHO vacancy.

Name	The percentage of service requests resolved within 90 and within 180 days.
Owner	Karen See/Julia Atkins
Purpose	To ensure a high standard of service is provided to our customers by ensuring that appropriate and timely resolutions are achieved for all service requests covering subjects such as public health, nuisance, pollution, housing, stray dogs, contaminated land etc.
Links	Environmental and housing legislation and relevant codes of practice.
Formula	Identification of resolution time in days for all requests for service and then calculation of percentage of those being resolved within the recognised time frame.
Source of Data	Uniform records
Frequency	Monthly/annually
Target	Resolution of 75% within 90 days and 80% within 180 days.
Rewards/Penalties	Compliance with statutory duty, reduction in adverse effects of land, air and water contamination, nuisance, stray dogs, public health and housing risks. Enhanced reputation and reduction in the risk of legal challenge.
Who measures?	Senior EHO
Who acts on the data?	Manager of Environmental Services, Senior EHO, the Domestic Team.
What will be done	Accurate recording of all actions throughout investigation of a service request. Updating of policies and procedures to ensure thorough investigations undertaken and decisions made in a timely manner. Targets and data embedded into performance appraisal procedures. Close liaison with other external partners, stakeholders and internal departments to provide technical advice and regular updates.
Feedback	Annual feedback to Committee.
Notes	Management and close monitoring of service requests is required to ensure suitable progress is being made in case investigations.

Adequate resourcing (staff) is required to ensure targets are achieved, to maintain reputation and statutory compliance.

Information to be provided to customer base to balance expectation with appropriate resolution targets that recognise the constraints of the legislation and the need for complex and technical investigations.

Name	Number of Disabled Facilities Grants delivered
Owner	Environmental Services Manager & Care and Repair Services
Purpose	To maximize the number of suitably adapted housing and bring poor housing up to the Decent Homes Standard within the district to reduce hospital admissions.
Links	Housing Grants, Construction and Regeneration act 1996, ECDC Housing Policy and Good Practice Guide for Disabled Facilities Grants
Formula	Number of properties adapted, repaired and improved
Source of Data	Uniform Records, CID
Frequency	Quarterly
Target	50 Disabled Facility Grants per year
Rewards/Penalties	12% fee income from DFG Budget Failure to meet statutory targets may lead to Ombudsman complaint with costs awarded against Council
Who measures?	Domestic Team Officers
Who acts on the data?	Environmental services Manager, Senior EHO and Care and Repair Services.
What will be done	<ol style="list-style-type: none"> 1. Identify residents via self referral or through health and other professionals. 2. Support client through grant process and other available funding resources 3. Installation of remedial measures through to completion of works 4. Promotion of the service 5. Sign post Clients to other supporting organizations.
Feedback	<ol style="list-style-type: none"> A. Cambridge County Council. B. Customer satisfaction survey. C. Annual Budget/progress feedback to Committees
Notes	<ul style="list-style-type: none"> • Annual funding support provided by Cambridge County Council to encompass added benefits to Clients. • Private Sector Housing Policy currently under review. • Need to monitor impact of budget reduction. • Close monitoring of Capital and HIA budgets key to service delivery. • Development of Handy Person Services.

Name	Number of Minor works completed within 28 days
Owner	Environmental Service manager and Care and Repair Services
Purpose	To minimize the number of poor housing stock in the district and bring up to the decent homes standard in order to help improve the occupant's health.
Links	ECDC Housing Policy Housing Grants, Construction and Regeneration act 1996
Formula	Percentage of Minor works grants completed in 28 days
Source of Data	CID, Uniform Records
Frequence	Quarterly
Target	95%
Rewards/Penalties	£100 per grant fee income Failure to meet statutory targets may lead to Ombudsman complaint with costs awarded against Council
Who measures?	Care and Repair
Who acts on the data?	Environmental services Manager and Care and Repair Services.
What will be done	6. Identify residents via self referral or other professionals. 7. Support client through grant process and other available funding resources 8. Installation of remedial measures through to completion of works 9. Sign post Clients to other supporting organizations.
Feedback	D. Customer satisfaction survey. E. Annual Budget/progress feedback to Committees
Notes	<ul style="list-style-type: none"> • Annual funding support provided by Cambridge County Council to encompass added benefits to Clients. • Private Sector Housing Policy currently under review. • Need to monitor impact of budget reduction. • Close monitoring of Capital and HIA budgets key to service delivery. • Development of Handy Person Services.

Name	Number of Green Deal installations delivered
Owner	Rachel Doyle
Purpose	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
Links	ECDC Home Energy Conservation Act, Further Report Cambridgeshire Green Deal Partnership Memorandum of Understanding.
Formula	Ensure installation of the maximum number of suitable and appropriate energy efficiency measures
Source of Data	ETech, via Climate Energy
Frequency	Monthly
Target	50 installations per month
Rewards/Penalties	£35 per measure installed as income to the Council Reduction in % in fuel poverty across the district
Who measures?	Energy Efficiency and Sustainability Officer
Who acts on the data?	Energy Efficiency and Sustainability Officer Green Deal Partnership Project Board
What will be done	<ol style="list-style-type: none"> 1. Residents in need of help identified via environmental health, housing or self referral 2. Promotion of available schemes in the local area 3. Leads passed to Climate Energy 4. Assessments arranged for property 5. Residents advised of quote and available funding via grants and Green Deal 6. Installation of measures
Feedback	Green Deal Partnership Project Board/Sponsors Board Department of Energy and Climate Change (DECC) Bi-annually
Notes	Installation and promotion of service is managed by Climate Energy our provider partner until Nov 2016. Input is required from the Council to ensure promotion and customer service is appropriate and to access additional funding. Contract management is required to ensure distribution of work. Adequate Resourcing (staffing) from the Council to ensure quality of activity in the District.

Name	Promotion to engage with local business to build on and encourage good working relationships.
Owner	Karen See/Julia Atkins
Purpose	To ensure targeted promotions are carried out to build on and encourage good working relationship with the business community, for example landlords, mobile home site owners, scrap metal dealers, environmental consultants, planning consultants etc.
Links	Corporate priorities, East Cambs Enforcement Concordant, specific departmental policies such as the Private Sector Housing Renewal Policy, Scrap Metal Dealers Policy etc.
Formula	The number of promotions carried out annually.
Source of Data	Domestic Team evidence.
Frequency	Annually
Target	1
Rewards/Penalties	<p>Improved relationships and communication between the Council and local businesses. Gain of credibility. Provision of a proactive and effective service.</p> <p>The Council currently has a good relationship with local business but this may not be maintained without a proactive approach. Loss of credibility. Poor customer service.</p>
Who measures?	Domestic Team Officers supply supporting information in the various areas to the Senior Environmental Health Officers to amalgamate, check and collate.
Who acts on the data?	Environmental Services Manager, Senior EHO, the Domestic Team
What will be done	<p>Identification of areas of work suitable for promotional campaign.</p> <p>Identification of media suitable for promotional campaign.</p> <p>Identification of resources.</p> <p>Publicity.</p> <p>Feedback.</p>

Feedback	To Committee annually.
Notes	The Domestic Team has recently lost staff and the pressures on the team to maintain the good service they have currently provided has increased.

Name	Responding to Service Requests (Blue)
Owner	Jenny Winslet
Purpose	To give advice to the public, including new businesses. To investigate and take appropriate actions (enforcement or advisory) when service requests are received.
Links	Food Standards Agency (FSA) Food Law Code of Practice and Guidance; Health and Safety Executive (HSE) HELA Strategy; Public Health England (PHE) guidelines; ECDC By Laws
Formula	Make contact with all enquirers and record on Uniform. Ensure that FSA, HSE and PHE guidance is followed at any intervention (inspection/ complaint visit). Monitor and update the Council's website as needed according to current events and changes in legislation.
Source of Data	Uniform IDOX
Frequency	Annual reporting
Target	90% enquirers within 3 days of receipt
Rewards/Penalties	<ul style="list-style-type: none"> • Promoting "open for business" • Reduced complaints • More use of Council's website • Reputation of Council e.g. food poisoning outbreak/ serious accident not investigated/ complaint not investigated • Risk to businesses • Risk to members of the public • Non compliance with Joint service agreements with such as with PHE, Codes of Practice and standard operating procedures
Who measures?	SEHO (Commercial)
Who acts on the data?	SEHO (Commercial) and commercial team
What will be done	<ol style="list-style-type: none"> 1. Investigate RIDDOR reports (reports of accidents at work) 2. Investigate allegations of food poisoning 3. Investigate complaints of poor hygiene 4. Investigate complaints of unsafe commercial premises 5. Give advice regarding food / health and safety/ infectious disease/ skin piercing, including to new businesses 6. Speak with enquirer/write/ email and follow up as necessary 7. Respond to requests from HSE and FSA (e.g., food alerts) 8. Record actions on Uniform

	<ul style="list-style-type: none"> 9. Maintain the food premises register 10. Maintain up to date returns to the FSA on hygiene ratings 11. Maintain the Cooling Tower register 12. Register those premises and individuals which meet By Law standards as skin piercing establishments/practitioners. 13. Liaise with internal/external partners such as Development control/ Markets Team/ City of Ely 14. Add emerging projects/topics to website and keep up to date guidance/legal requirements on site
Feedback	Annual returns to Food Standards Agency and Health and Safety Executive; Liaison with Public Health England
Notes	These are specialist areas of work that are carried out by competent and experienced officers (for example, the FSA do not allow unqualified officers to carry out food hygiene interventions). Need to undertake regular food safety and health and safety training to main competencies. Team currently not at full capacity with 1x EHO vacancy.

Name	The percentage of service requests responded to within the recognized time scale.
Owner	Karen See/Julia Atkins
Purpose	To ensure a high standard of service is provided to our customers by ensuring that appropriate and timely responses are provided to all formal consultations and enquiries for advice or assistance.
Links	Environmental and housing legislation, relevant codes of practice, statutory consultee and responsible authority response times under Licensing, Planning and Development controls, and customer care response times.
Formula	Identification of response time requirements for various roles and then calculation of percentage of those being achieved within the recognised time frame.
Source of Data	Uniform records and CRM records when appropriate recording and reporting system in place.
Frequency	Monthly/annually
Target	<ul style="list-style-type: none"> • 90% of service requests within 5 days • 90% Planning/Building Regulation consultations within 14 days • 90% Temporary Event Notices within 3 days • 90% General licensing consultations within 14 days.
Rewards/Penalties	<p>Compliance with statutory duty, protection of the public through reduction in adverse effects of unsuitable developments, environmental improvements, prevention, detection and control of land, air and water pollution, nuisance, public health and housing risks.</p> <p>Enhanced reputation and reduction in the risk of legal challenge.</p>
Who measures?	Senior EHO
Who acts on the data?	Manager of Environmental Services, Senior EHO, the Domestic Team.
What will be done	<p>Accurate recording of all requests for service.</p> <p>Updating of policies and procedures to achieve and maintain response time requirements.</p> <p>Targets and data embedded into performance appraisal procedures.</p>

	Close liaison with other external partners, stakeholders and internal departments to provide technical advice.
Feedback	Annual feedback to Committee.
Notes	<p>Management and close monitoring of service requests is required to ensure suitable distribution of work to specialist individuals within the Team. Adequate resourcing (staff) is required to ensure targets are achieved, to maintain reputation and statutory compliance.</p> <p>Information to be provided to customer base to balance expectation with appropriate response targets that are standard throughout the Council.</p>

Name	Taxi Licence trade meeting
Owner	Liz Knox, License Enforcement officers
Purpose	To build, improve and maintain the working relationship with the taxi trade, informing them of legislative changes and listen to issues they want to raise with the council.
Links	Local Government (miscellaneous Provisions) Act 1976 Council's Taxi and Private Hire Guide (blue book)
Formula	To Promote a good working relationship with the taxi trade by inviting them along to a forum providing a platform to address issues relating to the provision of a good service
Source of Data	Attendance data taken from the trade meeting
Frequency	Annually
Target	1 meeting
Rewards/Penalties	The trade meeting was established following a request from the taxi trade. This has fostered a better working relationship which provides the opportunity to reduce the need for enforcement and improves both the service to the trade and residents
Who measures?	Environmental Service Manager
Who acts on the data?	Environmental Service Manager and Licensing Team
What will be done	<ol style="list-style-type: none"> 1. 1. Agree date fro meeting/forum 2. Agree Agenda with chair of Licensing and invite the trade to pt forward agenda items 3. Invite taxi trade and advertise the meeting on the council web-site 4. Minutes of the meeting taken and actions noted 5. Notes of meeting published on web-site 6. Actions followed up and reported back to the trade.
Feedback	Annually following the meeting
Notes	

Name	Appraisals undertaken
Owner	Liz Knox/Karen See/ Julia Atkins/ Jenny Winslet
Purpose	To ensure that all staff appraisals are completed annually and within the time frame set by HR
Links	HR Policy and procedure Corporate priorities EH Service delivery plan
Formula	To undertake staff appraisals within time frame set by HR ensuring all staff complete documentation to enable feedback and sign off. Training needs to be identified and new accountabilities set.
Source of Data	performance against accountabilities, 1-1 carried out throughout the year
Frequency	Annually
Target	100%
Rewards/Penalties	To provide staff with feedback on performance (good and bad), Identify training needs/skills gaps. Acknowledgment from Chief exec if score 5
Who measures?	Liz Knox/Karen See/ Julia Atkins/ Jenny Winslet (line manager)
Who acts on the data?	All staff
What will be done	<ol style="list-style-type: none"> 1. Time frame set by HR 2. Line managers to book appraisal with staff 3. Line manager to issue staff with paperwork to complete 4. Paperwork to be completed by appraisee and returned to Line manager 5. Appraisal undertaken and comments from line manager added accountabilities for next year agreed 6. Completed documentation agreed by line manager and appraisee signed off 7. Completed appraisal sent to HR
Feedback	1-1 , mid-term appraisal
Notes	Any discussion at appraisals should not come as a surprise; issues that arise regarding performance should be dealt with in a timely manner.

Name	Service awareness briefings for service Delivery Champion
Owner	Liz Knox
Purpose	To update Service Delivery Champions with progress within Environmental Services, how the service is being operated and budgetary updates. Service Delivery Champion to act as critical friend
Links	Service policies and procedures Service delivery Plans
Formula	To include Service Delivery Champions in all aspects of the day to day running of the Environmental Services Department, to table in frequent meeting with senior officers within the department
Source of Data	Notes of meetings, decisions made at Regulatory and support services committee, group meetings. Feedback from Members and CE
Frequency	As required
Target	100%
Rewards/Penalties	Service delivery Champions will develop a better understanding of the service delivered by Environmental Services. They will act as a critical friend, they will challenge and promote what we do. They will be able report to the Council on their activities and respond to questions and enquires.
Who measures?	Environmental Services Manager and Assistant Director
Who acts on the data?	Environmental Service Manager and Environmental Services Department.
What will be done	<ol style="list-style-type: none"> 1. Identify Member Champion 2. Member Champion to undertake induction in service area, meet with appropriate staff and agree expectations (from both sides) 3. Invite Member to shadow the team if they wish 4. Invite Member to ES team meetings 5. Include Member in the distribution of quarterly performance reports
Feedback	Quarterly performance report
Notes	