






Commitments towards our Vision






Six month update- Environmental Services




Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
To consider opportunities to increase income through the provision of added value services to	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer. Making East Cambridgeshire an even better place to live.	To Continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock. By the 1 st April 2018	£100,000	Marie Beaumont- Senior Case Worker Liz Knox- Environmental Services Manager	↔	£100,000 secured from Sanctuary for 17/18
		To Increase fee income for Care and Repair by £20,000. To increase fee income to £83,000 by 1 st April 2018.	£63,000	Marie Beaumont – Senior Case Worker Martine D’Antonio- Case Worker Stephen Presland- Technical Officer (Care and Repair) Wendy Gammon- Administration Officer	↑	To date £58,000 fees committed, but not paid as work not yet complete. £29,065 has been paid. Therefore on track to exceed target fee income by end of year
		Introduce cost recovery from food businesses for some non-statutory functions as part of a consultancy service by the Commercial Team (amount unknown at this stage but any cost recovery obtained will be used as a baseline for subsequent years). Target £500	N/A	Jenny Winslet- Senior Environmental Health Officer Jenny Clare- Food Safety Officer Louise Wright- Environmental Health Officer	↓	Information provided to businesses but ZERO take up so far.
To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees		The % 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 (for the following);		Karen See- Senior Environmental Health Officer Julia Atkins- Senior Environmental Health Officer Peter Ord- Scientific Officer Claire Braybrook- Environmental Health Officer Rick Warren- Technical Officer		
		<ul style="list-style-type: none"> 100 % of all permitted industrial processes inspected 	100%		↔	0% (6 to inspect this year by March 2018)
		<ul style="list-style-type: none"> 100 % of large mobile home sites inspected 	100%		↔	9% (1 inspected out of 11- not required until March 2018)
		<ul style="list-style-type: none"> 100 % Private water supplies inspected 	100%		↔	0% (not required until December 17)

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		<ul style="list-style-type: none"> 100 % of all licensed Houses of Multiple Occupation inspected 	100%			100% - No inspections due 2017/18
		<ul style="list-style-type: none"> 95% of total air quality data capture obtained 	96%			96% capture of diffusion tube data
		<ul style="list-style-type: none"> 68 % of potentially contaminated land that has been remediated 	71%			72%
		<p>Demonstrate The Council's compliance with statutory requirements for the health and safety in premises for which the Local authority is the enforcing authority.</p> <ul style="list-style-type: none"> 100% of all A rated businesses for health and safety 	100% (ECDC does not currently have any A rated premises)	Jenny Winslet- Senior Environmental Health Officer Jenny Clare- Food Safety Officer Louise Wright- Environmental Health Officer		100% No A rated premises identified during this period.
		<p>Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of (the following);</p>		Jenny Winslet- Senior Environmental Health Officer Jenny Clare- Food Safety Officer Louise Wright- Environmental Health Officer Wendy Page- Administration Officer		
		<ul style="list-style-type: none"> 100% of all A and B rated food premises 	100% (47/40)			100% (24/24)
		<ul style="list-style-type: none"> 90% of C and D rated food premises 	92% (201/218)			84% (92/110) awaiting recruitment of F&S Officer
		<ul style="list-style-type: none"> 90% low risk E food premises sent out questionnaires 	100% (131/131)			>100% (63/35) Project to increase registrations including hauliers and brokers
		<ul style="list-style-type: none"> 100% of Approved food businesses inspected 	100% (7 inspected)			100% (2/2)
		<ul style="list-style-type: none"> 100% of food businesses contacted within 7 days of sample results being received from the laboratory 	100% (101 samples)			100% (19/19 samples)*** PHE has reduced the numbers of free samples that the LA can submit to the laboratory this year

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To reduce the incidence and effects of pollution and to promote environmental stewardship		The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days and within 180 days; 93% within 90 days 98% within 180 days	91% 98%	Karen See- Senior Environmental Health Officer Julia Atkins- Senior Environmental Health Officer Peter Ord- Scientific Officer Claire Braybrook- Environmental Health Officer Rick Warren-Technical Officer	 	89% (*This slight fall has been due to the significant number of planning applications and due to the team taking on fly tipping/littering) 93% *
To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs		62 of Disabled Facilities Grants delivered (DFG's)	68	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Karen Flack-EHO Barbara Mitcham-EHO		68 grants completed and a further 54 approved
		100% of Minor works Grants approved within 28 days	100% 19	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Karen Flack-EHO Barbara Mitcham- EHO		100% approved within 28 days (16)
		The average time from referral to grant approval for DFG's under £10,000 to be within 8 weeks	46 weeks(This baseline wasn't reflected within the last Service Delivery Plan but the outcomes for the target are	Marie Beaumont- Senior Case Worker (Care and Repair) Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case		The time taken to approve grants is reducing, new pathways have been put in place along with a fast track process for smaller adaptation works 1 st qtr 41 wks 2 nd qtr 25 wks

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			recorded by the team)	Worker Karen See- Senior EHO Julia Atkins- Senior EHO Karen Flack-EHO Barbara Mitcham- EHO		
		The average time from referral to grant approval for DFG's over £10,000 to be within 20 weeks	63 weeks (This baseline wasn't reflected within the last Service Delivery Plan but the outcomes for the target are recorded by the team)	Marie Beaumont- Senior EHO Stephen Presland- Technical Officer (Care and repair) Martine D'Antonio- Case worker Karen See- Senior EHO Julia Atkins- Senior EHO Karen Flack- EHO Barbara Mitcham- EHO		Time taken has reduced to 44 wks, the average is pushed up due to the complexity cases. All five cases were extensions needing both planning permission and building regulations.
To provide education/ advice and information to businesses and ensure compliance		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 (for the following)		Karen See-Senior EHO Claire Braybrook-EH) Julia Atkins- Senior EHO Chris Smith-Technical Officer		
		<ul style="list-style-type: none"> 95% of customer enquiries responded to within 5 days 	99%			98% (425 complaints)
		<ul style="list-style-type: none"> 96% of Planning/Building Regulation consultations responded to within 14 days 	97%			100% (124 planning cases on system at present time. Add number yet to be recorded)
		<ul style="list-style-type: none"> 92% of Temporary Event Notice consultations responded to within 3 days 	100%			100% (115 TENS)
		<ul style="list-style-type: none"> 96% of general Licensing consultations responded to within 14 days 	97%			100% (12 in total all <21days).

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Trained staff and comprehensive understanding of service by Service Delivery Champions		Support our customers by organising or being involved in 4 promotional activities 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.	2 talks by dog warden, 1 involvement in "safety zone" promotion regarding anti-social behaviour.	Karen See- Senior EHO Julia Atkins- Senior EHO Peter Ord- Technical Officer (care and repair) Claire Braybrook- EHO Rick Warren- Technical Officer Chris Smith- Technical Officer Karen Flack-EHO Jenessa Springhall- Dog Warden	↔	4 (stall on market square, radio appearance for Dog Warden, careers fair at Ely Cathedral, attendance at 3 safety zone events in Oct)
		Improve service: Evaluate customer needs; What do our customers want? Use this information to inform future planning. By September 2017	N/A	Karen See- Senior EHO Julia Atkins- Senior EHO	↓	A report has been formulated looking at various options for customer surveys for the different areas of the teams work. The report has been sent to IT to implement with an aim to have results by April 2018.
		Responding to complaints/ enquiries/ requests for advice/ Reporting of Injuries, Diseases and Dangerous Occurrence Statutory Notifications/skin piercing registrations/infectious diseases notifications. Issue of Export Certificates <ul style="list-style-type: none"> 100% First contact in 3 working days 100% Export certificates issued in 5 working days 	96.6% (374/387) 100%	Jenny Winslet- Senior EHO Jenny Clare- Food safety officer Louise Wright- EHO (Commercial) Wendy Page- Administrator	↑	98% (431/437) first contact in 3 days 100% 25/25 Export certificates
		Respond to our customer survey (<u>What do our customers want?</u>) by providing at least one bespoke seminar on for food businesses. Use this information to inform future planning.	1	Jenny Winslet- Senior EHO Jenny Clare- Food Safety Officer Louise Wright- EHO	↔	Seminar to be held in January 2018 when businesses are at their most quiet
		100% of Appraisals undertaken	100%	Liz Knox- Environmental Services Manager Karen See- Senior EHO Julia Atkins- Senior EHO Jenny Winslet- Senior EHO Marie Beaumont- Senior Case Worker	↔	100% (22/22)

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Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		To update Service Delivery 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	Liz Knox- Environmental Services Manager		4 meetings to date. Service Champion has also spent time with Care and Repair team and Sustainability officer getting to understand service provision
		To regularly review higher level corporate risks, including: <ul style="list-style-type: none"> External Partnership funding for care and Repair services to ensure continuation of service. 	<i>New target</i>	Liz Knox Environmental Services Manager		<i>New target</i>
			<i>New target</i>	Liz Knox Environmental Services Manager		<i>New target</i>

Name of Service Delivery Champion: Councillor Carol Sennitt

Comments

Care and repair

Continue to work with sanctuary and have secured £100,000 for 2017/18 for disabled adaptations.

CCC have advised to reduce waiting times for DFG's :- For grants over £10,000 average waiting times were 63 wks, now reduced to 44wks. Some of these cases are quite complex and take time and also have to have planning permission or building reg's.

Grants under £10,000 average waiting times were 46wks, now reduced to 25wks.

They are continually looking at ways to decrease waiting times and continue to work with CCC.

Negotiations ongoing with CCC about fee increases which may have to rise by 20% as some of the capital funding will be cut.

Nick Wyatt is working with Sanctuary Housing and "Action on Energy" to secure "Warmer Home" funding to deliver energy efficiency measures reducing the number of residents living in fuel poverty.

Commercial team

Most business premise inspections are on target. A new food safety officer has been appointed and waiting to start. 101 samples have been sent to the lab for testing.

A consultancy service for low performing food premises was made available at the beginning of the year. Unfortunately there has been no take up for this service. Now that the commercial team have a full complement of staff additional effort will be put into this area.

Domestic team

This year has seen a massive increase in consultation responses required for planning applications I am pleased to say that a 100% have been returned within the target time.

Environmental Crime has been transferred from the Waste Team into Environmental Services. As a result the Dog Warden post hours have been increased to fulltime and 3 Officers have received enforcement training.

All teams within Environmental Services are continually working together to look for new ways to make our council an efficient council and ensure East Cambs is a better place to live despite the many cuts in revenue that has to be endured.