


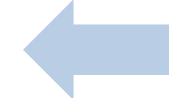








Commitments towards our Vision


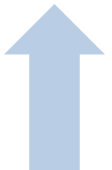


Six month update 2019-20- Service Delivery Environmental Services







East Cambridgeshire
District Council

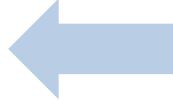



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
<p>To consider opportunities to increase income through the provision of added value services</p>	<p>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.</p> <p>Making East Cambridgeshire an even better place to live.</p>	<p>To continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock.</p> <p>By the 1st April 2019</p>	£100,000	<p>Marie Beaumont- Senior Case Worker Liz Knox- Environmental Services Manager</p>	↑	<p>No longer ring-fenced Commitment of 40% contribution towards cost of adaptations to Sanctuary properties subject to SH budget availability £34K spent to date Pipeline works a further £104,000 (estimate)</p>
		<p>To maintain fee income of £120,000 by 1st April 2020.</p>	£120,000	<p>Marie Beaumont – Senior Case Worker Martine D’Antonio- Case Worker Stephen Presland- Technical Officer (Care and Repair) Wendy Page- Administration Officer Sara Austen Business support Officer</p>	←	<p>Current fees paid £27K and a further £54k owed on approved work.</p>
		<p>To introduce a charge of £130 to food businesses for re-rating visits. Estimated target income £1,500</p>	£1430	<p>Richard Garnett- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer x2 Administration Officer</p>	↓	<p>4 re-rating requested £520 income</p>
		<p>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);</p>		<p>Karen See- Senior Environmental Health Officer Julia Atkins- Senior Environmental Health Officer</p>		
<p>To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees</p>						





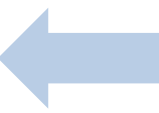
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		<ul style="list-style-type: none"> 100 % of all permitted industrial processes inspected 	100%	Chris Smith- Environmental Health Practitioner Peter Ord- Scientific Officer Rick Warren- Technical Officer		To be inspected by end of March
		<ul style="list-style-type: none"> 100 % of large mobile home sites inspected 	100%			60% 6 inspections out of 10 large mobile home sites. The final 4 will be inspected by the end of March 2020
		<ul style="list-style-type: none"> 100 % Private water supplies inspected 	100%			To be completed in January
		<ul style="list-style-type: none"> 97% of total air quality data capture obtained 	100%			98.4%
		<ul style="list-style-type: none"> 69 % of potentially contaminated land that has been remediated 	75.4%			76.7%
		Demonstrate the Council's compliance with statutory requirements for which the Local Authority is the enforcing authority by undertaking at least one project from the Health and Safety Executive's priorities.	79 visits	Richard Garnett- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer x2 Administration Officer		To be undertaken January/February
		Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of (the following);		Richard Garnett- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer x2 Administration Officer		
		<ul style="list-style-type: none"> 100% of all A and B rated food premises 	100% (50/50)			100% (17/17)
		<ul style="list-style-type: none"> 90% of C and D rated food premises 	92% (222/189)			91% (127/140) Some premises difficult to access due to opening hours
		<ul style="list-style-type: none"> 90% low risk E food premises sent out questionnaires 	87% (107/124)			87% (57/64)
		<ul style="list-style-type: none"> 100% of Approved food businesses inspected 	66% (6 inspected)			100% (2/2)



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		<ul style="list-style-type: none"> 100% of food businesses contacted within 7 days of sample results being received from the laboratory 	90% (60 samples)			66% 10 samples taken 6 premises notified of results within 7 days. Delay in other results due to lab sending incomplete analysis of Ecoli results.
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; 94% within 90 days	91%	Karen See- Senior Environmental Health Officer Julia Atkins- Senior Environmental Health Officer Peter Ord- Scientific Officer Chris Smith- Environmental Health Officer Rick Warren- Technical Officer		95% 124 complaints + 36 housing complaint full HHSRS inspections
		98% within 180 days	96%			100%
		Undertake 3 targeted environmental crime promotional campaign aimed at reducing the incidence of fly tipping, littering and dog fouling. By December 2019.	1	Karen See/Julia Atkins – Senior Environmental Health Officer Domestic Team Officers		4 Countywide Scrap Fly Tipping Campaign promotion on the market square and in local press Press release regarding successful prosecution and conviction for an offence Visible presence of Environmental Enforcement Van patrolling around the district Ongoing promotions via the press, facebook and twitter including being involved in #Bringthewastehome Campaign for fly tipping, littering, dog fouling etc. Officers were involved in East Cambs Support and Advice Showcase
		Issue 100% of Fixed Penalty Notices in cases where the evidence is sufficient to do so.	100% (20)			4 x £400 illegal deposit of waste – fly tipping persons actually carrying

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To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs						<p>out the deposit. One not paid sent for prosecution.</p> <p>3 x £200 duty of care for waste found at fly tips. One not paid file to be submitted for prosecution.</p> <p>2 x £300 failing to produce waste transfer notes for waste found as fly tipped. One not paid file to be submitted for prosecution.</p> <p>One case resulting in 2 x guilty pleas for illegal waste deposit at Cambridge Magistrates in April 2019.</p> <p>2 cases have been referred to legal for further action but no summons served yet, this is still under consideration.</p> <p>5 Littering all paid</p> <p>Other disposals:</p> <p>1 Fly tip warning</p> <p>1 Duty of care warning</p>
		75 Disabled Facilities Grants delivered (DFG's)	69 completed 95 approved	Marie Beaumont-Senior Case Worker Stephen Presland-Technical Officer (Care and Repair) Martine D'Antonio-Case Worker Wendy Page-Administration Officer Sara Austen Business support Officer	←	<p>35 approved and 60 completed</p> <p>Delays due to access permissions on uniform</p> <p>Also 3 relocation grants completed</p>
		100% of Discretionary Special Purpose Assistance Grants approved within 28 days	100% 20	Marie Beaumont-Senior Case Worker Stephen Presland-Technical Officer (Care and Repair) Martine D'Antonio-Case Worker Wendy Page-Administration Officer	←	DSPA 100 % 13 completed

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				Sara Austen Business support Officer		
		The average time from referral to grant approval for DFG's under £10,000 to be within 16 weeks	30 weeks	Marie Beaumont-Senior Case Worker (Care and Repair) Stephen Presland-Technical Officer (Care and Repair) Martine D'Antonio-Case Worker Wendy Page-Administration Officer Sara Austen Business support Officer		30 weeks
		The average time from referral to grant approval for DFG's over £10,000 to be within 32 weeks	33 weeks	Marie Beaumont-Senior EHO Stephen Presland-Technical Officer (Care and repair) Martine D'Antonio-Case worker Wendy Page-Administration Officer Sara Austen Business support Officer		33 weeks
		Provide 3 targeted housing advice campaigns for HMO's, Housing Disrepair, Mobile Homes etc. with regards to licensing and enforcement to achieve a good standard of housing	New Target	Karen See/Julia Atkins - Senior Environmental Health Officer		1 Press release regarding HMO's ongoing promotional campaigns via facebook and twitter Officers were involved in East Cambs Support and Advice Showcase
		Process 100% HMO license applications within 1 year from valid	New Target	Karen See/Julia Atkins - Senior		50%

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		application (statutory requirement is within 3 years).		Environmental Health Officer Linda Thompson- Technical Officer Barbara Mitcham- Admin Officer		4 licenced out of a total of 19 applications to date 50% completed within 1 year of application (4 out of 8 due) Due to new legislation which made it a legal requirement for all HMO properties with 5 or more people to be licensed, an influx of applications were received in a short time period. New systems had to be set up and with the existing demands placed on the Team with respect to private sector housing complaints, Envirocrime work, and complex resource intensive nuisance complaints and planning applications, the target was not achieved. Licences will continue to be worked through and a risk based inspection program will be developed. Future actions will involve identifying and prosecuting those operating unlicensed and/or unsafe HMO's.
		To apply for 5 external funding sources for energy efficiency measures by March 2020	New Target	Nick Wyatt Sustainability Officer		3 As the winter approaches opportunities for external funding will increase.
		To organise and/or attend 8 promotional events relating to energy efficiency/fuel poverty. By March 2020	New Target	Nick Wyatt Sustainability Officer		9
		To provide energy efficiency advice to 120 households by March 2020	90	Nick Wyatt Sustainability Officer		101 Drawing on experience from previous years demand will peak during winter cold months
		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 Julia Atkins- Senior EHO Chris Smith- Graduate EHO		
		<ul style="list-style-type: none"> 96% of customer enquiries responded to within 5 days 	98%			96% 137 complaints

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		<ul style="list-style-type: none"> 97% of Planning/Building Regulation consultations responded to within 21 days 	99%			100% 228 consultations
		<ul style="list-style-type: none"> 94% of Temporary Event Notice consultations responded to within 3 days 	88%			98% 188 Applications (4 outside 3 day period)
		<ul style="list-style-type: none"> 97% of general Licensing consultations responded to within 14 days 	97%			85% 7 (6 out of the 7 were responded to within 14 days). One case needed a representation which takes the response outside of our targeted 14 day time period, but still within the timescales required by Licensing Team.
		Support our customers by organising or being involved in 6 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.	10 (stall on market square, radio appearance for Dog Warden, Careers Fair at Ely Cathedral, attendance at 3 safety zone events in Oct)	Karen See- Senior EHO Julia Atkins- Senior EHO Peter Ord- Scientific Officer Rick Warren- Technical Officer James Hobson Technical officer Linda Thompson Technical Officer Chris Smith- Graduate EHO Jenessa Springhall- Dog Warden		2 Officers were involved in East Cambs Support and Advice Showcase Ongoing promotions on social media to show the work of the Domestic Team, including fly tipping, dog fouling etc. Press release regarding successful prosecution for fly tipping. Promotional activities will continue when the opportunity arises.
		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 	99% (891/902)	Richard Garnett- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer x2 Administration Officer		100%(482)

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		<ul style="list-style-type: none"> 100% Export certificates issued in 7 working days 	100%			100% (17)
		To Work with 3 "Poor Performer" businesses to improve star rating	3	Richard Garnett- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer x2 Administration Officer		5 premises selected 2 dropped out/declined
		100% of Appraisals undertaken	100%	Liz Knox- Environmental Services Manager Karen See- Senior EHO Julia Atkins- Senior EHO Richard Garnett Senior EHO Marie Beaumont- Senior Case Worker		100% mid-term reviews undertaken
Trained staff and comprehensive understanding of service by Service Delivery Champions		To regularly review higher level corporate risks, including: <ul style="list-style-type: none"> Ensuring that the Council's statutory and legislative requirements within Environmental Services are fully met 	Ongoing	Liz Knox Environmental Services Manager		
				Liz Knox Environmental Services Manager		
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.						