



Environmental Health half year report 2023 to 2024

Performance measure	Target and reporting timescale	Half year update
Continue to work with Sanctuary Housing and get commitment to provide 40% of the cost towards disabled facilities grants in their stock by 1 April 2023	£170,000 by end of March 2024, annually	£103,000 on target to achieve
Maintain fee income of £120,000 by 31 March 2024	£120,000 end of March 2024, annually	£78,000 enough pipeline cost to reach target
100% of all permitted industrial processes	100%, annually	17%. 6 inspections due in 2023/24. 1 completed, 5 programmed for inspection before end of March 2024
100% of large mobile home sites inspected	100%, annually	60%. 10 sites due in 2023/24. 6 inspected, 4 programmed for inspection before end of March 2024
100% of private water supplies tested	100%, annually	50%. 12 supplies requiring testing in 2023. 6 completed in Jan 2023. Remainder to be tested before end of 2023.
97% of air quality data capture obtained	97% annually	98%

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80% of potentially contaminated land that has been remediated	80%, annually	81.6%
100% of A and B rated food premises	100%, annually	100% achieved. A- 1 B- 8
90% of C and D rated food premises	90%, annually	100% achieved. C- 51 D- 62
90 % of E rated premises sent a questionnaire	90%, annually	100% 29 sent out
100% of approved premises inspected	100%, annually	Non inspected they become due November 2023
100% of first stage customer enquiries responded to within 5 days	100%, annually	99% 343 customer enquiries responded to.
98% Planning/Building Regulation consultations responded to within 21 days	98%, annually	98%. 141 consultations responded to.
98% of general Licensing consultations responded to within 28 days	98%, annually	100%. 4 general licensing consultations received.
90% first contact within 3 working days	90%, annually	95%. 507 enquiries.

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100% Export certificates issued within 7 working days	100%, annually	15 @ £105 issued within 7 working days
Review the Health and wellbeing strategy and update the action plan	As identified, annually	Members seminar arranged for 21 st November, Revised Health and Wellbeing Strategy to be brought to Operational Services Committee March 2024
Annual review of risk to ensure that the councils statutory and legislative requirements are fully met	As required, annually	On going
100% appraisal undertaken	100%, annually	n/a
90% of requests for advice or statutory investigation and intervention by officers, resolved within 90 days	90% resolved in 90 days, annually	88%. 303 investigations resolved.
Undertake targeted promotional campaigns or press releases aimed at increasing public awareness to reduce the incidence of Environmental Crime, littering and dog fouling	3 targeted campaigns by March 2024, annually	<p>1 joint operation with Police and EA in Sept 2023, stopping vehicles with potential to be carrying waste.</p> <p>Attendance at 2 Parish Council meetings in June 2023, to discuss fly tipping and CCTV.</p> <p>Weekend attendance at 2 recreation parks in May 2023, to promote responsible dog ownership.</p>

Performance measure	Target and reporting timescale	Half year update
5% of fixed penalty notices (FPN) served in relation to annual number of environmental offences investigated	5%, annually	8%. 123 investigations and 10 FPN's served
Review Environmental Crime Enforcement Policy and Standard operating procedures (SOP's)	By 31 March 2024, annually	Updated Environmental Crime Enforcement Policy adopted in July 2023.
Reduce the departmental use of paper by 10%	By 31 March 2024, annually	Paper usage reduced by 18.4%
Deliver Disability Facilities Grants (DFG)	75, annually	67 completed this includes any c/fwd grants from last year. 50 in this year
Risk assess all Houses in Multiple Occupancy (HMO's) licensed premises and undertake inspections of those identified as high risk within 12 months	100%, annually	0%. 4 licenced HMO's inspected between March and May 2023, carried over from the previous year. 4 licenced HMO's identified as requiring an inspection in 2023/24, that have not yet been undertaken. 2 unlicensed and therefore higher risk HMO's were identified in this period, requiring inspections and considerable follow up resource. A further 2 new HMO applications were received, the properties being inspected, and licences produced in this period.

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<p>Bid for Government funding or other sources of funding targeted at improving the energy efficiency of homes for residents on low incomes and suffer high fuel costs</p>	<p>As identified, annually</p>	<p>Completed - £10 Million HUG2 funding secured by the Cambridgeshire Energy Retrofit Partnership made up of all Councils in Cambs to use jointly to retrofit 'off-gas' heated energy inefficient homes occupied by households on low income and/or with health conditions impacted by cold.</p>
<p>Undertake regular marketing activity to communicate funding/grant opportunities and energy advice available to residents via ECDC website, Facebook and Twitter, Parish clerks and newsletters and local charities/third party groups</p>	<p>Minimum of 2 per quarter, annually</p>	<p>2 engagements with ECDC members via Members Fayre and separate briefing.</p> <p>Focused engagement in Haddenham via letters, SM, door knocking, PC & Posters.</p> <p>Attended Ely ECO fayre with demonstration units of ASHP & Solar PV</p> <p>Co-hosted a CERP event for stakeholders across the County including front line 3rd party delivery organisations.</p> <p>Weekly A on E posts reposted by ECDC Comms team</p>
<p>Process grant applications for ECO-flex initiative</p>	<p>100% eligible grants, annually</p>	<p>In Progress – introduction of the new Great British Insulation Scheme has delayed implementation</p>
<p>Respond to all 'Here and Now' queries raised by customers, including debt advice, billing enquiries, immediate funding support, cost of living</p>	<p>Within 4 working days, annually</p>	<p>Not meeting target, less than 5 cases due to resourcing issues. Will form part of the Admin Support role</p>

Performance measure	Target and reporting timescale	Half year update
Respond to all future funding enquiries under CERP including HUG2 and ECO4 funding queries	Within 5 working days, annually	Not meeting target consistently due to volume and complexity of enquiries. In process of recruiting Admin Support (external funding)
