

Six month performance update report**Environmental Services- 2016/2017**

To consider opportunities to increase income through the provision of added value services	Baseline	Target	6 month update report
To continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock	£100,000	February 2017	£46,477
To increase fee income for Care and Repair by £10,000	£53,296.44	March 2017	£24,811
To investigate and report on the opportunity to sell technical advice to customers on compliance with food hygiene law	New	March 2017	Target date before 31 October 2016
To Introduce a fee charging structure for immigration housing inspection requests to safeguard the health and wellbeing of new residents	New	March 2017	In progress

To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees.	Baseline	Target	6 month update report
The percentage 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.			
% of all permitted industrial processes inspected	100%	95%	0% (not required until March 17)
% of large mobile home sites inspected	100%	95%	40% (4 inspected out of 10 not required until March 2017)
% Private water supplies inspected	100%	95%	0% (not required until December 2016)
% of all licensed Houses of Multiple Occupation inspected	100%	95%	0%- 1 inspection required by end of 2016
% of total air quality data capture obtained	97%	90%	94% capture of diffusion tube data
% of potentially contaminated land that has been remediated	68.7%	67%	69.8%
Demonstrate ECDC's compliance with Statutory requirements for health and safety in premises for which the Local Authority is the enforcing authority.	100%	100% of A rated businesses	100% - ECDC currently does not have any A rated premises identified
Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of;	100%	100%	100% (27 due, 2 x shut and 25 inspected)
% of all A and B rated food premises			
% of C and D rated food premises	97%	90%	114% * 77/76 due

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% of low risk E food premises sent out questionnaires	96%	90%	95% 59/62 due
% of Approved food businesses inspected	100%	100%	100% 3/3 due
% of food businesses contacted within 7 days of sample results being received from the laboratory	100%	100%	100% (62 samples)
Notes:-* will include some new businesses inspected			

To reduce the incidence and effects of pollution and to promote environmental stewardship	Baseline	Target	6 month update report
The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days and within 180 days; % within 90 days	86%	95%	91% (193 out of 212)
% within 180 days	97%	95%	97% (206 out of 212)

To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs	Baseline	Target	6 month update report
Number of Disabled Facilities Grants delivered	62	60	33
% of Minor works Grants approved within 28 days	100% (37)	100%	100% (10 grants approved and all within 28 days)
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	136	75	238

To provide education/advice and information to businesses and ensure compliance	Baseline	Target	6 month update report
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. % of customer enquiries responded to within 5 days	95%	90%	98% (73 general pollution/nuisance enquiries received, 72 of which were responded to within 5 days and 1 at 7 days)
% of Planning/Building Regulation consultations responded to within 14 days	99.7%	90%	100% (82 planning consultation requests received)
% of Temporary Event Notice consultations responded to within 3 days	97%	90%	100% (92 TEN consultation requests received)

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% of general Licensing consultations responded to within 14 days	93%	90%	90% (11 License consultation requests received and 10 responded to within 14 days)
Support our customers by organising or being involved in promotions 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.	1	2 events	2 talk by dog warden events
Responding to complaints/ enquiries/ requests for advice/ Reporting of Injuries, Diseases and Dangerous Occurrence Statutory Notifications/skin piercing registrations/issue of Export Certificates	100%	100% contact within 3 days for enquiries/complaints and 5 days for Export Certificates	100% export certificates responded to
To support food businesses offer run a relevant seminar relating to business needs	New	1	Not organised yet: Aiming for Jan 2017 when businesses are quiet
Review all enforcement policies within the domestic team by 31 st March 2017.	New	By March 2017	Under review

Trained staff and comprehensive understanding of service by Service Member Champion	Baseline	Target	6 month update report
% of Appraisals undertaken	100%	100%	100%
To update Member 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	6	4
To review the existing pages from Environmental Health Services within the Council's main website to support the Transformation Programme.	N/A	1 review	On going

Name of Service Delivery Champion:- Councillor Carol Sennitt

Comments:-

Environmental Services are on course to reach the targets set within the service Delivery Plan. The performance indicators reflect a small but important part of the overall work of the section and I would just like to provide some additional statistics relating to the work undertaken by the team in the last 6 months

The Domestic team have dealt with

- 212 environmental pollution investigations were resolved during this period. Such investigations ranged from all types of noise complaint through to light nuisance complaints, bonfires, dust, abandoned vehicles, pests etc and all were satisfactorily resolved without the need to serve formal enforcement notices in this period.

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- 44 housing complaints were received during this period. One suspended prohibition notice was served on an overcrowded flat and an emergency remedial action notice was served to secure the emergency repair to a collapsed ceiling in a privately owned property, lived in by a vulnerable person. Other standard notices were served to secure improvements to a number of rented properties during this period.
- 82 Planning consultation responses have been recorded but this number is an underestimate as many from later in the period have not yet been recorded on the Uniform recording system. This Department is looking at implementing procedures so that this administrative task can be undertaken by the CRM team and therefore figures will be higher and more up to date at each PI reporting stage.
- 54 Contaminated Land enquiries were addressed.
- 90 general dog complaints were dealt with (not including dog barking complaints), with 19 strays having to be taken to Wood Green for re-homing in this period. Wood Green usually has to take approximately 40 strays from East Cambs per year. The number of strays that are picked up by the Council and then reunited with their owners is about 50 per year.
- Monitoring of the Community Protection Notice that was served for loose and dangerous dogs in Feb 2016, was undertaken by Officers in this period, to ensure continued compliance with the requirement for the owner to keep the dogs under close control.
- A pest control complaint resulted in Officers identifying an extremely vulnerable person who needed extensive support to get the property into a clean, safe and secure condition. Attempts by others had failed as the occupier was not prepared to engage with authorities but officers persisted and found a way to get his cooperation and the results were outstanding, to all neighbours' great relief.
- A long term empty and derelict property that this team had served notice on and arranged for works in default to be undertaken was finally sold in this period. Moneys owed for the works in default will be repaid to the Council and the property will now hopefully be renovated by the new owners and brought back into residential use.

The Commercial Team have dealt with

- 1 voluntary closure of a food premises
- 6 voluntary surrender of unsafe food
- 2 new ice cream manufacturers needing approval
- 22 accidents reported and investigated
- Serious FLT accident investigated no charges brought PACE interview + evidence witnesses unsound
- Successful prosecution of food Ely premises
- Investigation with Food Standards Agency incidents branch on local growers in relation to an e-coli outbreak associated with lettuce leaves (they were not the source of the salad leaves that led to the 2x deaths this summer)

The Care and Repair Team have dealt with

No of Enquiries received 134 (50% of these enquiries are requests for trusted builders/contractors information, other requests are forwarded onto Camb HP Scheme, Energy Efficiency, Benefits Advice, Falls Prevention and OT Helpline for equipment)