

Environmental Services Service Delivery Plan 2015 – 2016

Overview of Environmental Services

The activities of Environmental Services 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 three operational teams. The key functions and responsibilities are:

1. Commercial team

5 officers

- Food Safety – Food safety is a statutory function and 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.
- Issuing food hygiene ratings to businesses in the national scheme.
- Issuing of registration to skin piercers and establishments.
- Health and Safety- Health and Safety inspection and enforcement of workplaces is a statutory function and includes the investigation of workplace accidents and fatalities.
- Communicable Disease Control – investigation of infectious disease, food poisoning outbreaks.

2. East Cambridgeshire Care and Repair

3 officers

- Housing Grants - Care and Repair support the elderly, disabled and vulnerable to access Mandatory Disabled Facilities Grants and Discretionary grants by organising and overseeing the building works to current building regulations and planning laws and submitting paperwork on the client’s behalf through to completion of works.
- Sign posting - the service supports clients to access other forms of help by liaising with charities and sign posting to other support groups or local contractors.
- Benefits Check - the service provides a benefit check to all clients who are subject to a financial means test to ensure they are receiving the correct income and refers them onto the appropriate organisation where necessary.
- Partnership Working - A Service Level Agreement with Sanctuary Housing is facilitated through Care and Repair and there is additional funding of £100,000 from The Sanctuary Group for housing association tenants to access the Mandatory Disabled Facilities Grant.

- Panel Meeting - work in partnership with the Childrens and Adults Occupational Therapy teams. Attend Panel meetings for assessing applications for the mandatory Disabled Facilities Grant.

3. Domestic Team

9 officers

- Private Sector housing conditions/Housing grants and loans – The housing officers undertake statutory public health and housing functions they work with owner occupiers, private landlords and Social housing providers, to protect residents and visitors to the district. They are also responsible for the approval of the Council’s mandatory disabled facilities grants and private sector discretionary grant 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.
- Energy Efficiency - the energy officer advises homeowners and private landlords about thermal insulation, minimum energy standards, fuel poverty advice and the availability of grants and incentives.

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.

Environmental Services 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 £757,802 this amount includes staffing costs, contract costs for the stray dog warden service and fee income from licensing activities.

Forward Planning for Councillors

Proposed date of decision	Item/Event/ Project Stage	Service Area	Member Champion	Committee
Sept 2015	Options for service delivery of Care and Repair service	Environmental Services	Cllr Carol Sennitt	Regulatory and Support Services Committee
Sept 2015	Agree Enforcement policy for Food safety and Health and Safety	Environmental Services	Cllr Carol Sennitt	Regulatory and Support Services Committee
October 2015	Agree Draft East Cambridgeshire Health and Wellbeing Strategy	Environmental Services	Cllr Carol Sennitt	Regulatory and Support Services Committee

Summary of performance outputs for Environmental Services

Service Delivery Lead – Liz Knox

Details of performance outputs since October 2014

To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents, visitors and employees.	Target	Actual
% of programmed food hygiene inspections.	90% of all A and B	100% Variance *+10
	90% of C- D rated food premises.	95%
	Interventions at all high risk new businesses within 28 days of opening.	36% **Variance -54%
	100% Approved establishments	100%
% of Food and Environmental Sampling.	100%	100%
% of regulatory compliance and monitoring inspections carried out within required timescales.	90% of all permitted processes inspected	100% ***Variance +10%
	90% of large Mobile Home sites inspected	100% Variance +10%
	90% Private Water Supplies inspected	100% Variance +10%
	90% of all licensed Houses in Multiple Occupation inspected	100% ****Variance +10%
	90% of total air quality data capture obtained	94%
	65% of potentially contaminated land that has been remediated	66%
% of Health and safety interventions.	100%	100%
*Variance of +10% due to the diligence of the team		

APPENDIX 2

<p>**Variance of –The turnover of new premises is high due to staffing shortages over the year it has not been possible to comply with the 28 day inspection period set for new premises. Food Standards Agency (FSA) Food Law Code of Practice (April 2014) sets target that food businesses be inspected within 28 days of their due date (this could be 28 days before or after the due date). This means that businesses are inspected on a rolling programme running over 84 days and the 90% inspection target may not be met over any period.</p>
<p>***Variance of +10% officers have been able to increase the number of inspections undertaken due to a full complement of staff</p>
<p>****Variance of +10% officers have been able to increase the number of inspections undertaken due to a full complement of staff</p>

To reduce the incidence and effects of pollution and to promote environmental stewardship.	Target	Actual
The percentage of service requests resolved within 90 and within 180 days.	75% within 90 days	95% *Variance of +20%
	80% within 180 days.	97% **Variance of +17%
*Variance of +20% due to officers having been able to increase the number of inspections undertaken due to a full complement of staff		
**Variance of +17% due to officers having been able to increase the number of inspections undertaken due to a full complement of staff		

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	47
Number of Minor works completed within 28 days.	95%	100%
Number of Green Deal installations delivered.	50 per month	14 installs have been completed throughout the District and a further 33 have been passed for install.

		*Variance
<p>*Variance-</p> <ul style="list-style-type: none"> • Considerable progress is now being made by Climate Energy in delivering the Action on Energy scheme within Cambridgeshire. • There is a continued upward trend in successful completion of work, invoicing and complaint resolution. • Close project monitoring will be maintained to ensure that the scheme stays on track and to enable the swift resolution of any issues as they arise. • Weekly meetings will continue to be held with a Climate Energy representative and members of the project board. • Communication from customers of completed installations has been largely positive, particularly in reference to the high quality of the work. • The East Cambs show home is nearing the final stages of completion, one finished the house will be used in promotional material. • The Private Rented Sector element of the project continues to be challenging. Various advertising and marketing channels are being explored to help raise the profile of the scheme and engage landlords before the 30th Sept cut-off point for accessing funding. 		

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	1
Responding to Service Requests (Commercial section)	90% enquirers within 3 days of receipt	95%
% of service requests responded to within the recognised time scale.(Domestic section)	90% of service requests within 5 days	97%
	90% Planning consultations within 14 days	100% *Variance +10%
	90% Temporary Event Notices within 3 days	99%
	90% General licensing consultations within 14 days.	83%
*Variance +10% Due to officers being able to increase the number of inspections undertaken due to a full complement of staff		

Trained staff and comprehensive understanding of service by member champion	Target	Actual
To ensure that all staff appraisals are completed annually and within the time frame set by HR.	100%	100%
Service awareness briefings for service Delivery Champion	100%	100%

Service Delivery Plan 2015/2016



Strategy map

Measuring Performance

To consider opportunities to increase income through the provision of added value services.	Baseline	Target
To continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock	£100,000	February 2016
To increase fee income for Care and Repair by £10,000	£10,000	March 2016

To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees.	Baseline	Target
<p>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.</p> <ul style="list-style-type: none"> • % of all permitted industrial processes inspected • % of large mobile home sites inspected • % Private water supplies inspected • % of all licensed Houses of Multiple Occupation inspected • % of total air quality data capture obtained • % of potentially contaminated land that has been remediated 		95% 95% 95% 95% 90% 67%
Demonstrate ECDC's compliance with Statutory requirements for health and safety in premises for which the Local Authority is the enforcing authority.		100% of A rated businesses
<p>Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of;</p> <ul style="list-style-type: none"> • 100% of all A and B rated food premises • 90% of C and D rated food premises • Send out questionnaires to 90% low risk E food premises • 100% Approved food businesses • Contact 100% of all food businesses within 7 days of sample results being received from the laboratory 		100% 95% 90% 100% 100%

APPENDIX 2

To reduce the incidence and effects of pollution and to promote environmental stewardship	Baseline (from previous year if applicable)	Target
The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days and within 180 days; % within 90 days		95%
% within 180 days		95%

To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs	Baseline (from previous year if applicable)	Target
Number of Disabled Facilities Grants delivered	47	50
Number of Minor works Grants approved within 28 days	100%	100%
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		150

To provide education/advice and information to businesses and ensure compliance	Baseline (from previous year if applicable)	Target
<p>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.</p> <ul style="list-style-type: none"> • % of customer enquiries responded to within 5 days • % of Planning/Building Regulation consultations responded to within 14 days • % of Temporary Event Notice consultations responded to within 3 days • % of general Licensing consultations responded to within 14 days 	<p>97%</p> <p>100%</p> <p>99%</p> <p>83%</p>	<p>90%</p> <p>90%</p> <p>90%</p> <p>90%</p>
<ul style="list-style-type: none"> • 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. 		<p>2 events</p>
<p>Improve service: Evaluate customer needs; What do our customers want?</p>		<p>Survey undertaken and results analysed by March 2016</p>
<p>Responding to complaints/ enquiries/ requests for advice/ Reporting of Injuries, Diseases and Dangerous Occurrence Statutory Notifications/skin piercing registrations/issue of Export Certificates</p>		<p>100% contact within 3 days for enquiries/complaints and 5 days for Export Certificates</p>

APPENDIX 2

Be an excellent employer)- Please delete and write the name of your overarching performance measure	Baseline (from previous year if applicable)	Target
% of Appraisals undertaken	100%	100%
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	100%	100%

Delivering the service- Environmental Services 2015/2015

Performance measure - To consider opportunities to increase income through the provision of added value services.	
Owner	Liz Knox-Environmental Services Manager.
Co owner(s)	Marie Beaumont – Senior Case Worker (Care and Repair).
Output/Outcome(s)	To continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock.
Links	Sanctuary Housing.
Source of data	Capital budget, Grant records (uniform).
Frequency of reporting? E.g annually	Quarterly.
Who measures?	Marie Beaumont-Senior Case Worker (Care and Repair). Wendy Gammon- Senior Administrator (Care and Repair).
Please list processes briefly	<ul style="list-style-type: none"> • East Cambridgeshire agrees through an SLA to process disabled adaptations for Sanctuary tenants. • Sanctuary agree amount of capital budget they can commit. • Quarterly meeting undertaken with Sanctuary to monitor spend. • Review of SLA undertaken at year end.
Reporting timescale	Quarterly/annually.
What resources are needed to ensure success?	Sufficient staff within the care and Repair team to process work.
Are there opportunities for cross-service working?	Work with the Housing Options Team to see if other housing options are available to tenants.

Performance measure- To consider opportunities to increase income through the provision of added value services	
Owner	Liz Knox - Environmental Services Manager.
Co owner(s)	Marie Beaumont-Senior Case Worker (Care and Repair).
Output/Outcome(s)	£10,000 additional fee income.
Links	
Source of data	Grant records, uniform, budget monitoring.
Frequency of reporting? E.g annually	Quarterly.
Who measures?	Marie Beaumont – Senior Case Worker (Care and Repair). Wendy Gammon – Senior Administrator (Care and Repair).
Please list processes briefly	<ul style="list-style-type: none"> • Grant application for DFG's and MW grants processed by Care and Repair. • 12% fee added to final calculation this covers the cost of assistance provided to the applicant to access funding. • Client invoiced for fee once work is completed
Reporting timescale	Quarterly/Annually.
What resources are needed to ensure success?	Sufficiently qualified staff within Care and Repair to process grants. Sufficiently qualified staff within Domestic section to approve the grants.
Are there opportunities for cross-service working?	Work with finance to ensure invoices dealt with promptly.

Performance Measure – To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents, visitors and employees.	
Owner	Commercial Team Senior Environmental Health Officer - Jenny Winslet.
Co owner(s)	Commercial Team members (See resources below).
Output/outcome(s)	authority% of Statutory Health and safety inspections of businesses rated as “A”s by the Health and Safety Executive guidance.
Links	Health and Safety Executive (HSE) Statutory and other Guidance; ECDC Skin Piercing By Laws.
Source of data	Uniform /IDOX.
Frequency of reporting?	Annual return to Health and Safety Executive (HSE).
Who measures?	Commercial Team SEHO Jenny Winslet.
What will be done? Please list processes briefly	Carry out inspections of <ul style="list-style-type: none"> • 100% of all A rated businesses (as classified by HSE).
Reporting timescale	By end May each year.
What resources are needed to ensure success?	One full time SEHO; one full time and one part time EHO; one full time food and safety officer and one part time administrator.
Are there opportunities for cross-service working?	Limited: Officers carrying out statutory health and safety functions are required by the Health and Safety Executive to be qualified, competent and experienced. In the event of a major accident, colleagues from the Domestic EH team might be called upon to support officers in the Commercial team.

Performance Measure – To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents, visitors and employees.	
Owner	Commercial Team Senior Environmental Health Officer - Jenny Winslet.
Co owner(s)	Commercial Team members (See resources below).
Output/outcome(s)	<p>Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of;</p> <ul style="list-style-type: none"> • 100% of all A and B rated food premises. • 90% of C and D rated food premises. • Send out questionnaires to 90% low risk E food premises. • 100% Approved food businesses. <p>Contact 100% of all food businesses within 7 days of sample results being received from the laboratory.</p>
Links	Food Standards Agency Framework Agreement (amendment No 5 April 2010);
Source of data	Uniform /IDOX.
Frequency of reporting?	Annual return to Food Standards Agency.
Who measures?	Commercial Team SEHO Jenny Winslet.
What will be done? Please list processes briefly	<p>Carry out inspections of;</p> <ul style="list-style-type: none"> • 100% of all A and B rated food premises. • 90% of C and D rated food premises. • Send out questionnaires to 90% low risk E food premises . • 100% Approved food businesses. <p>Contact 100% of all food businesses within 7 days of sample results being received from the laboratory.</p>
Reporting timescale	By end May each year.
What resources are needed to ensure success?	One full time SEHO; one full time and one part time EHO; one full time food and safety officer and one part time administrator.
Are there opportunities for cross-service working?	Limited: Officers carrying out statutory food functions are required by the Food Standards Agency to meet specified qualifications and be both competent and experienced. In the event of an outbreak of infectious disease, officers from the Domestic EH team might be called upon to interview persons with symptoms and transfer stool samples to the laboratory.

Performance Measure – To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs.	
Owner	Marie Beaumont-Senior Case Worker (Care and Repair).
Co owner(s)	Greta Shelly – Senior Case Worker (Care and Repair). Wendy Gammon - Senior Administrator (Care & Repair). Karen See- Principal Environmental Health Officer. Julia Atkins- Senior Environmental Health Officer.
Output/outcome(s)	50 Disabled Facilities Grants annually. 12% fee income from DFG Budget.
Links	Housing Grants, Construction and Regeneration act 1996, ECDC. Housing Policy and Good Practice Guide for Disabled Facilities Grants.
Source of data	Uniform Records, CID.
Frequency of reporting?	Annually.
Who measures?	Marie Beaumont-Senior Case Worker (Care and Repair).
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Identify residents via self referral or through health and other professionals. • Support client through grant process and other available funding resources. • Installation of remedial measures through to completion of works. • Promotion of the service. • Sign post Clients to other supporting organizations.
Reporting timescale	Annually.
What resources are needed to ensure success?	Suitably qualified staff in both Care and Repair and Domestic team. Training resource. Support from IT.
Are there opportunities for cross-service working?	Work with Housing, Sanctuary, OT service and County Council.

Performance Measure – To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs.	
Owner	Marie Beaumont-Senior Case Worker (Care and Repair).
Co owner(s)	Greta Shelly – Senior Case Worker (Care and Repair). Wendy Gammon - Senior Administrator (Care & Repair). Karen See- Principal Environmental Health Officer. Julia Atkins- Senior Environmental Health Officer.
Output/outcome(s)	95% of minor works Grants approved within 28 days.
Links	ECDC Housing Policy. Housing Grants, Construction and Regeneration act 1996.
Source of data	CID, Uniform Records.
Frequency of reporting?	Quarterly.
Who measures?	Marie Beaumont-Senior Case Worker (Care and Repair).
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Identify residents via self referral or other professionals. • Support client through grant process and other available funding resources • Installation of remedial measures through to completion of works • Sign post Clients to other supporting organisations.
Reporting timescale	Quarterly, Annually.
What resources are needed to ensure success?	Sufficient staffing resources within both care and repair team and domestic team.
Are there opportunities for cross-service working?	Work with housing and local housing associations.

Performance Measure – To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees.	
Owner	Karen See/Julia Atkins- Principal Environmental Health Officers
Co owner(s)	Domestic Team officers.
Output/outcome(s)	<p>Officers inspect and provide advice to relevant businesses and domestic premises when required to do so as part of a program of inspections to ensure full compliance with statutory requirements and relevant guidance and Codes of Practice.</p> <ul style="list-style-type: none"> • 90% of all Permitted industrial 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. • 67% of potentially contaminated land that has been remediated.
Links	Environmental and Housing legislation, Codes of Practice, Corporate Policies and specific Departmental Policies for example Private Sector Housing Renewal Policy, Contaminated Land Strategy etc.
Source of data	Uniform and other departmental recording systems.
Frequency of reporting?	Annually.
Who measures?	Domestic Team Officers and SEHO.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • If required undertake risk assessment to identify inspection regime for the relevant period. • Complete inspection in line with relevant guidelines and provide targeted advice. • Record data, including completion of statutory returns. • Liaise with other Departments and Organisations if appropriate. • Assess requirement for further inspection/advice.
Reporting timescale	Quarterly updates.
What resources are needed to ensure success?	Existing resources.
Are there opportunities for cross-service working?	Already a degree of cross service working and sharing of data for example the air quality data produced for the 2014 Air Quality Progress Report fed in to the discussions with the Planning Department during the application for the Southern By-Pass.

Performance Measure- To reduce the incidence and effects of pollution and to promote environmental stewardship	
Owner	Karen See/Julia Atkins- Principal Environmental Officers
Co owner(s)	Domestic team officers
Output/outcome(s)	<p>The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days and within 180 days; % within 90 days</p> <p>% within 180 days</p>
Links	Environmental and Housing legislation, Codes of Practice, Corporate Policies for example the Council's Enforcement Concordat and specific Departmental Policies for example Private Sector Housing Enforcement Policy, Contaminated Land Strategy etc.
Source of data	Uniform
Frequency of reporting?	Annually
Who measures?	Domestic Team Officers and SEHO
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Record the date and details of the service request. • Allocate to relevant Officer who will contact the customer and advise according to information provided. • Investigate through research, correspondence, visits or sign post to further information. • Maintain updated records. • If required close liaison with other external partners, stakeholders and internal departments. • Decisions and recommendations. • Completion of data records. • Review of policies and procedures to ensure thorough investigations undertaken and decisions are made in a timely manner. • Targets and feedback embedded into performance appraisal procedures.
Reporting timescale	Quarterly updates.
What resources are needed to ensure success?	Existing resources.
Are there opportunities for cross-service working?	Already a degree of cross service working and sharing of data for example in certain cases we would look to work jointly with the Housing Department if having undertaken a HHSRS inspection of a rented property it was felt that enforcement action was not appropriate but further options needed to be explored to help achieve the best outcome for the tenant and landlord.

Performance Measure- To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs	
Owner	Kayleigh Maguire- Energy Efficiency officer
Co owner(s)	Liz Knox- Environmental Health Manager
Output/outcome(s)	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 <ul style="list-style-type: none"> • 150 properties will be improved in the district through the Green Deal Communities project.
Links	<ul style="list-style-type: none"> • ECDC Home Energy Conservation Act, Further Report • Cambridgeshire Green Deal Partnership Memorandum of Understanding.
Source of data	ETech, via Climate Energy
Frequency of reporting?	Monthly
Who measures?	Kayleigh Maguire- Energy Efficiency officer
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Residents in need of help identified via environmental health, housing or self referral. • Promotion of available schemes in the local area. • Leads passed to Climate Energy. • Assessments arranged for property. • Residents advised of quote and available funding via grants and Green Deal. • Installation of measures.
Reporting timescale	Monthly.
What resources are needed to ensure success?	Full time energy efficiency officer.
Are there opportunities for cross-service working?	With strategic housing links with housing association, care and repair sand planning.

Performance Measure- To provide education/advice and information to businesses and ensure compliance	
Owner	Karen See/Julia Atkins- Principal Environmental Health Officers.
Co owner(s)	Rest of officers within the domestic team.
Output/Outcome(s)	<p>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.</p> <ul style="list-style-type: none"> • 90% of customer enquiries responded to within 5 days. • 90% of Planning/Building Regulation consultations responded to within 14 days. • 90% of Temporary Event Notice consultations responded to within 3 days. • 90% of general Licensing consultations responded to within 14 days.
Links	Environmental and Housing legislation, relevant codes of practice, statutory consultee and responsible authority response times under Licensing, Planning and Building Controls, and customer care codes.
Source of data	Uniform and other departmental recording systems.
Frequency of reporting?	Annually.
Who measures?	Domestic Team Officers and SEHO.
Please list processes briefly	<ul style="list-style-type: none"> • Record the date and details of the service required or consultation request. • Allocate to relevant Officer who will investigate through research, correspondence, visits or sign post to further information. • If required, liaison with other external partners, stakeholders and internal departments. • Decisions and recommendations. • Completion of data records. • Review of policies and procedures to ensure that responses are timely. • Targets and feedback embedded into performance appraisal procedures.
Reporting timescale	Quarterly updates
What resources are needed to ensure success?	Existing resources
Are there opportunities for cross-service working?	Cross-service working occurs with the Licensing and Planning formal consultation process. Planning does not now consult us on certain simple applications although our informative and conditions relevant to Environmental Control are still placed on such applications. Any queries or concerns have to be addressed to this Department and more complex applications are still dealt with by experienced Domestic Team Officers.

Performance Measure – To provide education/advice and information to businesses and ensure compliance.	
Owner	Karen See/Julia Atkins- Principal Environmental Health Officers.
Co owner(s)	Rest of Domestic team officers.
Output/Outcome(s)	<p>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.</p> <ul style="list-style-type: none"> • Identification of suitable themes for campaigns. • Identification of suitable media for promotional campaigns. • Identification of resources. • Publicity. • Feedback. • Delivery of 2 successful promotions.
Links	Opportunity for joint campaigns with other Departments and external organisations/stakeholders.
Source of data	Feedback
Frequency of reporting?	Annually
Who measures?	Domestic Team Officers and SEHO
Please list processes briefly	This will depend on the type of promotion being undertaken but would include project planning tasks (project aims, people to be involved, target audience, time line, resource requirements, monitoring and review etc), identifying if a campaign could link in with a national promotion or another local event, identifying a way of quantifying success or otherwise etc.
Reporting timescale	Annual update.
What resources are needed to ensure success?	Existing resources available for small scale promotions for example targeted press releases and attendance at local events but if more high profile events are arranged, for example Noise Action Days, then greater resources would be required.
Are there opportunities for cross-service working?	Joint campaigns with other Departments and external organisations are an option if dealing with related issues (for example the Fire Authority and HMO's), shared events with neighbouring Districts is another opportunity.

Performance Measure-To provide education/advice and information to businesses and ensure compliance.	
Owner	Commercial Team Senior Environmental Health Officer- Jenny Winslet
Co owner(s)	Commercial Team members (See resources below)
Output/Outcome(s)	Evaluate customer needs What do our customers want?
Links	Use of Uniform/IDOX customer (inspection) database.
Source of data	Survey results from customers.
Frequency of reporting?	At end of survey.
Who measures?	Commercial Team SEHO Jenny Winslet.
Please list processes briefly	<ul style="list-style-type: none"> Establish what our customers want from us (for example, better information on the ECDC website; more literature; more information when we visit on site) review their comments; review our procedures and our services in an effort to, where ever possible and having regard to any cost implications and statutory functions, satisfy these customer demands. Undertake exercise between September 2015 and March 2016 to find out how we can improve our service to our customers. This might be by questionnaire or by asking a number of questions at the end of site visits.
Reporting timescale	At end of survey period.
What resources are needed to ensure success?	One full time SEHO; one full time and one part time EHO; one full time food and safety officer and one part time administrator.
Are there opportunities for cross-service working?	Liaise with other teams to look at other successful surveys of this nature and learn from these.

Performance Measure – To provide education/advice and information to businesses and ensure compliance	
Owner	Commercial Team Senior Environmental Health Officer - Jenny Winslet
Co owner(s)	Commercial Team members (See resources below)
Output/outcome(s)	Responding to complaints/ enquiries/ requests for advice/ Reporting of Injuries, Diseases and Dangerous Occurrence Statutory Notifications/skin piercing registrations/issue of Export Certificates. 100% contact within 3 days for enquiries and complaints 5 days for Export certificates
Links	Health and Safety Executive (HSE) Statutory and other Guidance; Food Standards Agency Framework Agreement (amendment No 5 April 2010); ECDC Skin Piercing By Laws
Source of data	Uniform /IDOX
Frequency of reporting?	Annual return to Health and Safety Executive (HSE); Annual return to Food Standards Agency and internal statistical quarterly returns
Who measures?	Commercial Team SEHO Jenny Winslet
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Respond to 100% enquiries within 3 days of receipt • Respond to 100% requests for Export Certificates within 5 days of receipt
Reporting timescale	Statutory returns by end May each year; quarterly internal ECDC performance returns
What resources are needed to ensure success?	One full time SEHO; one full time and one part time EHO; one full time food and safety officer and one part time administrator.
Are there opportunities for cross-service working?	Officers liaise with ECDC colleagues in Licensing; Waste and Planning in relation to commercial activities in the district. Officers must be qualified, competent and experienced to undertake regulatory functions, including giving advice on technical and regulatory matters about food and health and safety. This can limit cross service working.

Performance Measure- Trained staff and comprehensive understanding of service by Member Champions	
Owner	Liz Knox/Karen See/ Julia Atkins/ Jenny Winslet
Co owner(s)	
Output/outcome(s)	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.
Source of data	performance against accountabilities, 1-1 carried out throughout the year.
Frequency of reporting?	Annually.
Who measures?	Liz Knox/Karen See/ Julia Atkins/ Jenny Winslet (line manager)
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Time frame set by HR. • Line managers to book appraisal with staff. • Line manager to issue staff with paperwork to complete. • Paperwork to be completed by appraisee and returned to Line manager. • Appraisal undertaken and comments from line manager added accountabilities for next year agreed. • Completed documentation agreed by line manager and appraisee signed off. <p>Completed appraisal sent to HR</p>
Reporting timescale	annually
What resources are needed to ensure success?	Planned time to carry out appraisal
Are there opportunities for cross-service working?	Can get feedback from officers within other departments that have worked with appraise to inform discussion's.

Performance Measure- Trained staff and comprehensive understanding of service by Member Champions	
Owner	Liz Knox- Environmental Health Manager.
Co owner(s)	Rest of Environmental Services.
Output/outcome(s)	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.
Source of data	Notes of meetings, decisions made at Regulatory and support services committee, group meetings. Feedback from Members and CE
Frequency of reporting?	As required.
Who measures?	Liz Knox/Service Champion.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Identify Member Champion. • Member Champion to undertake induction in service area, meet with appropriate staff and agree expectations (from both sides). • Invite Member to shadow the team if they wish. • Invite Member to ES team meetings. • Include Member in the distribution of quarterly performance reports.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Service Champion needs to get to know service officers need to make themselves available.
Are there opportunities for cross-service working?	