

## Service Delivery Plans- Six month monitoring template (Quarter 1 and Quarter 2) 2015

### Performance template

#### **Service area- Environmental Services**

##### **Brief overview of service area-**

The activities of Environmental Services are 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**

- 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 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 Children's and Adults Occupational Therapy teams. Attend Panel meetings for assessing applications for the mandatory Disabled Facilities Grant.

### 3. Domestic Team

- 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. This post is externally funded.

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.

Performance measures linked to the Five Strategic Outcomes				
Owner- Liz Knox- Environmental Services Manager				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes/outputs achieved to date	Variance
<i>Detail each performance measure separately</i>	<i>Colour code accordingly</i>	<i>What were the targets against each measure?</i>	<i>What outputs/outcomes have been achieved against target?</i>	<i>+ or - % variance</i>
To consider opportunities to increase income through the provision of added value services.		To continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock.	SLA agreed commitment of £100,000.	
		To increase fee income for Care and Repair to £50,000 by end of March 2016.	£28,050 (upto 30/09) On target for £50,000 by April 2016.	
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner- Liz Knox- Environmental Services Manager				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents, visitors and employees.		<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> <p>100 % of all permitted industrial processes inspected.</p> <p>100 % of large mobile home sites inspected</p>	<p>0% as no permitted processes inspected in this period. However no inspections were specifically required in this period. Additional inspections required in the next monitoring period.</p> <p>100% All large mobile homes inspected. 9 sites inspected in this period.</p>	-100%

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		100 % Private water supplies inspected.	100%. 2 large and 2 small supplies inspected. Large ones were required in this period, the 2 small ones were additional ones requested by householders willing to pay.	-1%
		100 % of all licensed Houses of Multiple Occupation inspected.	100%. 1 new licensable HMO inspected. No other inspections required.	+1%
		94 % of total air quality data capture obtained.	93%. 5 NOx tubes missing throughout this period out of a possible 68 therefore 93% data capture. The continuous NO2 monitor has not been included in this calculation.	-1%
		66 % of potentially contaminated land that has been remediated.	67% (based on current data and historical data since monitoring started in 2007).	+1%

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		<p>Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of;</p> <p>100 % of all A and B rated food premises.</p> <p>95 % of C and D rated food premises.</p> <p>90 % low risk E food premises sent out questionnaires.</p> <p>100 % of Approved food businesses inspected.</p> <p>100 % of food businesses contacted within 7 days of sample results being received from the laboratory.</p>	<p>86% (29 due 25 inspected).</p> <p>122% (112 due 137 inspected). 99%.</p> <p>100% (2 approved premises).</p> <p>100% (31 samples taken).</p>	<p>-14%</p> <p>+27%</p>
		<p>100 % compliance with Statutory requirements for health and safety in premises for which the Local Authority is the enforcing authority.</p>	<p>100% (24 hazard spotting inspections, 2 new skin piercers).</p>	
<p>Notes -</p> <p>Permitted Industrial Process - no permitted processes inspected in this period. However no inspections were specifically required in this period. Additional inspections required in the next monitoring period.</p> <p>Air Quality- 5 NOx tubes missing throughout this period out of a possible 68 therefore 93% data capture.</p> <p>Food businesses rated A and B - -9% disruption in adequately qualified resource due to maternity leave by Senior EHO</p> <p>Food Businesses rated C and D - +32% due to numbers of new premises falling into this category</p>				

Performance measures linked to the Five Strategic Outcomes				
Owner- Liz Knox- Environmental Services Manager				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To reduce the incidence and effects of pollution and to promote environmental stewardship		<p>The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days and within 180 days;</p> <p>95% within 90 days</p> <p>95% within 180 days</p>	<p>266 cases resolved during this period</p> <p>98%</p> <p>99%</p>	<p>+3%</p> <p>+4%</p>
Notes (if there is any variance then please detail this below)				



Performance measures linked to the Five Strategic Outcomes				
Owner-Liz Knox- Environmental Service Manager				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs.		50 Disabled Facilities Grants delivered by March 2016.	18 approvals. 34 completed.	
		100 % of Minor works Grants approved within 28 days (no).	100% (22 approved 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. 100 installs annually.	65 to date with an additional 50 in the pipeline.	
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner-Liz Knox- Environmental Services Manager				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
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. 90 % of customer enquiries responded to within 5 days	308 general enquiries received and 295 responded to within 5 days = 96%	+6%
		90 % of Planning/Building Regulation consultations responded to within 14 days	158 Planning/Building Control consultations and all responded to within 14 days = 100%	+10%
		90 % of Temporary Event Notice consultations responded to within 3 days	63 consultations received and 98% responded to within 3 days	+8%

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		90 % of general Licensing consultations responded to within 14 days	87% replied to within 14 days. 8 consultation requests received and 7 replied to within 14 days however the remaining 1 was responded to within the required 28 day consultation period.	-3%
		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. Hold 2 events annually	Officers attended the landlord's forum to represent the work done by this Department on 3 <sup>rd</sup> September 2015.  An Officer attended an evening meeting of the Neighbourhood Watch organisation on 8 <sup>th</sup> October and gave a presentation on the role of the Domestic Team Officers and the possible links with the Police and the local Neighbourhood Watch Groups.	
		Improve service: Evaluate customer needs; What do our customers want? Undertake	59 surveys undertaken evaluation will be provided in March 2016	n/a

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		<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 working days for enquiries/complaints</p> <p>100% response within 5 days for export certs</p>	<p>95% (41 out of 43)</p> <p>100%</p>	<p>-5%</p>
<p><b>Notes (if there is any variance then please detail this below)</b></p>				

Performance measures linked to the Five Strategic Outcomes				
Owner-				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
Trained staff and comprehensive understanding of service by Service Delivery Champions		100% of Appraisals undertaken	All appraisals undertaken and new accountabilities set for 2015/16	
		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.	Monthly meeting scheduled Service delivery champion has spent time with Care and Repair services	
Notes (if there is any variance then please detail this below)				

Source of data- please list below where the data was gathered

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**Additional Performance measures**  
Please detail any new performance measures

Performance measure	Link to Strategic Outcomes (colour code accordingly)	Target	Any additional resources needed? (please list below)

**Equality Impact Assessments**

Are there any Performance measures which require the council to devise an Equality Impact Assessment?  
Please list any below;

Performance measure	Equality Impact Assessment (Please attach them underneath against each Performance measure)

Forward plan dates for Member Champions linked to Performance measures		
Date	Activity	Member Champion