

End of Year report- Environmental Services 2015/2016

To consider opportunities to increase income through the provision of added value services.	Baseline	Target	Outcome
To continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock	£100,000	February 2016	£100,000
To increase fee income for Care and Repair by £10,000	£40,000	March 2016	£53,206.44 +£3,206.44 (see variance *)
*Higher fee income than predicted due to amount of work completed by Care and Repair			

To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees.	Baseline	Target	Outcome
<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 	100%	95%	20 out of 22 processes required an inspection this period and 100% of those 20 were inspected.
<ul style="list-style-type: none"> % of large mobile home sites inspected 	100%	95%	Completed 100% All 9 large mobile homes sites have been inspected over the last 12 months/
% private water supplies inspected	100%	95%	100% large and 2 small water supplies inspected. The 2 small water supplies were additional ones requested by householders willing to pay
<ul style="list-style-type: none"> % of all licensed Houses of Multiple Occupation inspected (HMO) 	100%	95%	100% 1 new licensable HMO inspected. No other inspections were required over the past 12 months.

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<ul style="list-style-type: none"> • % of total air quality data capture obtained 	94%	90%	97% 7 NOx tubes missing throughout this period out of a possible 170. Therefore 97% data capture. The continuous NO2 monitor has not been included in this calculation.
<ul style="list-style-type: none"> • % of potentially contaminated land that has been remediated 	66%	67%	68.7% (based on current data and historical data since monitoring started in 2007)
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	We currently have no A rated businesses.
Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of:			
<ul style="list-style-type: none"> • % of all A and B rated food premises 	100%	100%	96% 51/53 A+B premises
<ul style="list-style-type: none"> • % of C and D rated food premises 	95%	95%	97% (229/223)
<ul style="list-style-type: none"> • % low risk E food premises sent out questionnaires 	90%	90%	96% (132/137)
<ul style="list-style-type: none"> • % of Approved food businesses inspected 	100%	100%	100% (5/5)
<ul style="list-style-type: none"> • % of food businesses contacted within 7 days of sample results being received from the laboratory 	100%	100%	100% (79/79)

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To reduce the incidence and effects of pollution and to promote environmental stewardship	Baseline (from previous year if applicable)	Target	Outcome
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%	95%	86%
% within 180 days	97%	95%	97% 486 cases resolved during this period.

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	Outcome
Number of Disabled Facilities Grants delivered	47	50	62
% of Minor works Grants approved within 28 days	100%	100%	100% (37)
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	14 installs 33 passed	100	136

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To provide education/advice and information to businesses and ensure compliance	Baseline (from previous year if applicable)	Target	Outcome
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;			
<ul style="list-style-type: none"> % of customer enquiries responded to within 5 days 	97%	90%	95% Equating to 364 general enquiries received and 345 responded within 5 days.
<ul style="list-style-type: none"> % of Planning/Building Regulation consultations responded to within 14 days 	100%	90%	99% 261 planning/building control consultation and all but 1 responded to within 14 days
<ul style="list-style-type: none"> % of Temporary Event Notice consultations responded to within 3 days 	83%	90%	97% Equating to 131 consultations received and 127 responded to within 3 days.
<ul style="list-style-type: none"> % of general Licensing consultations responded to within 14 days 	83%	90%	93% replied to within 14 days. 14 consultation requests received and 13 replied to within 14 days; however the remaining one was responded to within the 28 day consultation period.
<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. 	1	2 events	<p>Officers attended the landlord's forum to represent the work done by this Department on 3rd September 2015.</p> <p>An Officer attended an evening meeting of the Neighbourhood Watch organisation on 8th October and gave a presentation on the role of the Domestic Team Officers and the</p>

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			possible links with the Police and the local Neighbourhood Watch Groups.
Improve service: Evaluate customer needs; What do our customers want?	N/A	Survey undertaken and results analysed by March 2016	Commercial team survey undertaken between Sept 15 and March 16 th (77 responses). As a result of the feedback we have added a new target for 16/17 about investigating the provision of paid for consultancy service or providing paid for business seminars. (see ** for explanation)
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% both Riddor and Export Certificates (29/29).
<p>**the actual numbers of general requests for service are down on the previous year, however planning application and licensing consultation numbers are up. These have a short turnaround period and so must be dealt with first, possibly to the detriment of general complaint resolution.</p> <p>Large numbers of difficult dog complaints have been coming in and without a Dog Warden this has fallen to other Officers and so the time taken has increased particularly as they are not experienced in dealing with such cases.</p>			

Be an excellent employer)- Please delete and write the name of your overarching performance measure	Baseline (from previous year if applicable)	Target	Outcome
% 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	6