

Environmental Services Service Delivery Plan 2016 – 2017

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

- Food Safety – Food safety is a statutory function and there are approximately 880 food premises registered within 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 team

- 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, support economic recovery and prosperity and protect the public and local environment.

Environmental Services is uniquely positioned to improve individual and public health & wellbeing. It helps reduce health inequalities and provides 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.

Number of FTE's	Area of Department
4.3 Officers	Commercial Team
3.5 Officers	Care and Repair
8.5	Domestic Team

How does the Service link in with the Council's Corporate Plan?

The Service links in with the following priorities;

- Providing clear opportunities to ensure that the Council is “Making East Cambridgeshire an even better place to live”.
- The Service is customer driven with “a can-do attitude and pro business approach and commercially focussed to ensure financial self-sufficiency for the taxpayer”.

The Care and Repair team continues to lever in substantial grant funding to pay for vital disabled adaptations and have continued to increase their fee income (contributing to being financially self-sufficient).

In addition, the Service checks food premises, contributes to help the reduction in pollution, and helps to safeguard the health and well-being of local residents, businesses and visitors.

Forward Planning for Councillors

Proposed date of decision	Item/Event/ Project Stage	Service Area	Member Champion	Committee
June 2016	Additional resources for Care and Repair due to increased capital funding through BCF	EH – Care and Repair	Cllr Carol Sennitt	Regulatory and support Services Committee
June 2016	Funding for Health event In Ely	Health and Wellbeing	Cllr Carol Sennitt	Regulatory and support Services Committee
September 2016	Countywide DFG review	EH – Care and Repair	Cllr Carol Sennitt	Regulatory and support Services Committee
November 2016	Review of Contaminated Land Strategy	EH-Domestic Team	Cllr Carol Sennitt	Regulatory and support Services Committee
December 2016	Review Private sector Housing Renewal Policy	EH-Domestic Team	Cllr Carol Sennitt	Regulatory and support Services Committee
March 2017	Private Sector Housing Enforcement policy	EH-Domestic Team	Cllr Carol Sennitt	Regulatory and support Services Committee

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

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<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.
<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)

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<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	Officers attended the landlord's forum to represent the work done by this Department on 3 rd September 2015. An Officer attended an evening meeting of the Neighbourhood Watch organisation on 8 th October and gave a presentation

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			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?	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>			

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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

Service Delivery Plan 2016/2017



Strategy map

Measuring Performance 2017/2018

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 2017
To increase fee income for Care and Repair by £10,000	£53,296.44	March 2017
To investigate and report on the opportunity to sell technical advice to customers on compliance with food hygiene law	New	March 2017
To Introduce a fee charging structure for immigration housing inspection requests to safeguard the health and wellbeing of new residents	New	March 2017

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 	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>97%</p> <p>68.7%</p>	<p>95%</p> <p>95%</p> <p>95%</p> <p>95%</p> <p>90%</p> <p>67%</p>
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
<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"> • % of all A and B rated food premises • % of C and D rated food premises • % low risk E food premises sent out questionnaires • % of Approved food businesses inspected 	<p>100%</p> <p>97%</p> <p>96%</p> <p>100%</p>	<p>100%</p> <p>90%</p> <p>90%</p> <p>100%</p>

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<ul style="list-style-type: none"> • % of food businesses contacted within 7 days of sample results being received from the laboratory 	100%	100%
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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	86%	95%
% within 180 days	97%	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	62	60
% of Minor works Grants approved within 28 days	100% (37)	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	136	75

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>95%</p> <p>99.7%</p> <p>97%</p> <p>93%</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>1</p>	<p>2 events</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%</p>	<p>100% contact within 3 days for enquiries/complaints and 5 days for Export Certificates</p>
<p>To Support food businesses offer run a relevant seminar relating to business needs</p>	<p>New</p>	<p>1</p>
<p>Review all enforcement policies within the domestic team by 31st March 2017.</p>	<p>New</p>	<p>By March 2017</p>

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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 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
To review the existing pages from Environmental Health Services within the Council's main website to support the Transformation Programme.	N/A	1 review

Delivering the service- Environmental Services 2016/2017

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. By February 2017
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.

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 increase fee income and Care and Repair by £10,000.
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 Financial Services to ensure invoices dealt with promptly.

Performance measure - To consider opportunities to increase income through the provision of added value services.	
Owner	Commercial Team Senior Environmental Health Officer - Jenny Winslet.
Co owner(s)	Commercial Team members (See resources below).
Output/Outcome(s)	To investigate and report on the opportunity to sell technical advice to customers on compliance with food hygiene law. By March 2017
Links	Food Standards Agency, Safer Food Better Business
Source of data	Contacting other local authorities (LAs) already undertaking this activity; legal team
Frequency of reporting? E.g annually	Annually
Who measures?	Commercial Team SEHO Jenny Winslet.
Please list processes briefly	<ul style="list-style-type: none"> • Contact other LA to find out success/failures of similar schemes • Speak with Legal regarding the process • Report on opportunities
Reporting timescale	Annually.
What resources are needed to ensure success?	Commercial Team SEHO Jenny Winslet.
Are there opportunities for cross-service working?	Must have officers competent and experienced to undertake Statutory functions and give advice so limited opportunity for cross working

To consider opportunities to increase income through the provision of added value services	
Owner	Karen See/Julia Atkins- Senior Environmental Health Officers
Co owner(s)	Domestic Team officers.
Output/outcome(s)	<p>To introduce a fee charging structure for immigration housing inspection requests to safeguard the health and wellbeing of new residents.</p> <ul style="list-style-type: none"> • Complete fee structure • Implement fees by 31st March 2017.
Links	Environmental and Housing legislation, Codes of Practice, Corporate Policies and specific Departmental Policies for example Private Sector Housing Renewal Policy, Enforcement Policy etc.
Source of data	Uniform and other departmental recording systems.
Frequency of reporting?	Annual
Who measures?	Domestic Team Officers and SEHO.
What will be done? Please list processes briefly	<p>Officers carry out housing inspections in relation to requests for immigration and provide a report for the appropriate embassy. Currently there is no charge for this service. Legally a reasonable charge can be administered.</p> <ul style="list-style-type: none"> • Review charges in other authorities, liaising with other departments and organisations if necessary. • Carry out a cost analysis of officer time and general costs in carrying out an average inspection. • Put forward recommended charges/decisions to Committee. • Consultation • Make amendments where necessary • Implement new charges • Publicise • Review after 2 years (by 31st March 2019)
Reporting timescale	Annual
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 information. Information will be gathered from adjacent Authorities to ensure that reasonable charges are implemented.

To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of resident's 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"> • 95% of all Permitted industrial Processes inspected. • 95% of large Mobile Home sites inspected. • 95% Private Water Supplies inspected. • 95% 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.

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)	Demonstrate ECDC's compliance with statutory requirements for health and safety in premises for which the Local Authority is the enforcing authority. 100% A rated businesses
Links	Health and Safety Executive (HSE) Statutory and other Guidance;
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 March 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.

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. • Contact 100% of all food businesses within 7 days of sample results being received from the laboratory.
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.

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)	60 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.

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)	100% 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.

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;</p> <p>% within 90 days 95%</p> <p>% within 180 days 95%</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.

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)	<p>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</p> <ul style="list-style-type: none"> • 75 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.

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.

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.

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.

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)	To support food businesses offer and run a relevant seminar relating to business needs. Following customer survey 2015-2016, offer one seminar for businesses (24% respondents said they wanted this and this was the highest response rate)
Links	Use of Uniform/IDOX customer (inspection) database.
Source of data	Survey results from customers.
Frequency of reporting?	At end of seminar
Who measures?	Commercial Team SEHO Jenny Winslet.
Please list processes briefly	<ul style="list-style-type: none"> • Discuss type of seminar with businesses to identify preference • Prepare presentations, book room and contact business to advertise event • Officers to present at seminar
Reporting timescale	At end of seminar
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 see if they want to participate in the seminar.

To provide education/advice and information to businesses and ensure compliance	
Owner	Karen See/Julia Atkins- Senior Environmental Officers
Co owner(s)	Domestic team officers
Output/outcome(s)	<p>Review all enforcement policies within the domestic team by 31st March 2017.</p> <p>Contaminated Land Strategy by the 1st November 2016</p> <p>The Private Sector Housing Renewal Policy by 1st December 2016</p> <p>Private Sector Housing Enforcement Policy by 31st March 2017</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?	Annual
Who measures?	Domestic Team Officers and SEHO
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Examine up to date legislation and policies from other authorities. • Update the policies where necessary. • Decisions and recommendations to Committee. • Consultation • Results of consultation/amendments • Implementation • Review after 2 years (31st March 2019)
Reporting timescale	Annual
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 information. Information will be gathered from adjacent Authorities to ensure consistency in fair, transparent and effective enforcement in line with all current legislation and ways of working.

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 appraisal to inform discussion's.

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?	

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 review the existing pages from Environmental Health Services within the Council's main website to support the Transformation Programme.
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?	