

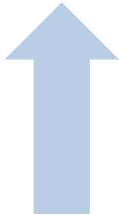


Commitments towards our Vision



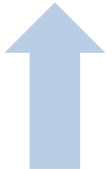
Environmental Services-End of Year Report 2018-2019








| Performance Measure | Link to Corporate Plan Priority | Target and reporting timescale (i.e. 6 monthly or annually) | Baseline from previous year/output from previous year | Owner and co-owners | Status (at 12 month stage) | Outcome or output (at 12 month stage) |
|---|--|--|---|---|----------------------------|---|
| To consider opportunities to increase income through the provision of added value services to | A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer. Making East Cambridgeshire an event better place to live. | To Continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock. By the 1 st April 2019 | £100,000 | Marie Beaumont-Senior Case Worker Liz Knox-Environmental Services Manager | | £100,000 secured from Sanctuary for 18/19 |
| | | To Increase fee income for Care and Repair by £10,000. To increase fee income to £93,000 by 1 st April 2019. | £120,000 | Marie Beaumont – Senior Case Worker Martine D’Antonio-Case Worker Stephen Presland-Technical Officer (Care and Repair) Wendy Gammon-Administration Officer | | £120,696.53 |
| | | To Introduce a charge of £130 to food businesses for re-rating visits. Estimated target income .£1,500 | N/A | Jenny Winslet-Senior Environmental Health Officer Patricia Christie-Food Safety Officer Louise Wright-Environmental Health Officer | | 11x requests £1430.00 |
| | | The % 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 (for the following); | | Karen See- Senior Environmental Health Officer Julia Atkins- Senior Environmental Health Office Chris Smith-Environmental Health Practitioner Peter Ord- Scientific Officer Rick Warren-Technical Officer | | |
| To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees | | <ul style="list-style-type: none"> 100 % of all permitted industrial processes inspected | 100% | | | 100% inspected (12 sites) |
| | | <ul style="list-style-type: none"> 100 % of large mobile home sites inspected | 100% | | | 100% inspected (10 sites) |



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| To reduce the incidence and effects of pollution and to | | <ul style="list-style-type: none"> 100 % Private water supplies inspected | 100% | | | 100%. (12 completed.) |
| | | <ul style="list-style-type: none"> 95% of total air quality data capture obtained | 96% | | | 100% |
| | | <ul style="list-style-type: none"> 68 % of potentially contaminated land that has been remediated | 71% | | | 75.4% |
| | | Demonstrate the Council's compliance with statutory requirements for which the Local Authority is the enforcing authority by undertaking at least 1 project from the Health and Safety Executive's priorities. | NEW | Jenny Winslet-Senior Environmental Health Officer Food Safety Officer Environmental Health Officer Graduate EHO | | HSE Priority areas and local skin piercing project : total 79 visits |
| | | Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of (the following); | | Jenny Winslet-Senior Environmental Health Officer Food Safety Officer Environmental Health Officer Graduate EHO Administration officer | | 117 new businesses |
| | | <ul style="list-style-type: none"> 100% of all A and B rated food premises | 100% (47/40) | | | 100% 50/50 businesses |
| | | <ul style="list-style-type: none"> 90% of C and D rated food premises | 92% (201/218) | | | >100% (includes new businesses or where rating has changed to a C/D or E premises) 222/189 |
| | | <ul style="list-style-type: none"> 90% low risk E food premises sent out questionnaires | 100% (131/131) | | | 87% 107/124 |
| | | <ul style="list-style-type: none"> 100% of Approved food businesses inspected | 100% (7 inspected) | | | Total 9 approved establishments. 3x due inspection, one inspected one day late as officer had cold & cough and could not visit so 66% achieved |
| | | <ul style="list-style-type: none"> 100% of food businesses contacted within 7 days of sample results being received from the laboratory | 100% (101 samples) | | | 90% 11 sampling exercises, 60 total samples. 6 sample results went out beyond the 7 day target |
| | | The percentage of requests for advice or statutory investigations and | | Karen See- Senior Environmental Health Officer | | |



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| promote environmental stewardship | | intervention by Officers, resolved within 90 days and within 180 days; | 87% | Julia Atkins- Senior Environmental Health Officer Peter Ord- Scientific Officer Chris Smith- Environmental Health Officer Rick Warren- Technical Officer |  | 91% (390 complaints) |
| | | 94% within 90 days | | | | There has been a slight drop due to the increased complexity of complaints, increased workload due to waste and fly tipping. Officers always try to get a solution even if it isn't within our remit which sometimes takes longer. |
| | | 98% within 180 days | 94% | | | 96% |
| To ensure that the residents of ECDC are adequately housed in a dwelling that is safe | | Undertake a targeted environmental crime promotional campaign aimed at reducing the incidence of fly tipping, littering and dog fouling. By December 2019. | NEW | Karen See/Julia Atkins – Senior Environmental Health Officer Domestic Team Officers |  | PSPO for dog fouling across whole District has been adopted and signs provided to Parish Councils. Stickers to show dog waste can go into usual waste bins designed and ready to distribute. Press releases, campaigns in social media for PSPO and for littering, fly tipping, duty of care and cigarette butts. Website, flow chart and reporting form updated. Officers have patrolled areas. Officers have also visited businesses to give advice on ensuring they have in place commercial collection arrangements along with general advice to provide long term solutions to waste issues. Crisp packet collection set up within the Council. |
| | | Issue 100% of Fixed Penalty Notices in cases where the evidence is sufficient to do so. | | | | 100% issued. 20 Fixed Penalty Notices Issued (17 for litter, 3 for fly tipping) where good evidence has been provided. 1 case put forward for prosecution and prosecution file completed. |
| | | 75 of Disabled Facilities Grants delivered (DFG's) | 110 | Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) |  | 69 completed 95 approved |

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| and suited to their needs | | | | Martine D'Antonio- Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Barbara Mitcham- EHO | | |
| | | 100% of Minor works Grants approved within 28 days | 100% 28 | Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Barbara Mitcham- EHO |  | 100% 20 completed |
| | | The average time from referral to grant approval for DFG's under £10,000 to be within 16 weeks | 29 weeks | Marie Beaumont- Senior Case Worker (Care and Repair) Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Barbara Mitcham- EHO |  | Average 30 wks |
| | | The average time from referral to grant approval for DFG's over £10,000 to be within 32 weeks | 48 weeks | Marie Beaumont- Senior EHO Stephen Presland- Technical Officer (Care and repair) Martine D'Antonio- Case worker Karen See- Senior EHO |  | Average 33 wks |

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| | | | | Julia Atkins- Senior EHO Barbara Mitcham- EHO | | |
| | | Prior to commencement of the new HMO licensing regime provide advice and liaise with landlords to ensure full understanding of the forthcoming statutory changes, to help achieve good compliance levels within required timescales, and reporting to Committee by December 2018 on actions and progress. | New Target | Karen See/Julia Atkins - Senior Environmental Health Officer | ↑ | Procedure has been set up and information has been placed on the website. Application has been updated, promotion and licence applications have now been received. Inspections are currently being carried out. |
| | | To submit a bid under the warmer homes grant by September 2018 | New Target | Nick Wyatt Sustainability Officer | ↑ | Bid submitted. Bid was well received, However after meeting the funding panel, the district councils were asked to review their costs for carrying out works on private residents, for example the cost of installing a new heating system. When the costs have been agreed by the district councils, the bid will be resubmitted. Currently waiting for next application window, possibly April 2019. The social landlord element of the bid has been dropped due to the social landlords (for example Sanctuary Housing) being able to access funding via Agility Eco LEAP (Local Energy Advice Programme) as a result of an underspend in a previous round |
| | | To provide energy efficiency advice to 75 households by March 2019 | 50 | Nick Wyatt Sustainability Officer | ↑ | 90 |
| | | 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 (for the following) | | Karen See-Senior EHO Julia Atkins- Senior EHO Chris Smith- Graduate EHO | | |
| To provide education/advice and information to businesses and ensure compliance | | <ul style="list-style-type: none"> 96% of customer enquiries responded to within 5 days | 95% | | ↑ | 98 % (335) |

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| | | <ul style="list-style-type: none"> 96% of Planning/Building Regulation consultations responded to within 14 days | 97% | |  | 99% within 21 days (472). (The statutory period was increased from 14 days to 21 days). | |
| | | <ul style="list-style-type: none"> 94% of Temporary Event Notice consultations responded to within 3 days | 95% | |  | 88% (451) This decrease has been due to increase in work in other areas. Another staff member has now been trained in how to cover these to improve resilience within the team. | |
| | | <ul style="list-style-type: none"> 97% of general Licensing consultations responded to within 14 days | 97% | |  | 97% | |
| | | Support our customers by organising or being involved in 5 promotional activities 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. | 4 (stall on market square, radio appearance for Dog Warden, careers fair at Ely Cathedral, attendance at 3 safety zone events in Oct) | | Karen See- Senior EHO Julia Atkins- Senior EHO Peter Ord- Technical Officer (care and repair) Claire Braybrook- EHO Rick Warren- Technical Officer Chris Smith- Graduate EHO Jenessa Springhall- Dog Warden |  | 10 promotions. Housing with Care and Repair on Market Stall, Street Scene to deal with Fly tipping, Careers Fair at Ely Cathedral and career talk at Kings School, various press releases and social media promotions regarding Houses in Multiple Occupation, fly tipping, dog fouling, littering, Public Spaces Protection Order, talk on the radio regarding fly-tipping. |
| | | Evaluate customer needs to assist with meaningful development of procedures to improve customers experience of our delivery of statutory services. Use survey results to inform future planning of what our customers require. Future action plan by December 2018 for implementation in 2019/20. | N/A | | Karen See- Senior EHO Julia Atkins- Senior EHO |  | Web survey carried out. 100% said 'very satisfied' and officers gave clear advice. Feedback regarding the website was split between meeting customers' needs 'Very well' 27% and 'Not well at all' 27% with information |
| | | | | | | | |

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| Trained staff and comprehensive understanding of service by Service Delivery Champions | | | | | | <p>Customers considered that information on the website was 'somewhat easy to understand' showing there is room for improvement on the website.</p> <p>Some areas have already been improved but we will continue to improve these in the coming year</p> |
| | | <p>Responding to complaints/ enquiries/ requests for advice/ Reporting of Injuries, Diseases and Dangerous Occurrence Statutory Notifications/skin piercing registrations/infectious diseases notifications. Issue of Export Certificates</p> <ul style="list-style-type: none"> 100% First contact in 3 working days 100% Export certificates issued in 7 working days Provide advice requested to 100% of businesses within 3 working days (food and health and safety) | <p>98% (666/679)</p> <p>100%</p> <p>100% (197)</p> | <p>Jenny Winslet- Senior EHO Patricia Christie- Food safety officer Louise Wright- EHO (Commercial) Wendy Page- Administrator</p> |  | <p>99% Combined complaints /enquiries/ service requests and RIDDOR within 3 days (891/902 on 15 March 2019)</p> <p>100% Export health certificates sent out within 7 working days (50/50)</p> |
| | | <p>Respond to our customer survey (<u>What do our customers want?</u>) Use this information to inform future planning.</p> <ul style="list-style-type: none"> Undertake a "Poor Performer" Project to work intensely with premises rated 0-2 by June 2018 | <p>1</p> | <p>Jenny Winslet- Senior EHO Patricia Christie- Food Safety Officer Louise Wright- EHO</p> |  | <p>100% "Poor performers" project completed. 3x businesses now rated 5; 1x business sold; 1x business opted not to take part.</p> |
| | | <p>100% of Appraisals undertaken</p> | <p>100%</p> | <p>Liz Knox- Environmental Services Manager Karen See- Senior EHO Julia Atkins- Senior EHO Jenny Winslet- Senior EHO</p> | | <p>100% of appraisals undertaken</p> |

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| | | | | Marie Beaumont-Senior Case Worker | | |
| | | 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 | 6 | Liz Knox-Environmental Services Manager |  | 6 meetings undertaken to date |
| Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact. | | To regularly review higher level corporate risks, including: <ul style="list-style-type: none"> Ensuring the statutory requirements within Environmental Services is met | <i>New target</i> | Liz Knox Environmental Services Manager |  | On going |