

ENVIRONMENTAL SERVICES**Portfolio Holder Statement Update October 2012****1 What have the measures in the Portfolio Holder Statement been telling you about how things are going in service during 2012/13?**

Overall service delivery has been maintained at a satisfactory level and trends are satisfactory.

The number of cremations and woodland burials is currently below the average for the past few years.

2 Which measures have been of particular interest or concern during the period and what have you learnt about your systems from these measures? Please attach the final version of your SAP customer & operational measures for the year.

With the change over this year to the new National Food Hygiene Rating scheme there has been a period of re-adjustment of data collection and bedding in of the system and data capture. We are finding that the number of food businesses with a 5 star rating has increased. The percentage of 'Broadly Complaint' food business is also high. This is encouraging.

Measures for time taken to deal with service requests indicate that we are maintaining performance but we aware that we need to look at trend data over the year.

There has been pressure on dealing with service requests within target time. This has been due to long term sickness absences of a number of staff.

(It should be noted that, due to staff absences, we are not able to update all of last month's data at this time).

3 What have you done to date as a result of learning from these measures?

We are looking closely at the data we collect, using background performance operational data, to fully understand performance and to ensure that our measures and data capture provide what is needed.

It is expected that staff on long term sickness absence will be returning to work soon.

We are keeping the woodland burial figures under review. We may need to change our pricing for these.

4 What has been the impact of what you have done to date?

Customers have received been receiving a good level of service. We receive few adverse comments about our service delivery. We carry out customer surveys as part of our background information and this indicates good customer satisfaction.

- 5. What else do you plan to do as a result of learning from these measures?**
 Whilst there are some cases which will be always take a long time to complete (eg protracted noise complaints which end up in court) we will to continue to look at ways of bringing down average times for dealing with service requests.
- 6. Of your key projects (as identified in your portfolio holder statement) how many were completed and how many are not? Of those that were not completed please indicate what the revised dates are.**

Project Name	Progress	Original Milestones	New Milestones
Environmental Services – Systems Thinking intervention	Some minor changes to processes introduced but cross departmental interventions still being progressed	Launch in June. Implement from March 2012	Completion by March 2013
Climate Change – Renewable Energy Sources	Housing installed PV Panels and benefit from FiT income. Biomass boilers fitted in 11 dwellings. A study completed to look at Climate Change issues across the Council Reported to CMT July 2012		CMT to agree strategic approach to Low Carbon Action planning. Dec 2012
Improvement of Oakley Wood Crematorium – Bringing forward a business	Council agreed	Report in August	Apply for Planning permission

case	project. Project team set up and progressing work.		first half of 2013. Commence works second half of 2013.
Extension of Leamington Cemetery - Bringing forward a business case	Works agreed	Report in August 2012	Completion of work on site December 2012
Agile working – Development of new technology	Digital pens have been trialled	Ongoing development	Roll out to FOSH team in Nov 2012
Implementation of Dog Control Orders (if agreed at Council)	DCOs now in place.	Implementation in Sept 2011	O/S Task and Finish Group now set up to report back in first quarter of 2013
Implementation of the new Public Health agenda	Committed £10,000 to HiWeb Action Plan projects	Ongoing	Trialling Health Scrutiny Committee to be implemented Dec 2012

7. Does your Service Area Plan/Portfolio Holder Statement need to be amended? If so, please describe the changes.

No