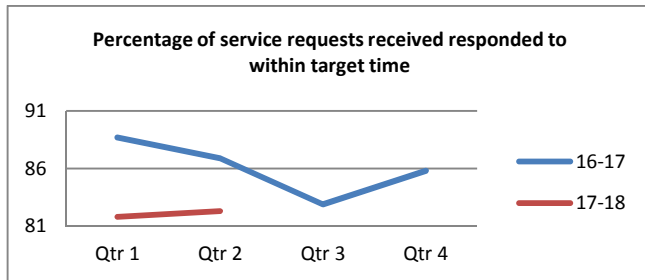


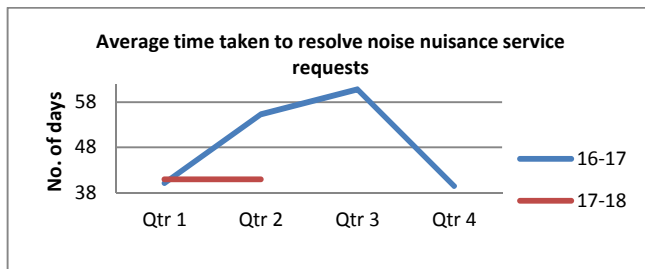
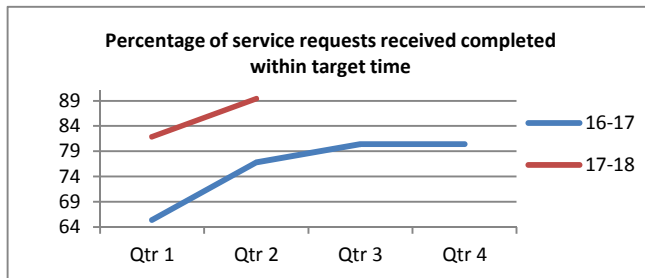
**HEALTH & COMMUNITY PROTECTION
PORTFOLIO HOLDER STATEMENT
CURRENT YEAR REVIEW 2017-18**

Performance

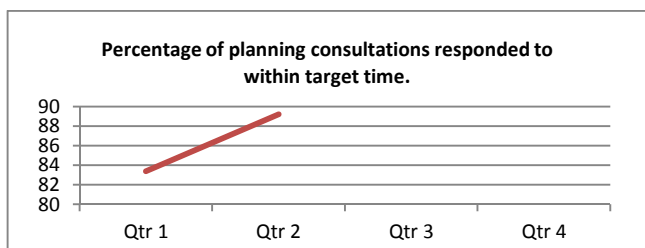
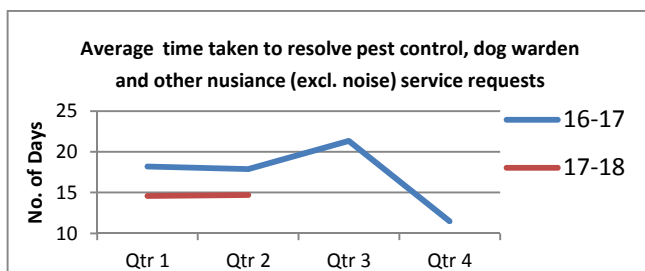
1. What do the Customer and Operational Measures in the Service Plan tell you about the performance of the service during 2017/18?



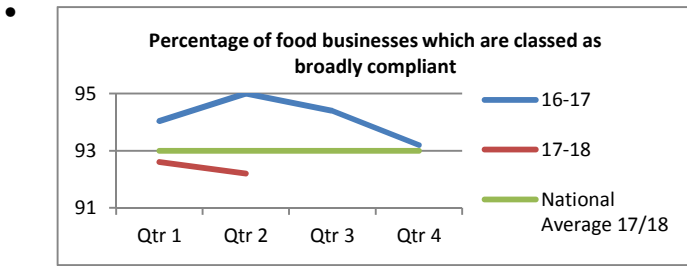
Customer service remains strong in the response to service requests received. Resolution of service requests to date in 2017-18, is taking longer than in 2016-17, however Q2 saw improvement from Q1. This is due to the increasing workload as statutory consultees on planning applications, complexity of some requests, continuing data cleansing activities, and staff vacancies.



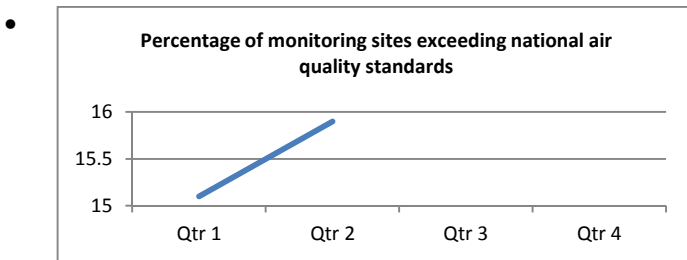
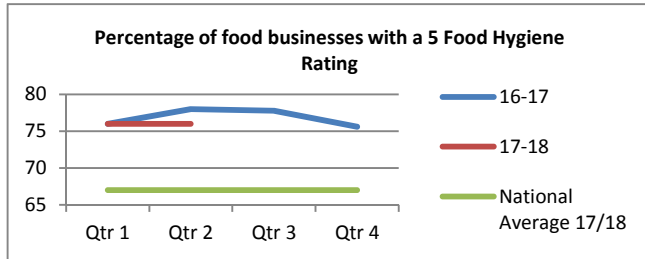
In 2016-17 officers conducted historical database cleansing exercises which affected the results. However, we are confident that the 2017-18 figures reflect the work of these service areas accurately.



The performance measure was altered from the previous year and therefore is not directly comparable. The service area has been reviewing the procedures for responding to these consultations in light of the increasing number of requests being received.

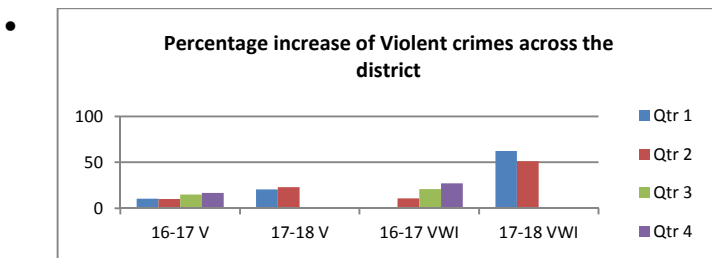


The percentage of food businesses which are classed as 'broadly compliant' (scoring 3, 4 or 5 food hygiene rating) and those who score a 5 on the Food Hygiene Rating Scheme remains high at over 90%. The percentage of food businesses with a 5 Rating remains almost 10% higher than the national average.



Please note that the data is unverified. The data is verified nationally at the end of the financial year.

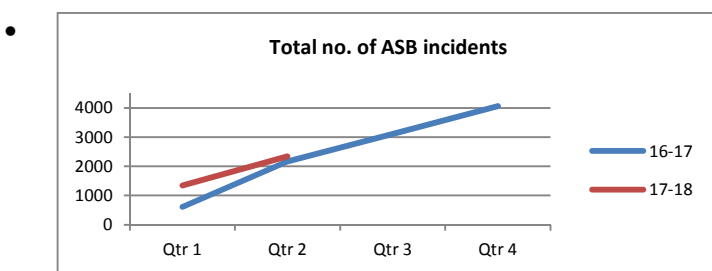
HCP changed the performance measure to give a more accurate representation of the air quality picture, in terms of nitrogen dioxide monitoring. As a result the 2017/18 results cannot be compared with those of 2016/17.



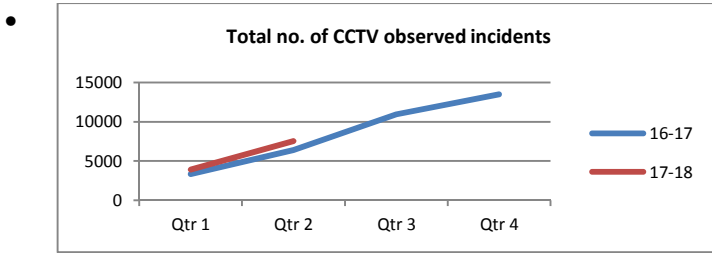
Warwick District has seen increases in the recorded data across all crime types, with the exception of criminal damage. These increases are ones that are being seen across the county, and reflect the new recording arrangements which captures more crime reporting. We monitor Violence (V) and Violence without injury (VWI) statistics. It is important to note that in 2017 VWI category was adjusted to include malicious communications, including on social media.

We remain confident that actual harm levels have not risen.

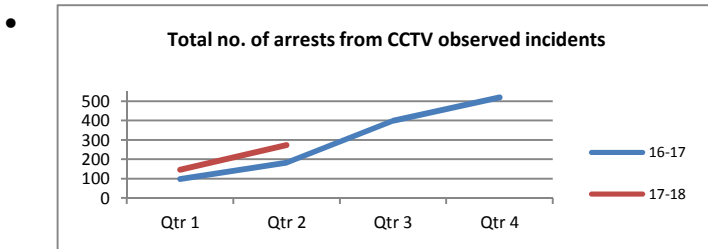
It remains unclear why levels continue to rise after the new baseline year. Therefore we continue to work with the Police to identify the causes.



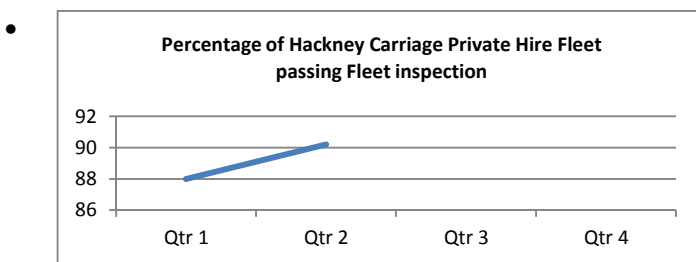
ASB incidents are up 17% within the district. However, our measures of success at first intervention and in reducing the risk of harm, is 97%, which is well above our target of 80%.



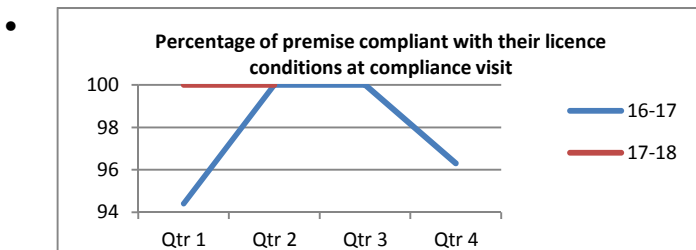
The number of observed incidents by CCTV is increasing in accordance with the performance measure. A number of these observations have led to individuals getting support for welfare concerns.



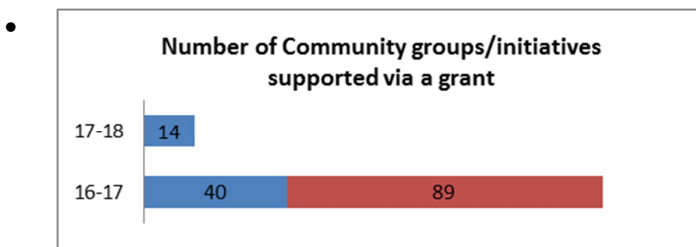
Whilst not under the control of the CCTV service, this measure demonstrates an increase in the level of successful arrests made which were initiated following the observation of an incident by CCTV.



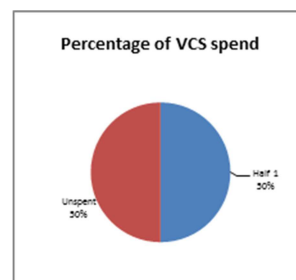
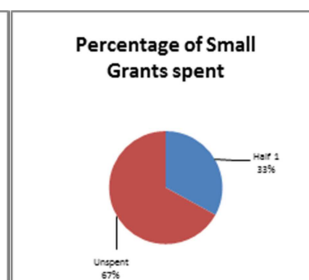
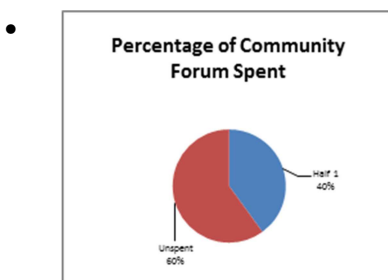
The performance measure for passing fleet inspection was changed in 2017/18, and therefore is not comparable to 2016/17. However, when the scheme started in Qtr. 3 of 2014/15, only 60% of the fleet passed the fleet inspection.



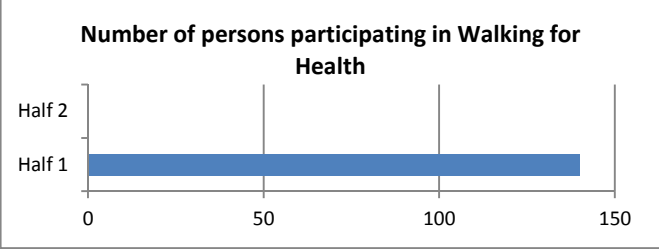
There remains a high level of compliance within the district to licence conditions.



The performance measure is recorded in half years, in line with community forum arrangements. There is a reduction in the number of community groups supported in the first half of 17/18. We expect to see a greater number supported in the second half of the year in accordance with previous trends.



These measures are reported in half years. The blue sections show the percentage spent and red unspent.

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This is a new performance measure for 2017/18. This demonstrates the council's involvement in the programme which promotes physical activity for mental health benefits and physical benefits.
- We also have a performance measure which monitors the training of persons as Dementia Friends. However, a free online training package has been launched which has superseded the need for site based training. That said, , through the Disability Awareness training programme (which is part of Private Hire Hackney Carriage Drivers licences), 9 applicants have been trained Dementia Friends since 1st April 2017.

2. What actions do you intend to take based on the measures?

- Officers have been conducting an exercise to evaluate the potential change in workloads due to the impact of the growth of the district, and the increasing demand being placed upon the service of commenting on planning applications. This aspect has led to a new approach to planning application handling. The Team continues to operate with a post unfilled and we are looking at mitigation measures to assist.
- To maintain our service delivery, and high levels of food safety assurance, we continue to look for opportunities to use new technology. We have recently launched 'Total mobile' for use in food safety inspections, which currently allows some paperwork to be conducted digitally on site, and we are continuing to look at enabling service delivery by electronic means, particularly in relation to licensing.
- The Council is making progress towards improving air quality within the district, against the actions which are within the Council's control, and continues to work in partnership with Air Quality Alliance in Warwickshire to deliver those which are not.
- Whilst the response to service requests remains above our 80% target, the performance indicator has fallen in 2017/18 when compared against the previous year. This is due to vacancies carried within the service area.
- We will be continuing to promote the good work of the CCTV service, and looking at opportunities where we can provide the service for others.

3. Highlight any significant changes to the risks in your Service Plan and any actions that you intend to take to address the revised risks.

- Workforce planning has been one of the main challenges for the service. The increased workload on the service is having a demonstrable impact, and with the new large scale housing developments, proposed commercial developments and HS2 this will only increase if not addressed. The Service has implemented a new structure which has improved the resilience, succession planning and service delivery.
- We will be seeking to create a further post within the service to accommodate this growing area of work. It is anticipated that this will be funded through the proposed government increase in planning fees.

- Crime is changing and we still do not fully understand the changes. Recorded crime levels have continued to rise, and there has been a subsequent fall in public confidence, although victim satisfaction has increased. We are working with the police to determine the causes so that we can ensure that the correct measures are put in place to address them. We recognise that that Police have fewer human resources, and this, it could be suggested, correlates with crime statistics.
- It is proposed that we do not continue to report upon the service measure of Dementia Friends trained, due to the changes in training provision availability.

Workforce Planning

4. Highlight any significant changes to your Workforce Planning and any actions that you intend to take to address the revised plan.
 - The Service is currently carrying five vacancies. Three of these are under active recruitment. One is awaiting an appointed person to start in post.
 - We have appointed to three of four new positions which were created under the restructure of the service area, which was implemented in May 2017.
 - One team is directly impacted by the changes in workload described above, and they have been carrying a vacancy since the restructure was implemented. We are looking at mitigation measures to fill the short term gap as the Service Teal Leader post has proved hard to fill. In the longer term we will be implementing alternative measures to ensure that the post can be filled with a suitable candidate.
 - We will continue to review procedures and processes to ensure that they are efficient and effective, making the best use of the available staff resources.
 - We have been undertaking workforce planning activities as part of the workforce planning steering group to ensure that we have a robust plan in place to meet the future challenges.

Budget

5. Highlight any significant changes to the budget pressures highlighted in the Service Plan and any actions required to address these changes.
 - Budget pressures continue to be kept under review. Savings in discretionary budgets have been agreed for the 2017/18 financial year.
 - Due to the number of vacancies that have been experienced within the service, within the first half of the year there has been an unanticipated salary savings made.
 - The Community Partnership Team is reviewing how the voluntary and community sector budget is spent in order to deliver the required £50,000 savings in 2018-19, whilst continuing to support the community efficiently and effectively. The outcomes of this review are due to be reported to Executive in February 2018 and will recommend further savings as laid out in the fit for the future programme report to executive.
 - There has been an increase in legal activities in which the service is participating this year, including a Fatal Accident which the service has been responsible for investigating, and a number of committee decisions and notices which have been

appealed. The appealed committee decisions and notices have not been upheld, and therefore council has been awarded contributions towards our costs. .

Planned changes, work streams and projects

6. Highlight any work streams/projects that have been completed at this point in the year
 - The Council achieved, for the second time, Purple Flag for Royal Leamington Spa in September 2017, demonstrating the safety and vibrancy of the night time economy in the town centre. The recommendations for further improvements made by the assessors are being reviewed with an aim to deliver them.
 - The Council achieved the Workplace Wellbeing Charter in 2016. In order to demonstrate the Council's commitment to staff wellbeing the objectives of the scheme have been included in the Council's People Strategy.
 - Officers reviewed the delivery of the health and wellbeing arrangements by the authority, in order to improve how effective the council can be in this area. Officers have been delivering the actions identified.
 - The Health & Safety Coordinator continued to delivering Institute of Occupational Safety and Health Managing Safely and Working Safely training to managers and staff, to ensure our compliance with health & safety obligations as an employer.
 - We have reviewed the Council's approach to sustainability this year, which has included the formation of an officer steering group to help the delivery of the revised approach.
 - The Health and Safety Team has investigated a fatal workplace accident. This was a very resource intensive investigation which was managed so that the impact upon the delivery of the planned Health and Safety and Food Safety programmes was minimised.
 - The digital field solution, which HCP has been developing for two years, has been launched, allowing officers to complete more of the back office administration functions in the field. We will be continuing to develop this solution to allow more of the officers work to be completed in the field.
 - With the increase in planning applications and planning related activities, officers have been reviewing the way in which they deliver their duties to ensure that it makes best use of officer skills and resources, in addition to operating in an efficient and effective manner. This is an important work programme as there is a further predicted significant workload associated with HS2 and the forthcoming large developments in the district.
 - HCP has been undertaking forecasting exercises to ensure that the service is positioned correctly for the future demands, and to take advantage of future opportunities.
 - We have completed a review of the service business continuity arrangements.
 - The Licensing Team have worked with stakeholders to implement changes to our policies and procedures, as required by the commencement of sections 165 and 167 of the Equality Act 2010 in April of this year.

7. Highlight any significant changes or new work streams/projects expected during the year.

- We tendered for, and will be appointing in the near future, a company to conduct the second stage of the feasibility study into district heating network systems, in two identified areas. This study will seek understand and identify what technology/equipment would be needed to deliver in the identified areas, and provide economic data to allow assessment of the options put forward.
- HCP is committed to enabling customers to access our services through digital mediums, and therefore will be continuing with the programme of digital developments.
- The service has been working across the council to help improve lone working procedures for the whole council.
- The Commissioned Voluntary Sector Contracts continue to be delivered successfully, and are on target to be re-procured for June 2018, subject Executive decisions in February 2018.
- We are in the process of reviewing the Council's Major Emergency Plan and the associated standard operating procedures. As part of this work programme we will be delivering various training activities to persons both named in the plan, and councillors.

The Corporate Health and Safety Co-ordinator has been supporting colleagues in Housing to deliver the actions implemented as a result of the Grenfell Tower Incident.