

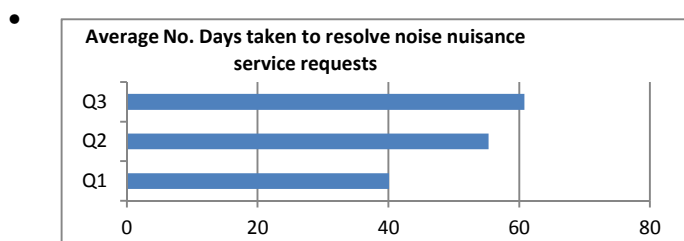
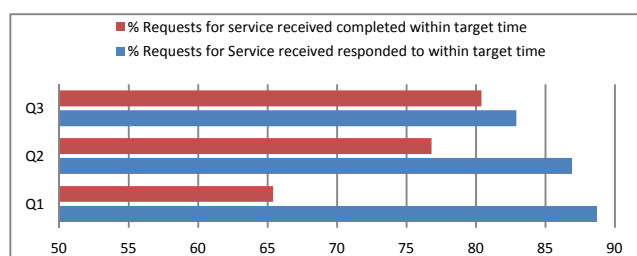
HEALTH & COMMUNITY PROTECTION
PORTFOLIO HOLDER STATEMENT
CURRENT YEAR REVIEW 2016-17

Performance

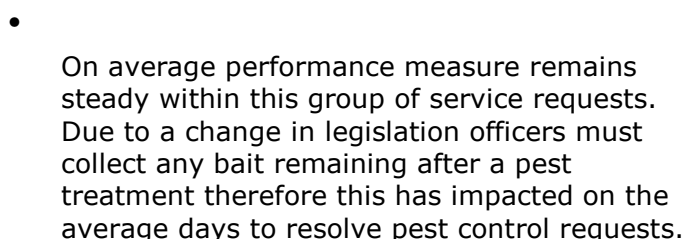
1. What do the Customer and Operational Measures in the Service Plan tell you about the performance of the service during 2016/17?

- Customer service across HCP remains strong. Whilst the service first responses are very strong, the completion of service requests within target time have altered. This has been due to workload as a result of its role as statutory consultee for planning applications and complexity of cases.

Officers have been conducting historical database cleansing exercises and procedural enhancements throughout the year.



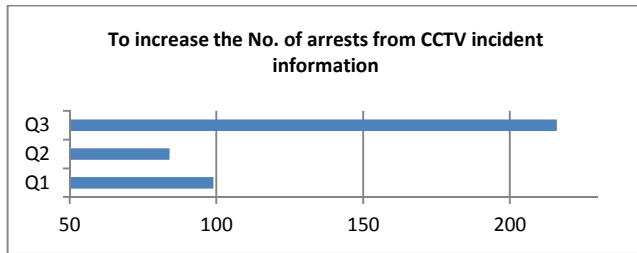
There is a decrease in the percentage of services requests completed with the target time from previous years, however changes in procedures has improved the speed of resolution of noise nuisance service requests over 2016/17.



- On average performance measure remains steady within this group of service requests. Due to a change in legislation officers must collect any bait remaining after a pest treatment therefore this has impacted on the average days to resolve pest control requests.
- There are increases across all crime types with the exception of criminal damage. These increases are seen across the county and reflect the new recording standard. Whilst we are confident that actual harm levels have not risen regarding violence; there has been an increase in acquisitive crime and Anti-Social Behaviour (ASB) is up 9%.

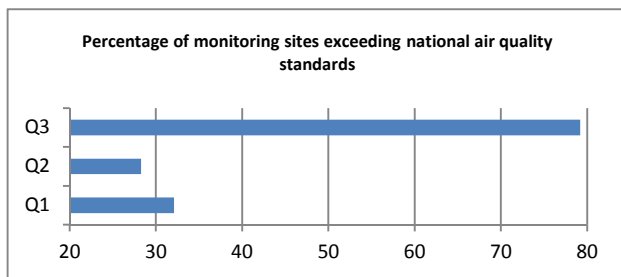
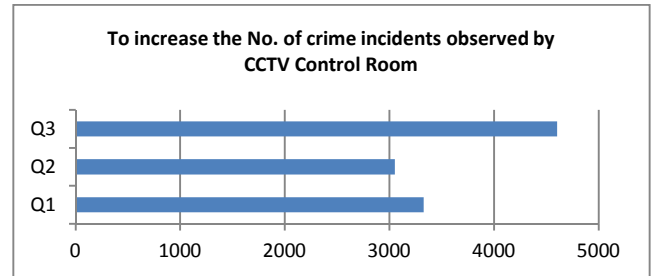
It is unclear why levels continue to rise after the new baseline year. Therefore we are working with the Police to identify the causes.

- Our percentage success in reducing the risk of vulnerable victims remains high together with percentage success at first intervention when dealing with perpetrators of ASB.



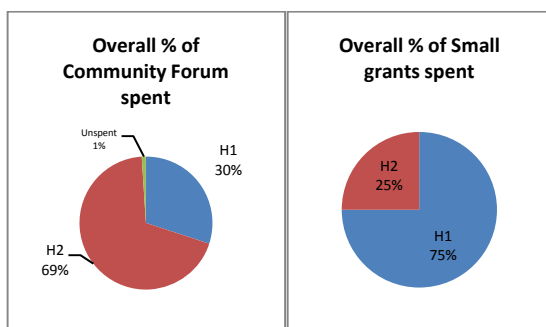
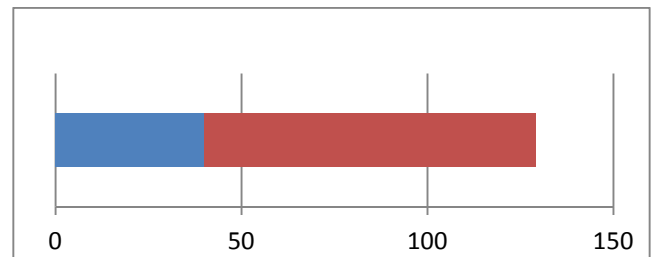
The number of arrests from CCTV observed incidents has increased in Quarter 3.

The number of incidents observed by CCTV has also increased.

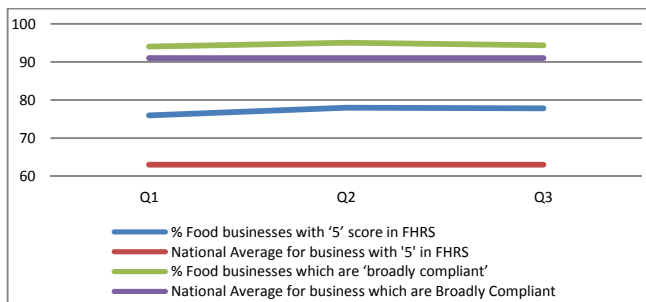


The monthly monitoring results for nitrogen dioxide indicate a decreasing picture in the first half of 2016/17. However the quarter 3 figures were high. This is normal for this quarter due to the time of year and seasonal festivities which take place. All figures will be subject to annual adjustment in accordance with the national monitoring programme in April 2017.

We have supported a large number of initiatives with community grants. 129 organisations have been supported with grant donations. Blue shows the first half of the year and red the second.



The measures are reported in half years. These



The number of food businesses with a 'very good' food hygiene rating has continued to be at a very high percentage as do those which are 'broadly compliant'. The figures remain well above the national average.

2. What actions do you intend to take based on the measures?
- Officers have been conducting an evaluation of incoming workloads to determine the impact of the increases. This aspect has led to a new approach to planning application handling and proposed additional FTE.
 - To maintain our service delivery and high levels of food safety assurance, we continue to look for opportunities to use new technology. We are continuing to develop the use of 'Totalmobile' for use in food safety inspections. We are also working towards enabling service delivery by electronic means, particularly in relation to licensing.
 - Officers have visited high performing Community Safety Partnerships in the family group in order to identify best practice and better understand the impact of the new recording standard. The visits will be evaluated and learning implemented as appropriate going forward.
 - The Council is making progress towards improving air quality within the district. We will continue working with the Air Quality Alliance in Warwickshire to deliver this.
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 and succession 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 is currently consulting upon a restructure aimed at improving the resilience, succession planning and service delivery.
 - Crime is changing and we are yet to fully understand the changes. Recorded crime levels may continue to rise with subsequent fall in public confidence. We are working with the police to determine the cause so that we can ensure that the correct measures are put in place to address them.

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 currently has 3 vacancies with an additional vacancy from the end of March 2017.
 - There is a restructure proposal due to be reported to Employment Committee at the end of March which will ensure the service is fit for the future and addresses the current vacancies.
 - The proposed restructure creates more posts than the number of staff placed at risk as a result of the restructure.
 - We will continue to review procedures and processes to ensure that they are efficient and effective, making the best use of staff resources.

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 (£3,900). Further savings as laid out in the Fit for the Future Programme have been identified (£65,000 HCP Restructure April 2016).
- Savings have been gained through the Terms and Conditions Phases 1 & 2 programmes as laid out in Executive reports.
- The Community Partnership Team is reviewing how they can support the community efficiently and effectively. The outcomes of this review were reported to Executive in February 2017 and agreed.
- There has been an increase in legal action in which the service is participating this year. This includes a number of committee decisions and notices which have been appealed. This has increased the spending in this area however should the cases be successful we would hope to be awarded costs.
- Salary savings have been made in 2016/17 and are due to be made in April 2017/18 prior to the restructure being implemented.
- It is the aim of the council for the licensing service to be cost neutral. As a consequence of the 2016 licensing fees review, members agreed to raise the 2017 fees with the aim of recovering a deficit. The annual revision of fees will continue into 2017/18 to ensure as far as possible this aim can be met.

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 the Purple Flag for Royal Leamington Spa in September 2016, 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 delivery.
 - The commissioned Voluntary Sector Contracts are delivering successfully.
 - The electric vehicles were delivered over the summer and are being used by nominated officers across the council. This is helping to reduce the council's impact on the local environment.
 - The council achieved the Workplace Wellbeing Charter. In order to demonstrate the councils commitment to staff wellbeing the objectives of the scheme have been included in the councils People Strategy.
 - Officers have reviewed the delivery of the health and wellbeing arrangements by the authority to improve how effective the council can be in this area. Officers will be acting upon the recommendations from that review going forward.
 - Health and Wellbeing theme of the council was subject to a Peer Challenge in July 2017.
 - A new policy has been implemented for Sexual Entertainment Premises, Taxi Trade, Street Trading and Gambling this year.
 - The Health & Safety Coordinator continued to deliver IOSH refresher training to managers and staff to ensure our compliance with health & safety obligations as an employer.
 - Due to introduction of a new competency framework by the Food Standards Agency, each officer responsible for food safety enforcement has undertaken a detailed competence review to ensure that they are meeting the new standards.
 - We have reviewed the councils approach to sustainability this year which has included the formation of an officer steering group to help the delivery of the revised approach.

- A review of the service demand and resources has been undertaken. It is proposed that there are alterations to the service restructure and following consultation with staff this is being reported to the Employment Committee in March.
7. Highlight any significant changes or new work streams/projects expected during the year.
- We will be tendering for the second stage of the feasibility study into district heating network systems in two identified areas. This is the second stage of the feasibility study which began in 2015/16. We are currently tendering for a project manager to oversee this programme of work.
 - With the increase in planning applications and planning related activities, officers will be continuing to review the way in which they deliver their duties. This is an important work programme as there is a further predicted significant workload associated with HS2, Whitley South and other large developments in the district.
 - The Health and Safety Team are investigating a fatal workplace accident. This is a very resource intensive investigation and will impact upon the delivery of the planned Health and Safety and food safety programmes.
 - Officers will continue to develop and deliver the new council approaches to Sustainability and Health & Wellbeing.
 - 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 will be reviewing how the night noise service is delivered to ensure that the service continues to meet both the customer and organisational need.
 - The Community Partnership team will be evaluating the voluntary commissioning spending to evaluate social value in order to deliver the savings detailed in the Fit for the Future programme and in order to allow the effective retendering of the voluntary commissioned contracts.
 - A report will be going to Executive, following a consultation with stakeholder on the proposals in the unmet demand survey. Members will need to consider and decide if a limit should be put on the number of licensed hackney carriages in the Warwick district.
 - The service had been working with the police and other partners to introduce a new process for responding to complaints about buskers.