

Health and Community Protection

SERVICE AREA PLAN PERFORMANCE 2018/19

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Service Background

Health and Community protection provides a range of key front line services including:

- Environmental Protection: Environmental Health, Nuisance investigation, Contaminated land, Air quality, Private Water supplies, Permitting of specific process likely to cause pollution, statutory consultations (HS2, TENS etc) and Public Health Funerals
- Food and Occupational Health and Safety: Food safety, Health and Safety, Infection Control, Imported Food control and Accident Investigation
- Licensing: Taxi Licensing, Premises alcohol Licensing, Street Collections, Street trading, house to house collections, Temporary Event Notices, Animal Licensing and Sexual Entertainment Establishments
- Services: Pest Control, Dog warden, Emergency Planning and Business Continuity
- CCTV, crime and disorder interventions, Antisocial behaviour and Domestic Homicide Reviews.
- Community Partnerships: Community Development, Voluntary Commissioned Services, Partnerships with localities particularly those who are most disadvantaged, Community Forums, Lead Corporate Sustainability, Lead Corporate Health and Wellbeing

Service Overview

RISKS

- The HCP Risk Register has continued to be reviewed throughout the year, and is due to be presented to the Finance & Audit Scrutiny Committee in April 2019, alongside the Contracts Register and review of the Budget.
- Currently, there is 1 risk that is rated as “Red” which is staff resources. This risk is being mitigated through alternations to the establishment. (Employment report on the 20th March 2019).
- HCP has received substantial assurance in each of the 4 internal audits undertaken this year.
- The BS 7958 audit of the CCTV service also highlighted the highest level of assurance.

WORKFORCE PLANNING

- An increase in service demand across HCP has prompted a need to increase resources, with a report being submitted to the March Employment Committees. There are currently two vacant posts on the establishment. One is due to be filled on the 14th April and the second is currently filled by a contractor as it has proved hard to recruit to.
- HCP continues to review district growth and demands on the service to identify and plan for required actions or mitigations.

BUDGET

- The Voluntary Commissioned Services was successfully re-contracted this year and delivered the savings required whilst ensuring effective targeted interventions.
- The District Heating Phase 2 study continues to be delivered within budget and is due to be completed in April 2019.
- The CCTV upgrade project is in the process of procuring a contractor to deliver the improvements required. An update on the project will be presented to the Executive on 3rd April 2019.
- The service level agreement for Flood Risk was transferred to Development Services.
- The soft market testing for the re-procurement of a back office system is continuing.
- The required discretionary savings have been made as required.

Service Wide

Planned Change, Major Work Streams & Projects Update

FLOOD MITIGATION PROJECT – ST JOHNS WARWICK

- Continue to await the decision from the Environment Agency.

CASH & CHEQUE HANDLING

- Continued reduction in Cash and Cheque handling as a result of fees to HCP.
- Continuing identification of appropriate field payment solution.

ENTERPRISE AND COMMERCIAL OPPORTUNITIES

- A review of the feasible enterprise opportunities is underway.
- Continue to raise the profile of the service through Better Business For All scheme including Business Charter adoption by the council.
- Review undertaken of the charging scheme for Primary Authority Principle (PAP) undertaken.
- Ongoing review of charging schemes within service.

DIGITAL TRANSFORMATION

- Total Mobile operational within the Food Safety Team.
- Participating in the review of the digital registration of Food Businesses.
- Soft Market testing in process for the identification of appropriate back office solution for the re-procurement of the ICT system which support HCP, Housing and Neighbourhood Services.
- Continuing website improvements including online forms for most services delivered by HCP.
- Body Cameras used by service areas for lone workers and for the gathering of evidence where appropriate and in accordance with policy.

CONTRIBUTION TO CORPORATE PROJECTS

- Continue to support the relocation and commonwealth games projects.
- Advice provided as and when required.

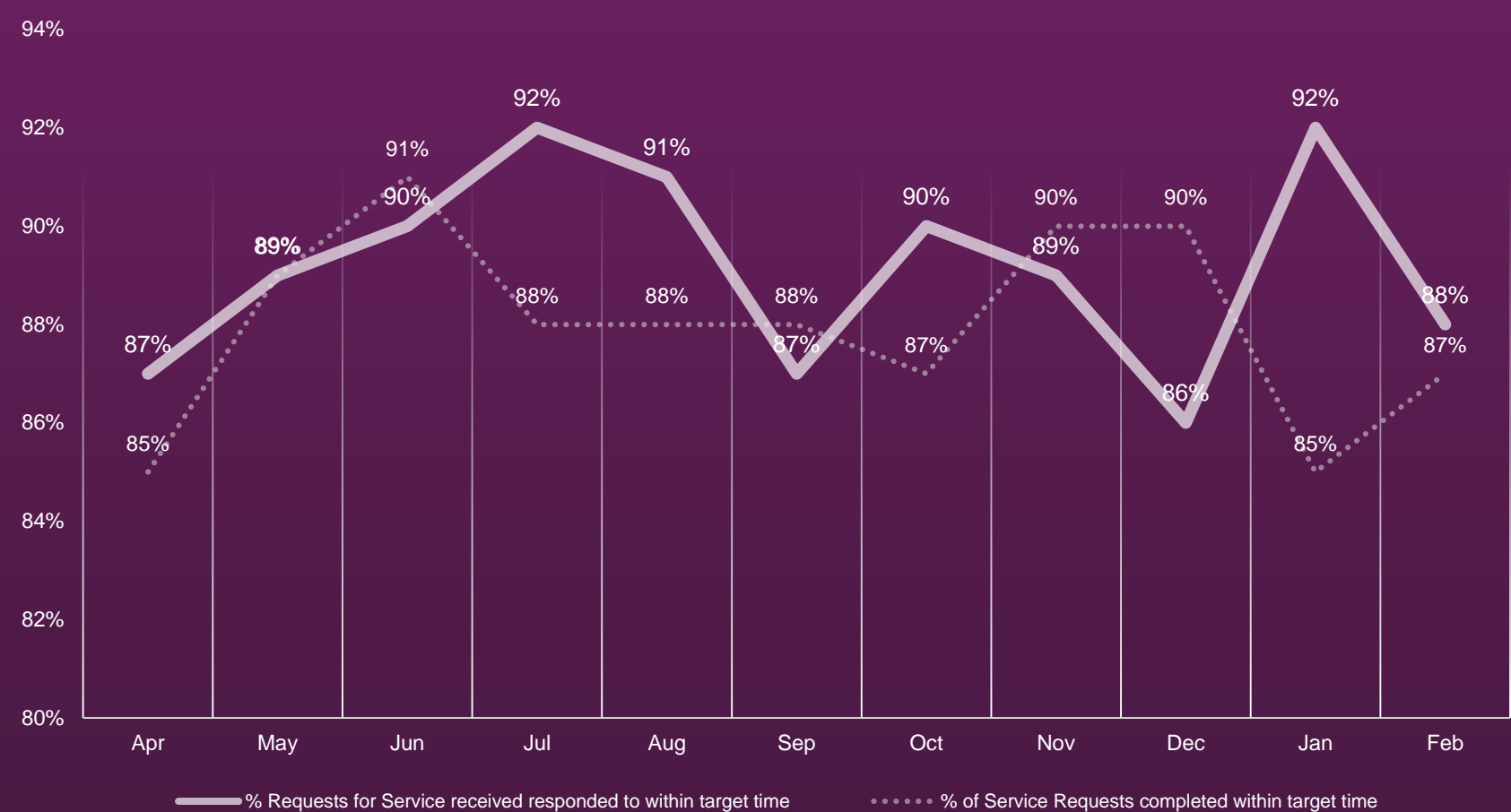
Service Wide Performance Measure

Each month HCP receives an average of 330 requests for service (RFS) across the teams of Environmental Protection, Services, Food & Occupational Safety and Licensing. At the time of writing HCP had received 3520 in 2018/19.

Due to the range of requests for service that are received by the service there are a range of appropriate completion and response targets set. For example: water disconnection 24 hours, nuisance 3 days, licence application 10 days,

Customer service remains strong at an average of 88% of RFS being completed within target time and 89% being responded to within target time.

The target is above 80% for both measures.



1.

Environmental Protection, Dog Warden & Pest Control

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Environmental Protection



Dog Warden & Pest Control



Environmental Protection Performance Measures

HCP specifically monitor a number of types of service requests, namely Noise nuisance, Other nuisance Inc. Dog warden and pest control and planning consultations.

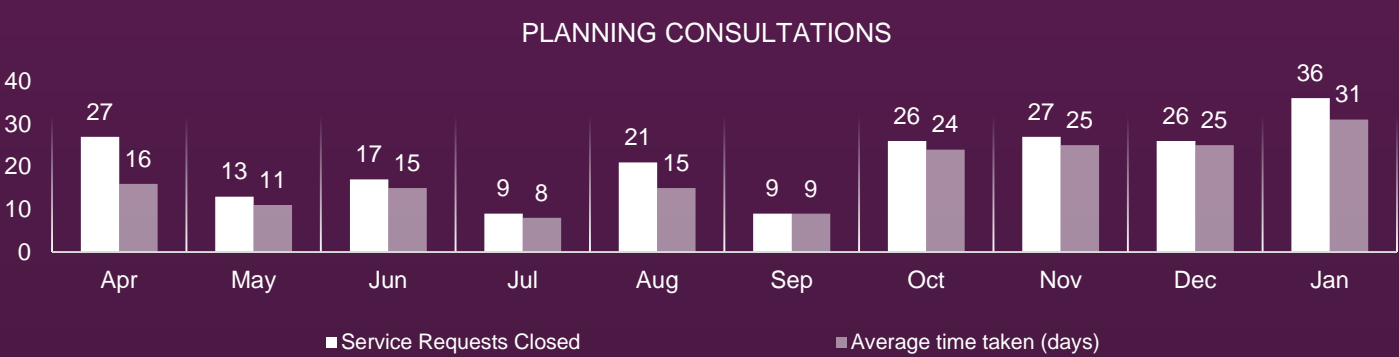
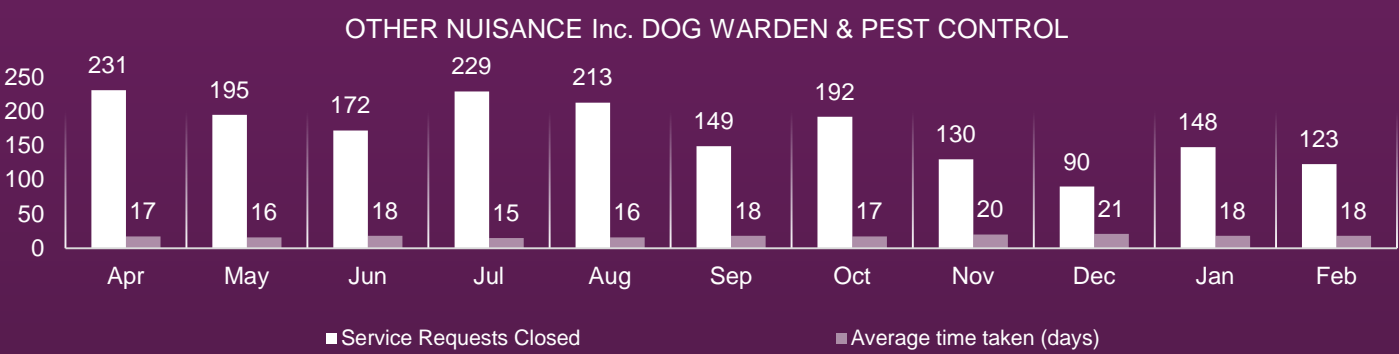
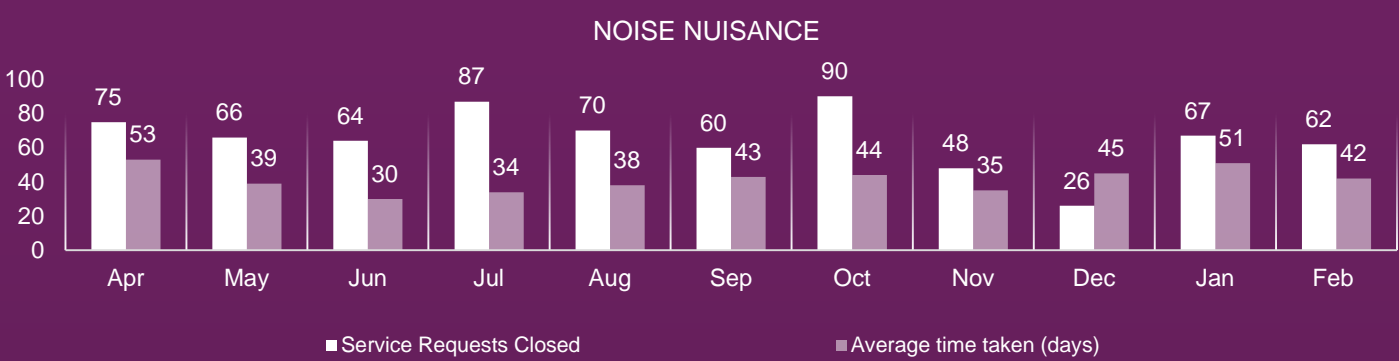
The average duration for noise nuisance complaint resolution of those closed. However, 56% of the noise complaints are resolved within 35 days and within 94% within 100 days. The longest duration of a resolved noise complaint in 2018/19 has been 159 days This has been due to the complex nature of the complaint.

The average time to response pest, dog warden and other nuisance continues to remain steady at an average of 17 days compared with the set completion target times of 35 days for pest control and 30 days for dog warden.

In 2018/19 there has been a improvement in the responses to planning consultations performance measure as an additional post was added to the establishment to directly address the increase in workload associated with planning applications. The number of planning applications which environmental health have been consulted upon has continued to rise through 2019/20.

Planned Change, Major Work Streams & Projects Update

- Due to the purdah the findings of the Night Noise Service report will be brought forward in the new municipal year.



2.

Air Quality

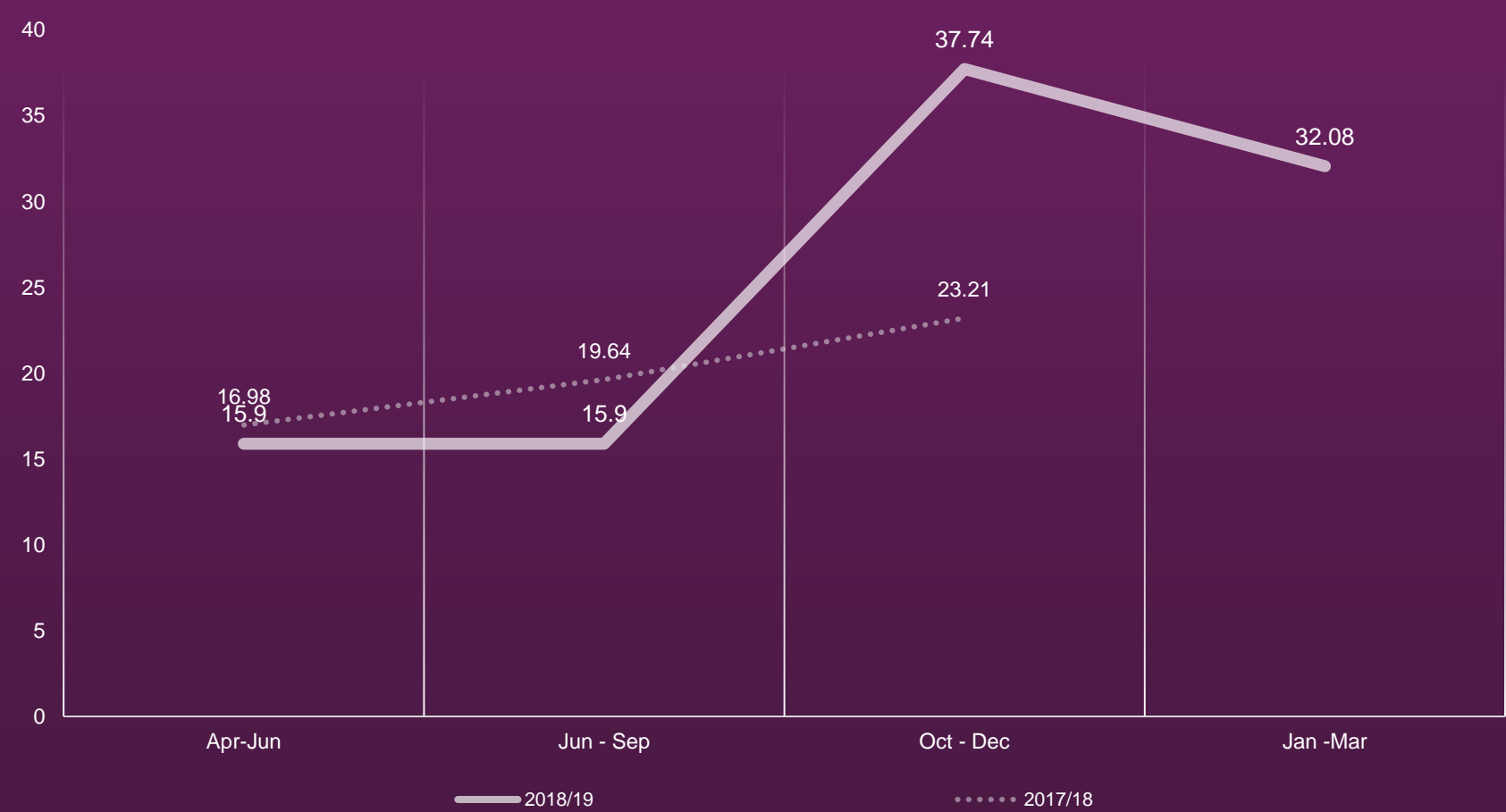
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Air Quality Performance Measure

HCP monitors the air quality in terms of nitrogen dioxide, within and immediately around the Air Quality Management Areas. The data presented requires ratification at the end of the financial year.

2018/19 unverified data shows lower percentages of exceedance locations in the winter months that 2017/18. Whilst the summer months which usually have the lower percentages of exceedances are slightly raised.



Air Quality

Planned Change, Major Work Streams & Projects Update

- Continued to deliver against the air quality action with partnership with other responsible agencies
- Applied for DEFRA air quality grant to deliver an number of air quality projects. Awaiting the outcome of that bid.
- Partnership working with agencies to deliver personal air quality monitoring project.
- Review of the impact of Taxis on air quality
- Supporting staff in making choices which will reduce impacts on air quality.
- Applied for Ultra Low Emission Bus grant which unfortunately we were unsuccessful in obtaining
- Additional area of concern monitoring
- Project to assess green street furniture use as air quality mitigation
- Working in partnership with WCC to deliver a bike share scheme
- Conversion of the Low Emission strategy into a Supplementary planning guidance document.

3.

Food Safety & Health and Safety

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Food Safety

1452

FOOD BUSINESSES

429

PROGRAMMED
INSPECTIONS



135

NON PROGRAMMED
INSPECTIONS



75

ADVISORY VISITS



19

RESCORE
INSPECTIONS



156

REVISITS



948

FOOD HYGIENE
COMPLAINTS &
ADVICE



18

FOOD COMPLAINTS



25

IMPORTED FOOD
NOTIFICATIONS



96

SAMPLES
TAKEN



32

SAMPLE VISITS



138

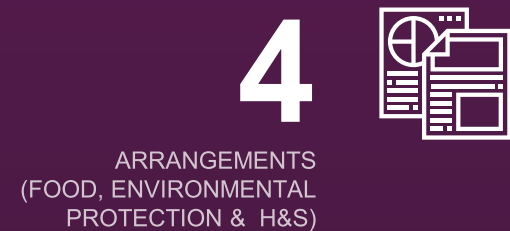
INFECTIOUS
DISEASE
NOTIFICATIONS



Health and Safety



Primary Authority Arrangements

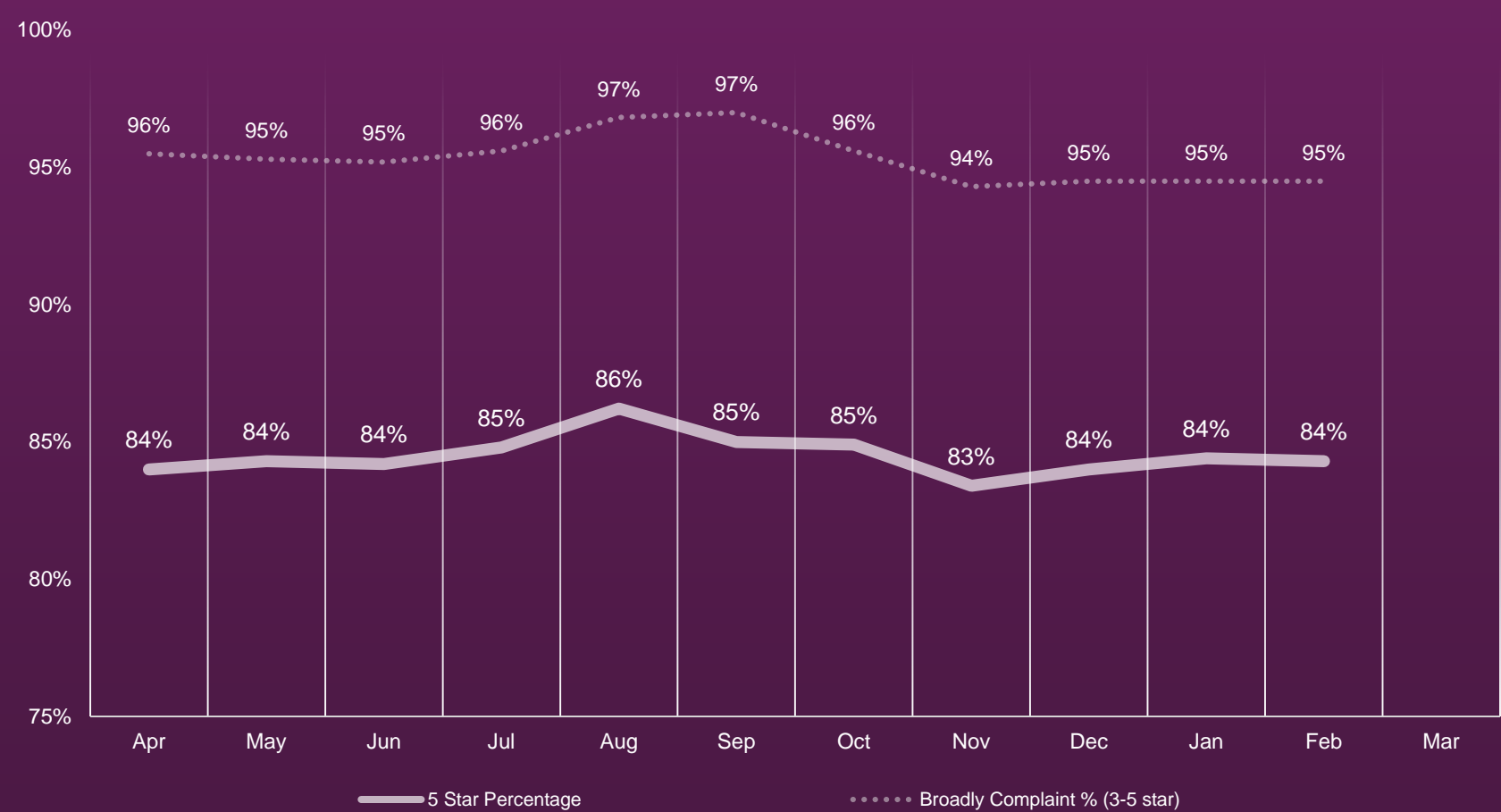


Food Safety Performance Measure

HCP monitors the percentage of businesses with a Food Hygiene Rating of 5 (very good standards) and those that are classed as 'Broadly Compliant' i.e. a 3 Food Hygiene Rating or above.

National averages are 69.9% of food businesses with a 5 rating and 94.9% with a rating of 3 or above.

The difference is attributable to the innovative way the food team engage with new food businesses which was recognised an award by the Federation of Small Businesses in 2017.



4.

Licensing

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Licensing

2005

LICENCES MANAGED

118



HOUSE TO HOUSE,
& STREET
COLLECTION
PERMITS

214



PREMISES
APPLICATIONS &
VARIATIONS

86



PERSONAL
LICENCES

564



TEMPORARY
EVENTS NOTICES

22



PERSONAL
TREATMENT
REGISTRATIONS

833



HACKNEY
CARRIAGE &
PRIVATE HIRE
DRIVERS, VEHICLE
& OPERATOR
LICENCES

45



STREET TRADING
CONSENTS

53



ANIMAL LICENCES

70



GAMBLING &
LOTTERY PERMITS
& CONSENTS

35



INTERVENTION
EVENINGS

249



COMPLIANCE VISITS
& CHECKS

343



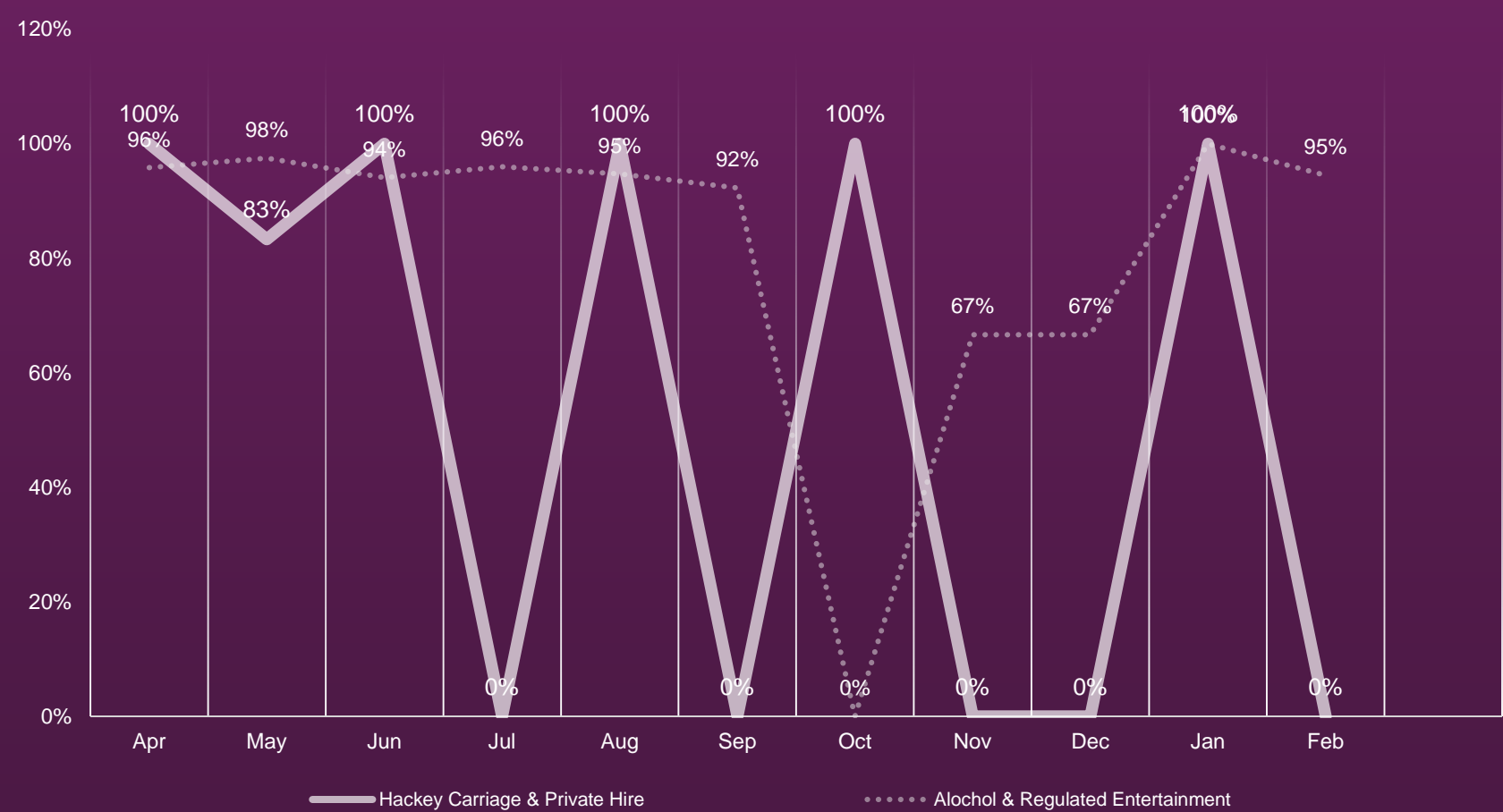
SERVICE
REQUESTS,
COMPLAINTS &
ENQUIRIES

Licensing Performance Measure

The number of taxi fleets inspections have been impacted by staffing changes over the year and the introduction of the new Animal Licensing legislation in October 2018.

The new animal licensing regime is very resource intensive and as a result has needed to take priority over both Taxi and Premises inspections.

Despite the reduced inspections undertaken the level of compliance of the license holders remains high.



5.

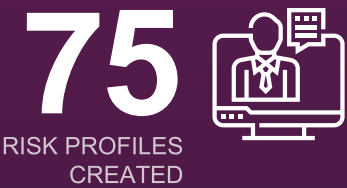
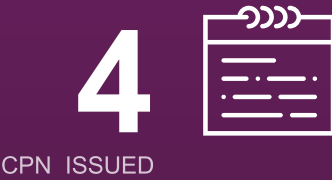
Crime & Disorder

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Crime & Disorder

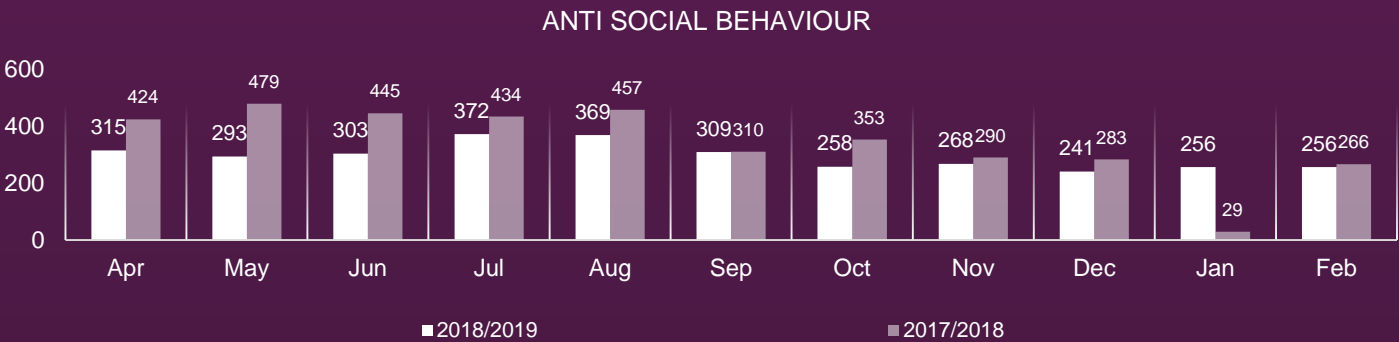
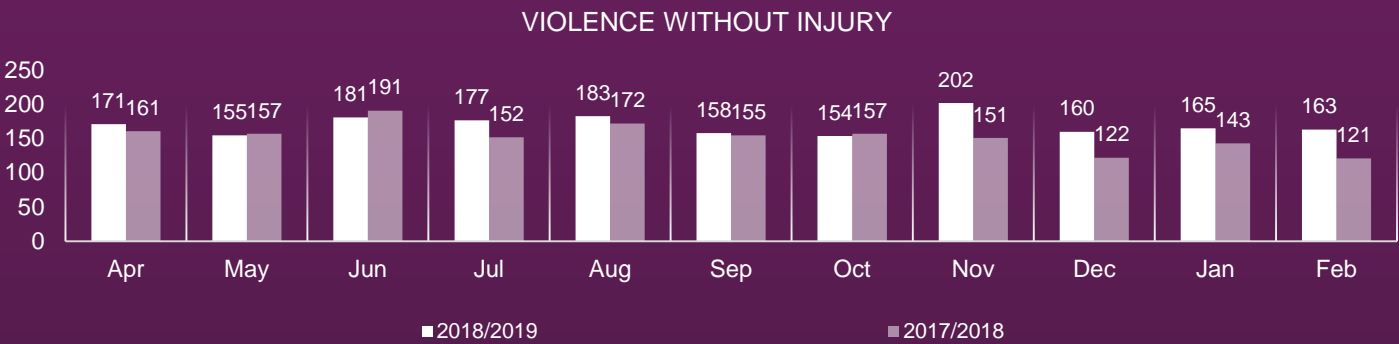
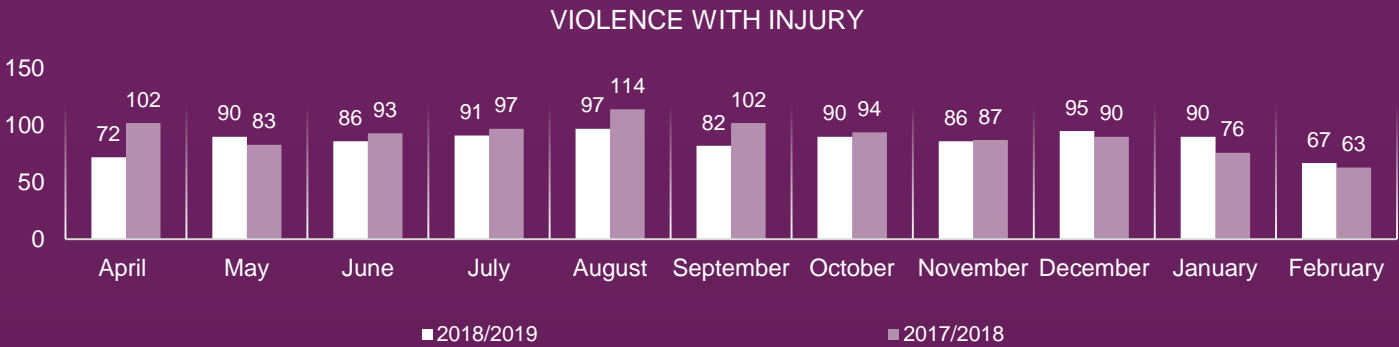


Crime & Disorder

Performance Measures

HCP monitors Violence, Violence without injury and Anti Social Behaviour crime statistics. Whilst these do not directly relate to the performance of the service they demonstrate the performance of crimes against priority areas which HCP delivers actions and interventions to address.

In addition to the recording standards changes seen in previous years, including the amendment of the VWI category to include malicious communications, including on social media. There have been some continuing changes however it is hoped that 2018/19 will be able to be considered a baseline year going forward.



CCTV

Performance Measure

HCP monitor the number of crime incidents observed by the CCTV control and the number of immediate arrests made from CCTV information.

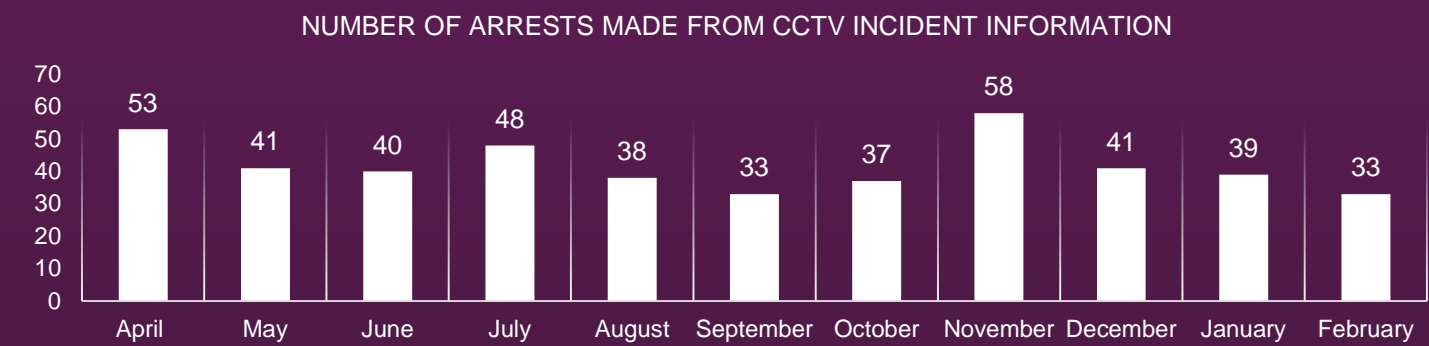
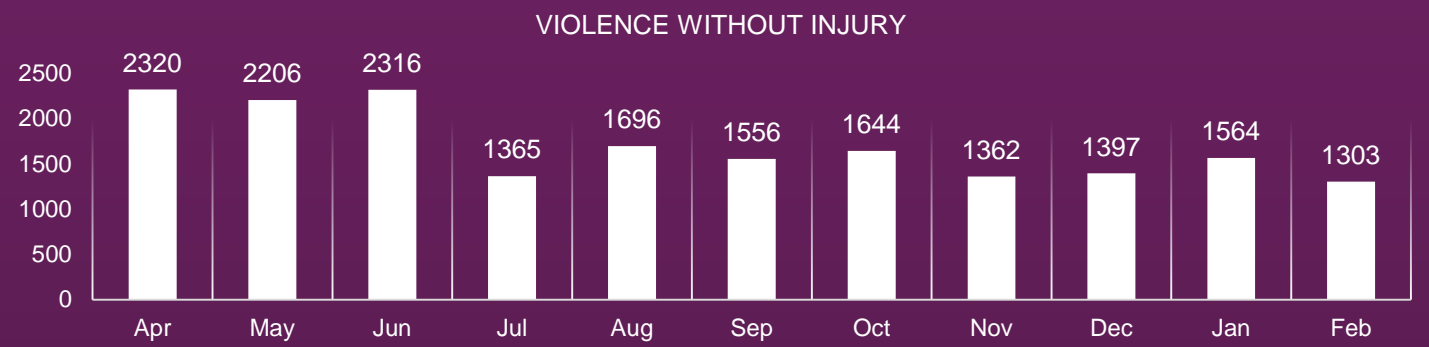
It should be noted that arrests made subsequently are not included in the figures as CCTV are not generally informed of the arrests.

The number of incidents observed by the control room continues to increase.

A number of these observations have led to individuals getting support for welfare concerns.

PLANNED CHANGE, MAJOR WORK STREAMS & PROJECTS UPDATE

- The procurement exercise is underway
- Report to Executive in April 2019



6.

Community Development, Social Inclusion & Partnerships

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Community Development, Social Inclusion & Partnerships

17



COMMUNITY
FORUMS HELD

90



GRANTS ISSUED

8



VOLUNTARY COMISSIONED
CONTRACTS AWARDED

47



COMMUNITY GROUPS
SUPPORTED

60K



EXTERNAL FUNDING
FOR COMMUNITIES
SECURED

65%



ARMED FORCES
COVENT ACTIONS
COMPLETED

30%



SUSTAINABILITY ACTIONS
COMPLETED

38%



HEALTH & WELLBEING
ACIONS COMPLETED

Community Development, Social Inclusion & Partnerships

Planned Change, Major Work Streams & Projects Update

HEALTH AND WELLBEING

- Wellbeing Charter is no longer being delivered. Thrive Award has been identified as a suitable replacement and its recent regional launch attended.
- South Warwickshire partnership operational.
- Delivered the first JSNA area, remaining areas in progress.
- Detailed action plan delivered against the councils priority areas.
- Report presented to Health Sub-committee March 2019.

VOLUNTARY COMMISSIONED SERVICES

- Contracts re-procured successfully.
- Introduction of a new Rural Capacity Building Contract.
- 2 rounds of monitoring showing successful results from the contract delivery.

SUSTAINABILITY

- District Heat network studies progressing and final report to be delivered in March 2019 for the two areas under investigation.
- Sustainability approach has been developed and delivered a number of successes.
- Delivering ECO Flex.
- Energy contractor delivering (Act on Energy) projects within the community.
- Corporate Plastic Policy.
- Reviewing the use of Better-points scheme to reward greener travel habits in partnership with Neighbourhood services.
- Supporting Co –Wheels Car Share scheme.
- Developing a Corporate Fuel Poverty Strategy.
- Gathering evidence for a Warm Home Funds grant application with Housing colleagues.
- Participating the Eco Fest on 5th May 2019.
- Investigating opportunities for green energy generation.