

## **HEALTH & COMMUNITY PROTECTION**

### **Portfolio Holder Report**

#### **1. What have the measures in the Portfolio Holder Statement been telling you about how things are going in service during 2013/14?**

- 1.1 The new Health & Community Protection service has merged Environmental Services with Community Protection. Despite the transition, performance against measures has continued to be strong. This has been due to the commitment to deliver a good services and the professionalism of staff.
- 1.2 The service plans for the two departments remain in place and are reviewed here. However, an integrated service plan will be prepared for next year.
- 1.3 The changes delivered savings which exceeded those anticipated in the Fit for the Future programme.

#### **2. Which measures have been of particular interest or concern during the period and what have you learnt about your systems from these measures?**

- 2.1 Bereavement Services customer measures have changed from quantitative indicators to a quality indicator with adopting the charter for the bereaved.
- 2.2 The % of WDC Service Areas who have an up to date service area Crisis Plan has been affected by the structural changes within the Council.
- 2.3 All crime types show a reduction in 2012/13 compared to the previous 12 month period. Of the 13 categories 8 are the lowest ever including total crime. The recording of anti-social behaviour changed in 2011/12 and in the first year of comparison there is a reduction of 3.2%.
- 2.4 In the first 6 months of the performance year there have been 2,725 incidents of anti-social behaviour, which is 0.2% up on the same period in 2012.

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

- 3.1 The major issue for the department has been the restructure and this will need time to fully bed down. However, the service is delivering against existing measures from the two former departments. The challenge over the next half of the year is to start on the improvements envisage when planning the revised structure.
- 3.2 The change in Bereavement Services measures has enabled us to focus on adding value to the services being provided and has shown us where we achieve highly in comparison to other providers in both the public and private sectors and has highlighted the areas most in need of improvement.

An example is how practices have changed to better manage appointments for witnessing the scattering of cremated remains.

- 3.3 Given the Council's structural changes and service redesign, there has been a need to update all service area Crisis Plans. In order to raise the profile of civil contingencies, it has now been agreed to produce quarterly reports for Senior Management Team's consideration.
- 3.4 Anti-social behaviour performance is encouraging given a particularly warm summer this year and we expect that our good neighbour campaign had some impact. There are already positive reports on the impact of the Street Marshal scheme operating on Monday to Thursday evenings into the early hours in preventing rowdy behaviour in Leamington Town Centre migrating in to residential areas.
- 3.5 The service re-design gives the opportunity to improve systems and processes across the department. This will be the

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

- 4.1 There has been a significant change for many staff in the way they work and they have adapted positively to this change. This has entailed changes to systems and processes, which will need time to adapt and become embedded. Further process changes are being planned to achieve better customer service and improved efficiency.
- 4.2 Financial savings targets within the Fit for the Future programme have been achieved.
- 4.3 All Crime – there were 3,400 crimes in the first six months of the performance year which is a reduction of 11.0% on the same period in 2012.

#### **5. What else do you plan to do as a result of learning from these measures?**

- 5.1 Review service measures to take account of the new department. There is an opportunity to look out how we operate in the future and what measures will provide a meaningful picture of the service's performance.
- 5.2 The Student Marshal scheme in Leamington has just started and this will help support initiatives like 'Your Town Your Choice' and the Street Pastors and Street Marshalls which all play a part in reducing crime and 'risky behaviour' in the town.

#### **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.**

| <b>Project</b>   | <b>Progress</b>  | <b>Original milestones</b>   | <b>Revised milestones</b>   |
|--|--|--|---|
| <b>Projects from former Environmental Services department</b>                                      |  |  |   |
| Environmental Services – Systems Thinking Intervention   | Implementation from 1 <sup>st</sup> October as planned.<br><br>One new member of staff to join department from 4 <sup>th</sup> Nov   | Restructure to be agreed by Committee June 2013.<br><br>Implementation from 1 <sup>st</sup> October  | Completed   |
| Climate Change Strategic Approach/Renewable energy. Integration of new Sustainability Officer post | Officer in post for 6 of 12 month contract but resigned. Post now vacant.<br><br>Reports to Employment and Executive in November 2013 recommending reappointment   | Appoint new Sustainability Officer April 2013.<br><br>Complete review of strategy and report to February 2014 Executive.   | Report to Executive Nov 2013 to reappoint for 24 month period.<br><br>An update report will be submitted to Feb 2014 Executive. |
| Improvement of Oakley Wood Crematorium commencement of works                                       | Improvements to the Lodge for new offices commencing in Nov 2013<br><br>Works to commence on South Chapel Waiting Room<br><br>Design work for final car park layout and North Chapel extension in progress | Commence construction of car park and improvements to offices by March 2013.<br><br>Completion of North Chapel extension and South Chapel waiting room by March 2015 | Completion of Lodge improvements March 2014<br><br>Completion of whole project March 2015                                       |
| Integration with the new Public Health agenda.   | New Health & Wellbeing Lead Officer role in place.<br><br>Health Scrutiny working group in place.<br><br>Regular liaison with partners in Public Health  | Appointment of Health & Wellbeing Lead Officer by 1 <sup>st</sup> Oct 2013.  | The work will now be ongoing but the main components to enable this are in place and completed                                  |
| Leamington Cemetery Extension of burial area   | Works slightly delayed due to setting up contract.<br><br>Now in progress and nearing completion.  | Works to be completed in July 2013.  | Completion by end of Nov 2013.  |
| <b>Projects from Former Community Safety Department</b>  |  |  |   |
| Mitigating Flooding to parts   | On target  | Planning Permission July 12  | Planning  |

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|--|---|---|--|
| of Cubbington.   | Funding agreed<br><br>Planning permission for minor revision for the scheme has been submitted.<br><br>Contract agreed for first (design) phase | On Site August 2013<br><br>Finish July 2014 | consent for revised scheme Nov 2013<br><br>Works to commence in Jan 2014<br><br>Completion July 2014 |
| Licensing FEES raised to allow full cost recovery.   | Fees & Charges set for next financial year  |   | Completed  |
| <b>Potential</b> of Fee income from the EA Maintenance Contract for next 4 years. (2013/7) (£65K/yr) | Tender submitted but did not win.<br><br>No further action  | Tender submission June 2013                 | Completed  |

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

Combining the two service areas will necessitate a thorough review and updating of the plan. This is being carried in time for the 2014/15 Service Area Plan.