

ENVIRONMENTAL SERVICES

Portfolio Holder Statement Update September 2011

1 Since April, what have the measures in the Portfolio Holder Statement been telling you about how things are going in service?

Although only part way through the year, average time taken to deal with service requests is down. Generally, performance across the service good.

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

It is encouraging to see that there is an increase in the number of 'Gold Star' rated food premises as compared to last year. However, it should be noted that the system will be changing later in this year, to the national Food Hygiene Rating System. The data will therefore be difficult to compare.

Part of the systems thinking intervention so far has been designed to reduce the time taken to deal with noise nuisance cases. Early indications are that this has been successful, although more time is needed to confirm this.

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

We now display measures within the office, for staff to observe and review. These are discussed in team meetings.

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

Teams are more aware of the need to meet the customer measures and question whether the purpose of the activity they carry out meets what customers want.

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

We will regularly review our performance measures to ensure that the information being gathered continues to be meaningful.

6 Of your key projects (as identified in your portfolio holder statement) how many are on track and how many are not? Of those that are not on track please indicate which milestones have been changed and what the revised dates are.

- The Systems Thinking intervention is progressing with service requests across all activities being
- A report on Crematorium Improvements is coming to the October Executive meeting. The Leamington Cemetery extension report will come forward when we receive estimates of costs.

- Dog Control Orders will be implemented if there is agreement at September Executive.
- With reference to new technology we are now trialling the use of 'Digital Pens' within our Pest Control team. If successful this will considerably reduce 'double-handling' in entering information onto computer systems.
- The Council has agreed the use of £10,000 as matching funding with the PCT for Health & Wellbeing project work. A number of projects have been instigated for completion by April 2012 and these are being reviewed through the Health Improvement & Wellbeing group (HiWeb).
- Across the organisation there are a number of projects and initiatives running to help reduce CO2 emissions and ensure energy efficiency. There is also work underway to consider how we can maximise the benefits of the government's 'Feed in Tariffs' and 'Renewable Heat Incentives'

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

Not at this stage