

HEALTH & COMMUNITY PROTECTION**Portfolio Holder Statement Update for 2013/14****1. What have the measures in the Portfolio Holder Statement told you about how things went in the service during 2013/14?**

- 1.1 During the year the new Health & Community Protection service was formed by the merger of Environmental Services with Community Protection. Despite the transition, performance against measures continued to be strong overall. This was due, largely, to the commitment and professionalism of staff to the delivery of good customer services.
- 1.2 As the restructure took place half way through the year the service plans for the two departments were reviewed. An integrated service plan for the new department has been developed for 2014/15.

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

- 2.1 It is encouraging to note that the number of food businesses achieving a 5 score in the Food Hygiene Rating Scheme has increased from last year from 62.2% to 67.6%
- 2.2 A number of the customer measures from the former services were seen to need revision to take account of new ways of working.
- 2.3 All crime types, including violent crime, showed a reduction in 2012/13 compared to the previous 12 month period, except for theft from vehicles. However, this figure although 7% up on the previous year was still 31% down on the 2011/12 figure and shows a strong downward trend over several years. . The number of crime incidents observed by CCTV increased, as did the number of arrests as a result of CCTV information.
- 2.4 The way in which we deal with and record anti-social behaviour has changed in the last 2 years. The indications are that the success of our interventions is increasing and the number of ASB incidents is falling.
- 2.5 Average times to deal with service requests, over the year, compared to 2012/13 data were favourable for noise and general environmental protection issues. However, for Food Safety service requests this increased. This was due to the service changes and not being fully staffed in that section for a period of time. The priority for work was devoted to high risk areas and increasing time taken to deal with service request was a means of managing priorities.

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

- 3.1 The major issue for the department was the restructure and this needed time to fully bed down. The challenge has been to develop a service plan for the new department and to determine appropriate service measures. Changes have therefore been incorporated in the 2014/15 service plan
- 3.2 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.
- 3.3 A part-time post within the Regulatory Section had been left vacant following the restructure. The post has been reviewed and will be filled within the near future. This will help in ensuring that performance is maintained and improved where possible.
- 3.3 Performance in relation to Anti-social behaviour has been encouraging and close working with the Police in particular has helped to facilitate this. The Street Marshal scheme operating on Monday to Thursday evenings into the early hours has been a success. A Student Marshall scheme was introduced in cooperation with Warwick University and this also proved a success in helping to reduce rowdy and anti-social behaviour in Leamington town centre.
- 3.4 A number of the measures for Licensing became irrelevant during the year, because of the different ways of working, e.g. the measure in relation to DDA compliance and the inspection of licensed premises. Measures in relation to taxis needed review to give a reasonable indication of performance.

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.
- 4.2 Interventions on crime and anti-social behaviour appear to have resulted in a positive downward trend in level of incidents and cases.
- 4.3 Changes in the way we are working are delivering strong performance and give the opportunity to address future challenges and delivering the objectives within our Sustainable Community Strategy.
- 4.4 A new Taxi Driver forum has been set up to enable consultation and a new approach to dealing with licensing of hackney carriages.

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

- 5.1 Service measures have been reviewed to reflect the way we are working in the new service and the measures which will provide a meaningful picture of the service's performance.
- 5.2 We have proposed changes to the way we operate in relation to Licensing matters, in particular Taxi Licensing.
- 5.3 We have plans to scan all paper documents in Licensing to enable electronic access and more flexible working. This will also bring this part of the service in line with the rest of the service.
- 5.4 We have been trialling new technology to facilitate quicker and more efficient customer service. Further investigation of the opportunities is planned.

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.

Project	Progress	Original milestones	Revised milestones
Projects from former Environmental Services department			
Environmental Services – Systems Thinking Intervention	Implementation from 1 st October as planned. One new member of staff to join department from 4 th Nov	Restructure to be agreed by Committee June 2013. Implementation from 1 st October	Completed
Climate Change Strategic Approach/Renewable energy. Integration of new Sustainability Officer post	The appointed officer left the council within 6 months of the 12 month contract. A new 2 yr contract was agreed and a new Sustainability Officer took up her position in April 2014	Appoint new Sustainability Officer April 2013. Complete review of strategy and report to February 2014 Executive.	A report will now be made to Executive later this year.
Improvement of Oakley Wood Crematorium commencement of works	Improvements to the Lodge to form new office accommodation have now been completed and the opening is expected in June 2014. Works to commence on South Chapel Waiting Room Planning permission has been obtained for the final car park layout and North Chapel extension.	Commence construction of car park and improvements to offices by March 2013. Completion of North Chapel extension and South Chapel waiting room by March 2015	Completion of whole project March 2015
Integration with	New Health & Wellbeing	Appointment of Health	The work will

the new Public Health agenda.	Lead Officer role in place. Health Scrutiny Sub-Committee in place. Regular liaison with partners in Public Health	& Wellbeing Lead Officer by 1 st Oct 2013.	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 and adverse weather for ground works. Now completed.	Works to be completed in July 2013.	Completed
Projects from Former Community Protection			
Mitigating Flooding to parts of Cubbington.	Project on target for completion.	Planning Permission July 12 On Site August 2013 Finish July 2014	Completion July 2014
Licensing fees raised to allow full cost recovery.	Fees & Charges set for next financial year. This was achieved.		New Government guidance will necessitate a new look at the ways the fees are set. To be completed by Jan 2015
Potential of Fee income from the EA Maintenance Contract for next 4 years. (2013/7) (£65K/yr)	Tender submitted but did not win. 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 has necessitated a thorough review and updating of the plan. This carried out for the 2014/15 Service Area Plan.

Customer Measures – those important to the people/organisations who use our services															
Note : these measures should be used on a daily, weekly or monthly basis to identify the impact of interventions in the system and to plan future interventions. Interventions may be very small adjustments to resources, or may involve transformational change															
Customer Measures	2012/13 Actual		04	05	06	07	08	09	10	11	12	01	02	03	2013/14 Projected
To increase the success of 1 st intervention in reducing ASB for all individuals other than local authority tenants, members of their household or visitors to their property.	83%		-	-	-	-	-	-			88%			95%	
To reduce the No of ASB incidents across the District	4905		307	400	488	510	555	399	403	311	308	346	292	386	4795
To reduce the No of violent crimes across the District	1399		118	139	126	125	115	117	129	98	93	104	121	106	1377
To increase the No of arrests from CCTV incident information	471		37	38	43	39	52	47	30	47	44	32	31	41	481

To increase the No of crime incidents observed by CCTV Control Room	11196		1191	1074	1174	1176	1445	1177	1319	1299	1223	1045	1031	1249	14403
% of joint police/WDC licensed premises inspections undertaken 12 weekly have compliance with their license conditions.	55%													No Data	
% of Parish & Town Councils in Warwick District who have engaged the Community in civil emergencies procedures.	72%										78%				78%
% of WDC Service Areas who have an up to date service area Crisis Plan.	85%										78%				78%
Operational Measures – other (non customer) measures essential to ensure that “purpose” can be achieved. Note: <u>this section will not be used by most service areas</u> as their Customer Measures are expected to be sufficient. However, there may be cases where an operational measure is required to ensure the smooth running of a service area.															
			Months of 2012/13												
Operational Measures	2012/13 Actual		04	05	06	07	08	09	10	11	12	01	02	03	2013/14 Projected
% of all licensing applications processed in compliance with legislation within 8 weeks of receipt.	100%													100%	
All hackney carriage taxis in the District meet DDA requirements by March 2013	60%													-	
Aim to provide an additional taxi rank across the District by March 2014.	1													0	
Ensure all licensed hackney carriage and private hire vehicles over 5 years old have two inspections per year by April 2012	100%													100%	

June 2014

APPENDIX E

% of all watercourse screens are maintained 4 weekly.	100%													100%	
% of residents making private drainage enquires are responded to within the next working day	100%													100%	
Number of enforcement notices served per annum for private drainage nuisance.	nil													Nil	
% District Council compliance with the essential elements of the Civil Contingencies expectations & indicators guide of good practice.	80%													85%	

Name of Service / Portfolio – Environmental Services – SERVICE AREA PLAN 2013/14												
Customer Measures – those important to the people/organisations who use our services Note : these measures should be used on a daily, weekly or monthly basis to identify the impact of interventions in the system and to plan future interventions. Interventions may be very small adjustments to resources, or may involve transformational change												
	04	05	06	07	08	09	10	11	12	01	02	03
Average time taken to resolve noise nuisance service requests	52.8	57.0	48.8	34.5	47.3	60.7	56.2	58.6	52.2	63.3	51.7	42.4
Average time taken to resolve non noise nuisance Environmental Protection service requests	15.6	21.4	16.3	17.5	21.4	16.5	18.1	23.2	19.6	17.4	17.2	16.5
Average time taken to resolve FOSH service requests	8.4	6.6	14.2	24.3	6.0	12.5	6.1	18.0	20.1	45.7	19.8	28.2
% Food businesses with '5' score in Food Hygiene Rating Scheme	45	65.1	64.7	64.5	67.1	64.3	67.1	66.0	66.6	67.9	67.4	67.6
% Food businesses which are 'broadly compliant'	91.5	91.3	89.9	89.6	93.0	92.3	91.4	90.9	90.3	92.4	92.3	92.0
Number of adverse comments received in response to service delivery and surveys in FOSH	0	0	0	0	0	0	0	0	0	0	0	0
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	04	05	06	07	08	09	10	11	12	01	02	03
% Requests for Service received by Environmental Health responded to within target time	87.7	87.7	84.5	83.8	84.3	82.5	86.2	80.7	76.3	89.5	77.4	82.0
% Requests for service received by Environmental Health completed within target	80.7	66.7	70.8	71.2	74.4	69.9	70.2	79.6	80.9	95.2	78.6	75.4

time												
Number of Healthy Eating Awards issued	4	0	2	0	1	3	6	2	3	3	1	6
Number of cremations	187	167	163	177	145	140	162	147	142	196	146	152
Number of burials	23	30	22	19	30	15	29	28	21	22	20	25
Number of risk inspections carried out on memorials	21	23	15	25	16	22	39	18	33	11	16	9
Number of Woodland Burials	0	0	0	1	0	1	0	0	1	0	0	0