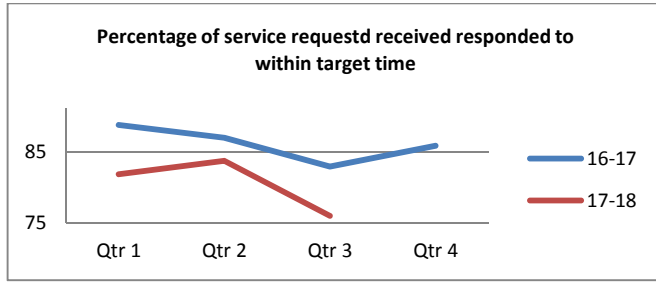


HEALTH & COMMUNITY PROTECTION
PORTFOLIO HOLDER STATEMENT
END OF YEAR REVIEW 2017-18

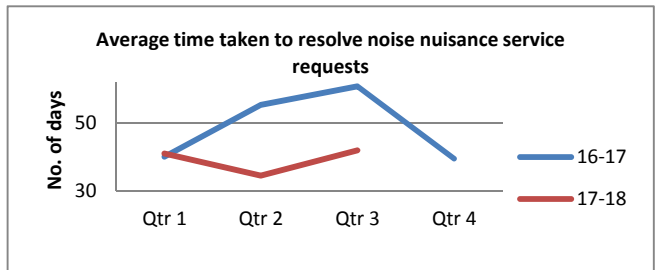
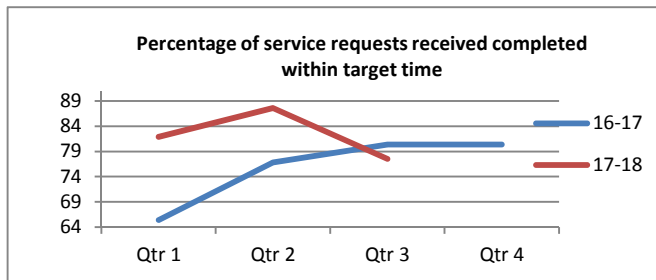
Performance

1. What do the Customer and Operational Measures in the Service Plan tell you about the performance of the service during 2017/18?



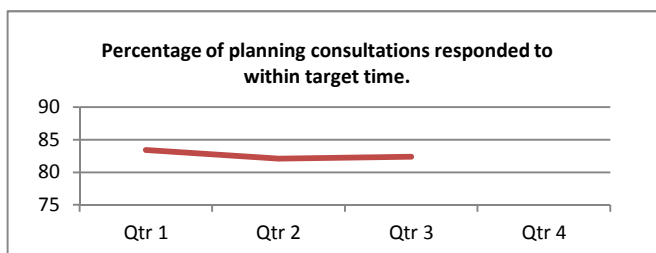
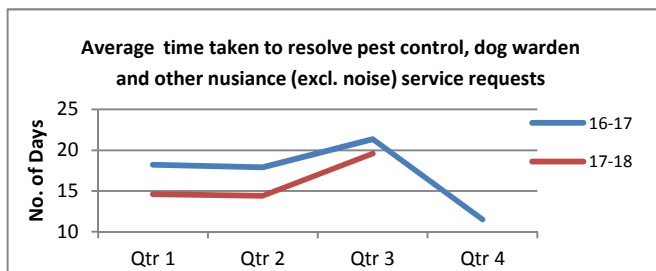
Customer service remains strong in the response to service requests received despite the decrease in performance measures in quarter three below our performance target of by 4% and 2.5% respectively.

Resolution of service requests to date in 2017-18, is taking longer than in 2016-17, as there have been a number of complex cases investigated this year. This is in addition to the continuing increased workload as statutory consultees on planning applications and staff vacancies.



In 2016-17 officers conducted historical database cleansing exercises which affected the results.

The work load associated with planning applications and staff vacancies has had a direct impact on the resolution of noise complaints and other nuisance works.

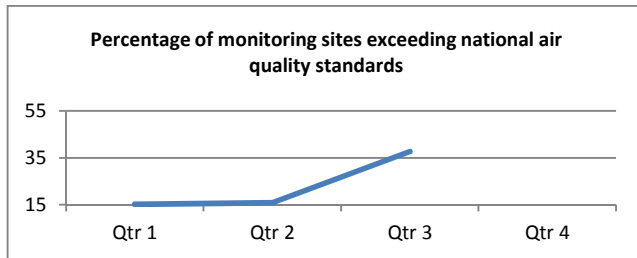
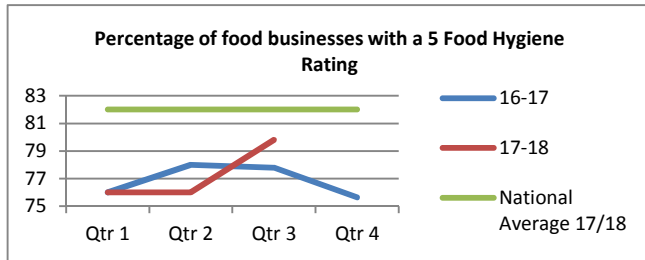
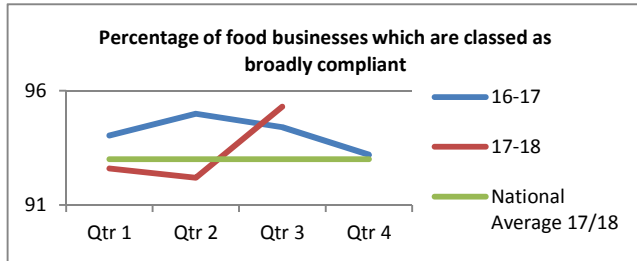


The performance measure was altered from the previous year and therefore is not directly comparable. The service area has been reviewing the procedures for responding to these consultations in light of the increasing number of requests being received.

Officers have maintained the response levels

required to ensure that planning applications are responded to. However, this has impacted upon other service measures.

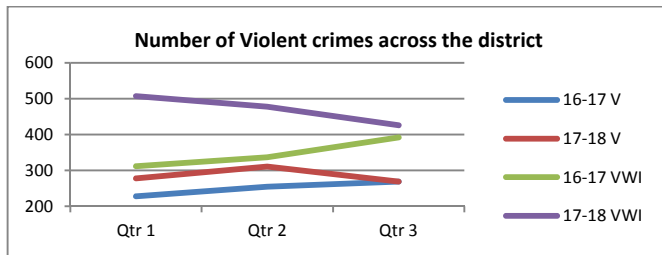
The percentage of food businesses which are classed as 'broadly compliant' (scoring 3, 4 or 5 food hygiene rating) and those who score a 5 on the Food Hygiene Rating Scheme remains high at over 90%.



Please note that the data is unverified. The data is verified nationally at the end of the financial year.

HCP changed the performance measure to give a more accurate representation of the air quality picture, in terms of nitrogen dioxide monitoring. As a result the 2017/18 results cannot be compared with those of 2016/17.

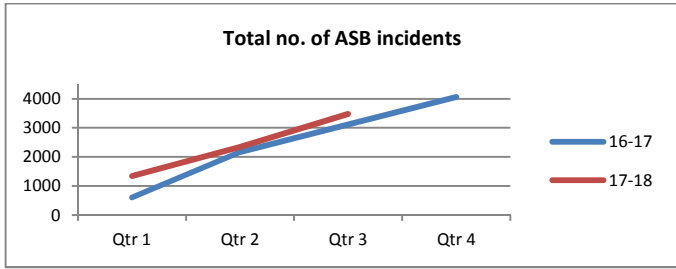
As is usually observed in the third quarter of the year there has been an increase in monitoring sites exceeding NO2 monitoring levels.



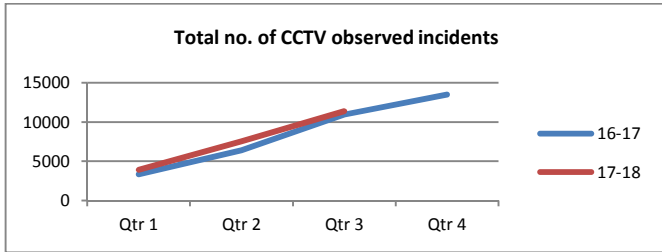
Warwick District has seen increases in the recorded data across all crime types, with the exception of criminal damage. These increases are ones that are being seen across the county, and reflect the new recording arrangements which capture more crime reporting. We monitor Violence (V) and Violence without injury (VWI) statistics. It is important to note that in 2017 VWI category was adjusted to include malicious communications, including on social media.

We remain confident that actual violence levels have not risen.

We had hoped that levels would begin to fall after the baseline year had ended but levels continue to rise as Police work towards a 95% compliance against the new recording standard.

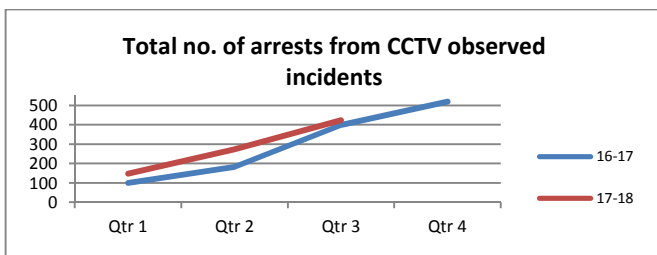


ASB incidents are up 11.6% within the district. However, our measures of success at first intervention and in reducing the risk of harm are both at 97%, which is well above our target of 80%.



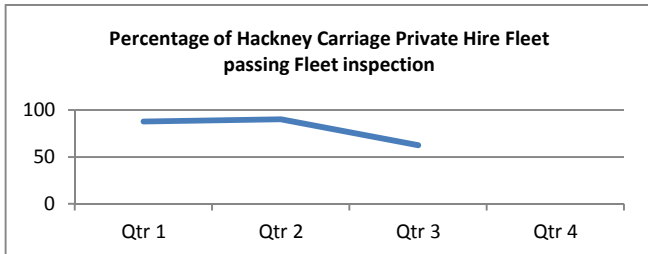
The number of observed incidents by CCTV is increasing in accordance with the performance measure.

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



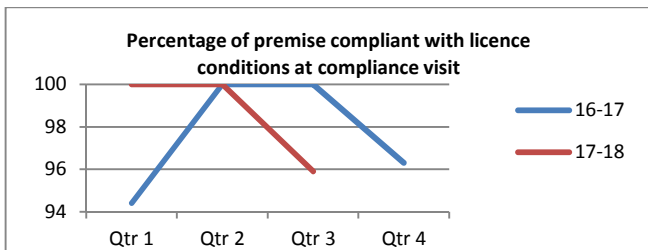
Whilst not under the control of the CCTV service, this measure demonstrates an increase in the level of successful arrests made which were initiated following the observation of an incident by CCTV.

The number of arrests from the quality of evidence being provided by CCTV is increasing and officers were recently complimented by the judge in a drink driver case for the quality of evidence provided.

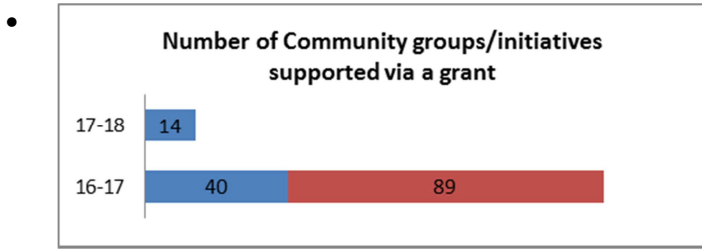


The performance measure for passing fleet inspection was changed in 2017/18, and therefore is not comparable to 2016/17.

However, when the scheme started in Qtr. 3 of 2014/15, only 60% of the fleet passed the fleet inspection. In quarter three of 2017/18 there has been a decrease in vehicles passing a fleet inspection. However, the vehicles were called for inspection as we became aware of their poor levels of compliance.

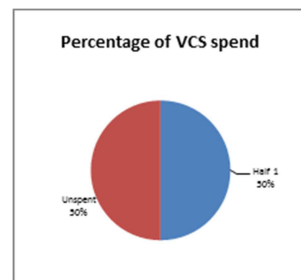
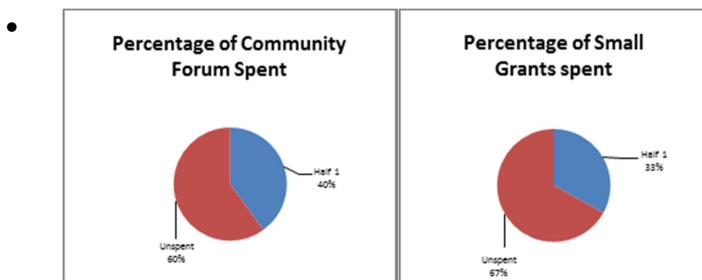


There remains a high level of compliance within the district to licence conditions.



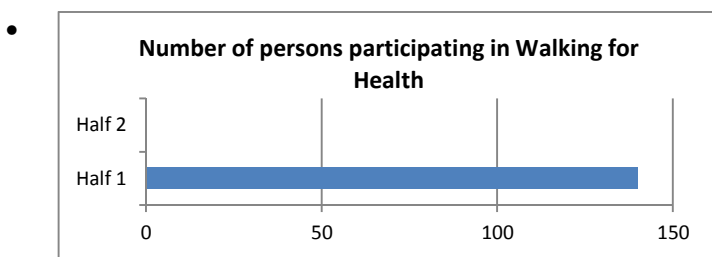
The performance measure is recorded in half years, in line with community forum arrangements. There is a reduction in the number of community groups supported in the first half of 17/18. We expect to see a greater number supported in the second half of the year in accordance with previous trends.

The second half of the year figure is unavailable at the time of writing.



These measures are reported in half years. The blue sections show the percentage spent and red unspent.

The second half of the year's figure is unavailable at the time of writing.



This is a new performance measure for 2017/18. This demonstrates the council's involvement in the programme which promotes physical activity for mental health benefits and physical benefits. The measure reports in half years and therefore the second half of the year figure is unavailable.

- We also have a performance measure which monitors the training of persons as Dementia Friends. However, a free online training package has been launched which has superseded the need for site based training. That said, through the Disability Awareness training programme (which is part of Private Hire Hackney Carriage Drivers licences), 25 applicants have been trained Dementia Friends since 1st April 2017.

2. What actions do you intend to take based on the measures?

- Officers have been conducting an exercise to evaluate the potential change in workloads due to the impact of the growth of the district, and the increasing demand being placed upon the service of commenting on planning applications. This aspect has led to a new approach to planning application handling and a bid for a proportion of the increased planning fees spend in order to increase capacity of the team by 1FTE (*to be reported to March Employment Committees*)
- The service requests response and conclusion time dropped below the target performance level by 4% and 2.5% respectively. The vacancies being carried in the team have been filled in Q4 and therefore a difference should be identifiable in the Q4 figures. This will be further assisted by the business case above.

- To maintain our service delivery, and high levels of food safety assurance, we continue to look for opportunities to use new technology. We have launched 'Total mobile' for use in food safety inspections, which currently allows some paperwork to be conducted digitally on site, and we are continuing to look at enabling service delivery by electronic means, particularly in relation to licensing.
 - The Council is making progress towards improving air quality within the district, against the actions which are within the Council's control, and continues to work in partnership with Air Quality Alliance in Warwickshire to deliver those which are not.
 - We will be continuing to promote the good work of the CCTV service, and looking at opportunities where we can provide the service for others.
 - Following the annual South Warwickshire Community Safety Partnership Strategic Assessment of the crime and disorder figures for the area. A change in approach has been suggested to the priorities identified for the south Warwickshire area.
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 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 has implemented a new structure which has improved the resilience, succession planning and service delivery. We continue to monitor and assess the growth of the district in order to project demand impacts.
 - We are seeking to create a further post within the service to accommodate this growing area of work. It is anticipated that this will be funded through the proposed government increase in planning fees.
 - Crime is changing and we still do not fully understand the changes. Recorded crime levels have continued to rise, and there has been a subsequent fall in public confidence, although victim satisfaction has increased. We are working with the police to determine the causes so that we can ensure that the correct measures are put in place to address them. We recognise that that Police have fewer human resources, and this, it could be suggested, correlates with crime statistics.
 - The priority areas for the South Warwickshire Community Safety partnership have been assessed and refocus for the year ahead to address the rise those new priority and trigger factors.

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 is currently carrying two vacancies. One of these is under active recruitment.
 - We have implemented mitigation measures to fill the gap as the Service Team Leader post has proved hard to fill.
 - We will continue to review procedures and processes to ensure that they are efficient and effective, making the best use of the available staff resources.

- We have been undertaking workforce planning activities as part of the workforce planning steering group to ensure that we have a robust plan in place to meet the future challenges.

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.
 - Due to the number of vacancies that have been experienced within the service, within the first half of the year there has been an unanticipated salary savings made.
 - The Community Partnership Team has reviewed how the voluntary and community sector budget is spent in order to deliver the required £50,000 savings in 2018-19, whilst continuing to support the community efficiently and effectively.
 - There has been an increase in legal activities in which the service is participating this year, including a Fatal Accident which the service has been responsible for investigating, and a number of committee decisions and notices which have been appealed. The appealed committee decisions and notices have not been upheld, and therefore council has been awarded contributions towards our costs.

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, for the second time, Purple Flag for Royal Leamington Spa in September 2017, 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 deliver them.
 - The Council achieved the Workplace Wellbeing Charter in 2016. In order to demonstrate the Council's commitment to staff wellbeing the objectives of the scheme have been included in the Council's People Strategy.
 - Officers reviewed the delivery of the health and wellbeing arrangements by the authority, in order to improve how effective the council can be in this area. Officers have been delivering the actions identified.
 - Officers have also reviewed the delivery of sustainability arrangements by the authority, in order to improve how effective the council can be in this area. Officers have been delivering the actions identified.
 - The Health & Safety Coordinator continued to delivering Institute of Occupational Safety and Health Managing Safely and Working Safely training to managers and staff, to ensure our compliance with health & safety obligations as an employer.
 - We have reviewed the Council's approach to sustainability this year, which has included the formation of an officer steering group to help the delivery of the revised approach.
 - The Health and Safety Team has investigated a fatal workplace accident. This was a very resource intensive investigation which was managed so that the impact

upon the delivery of the planned Health and Safety and Food Safety programmes was minimised.

- The digital field solution, which HCP has been developing for two years, has been launched, allowing officers to complete more of the back office administration functions in the field. We will be continuing to develop this solution to allow more of the officers work to be completed in the field.
- With the increase in planning applications and planning related activities, officers have been reviewing the way in which they deliver their duties to ensure that it makes best use of officer skills and resources, in addition to operating in an efficient and effective manner. This is an important work programme as there is a further predicted significant workload associated with HS2 and the forthcoming large developments in the district.
- HCP has been undertaking forecasting exercises to ensure that the service is positioned correctly for the future demands, and to take advantage of future opportunities.
- We have completed a review of the service business continuity arrangements.
- The Licensing Team have worked with stakeholders to implement changes to our policies and procedures, as required by the commencement of sections 165 and 167 of the Equality Act 2010 in April of this year.
- The review of VCS spending was completed and the required savings identified.

7. Highlight any significant changes or new work streams/projects expected during the year.

- We tendered for, and appointed, a company to conduct the second stage of the feasibility study into district heating network systems, in two identified areas. This study will seek understand and identify what technology/equipment would be needed to deliver in the identified areas, and provide economic data to allow assessment of the options put forward.
- 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 has been working across the council to help improve lone working procedures for the whole council.
- The Commissioned Voluntary Sector Contracts continue to be delivered successfully, and are on target to be re-procured for July 2018.
- We are in the process of reviewing the Council's Major Emergency Plan and the associated standard operating procedures. As part of this work programme we will be delivering various training activities to persons both named in the plan, and councillors.
- The Corporate Health and Safety Co-ordinator has been supporting colleagues in Housing to deliver the actions implemented as a result of the Grenfell Tower Incident.