

Service Area Plan 2016/17**Part 1 - Service Information/links to policy****Part 2 - Managing Service Delivery****Part 3 - Managing and Improving People****Part 4 - Budget****Part 5 - Managing Planned Changes/Projects**

Service Area :	Health & Community Protection
Service Area Manager:	Marianne Rolfe
Deputy Chief Executive:	Andy Jones
Portfolio Holder(s):	Moira-Ann Grainger

1 Purpose of the Services Provided

Purpose – To protect individuals and the community from harm, improving their health & wellbeing and the quality of the environment.

I want protection from practices, nuisance, infection and pollution which could have an adverse effect; and support for the disadvantaged in the community towards improving health & wellbeing. This includes:-

- Effective and fast response to environmental health, nuisance, animal welfare and public protection issues.
- Effective use of regulatory and licensing controls to ensure business practices are appropriate and comply with legislation and guidance
- To provide high quality services which support sustainable development, mitigate flood risk, maintains safety & security in the public domain and delivers effective solutions to meet the customer's needs.
- Support for local community and voluntary sector engagement, in particular for the most disadvantaged communities.
- Making my neighbourhood feel safer.
- In the event of Civil Emergencies, a quick and co-ordinated incident response with recovery, help & assistance to the community, whilst still being able to access Council services.
- Prompt and professional advice for businesses on legislative issues related to food safety, health & safety and environmental emissions; and to individuals across a wide range issues affecting health & wellbeing
- A dog warden service providing effective control over stray dogs and dog fouling
- A pest control service providing prompt and effective response to pest infestations having a public health significance, at low or no cost to those on low income

1.1 Linkages to Sustainable Community Strategy

	Direct	Indirect
Housing	<p>Health & Wellbeing Lead Officer working with staff with regard to 'making every contact count' and other H&W issues.</p> <p>Joint working on Priority Families county-wide programme and Anti-social behaviour issues.</p>	<p>Some overlap through Health, Safer Communities and Sustainability agendas. Determining where best to put new housing outside of flood risk areas.</p> <p>Designing out crime from new developments</p>
Prosperity	<p>Regulatory Services work directly with local businesses providing advice and guidance.</p> <p>Seeking Purple Flag accreditation to support the evening economy</p> <p>Heads of Service Group working with LEP towards 'Better Business for All' agenda.</p>	<p>Encouraging greater use and diversity of our town centres attractions in a safer environment through the tackling of the issues below in the Safer Communities section.</p>
Safer Communities	<p>Lead responsibility for this priority.</p> <p>Licensing and enforcement of premises and taxis. ASB interventions Resilience to ensure safe & secure Events programme of WDC and third party events across the District.</p> <p>Community Safety multi agency partnership initiatives to deliver the priorities of the South Warwickshire Community Safety Partnership, namely;</p> <p>Individuals, parents, householders, vehicle owners and business owners to take greater responsibility. The Community Safety Partnership will work with the voluntary sector and Neighbourhood Watch to reduce the opportunity</p>	

	<p>for crime and disorder.</p> <p>To mitigate against malicious disruption to Crowded places in the Districts Towns with our multi-agency partners</p>	
Health and Well Being	<p>Lead responsibility for this priority.</p> <p>Much of the work of the department has a direct link to health & wellbeing. There are strong links with the new Health agenda</p> <p>Mitigating flooding to property in flood risk areas. Quick and co-ordinated response with remedies to any Civil Emergency incident and recovery help & assistance.</p> <p>To promote greater responsibility including a good neighbour guide and Going Out & Staying Safe.</p>	
Sustainability	<p>Lead responsibility across the Council for this priority.</p> <p>Public Confidence Agenda</p> <p>Promoting Parish Emergency Planning</p> <p>Civil Contingency and Flood Management work</p>	<p>Ensure new developments adopt sustainable urban drainage techniques</p> <p>The design & construction new Council projects where they add value and meet invest to save criteria.</p>
Involving Communities	<p>Community Partnership Team (CPT) works with voluntary and community sector, managing grants and funding for voluntary and community sector.</p> <p>Support for Community Forums.</p>	General service delivery
Narrowing the Gaps	<p>Particularly in relation to the health & wellbeing agenda and health inequalities.</p> <p>The work of the CPT on Financial Inclusion</p>	
Supporting Families	<p>Particularly in relation to the health & wellbeing agenda and health inequalities.</p>	General service delivery

	The work of the CPT on Financial Inclusion Priority families partnership work	
Rural Issues	The work of the CPT in administering funding and grants towards rural inequality etc. Rural Community Forums	General service delivery

2 Managing Service Delivery

2.1 Service Overview

(NB – Specify main aspects of service delivery during the year)

	Service Being Delivered	Priorities (with Justification)	Service Demand/Service Requests	
Community Partnership Team	Support for Community forums	7 Locality areas Dealing with grant applications and monitoring delivery and spend	4 a year for 5 of these 3 for others	Meetings and administration activities
	Voluntary and Community sector funding support	Monitoring VCS main funded contracts		
	Small grants	Dealing with XX grant applications Monitoring delivery of projects		
	Community Development Work	Two CDWs in the community. Working out of 4 community hubs Support for corporate projects eg Lillington regeneration		
Environmental	Civil Contingencies	Work to support statutory local authority duties as Category		

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Sustainability Section	1 responder.		
	Review and testing of Emergency Plan and Business Continuity Plans	-	Annual Review
	Representing the Council at Warwickshire LRF Tactical Group and chairing the LRF Communications Sub-Group	-	Monthly meetings
Engineering	Review of planning applications to assess flooding impact	-	
	Land drainage complaint investigation and enforcement	-	
	Civil engineering support for Council projects	-	
	Flood mitigation work. Working on major schemes.	-	Liaison with EA to produce a scheme for St Johns Brook
	Management of pumping stations and trash screen clearance	-	Monthly
Corporate Health & Safety	Programme of H&S Audits within the year	10	Internal audits of services or processes
	Review and ongoing updating of H&S policy and procedures	-	
	Accident investigations reports		Numbers of incidents reported
	Monitoring, review and reporting on management systems	-	
	Training and induction	30	Number of training sessions delivered
Sustainability	Roll out of strategic plan actions	-	
	Heat Network Mapping project		Project plan timetable
	Energy Efficiency identification of projects and schemes	-	
	Investigation of options for renewable energy projects	-	
	Working with Planning to review climate change and sustainability policy	-	
Environmental Protection	Advice to Planning on Environmental Protection issues	-	
	Expert noise input on HS2	-	As required

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		Contaminated Land advice and monitoring	20	Requests for detained site information
		Investigation of complaints relating to commercial and industrial premises	200 80	Noise Air/smoke
		Monitoring of air quality – Operation of monitoring stations and equipment, preparation of reports as required by legislation.	60 (approx.) 3	Diffusion tubes Monitoring sites
		Advice to Licensing as a 'responsible authority' (public nuisance)	-	
Regulatory Section	Food Safety	Food business inspection programme as part of FSA agreed work plan	639 400 50 197	Planned inspections Revisit FHRS rescore requests Non planned inspections
		Investigation of food complaints	15	Food complaints etc
		Food Safety advice, enquiries, registrations, hygiene complaints etc	484	Total number not accounted for in other categories
		Response to imported food notifications	50	
	Health & Safety Enforcement	Interventions (visits for a variety of reasons)	100	Interventions
		Complaints and enquiries	172	
		Accident reports	100	
	Licensing	Dealing with licensed Premises (Application, Variations, meetings and inspections)	650	
		Dealing with Taxi Licenses	473 397+ 66	Driver licences Vehicle licences Operators (Private hire and Hackney combined)
		Dealing with complaints and enquiries	300	
		Personal treatment registrations	20	
		Temporary Event Notices	500	Applications
Safer Communities Section		CCTV	13,000 (approx.) 350	Incidents observed Arrests due to CCTV

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			support
	Crime & Disorder - Includes support of Community Safety Partnership, Operational Group with support for action plan in reducing violent crime. Organise 4 x Operational Your Town, Your Choice events in July, September, December and March. Tender for the weekend Street Marshal Service (September) and carrying out Domestic Homicide Reviews.	-	
	Dog Warden Service	160 165 160	Stray Dogs Dog Fouling Others
	Domestic Noise	480	
	General Nuisance/Accumulations	150	
	Lead agency in tackling Anti-Social Behaviour reducing incidents, reducing the risk of 80% of high risk cases and producing new policy following legislation.	100 140	Perpetrator cases with warning letters sent. Victim profiles created.
	Dealing with planning applications	100	
	Support for Community Safety Partnerships	-	Attendance at meetings, preparation of data and reports etc
	Licensing Policy – Amendments and updating of policy areas		Purple Flag Accreditation Gambling Act review SEV
	Permitting of polluting businesses (EPA Part 1)	37	Number of permits currently
	Pest Control Service	1,365	enquiries and requests for treatment
	Public Health Funerals	10	Tender for public health funerals (September)

2.2 Measures

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

	Qrt 1	2	3	4
Average time taken to resolve noise nuisance service requests				
Average time taken to resolve pest control, dog warden and nuisance (excl. noise) service requests				
% Food businesses with '5' score in Food Hygiene Rating Scheme				
% Food businesses which are 'broadly compliant'				
Reduce the risk of 80% of all ASB victims assessed as high				
To reduce the number of violent crimes across the District				
Number of actions delivered in support of the Council's strategic approach to sustainability & climate change.				
Percentage of monitoring sites exceeding national air quality standards (measured quarterly).				
Percentage of Planning consultation requests responded to within target time.				
Number of initial inspections undertaken of hackney carriage private hire fleet per quarter (Target 40)				
% premises compliant with their license at compliance visit				
Overall % of Community Forum spent				
Overall % of Small grants spent (2 rounds per annum)				
Number of community groups in receipt of grant				
% of VCS spend (6 monthly)				
Number of community initiatives supported				
% of Community Forum priorities delivered				

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.				
	Qrt 1	2	3	4
% Requests for Service received responded to within target time				
% Requests for service received completed within target time				
To increase the No of arrests from CCTV incident information				
To increase the No of crime incidents observed by CCTV Control Room				
% actions within the Financial Inclusion Partnership completed on track				
% actions within the HIWEB action plan on track				

2.3 Managing Risk

Risk	Planned Actions during year	Comments
Budget	<ul style="list-style-type: none"> Regular budget monitoring Delivering service within budget further savings 	
Procurement	<ul style="list-style-type: none"> Attendance of key officers at in-house training 	
Contract Management	<ul style="list-style-type: none"> No Contracts for renewal during the year Deliver H&S training in relation to contract monitoring 	

Audits	<ul style="list-style-type: none"> • Internal audit of Climate Change • Internal audit of Food Safety • Internal audit of Crime & Disorder • Internal audit of CCTV Service • Internal audit of Corporate H&S • Intra-Authority audit of Food Safety • Peer Review of Health & Safety • British Standard 7958 Management & Operation of Closed Circuit Television 	
Risk Register	<ul style="list-style-type: none"> • Regular review at management meetings 	
Service Assurance	<ul style="list-style-type: none"> • Actions arising out of Annual SA document include: - • Amendment of customer measures • Refresher training in procurement and finance procedures, where appropriate • Review of Community Partnership Team following WCC funding changes • Update of Business Continuity Plan 	
Corporate Health & Safety	<ul style="list-style-type: none"> • H&S audit programme • Training schedule • Satisfactory completion of Corporate Compliance Group actions. 	

Part 3 – Managing and Improving People

3.1 Staff Resource

There are currently 47.4 FTE posts in the department.

3.2 Workforce Planning

Category	Sponsor	Activity	Budget Impact	Impact on other Service Areas	Milestones
1. Succession Planning (E.g. planning for leavers)	Marianne Rolfe	Developing new post holders			
	Marianne Rolfe	Review of any vacant posts			1 st September 2016
2. Skills, Training, Competency Needs	Marianne Rolfe	Ongoing CPD requirements for professional and technical staff.	Within budget	In liaison with H/R	March 2017
	Regulatory Manager	Competency training to meet Food Standards Agency requirements & HSE requirements	Within budget	N/A	Ongoing
	Marianne Rolfe	Meeting development needs of new postholders			
	Marianne Rolfe/Ian Carden	Organising Corporate H&S training	Within budget	In liaison with H/R and other service areas	March 2017

3. Service Changes –					
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Part 4 BUDGET – Main budgetary pressures and changes

Activity	Budgetary Impact	2016/17	2017/18	2018/19
Review of Community Forums and Forum Grants	Within self-financing Licensing budget	-	-	-
Delivery of Sustainability projects	Heat Network Mapping. Budget already in place.	£15,000 - £20,000	-	-

Part 5 – Managing Planned Changes, Major Workstreams and Projects

Change/Project	Sponsor/Lead Officer	Budget Impact	Impact on other Services	Milestones	Date
St John's Warwick – Flood mitigation project	Environmental Sustainability Manager	Not known	Finance Neighbourhood	Response to decision by Environment Agency	TBC
Review of Community Partnership Team linked to review of Community Forums	Marianne Rolfe & Andrew Jones	Not Known			Sept 2016
Purple Flag Accreditation	Jayne Bailey	None	Development Services	Submission of application	March 2017

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Civil Contingencies – Programme of training and exercises to be delivered to staff and members	Sam Collins/Environmental Sustainability Manager	Within budget	Corporate		March 2017
Health & Wellbeing <ul style="list-style-type: none"> Wellbeing Charter accreditation progress Walking for health scheme for staff 	Rob Chapleo	Not known	Cross-cutting		June 2016
Sustainability policy project <ul style="list-style-type: none"> Heat network mapping studies Roll-out of use of E-vehicles 	Environmental Sustainability Manager/ Susan Smith	Agreed in budgets	Cross-cutting work. Need for regular updates to SMT	Heat Network – Business case Implementation of E-Vehicles project	March 2017
Re-acting to budgetary pressures following corporate decisions	Marianne Rolfe	Not known	Unknown	Unknown	March 2017
Total mobile/scanning	Regulatory Manager	Within existing budget	Within existing budget		March 2017
Contribution to Lillington regeneration project.	Marianne Rolfe/CPT	Within existing budget	Corporate project	Unknown	
Contribution to major corporate projects – eg Relocation	Marianne Rolfe	Not Known	Corporate project	Unknown	