

Environmental Services - Service Plan 2014-15

Introduction

This Service Plan for 2014/15 sets out how Environmental Services will deliver the Council's key priorities and the outcomes that it intends to achieve.

The Council's vision is "**Working with our communities to sustain a thriving District**". This Service plan shows how Environmental Services contributes to that vision.

Environmental Services Teams

Head of Environmental Services

Environmental Protection

- Private Sector Housing
- Disabled Facilities Grants
- Energy Efficiency
- Environmental Protection
- Contaminated Land
- Nuisance Investigation
- Unauthorised Encampments
- Air Quality
- Empty Homes Project
- Public Health Burials

Health Protection

- Food Safety
- Health and Safety - External
- Infectious Disease Control
- Commercial Pollution
- Health Promotion
- Licensing Enforcement
- County Licensing Administration
- Corporate Health and Safety
- Emergency Planning
- Business Continuity

Waste Services

- Waste Collection
- Recycling
- Waste Education
- Abandoned Vehicles
- Street Cleansing
- Dog Warden Services
- Pest Control
- Environmental Crime Enforcement

	POLICY AND PERFORMANCE	FINANCE	RISK	HUMAN RESOURCES	ENVIRONMENTAL SERVICES				
April	Input Q4 data on to P+	HOS meet with Accountant Q4		Risk management updates on P+	Annual PDR				Garden Waste Service promotion / Spring Clean Campaign
May	Q4 Performance Clinics					9th - Regulation (5+1 training)	20-24th - Noise action week	Business newsletter	
June							Food safety week		Zero Contamination Campaign / Green dog Club promotions
July	Input Q1 data on to P+	HOS meet with Accountant Q1		Risk management updates on P+		16th - Environmental Protection (5+1 training)			
August	Q1 Performance Clinics								
September						26th - Food Safety and FSA update (5+1 training)			Garden waste service promotion
October	Input Q2 data on to P+	Service Planning Refresh	HOS meet with Accountant Q2	Service Area MTFS & Budget Refresh	Risk management updates on P+				
November	Q2 Performance Clinics					7th - Housing (5+1 training)	Business newsletter	Empty Property Week	
December			Draft MTFS published			26th - Health and Safety (5+1 training)		Licence week?	Christmas Collections
January	Input Q3 data on to P+	Internal Staff Satisfaction Survey	HOS meet with Accountant Q3	Service Area Budget Setting	Risk management updates on P+				Zero Contamination Campaign / Green dog Club promotions
February	Q3 Performance Clinics		MTFS & Budget Agreed by Council						
March		Service Plans finalised				13th - Public Health (5+1 training)			

Environmental Services - Looking Back

Areas of Achievement

<p>Councillors and staff with the right knowledge, skills and behaviours</p> <p>Diane Baish passed her Environmental Health Exams whilst working within roles in Environmental Services - Health Protection</p> <p>Hosted two County Licensing Seminars - Health Protection (linked to TENENV25)</p> <p>Better Business - Softer Skills Development - Health Protection (Linked to TENENV182)</p>	<p style="text-align: center;">Safe</p> <p>Introduced a Penalty Point System for Taxi Drivers - Health Protection (Linked to TENENV25)</p> <p>Reviewed the Gambling Act Policy - Health Protection (linked to TENENV25)</p> <p>Continued to roll out the Gas Safety Project - Health Protection (Linked to ENENV76)</p> <p>Rolled out the new E.Coli guidance to caterers - Health Protection (Linked to ENENV79)</p> <p>Enforcement Policies reviewed</p> <p>Scrap Metal Dealers Licensing introduced</p> <p>Taxi Drivers - knowledge test introduced</p> <p>Successful remediation of a former contaminated land at Laundry site from heavy oil spill in Irthlingborough - Environmental Protection</p>	<p style="text-align: center;">Healthy</p> <p>Introduced the UKFSS software - Health Protection (Linked to TENENV51 and Project ENV16)</p> <p style="text-align: center;">High Quality Service Delivery</p> <p>Undertook 'inter authority' E.Coli Audit IAA with Kettering - Health Protection (Linked to ENENV79)</p> <p>Public Health Funerals- service transferred into Environmental Services, new contract procured and success in reclaiming some costs from the estate of the deceased - Environmental Protection</p> <p>Business workshop to help new businesses comply with food safety - Health Protection</p> <p>Combined business newsletter produced to help Council communicate with businesses - Health Protection</p>	<p style="text-align: center;">Prosperous</p> <p>LGA Better Business Pathfinder Council</p> <p>BRDO Better Business Champion Council</p> <p>Empty homes project - 11 properties bought back into use, 56 from the 'top 50' priority list - Environmental Protection</p> <p style="text-align: center;">Effective Partnership Working</p> <p>Envirocrime strategy - Environmental Protection</p> <p>NN Safety & resilience partnership introduced and operational - Environmental Services</p> <p>Introduce a revised software system for the CAU - ICT and Health Protection (Linked to TENENV182 and Project ENV15)</p>
<p style="text-align: center;">Sustainable</p> <p>Best performing Council in the County for waste minimisation</p> <p>Best performing Council in the County for dry recycle collection.</p>			
<p style="text-align: center;">Effective Management</p> <p>Implemented RIPA Changes - Environmental Services (Linked to TENENV25, 38, 66)</p> <p>Implemented Primary Authority Changes - Health Protection (Linked to ENENV76, 79)</p>			

Environmental Services - Looking Forward

Key Work and Projects 2014-15

Safe	Healthy	High Quality Service Delivery	Councillors and staff with the right knowledge, skills and behaviours
Review the Criminal Records Policy for taxi drivers and changes to the process - Health Protection (linked to TENENV25)	Develop engagement in Health and Wellbeing Board through the local forum and County Board - Health Protection	Implementation of the Regulators Compliance Code - Health Protection	Expand/update the licensing training for Councillors - Health Protection
Introduce the boat licensing scheme - Health Protection	Implement the new code of practice for food safety - Health Protection	Complete the procurement of the new Home Improvement Agency arrangements - Environmental Protection	Streetscene assessment work with Members - Waste Services
Review and revise the Pet Shop Licensing Conditions - Health Protection			
Implement the new Caravan Licensing legislation - Health Protection	Sustainable	Effective Management	Knowledge of Customers and Communities
Implement the new Personal Licensing regime (selling alcohol) - Health Protection (linked to TENENV25)	Delivery of the Rushden Living over the shops project - Environmental Protection (Linked to Project ENV20)	Improved Use of Uniform, through a requested audit and support from ICT - Environmental Services/ICT (Linked to TENENV182)	Complete the Housing Stock Condition Survey (Full project) - Environmental Protection and Housing Strategy
	Better Care Fund- Explore partner funding opportunities for DFG's - Environmental Protection	Effective Partnership Working	
	Northants Warm Homes - continue to work in NWH partnership - Environmental Protection (Linked to ENENV23)	Central Administration Unit Growth - Health Protection (Linked to ENENV06 and Project ENV9)	Prosperous
Clean	Strong Community Leadership	Research potential shared services - Head of Environmental Services	Better Business Project - Health Protection (Linked to TENENV182)
Develop the new Commercial Recycling Service - Waste Services (Linked to new team measure)	Enforce Zero Contamination for Recycling - Waste Services (Linked to new team measure)	Expansion of work with Town and Parish Councils - Environmental Services	Council services which provide good value for money
Expand the Garden Waste Service - Waste Services/CCS (Linked to TENI192b)	Develop the Green Dog Club - Waste Services (Linked to Project ENV13)	Explore opportunities for delivery of shared environmental services with BCW - Environmental Services	Expand street cleansing service to private landlords for clearance etc. - Waste Services
			Food Hygiene Training - Health Protection

Environmental Services - Service Area Performance Measures 2014-15

	Corporate outcome	Outcome (Includes priority outcomes from Corporate Plan)	P+ CODE	Measure	Latest available result (date)	Frequency (M/O/Y/A)	2014 / 15 in-year targets (if different to end of year target)								Annual Targets			Rationale for target set	Performance Owner	
							Q1 target	Within tolerance band	Q2 target	Within tolerance band	Q3 target	Within tolerance band	Q4 target	Within tolerance band	2014 / 15	Within tolerance band	2015 / 16			2016/17
Improvements for the community	Good quality of life - clean	ENV15 A cleaner environment	ENENV12U	% of residents panel who consider abandoned or burnt out cars to be a fairly or very big problem	1% (12/13)	A									4%	3% - 5%	4%	4%	Target reflects success of ELVIS scheme in inspecting and removing vehicles reported as abandoned as quickly as possible.	Charlotte Tompkins
			ENENV195a	Levels of litter - % of sampled areas which achieved an acceptable standard	96.81% (YTD 12/13)	4M									97%	92.15% - 100%	97%	97%	This is monitored by a series of on street inspections where officers assess if the condition of the street is at an acceptable standard for litter.	Charlotte Tompkins
			ENENV195b	Levels of detritus - % sampled areas which achieved an acceptable standard	88.57% (YTD 12/13)	4M									93%	88.35% - 97.65%	93%	93%	This is monitored by a series of on street inspections where officers assess if the condition of the street is at an acceptable standard for detritus. N.B Detritus is defined as small, broken down particles of synthetic and natural materials,	Charlotte Tompkins
			BV089U a	% of residents panel who consider litter to be a fairly or very big problem	36% (12/13)	A									25%	23.75% - 26.25%	25%	25%	This measure is designed to capture public perception of the service which may give a different view point to officer inspections.	Charlotte Tompkins
			BV089U b	% of residents panel who consider dog fouling to be a fairly or very big problem	52% (12/13)	A									25%	23.75% - 26.25%	25%	25%	This measure is designed to capture public perception of the service which may give a different view point to officer inspections.	Charlotte Tompkins
			BV089U c	% of residents panel who consider graffiti to be a fairly or very big problem	11% (12/13)	A									25%	23.75% - 26.25%	25%	25%	This measure is designed to capture public perception of the service which may give a different view point to officer inspections.	Charlotte Tompkins
			BV089U d	% of residents panel who are satisfied or better with the litter bins	66% (12/13)	A									81%	76.95- 85.05%	81%	81%	This measure is designed to capture public perception of the service which may give a different view point to officer inspections.	Charlotte Tompkins
			ENENV196bii	% of fly-tip incidents where evidence found giving rise to further investigation.	(new for 14/15) (up to Q1)	Q									10%	9% - 11%	12%	14%	All flytips to be investigated. Many incidents may not provide useable evidence.	Charlotte Tompkins
			ENENV196d	Average time taken to investigate fly-tips	0.87 days (up to Q2 13/14)	Q									2 days	1.5 days - 2.5 days	2 days	2 days	Incidents of fly tipping are recorded and sent to Waste Management team for inspection and investigation prior to the request for	Charlotte Tompkins
			ENENV196c	Average time taken to remove fly-tips	1.51 days (up to Q2 13/14)	Q									1 day	0.5 days to 1.5 days	1 day	1 day	This relates to the time taken from the notification send to contractor	Charlotte Tompkins
	Good quality of life - safe	ENV17 Reduced noise related anti-social behaviour	ENENV09U	% of residents panel who consider noisy neighbours or loud parties to be a fairly or very big problem	10% (10/11)	A								10%	9% - 11%	10%	10%		Jenny Walker	
		ENV19 Safer private sector dwellings	ENENV23	The number of category 1 hazards that have been remedied in private sector dwellings	181 (12/13)	A								200	195-205	200	200	Based on the number of repairs in previous years through grant and or enforcement.	Jenny Walker	
	Good quality of life - prosperous	Cohesive/Supportive regulatory service provided to new and growing businesses	NEW - ALLOCATE CODE	% of businesses that find regulatory service supportive		A								90%	85 - 95%	91%	92%	Targets aspirational knowing some initiatives around this will be introduced this year.	Julia Smith	
	Good quality of life - healthy	ENV02 Good food hygiene	ENENV79	% of food establishments in the area which are broadly compliant with food hygiene law	92.81% (up to Q1 13/14)	Q								92%	86.45%- 95.55%	92%	93%	At the time of preparing the service plan our current figure is 89% therefore 91% aim for 2013/14 is reasonable.	Julia Smith	
		ENV46 Good health and safety at work	ENENV76	% of establishments in the area which are broadly compliant with health and safety law	93.02% (up to Q1 13/14)	Q								94%	90.25%- 99.75%	96%	96%	This target is realistic based on existing premises. The risk rating scheme will be used less for health and safety inspections	Julia Smith	

Environmental Services - Service Area Performance Measures 2014-15

Corporate outcome	Outcome (Includes priority outcomes from Corporate Plan)	P+ CODE	Measure	Latest available result (date)	Frequency (M/O/H/Y/A)	2014 / 15 in-year targets (if different to end of year target)								Annual Targets			Rationale for target set	Performance Owner	
						Q1 target	Within tolerance band	Q2 target	Within tolerance band	Q3 target	Within tolerance band	Q4 target	Within tolerance band	2014 / 15	Within tolerance band	2015 / 16			2016/17
Good quality of life - sustainable	ENV14 Effective management of waste	ENENV191	Total non-recycled waste per household	340 kg (12/13)	A									380kg	342kg - 418kg	380kg	340kg	Targets based on the Northamptonshire Waste Partnership modelling exercise which corresponds to expectations of performance	Charlotte Tompkins
		ENENV193	% household waste sent to landfill	46.12% (up to Q2 12/13)	Q									45%	40.5% - 49.5%	45%	45%	Targets based on the Northamptonshire Waste Partnership modelling exercise which corresponds to expectations of performance	Charlotte Tompkins
	ENV21 Reduce number of long term empty properties	ENENV22	Reduction in the number of long term (Over 12 months) empty properties across the district	65% (12/13)	A									5%	4%-6%	5%	5%	Target set based on the number of empty properties currently and a realistic figure for returning some of them into use. This number	Jenny Walker
Good value for money																			
Effective processes	High quality service delivery	ENV16 High quality pest control service	ENENV67U	% of people using the pest control service that were satisfied or better with the service received	100% (up to Q1 13/14)	Q								95%	85.5% - 100%	95%	95%	As service involves direct contact with public it is important this gets high satisfaction rating.	Charlotte Tompkins
		ENV29 Effective refuse and recycling collection	BV090abU	% of residents panel satisfied or better with refuse and waste recycling	82% (12/13)	A								85%	76.5% - 93.5%	85%	85%	The targets are included as contractual within the new service contract and were agreed with the Procurement Project Board at the	Charlotte Tompkins
		ENV06 Effective licensing administration	ENENV06	% of partners satisfied or better with licensing administration provided by CAU	80% (12/13)	A								100%	90% - 100%	100%	100%	The Unit operates on behalf of 5 LA's and it is important that we are all satisfied by the service provided, therefore the target is set at 100%.	Julia Smith
	Effective partnership working																		
	Strong community leadership																		
Effective management	CM01 Effective Financial Management	ENCM02	% actual expenditure against budget	93.5% (12/13)	Q									94%	90% - 100%	94%	94%		Mike Deacon
	CP06 Effective Business Continuity	ENCP03	% of services brought back into action within target time as a result of business continuity	No result in 2012/13	A									100%	100%	100%	100%		Mike Deacon
How we learn and grow	Knowledge of our customers and communities																		
	Members & staff with the right knowledge, skills & behaviours																		

Environmental Services - Team Performance Measures 2014-15

Corporate outcome	Outcome (Includes priority outcomes from Corporate Plan)	P+ CODE	Measure	Latest available result (date)	Frequency (MO/RY/A)	2014 / 15 in-year targets (if different to end of year target)								Annual Targets				Rationale for target set	Performance Owner			
						Q1 target	Within tolerance band	Q2 target	Within tolerance band	Q3 target	Within tolerance band	Q4 target	Within tolerance band	2014 / 15	Within tolerance band	2015 / 16	2016/17					
Environmental Protection	TENENV01		% of total air quality data capture attained	97.77% (Q2 13/14)	Q											100%	95% - 100%	100.00%	100.00%		Jenny Walker	
	TENENV05a		% of private drinking water supplies sampled which are satisfactory	80% (12/13)	A											95%	95% - 100%	95%	95%		Jenny Walker	
	TENENV07		% of pollution incidents associated with authorised processes	2.40% (12/13)	A											0%	0%	0%	0%		Jenny Walker	
	TENENV08		% Sites (identified as contaminated) that have been remediated	12.6% (12/13)	A											12%	10.8% - 13.2%	12%	12%		Jenny Walker	
	TENENV60		Completion of caravan site license inspections completed in line with risk assessments	100% (12/13)	A											100%	90% - 100%	100%	100%		Jenny Walker	
	TENENV64		% of licensed homes in multiple occupation reported to LA resulting in formal action	0% (12/13)	A											0%	0%	0%	0%		Jenny Walker	
	TENENV80		% of approved DFG apps requiring non technical adaptations completed within 90 days	100% (12/13)	A											100%	90% - 100%	100%	100%		Jenny Walker	
	TENENV81		% approved DFG apps requiring tech input through Care & Repair completed in 12 months	100% (12/13)	A											90%	81%-99%	90%	90%		Jenny Walker	
	TENENV06		Completion of EPR inspections in accordance with risk assessment	100% (12/13)	A											100%	90% - 100%	100	100		Jenny Walker	
	TENENV182		% of businesses satisfied or better with environmental health and licensing services	85.88% (Q 13/14)	Q											87%	78.3% - 95.7%	87%	88%		Julia Smith	
	TENENV25		No. of complaints relating to licensed premises/activities	5 (Up to Q1 13/14)	Q	8	7.2-8.8	8	7.2-8.8	7	6.3-7.7	7	6.3-7.7	30	27 - 33	30	20					Julia Smith
	TENENV36		No. of accidents to ENC office & outside staff	2 (Up to Q1 13/14)	Q	2	1.8-2.2	3	2.7-3.3	2	1.8-2.2	3	2.7-3.3	10	9-11	10	5					Julia Smith
	TENENV37		No. of accidents to contractors	52 (Up to Q1 13/14)	Q	40	36-44	40	36-44	40	36-44	40	36-44	160	144-176	160	150					Julia Smith
	TENENV47		No. of premises holding the 'Heartbeat' award	38 (Up to Q1 13/14)	Q											37	33.3 - 40.7	39	40		Julia Smith	
	TENENV51		% Food and environmental samples that were unsatisfactory following intervention	0% (Q1 13/14)	Q											10%	0% - 10%	10%	10%		Julia Smith	
	TENENV52		% Secondary cases of food poisoning determined once investigations are complete	0% (Q1 13/14)	Q											0%	0%	0%	0%		Julia Smith	
	TENENV54		% of people attending & passing CIEH Level 2 food safety & health & safety courses	93% (Q1 13/14)	Q											90%	81% - 99%	90%	92%		Julia Smith	
	TENENV20		Premises found to be unsafe and requiring stat intervention, as a % of total inspected	57% (11/12)	A											60%	57% - 63%	60%	60%		Julia Smith	
	TENENV21		% of targeted interventions for health and safety that result in need for formal action	57% (11/12)	A											75%	67.5% - 82.5%	75%	75%		Julia Smith	
	TENENV38		Compliance with FSA intervention programme	Compliant (12/13)	A											Compliant	Compliant	Compliant	Compliant		Julia Smith	
	TENENV66		% compliance with Section 18 requirements	100% (12/13)	A											100%	100%	100%	100%		Julia Smith	
	TENENV89		Number of premises reporting major workplace accidents in year following intervention	28 (12/13)	A											32	28.8 - 35.2	32	32		Julia Smith	
	TENENV90		% of non compliant premises following an intervention	61% (12/13)	A											10%	9% - 11%	10%	10%		Julia Smith	
	TENENV91		% of licences issued within target dates	90% (12/13)	A											95%	87.5% - 100%	98%	98%		Julia Smith	
	TENENV40/88		No. of collections missed per 100,000 collections of waste	87.67 (July 13)	M											48	46-50	48	48		Charlotte Tompkins	
	TENENV68		Number of recycling collections missed per 100,000 households	57.67 (July 13)	M											48	46-50	48	48		Charlotte Tompkins	
	TENENV27		Number of green dog club members	331 (Q1 13/14)	Q	188	169.2-206.8	187	168.3-205.7	188	169.2-206.8	187	168.3-205.7	750	675 - 825	750	800	Baseline January 2013 = 239				Charlotte Tompkins
	TENENV28		Number of garden waste club members	2567 (Q1 13/14)	Q	688	619.2-756.8	687	618.3-755.7	688	619.2-756.8	687	618.3-755.7	2750	2475-3025	3000	3200					Charlotte Tompkins
TEBV218a.05		% of new reports of abandoned vehicles investigated within 24hrs of notification.	100% (Q1 13/14)	Q											90%	81% - 99%	90%	90%		Charlotte Tompkins		
TEBV218b.05		% of abandoned vehicles removed within 24 hours of notification to contractor	100% (Q1 13/14)	Q											92%	87.4% - 96.6%	92%	92%		Charlotte Tompkins		
TENENV72		% of FPN paid or prosecuted for dog fouling	n/a (Q1 13/14)	Q											70%	63% - 77%	70%	70%		Charlotte Tompkins		

Environmental Services - Team Performance Measures 2014-15

Corporate outcome	Outcome (Includes priority outcomes from Corporate Plan)	P+ CODE	Measure	Latest available result (date)	Frequency (M/Q/H/Y/A)	2014 / 15 in-year targets (if different to end of year target)							Annual Targets				Rationale for target set	Performance Owner	
						Q1 target	Within tolerance band	Q2 target	Within tolerance band	Q3 target	Within tolerance band	Q4 target	Within tolerance band	2014 / 15	Within tolerance band	2015 / 16			2016/17
		TENENV73a NEW	Number of actions taken against environmental crimes	34 (Q1 13/14)	Q								20	18-22	30	40		Charlotte Tompkins	
		TEN192a	% of household waste sent for reuse, recycling	34.35% (Q1 13/14)	Q								36%	32.4% - 39.6%	37%	38%		Charlotte Tompkins	
		TEN192b	% of household waste sent for composting	13.49% (Q1 13/14)	Q								11%	9.9% - 12.1%	13%	14%		Charlotte Tompkins	