

Appendix G - Regulatory Services (Environmental Health) Evidence Pack

Considered by the Member-led Working Group on
27TH March 2017

Summary of the Environmental Health service

- Provision of public health, safety, welfare and consumer protection services
- Proactive and reactive investigation and enforcement of regulatory requirements in relation to the following functions:
 - Food, Health & Safety
 - Animal Health & Welfare
 - Environmental Health Licensing
 - Scientific Services (Pollution Control)
 - Private Sector Housing (Houses of Multiple Occupancy)
 - Noise, nuisance and anti-social behaviour
- Working with Public Health to deliver health improvement projects

Summary of the Environmental Health service

- Administration of miscellaneous licensing regimes:
 - Animal Establishments (pet shops, riding establishments etc.)
 - Massage and Special Treatments (piercing, tattooists, sunbeds etc.)
 - Houses in multiple occupation
 - Caravan Sites
 - Local Authority Prevention Pollution Control (dry cleaners, crematoria, paint sprayers etc.)
- Provision and administration of grants (disabled facilities, decent homes, energy efficiency, home security etc.)
- Business advice, training, support and consultancy services
- Provision of Pest Treatment Service

Regulatory Services also covers Trading Standards, Licensing, Land Charges and Hendon Cemetery & Crematorium

Key people

- LBB Commissioning Leads:
 - Commissioning Director, Environment: Jamie Blake
 - Commissioning Director, Growth and Development: Cath Shaw (for housing and public health related elements of the service)
 - Strategic Lead: Kiran Vagarwal
 - Strategic Lead (Housing): Paul Shipway
 - Commissioning Lead (Public Health): Rachel Wells

- RE Service Leads:
 - Operations Director: Alun Parfitt
 - Service Director, Regulatory Services: Rick Mason

Key figures 2015/16 (Environmental Health)

- Share of the annual contract fee allocated to the core service (based on indicative cost at transfer): £2,532,000
- Share of the income guarantee attributed to the service: £560,500 (income is derived from both enforcement and advisory services, such as license applications, food hygiene courses, fees on assisted grant applications and pest treatments)
- Expenditure on additional work (Special Projects) that is not covered by the management fee, for example Enhanced Advice and Adaptation Service and Empty Property Service Expansion: £182,000
- Staff numbers:
 - On transfer: 60
 - Now: 79

Service journey (all regulatory services)

- Business as usual has been maintained
- Comprehensive KPI reporting regime established – no significant failures
- Revenue and contribution to income guarantee has doubled to £1.6m pa since the start of the contract
- Service restructure to provide more efficient and effective services: noise; nuisance; ASB; community protection
- Hendon C&C achieved Gold Award for the Charter for the Bereaved
- Land Charges Team won the Best Customer Experience Award for 2016
- Commenced delivering commercial services for customers
- Growth in staff numbers
- Low turnover of staff who transferred from LBB
- New efficient working practices, including mobile working
- New data management systems (*Uniform* & BACAS)
- Major transformation at Hendon Cemetery and Crematorium

Achievements (all regulatory services)

- Introduced HMO licensing scheme for the borough
- Barnet awarded 'Cleaner Air Borough' status following the update of the statutory Air Quality Action Plan in 2016
- Funding from Mayors' Air Quality Fund for a number of initiatives to improve air quality
- A number of other successful grant bids – e.g. National Energy Action
- Coordinated approach to nuisance and anti social behaviour and implementation of joint tasking and coordination group
- Working with Public Health on a number of projects
- Expanded Keep Warm and Well scheme
- Established close working relationship with Middlesex University
- More people helped with grants – e.g. disabled facilities; energy efficiency; security
- 37 food businesses closed either voluntarily or formally due to health risk
- Established consultancy service and commenced business growth activity
- Number of high profile prosecutions, including a 4 ½ year jail sentence for a fraudulent letting agent case taken by Trading Standards
- Improvements to service offer and facilities at Hendon Cemetery and Crematorium

Performance to date – summary of commitments

Environmental Health

7 total commitments

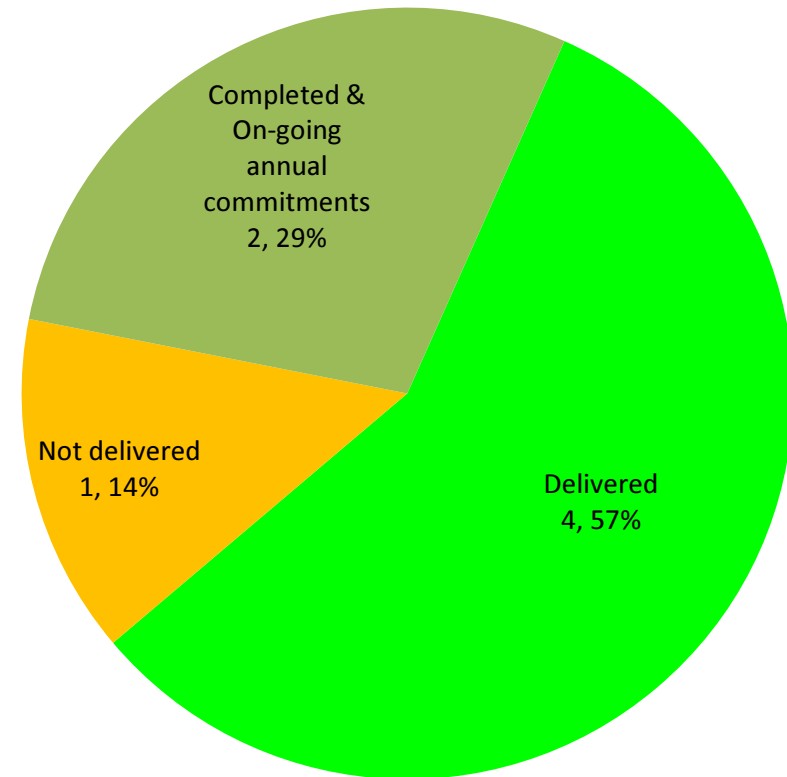
4 delivered

1 not delivered

2 delivered and now an on-going annual commitment

0 not due

Status of Environmental Health Commitments



Contractual commitments (Environmental Health)

Ref	Commitment	Status
T3-039	The Service Provider will work with the Chartered Institute of Environmental Health (CIEH) and Trading Standards Institute (TSI) to undertake a comprehensive review of current service competency and skills	Delivered on time and signed off
T3-040	The Service Provider shall address the findings of the CIEH and TSI review to ensure current and future business requirements are met	Delivered on time and signed off
T3-041	The Service Provider will ensure that the Environmental Health and Trading Standards services are closely linked with the Council's current Insight services as well as with the NSCSO Delivery Unit. The analysts will provide an intelligence product under the direction of service professionals that clearly identifies emerging issues, changes in existing issues, effectiveness of prevailing tactics, opportunities for joint working, recommendations for tactics and operations and a strong evidence base for service planning purposes.	Delivered on time and signed off
T3-044	The Service Provider will provide an in-DRS customer service function to respond to all queries via telephone, post and the internet utilising existing staff. Expertise will be developed across this staff group to enable all staff to answer the majority of queries first time. All calls in which advice is given that relates to DRS services will be recorded by these staff.	Delivered on time and signed off
T3-045	The Service Provider will encourage and facilitate an increase in self-service for Environmental Health and Trading Standards service by making information and advice available online for businesses and residents through the Authority website	Evidence of delivery has been submitted and is currently being reviewed by the council

KPIs annual outturn (Environmental Health)

KPI/PI Title	2013/14		2014/15		2015/16	
	Target	Outturn	Target	Outturn	Target	Outturn
EH01A : Compliance with Environmental Health Service Standards (Priority 2 incidents and service requests). Total number of cases meeting the target/Total number of cases. Examples of Priority 2's include Health and Safety advice service, smoke free complaints, public health hazards.	95.00%	97.58%	95.00%	96.32%	95.00%	97.28%
EH01B : Compliance with Environmental Health Service Standards (Priority 1 incidents and service requests) The total number of cases meeting the target/Total number of cases. Priorities 1's are food alerts, infectious disease control, legionella investigations, and fatal accident reports.	100.00%	100.00%	100.00%	96.23%	100.00%	100.00%
EH02A : LAPPC Part 2a and 2b processes intervention programme: Number of inspections carried out to LAPCC statutory guidelines Provide comprehensive support for businesses to meet the relevant EH standards and inspect Commercial premises that pollute air	100.00%	122.58%	100.00%	108.00%	100.00%	133.33%
EH02Bi : Conducting Food Hygiene Inspections - Target A Number of completed Food Hygiene Inspections due and overdue A, B and C (Not Broadly Compliant) rated premises, divided by the total number of required Food Hygiene Inspections due and overdue A, B and C (Not Broadly Compliant) rated premises	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
EH02Bii : Conducting Food Hygiene Inspections - Target B Number of completed Food Hygiene Interventions due and overdue C (Broadly Compliant) rated premises within 3 months of Intervention due date, divided by the total number of required due and overdue Food Hygiene Interventions C (Broadly Compliant) rated premises within 3 months of Intervention due date	85.00%	97.77%	85.00%	93.56%	85.00%	91.64%
EH02Biii : Conducting Food Hygiene Inspections - Target C Number of completed Food Hygiene Inspections of new unrated premises within 28 days of discovery date, divided by the total required number of Food Hygiene Inspections of new unrated premises within 28 days of discovery date	85.00%	95.03%	85.00%	95.02%	90.00%	95.54%

KPIs annual outturn (Environmental Health)

KPI/PI Title	2013/14		2014/15		2015/16	
	Target	Outturn	Target	Outturn	Target	Outturn
EH02Ci : Food Standards Inspections (Category A) Number of A rated interventions completed within 28 days of due date, divided by the total number of A rated interventions required	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
EH02Cii : Food Standards Inspections (Category B) Number of B rated interventions completed on or before the next due intervention, divided by the total number of required B rated interventions	100.00%	100.00%	100.00%	100.00%	100.00%	98.28%
EH02Ciii : Food Standards Inspections (unrated premises) Unrated: Number of unrated premises inspected at the same time as the first food hygiene inspection, divided by the total number of unrated premises requiring inspection at the same time as the first food hygiene inspection	100.00%	100.00%	100.00%	100.00%	100.00%	121.82%
EH02F : Implementing Health & Safety Inspection Programme Compliance with legislation, departmental, statutory and service standards - as defined in the annual Health and Safety Intervention Programme. This is a mix of high risk inspections falling due and planned intervention projects.	100.00%	113.33%	100.00%	100.00%	100.00%	100.00%
EH02G : Implementing the Animal Welfare Inspection Programme Compliance with legislation, departmental, statutory and service standards - as defined in the annual Animal Welfare Inspection Programme (Number of inspection planned visits completed/Total number of planned visits)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
EH02I : Compliance with Licensing Requirements for Houses in Multiple Occupation (HMOs) - Licenced HMOs meeting legal standards	50.00%	53.99%	50.00%	61.90%	60.00%	70.82%
EH02J : Known licensable Houses in Multiple Occupation (HMOs) are licensed in a timely manner	30.00%	34.88%	60.00%	72.58%	60.00%	93.75%

KPIs annual outturn (Environmental Health)

KPI/PI Title	2013/14		2014/15		2015/16	
	Target	Outturn	Target	Outturn	Target	Outturn
EH02K : Business license applications processed in a timely manner	95.00%	98.14%	95.00%	97.23%	95.00%	99.02%
EH03 : Completion of projects to assist in meeting the key priorities of the Joint Strategic Needs Assessment priorities	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
EH04A : Number of empty properties brought back into residential use	200	624	100	130	100	229
EH04B : Number of private tenanted properties with Category 1 hazards (as defined by the Housing Act 2004) reduced to Category 2 (Cat 2) hazards	73	178	165	203	165	243
EH05 : Improvement in food hygiene in the highest risk premises	N/A	N/A	90.00%	93.33%	90.00%	95.35%
EH07 : Reduction of unit costs of disabled adaptations without reduction in quality of work to maximise the use of the allocated budget	£7500	£4429.28	£7500	£5791.93	£7500	£6091.12
EH08 : Safer work places - A higher level of compliance with health and safety legislation in the known most unsafe work places (Number of inspected businesses with health & safety rating or re-rating of B2 and C /Total number of businesses inspected)	75.00%	81.82%	75.00%	100.00%	75.00%	100.00%
EH09 : Service plans, Sampling and Intervention programmes detailed in Schedule 4 to be submitted to the Authority for approval by 1st week of March each year.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Performance to date – remedies applied

No service credit deductions have been applied in respect of Environmental Health, as failures relate to a very small number of instances, which were rectified immediately.

How is Customer Satisfaction SKPI05 measured?

KPI is measured annually with quarterly reports on progress

Customers are emailed the survey monkey survey at end of Month or a link is sent out automatically following closure of service request

Filtered into collections to allow analysis by service area

Scores are based on the % of customers that score Re either 4 (Good) or 5 (Very Good) on the 10 core questions within the survey (see right)



4. Overall, how would you rate your experience of the service against the following statements? (please tick one option per statement)

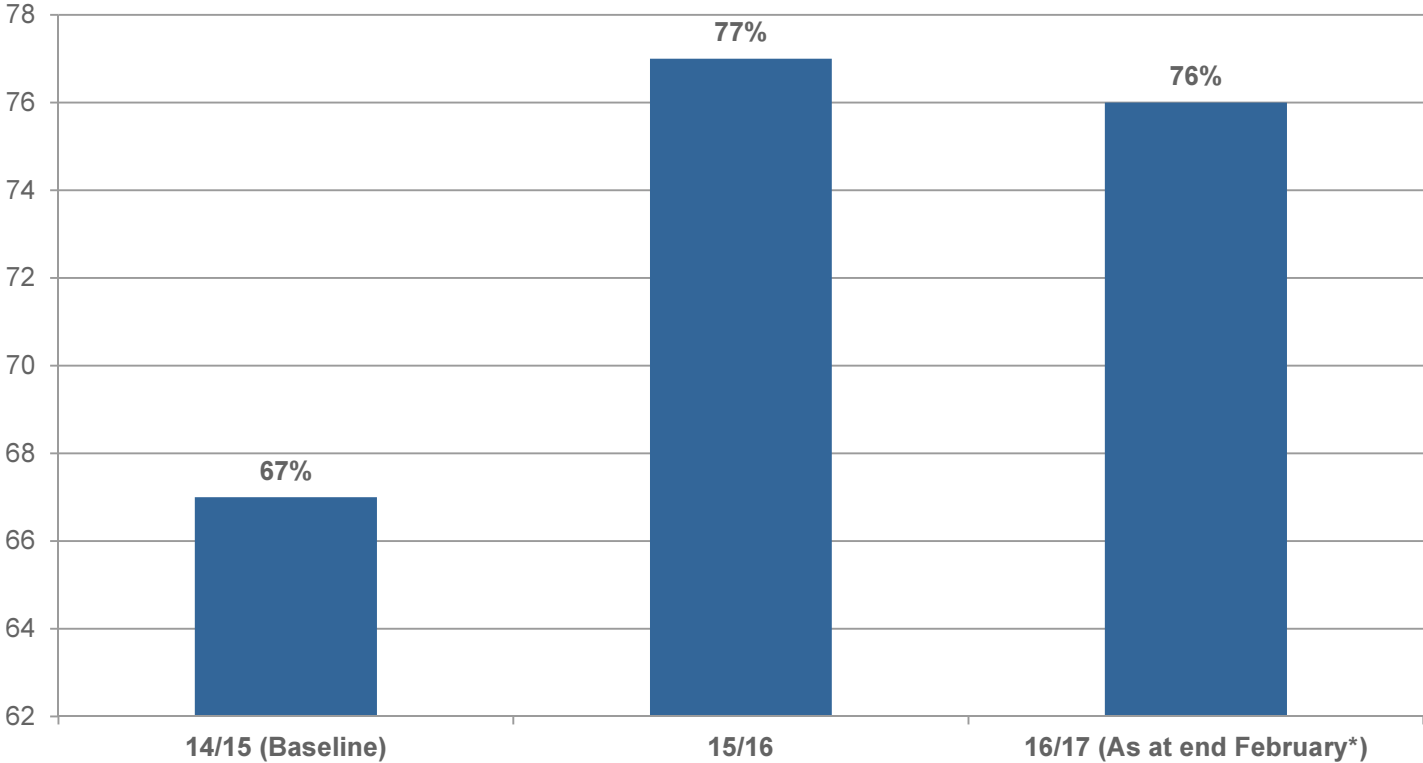
	Very Good	Good	Average	Poor	Very Poor	Not Sure / Don't Know / Not Applicable
How easy was it to find the information you needed to contact us?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy was it to make contact with us once you found the information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were the staff you dealt with courteous and polite?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the the staff you dealt with act in a professional manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were the staff you dealt with knowledgeable ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel we fully understood your request?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thinking of the service provided what score would you give?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did we keep you fully informed throughout the process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did we explain clearly what would happen next, including timescales?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Overall, how would you rate your experience of the service?

- Very good
- Good
- Average
- Poor
- Very poor

Environmental Health Customer Satisfaction journey

Customer Satisfaction - % of customers scoring the service a 4 or 5 (on a scale of 1 to 5)



*Env Health includes:
Noise, Food Safety, Pest Control, EH Housing and HMO Licensing*

Responses	2014/15	2015/16	2016/17*
Environmental Health	343	177	311

Overall assessment of performance

- Generally a well performing service, fully meeting the targets for 95% of Environmental Health KPIs in 2015/16
- Customer satisfaction has improved considerably since transfer and income growth suggests the service is well regarded
- There are some issues around clarity in the contract that need to be addressed (primarily legal charges and volume triggers) and some issues where there are currently no clear responsibilities across RE and other council services (for example, fly tipping)
- The Review provides an opportunity to build on the success of the service, in terms of promoting the service and achieving further income growth

Desired outcomes

- Simpler, more streamlined set of relevant KPIs, with appropriate reporting frequencies
- Shared understanding of contractual provisions, including improved clarity on volume triggers and legal charges
- An agreed approach to addressing complex problems, where there are no clear responsibilities at present
- An agreed approach to promoting the service and building on success to date to achieve further income growth