

APPENDICES

Appendix 1 – Key Service areas Core Functions

Food and Health & Safety - Core Functions: -

- Food hygiene control
- Food Safety Alerts response
- Food premises & food related complaints
- Food sampling
- Food safety education & promotion
- Acupuncturists and tattooists registration
- Food poisoning investigation
- Infectious diseases control
- Food and health & safety business advice
- Health & safety control
- Health & safety accident/ occupational disease investigation
- Food premises registration
- Workplace complaints
- Health & safety awareness education and promotion
- National Assistance burials
- Private water supplies
- Asbestos removal control
- Zoo licensing

Health Protection (inc pest control) - Core Functions: -

- Contaminated land
- Air Quality
- Public health – Partnership working
- Smoking harm reduction inc. Smoke free compliance
- Pest Control treatment & advice/enforcement
- Home Energy Conservation
- Planning policy advice
- Development control consultations
- Health promotion

Environmental Protection - Core Functions: -

- Pollution control – IPC and LAAPC permits to operate
- Noise nuisances
- Odour, dust and Light nuisances
- Foul sewerage and drainage
- Private sector housing standards
- Caravan site licence control
- Development control consultations
- Smoke control/nuisance

Licensing - Core Functions: -

- Premises licensing (alcohol & entertainment)
- Riding Establishments licensing
- Animal breeding and boarding licenses
- Personal licences (to sell alcohol)
- Pet shop and dangerous wild animal licences
- Taxi/private hire vehicles and drivers licensing
- Gambling Premises licenses
- Street trading licences
- Lotteries, door to door and motor salvage licensing

Refuse and Recycling - Core Functions: -

- Domestic collections
- Bulky household collections
- Enforcement, promotional and educational activities
- Kerbside dry recycling collections
- Domestic Clinical waste collections
- Development control consultations and planning policy
- Bring bank recycling
- Trade waste collection
- Waste strategy and policy inc partnership working
- Kerbside compostable collections
- Septic and cesspool collections

Street cleansing & enviro-crime - Core Functions: -

- Mechanical street cleaning
- Litter picking
- Abandoned vehicle control
- Litter and dog waste bin provision and clearance
- Fly-tipping
- Stray dog control
- Litter control
- Graffiti control and clearance
- Enforcement, promotional and educational activities

Awarded watercourses - Core Functions: -

- Mechanical and manual maintenance
- Flooding emergency response
- Land drainage - development control consultations and planning policy

Appendix 2: Council Vision, Aims, Approaches, Actions and Values

COUNCIL VISION

We will make South Cambridgeshire a safe and healthy place where residents are proud to live and where there will be opportunities for employment, enterprise and world - leading innovation. We will be a listening Council, providing a voice for rural life and first-class services accessible to all.

Aim A: We Are Committed To Being A Listening Council, Providing First Class Services Accessible To All, by -

- i) listening to and engaging with our local community
- ii) working with voluntary organisations, Parish Councils and Cambridgeshire County Council to improve services through partnership
- iii) making South Cambridgeshire District Council more open and accessible
- iv) achieving improved customer satisfaction with our services
- v) ensuring that the Council demonstrates value for money in the way it works

We will carry out the following actions in order to meet this aim:

A1: We will provide excellent customer service through specific actions aimed at getting it right first time, led by:

- i) a review of our website to increase transactional features;
- ii) putting in place 'tell us once' arrangements across services and
- iii) identifying and analysing unnecessary contacts with a view to reducing them
- iv) taking forward the best option for the future provision of first telephone contact as part of the Contact Centre strategic review

A2: We will engage proactively with parish councils and local communities through the promotion of a more open section 106 system and explore the opportunities for local people to influence community priorities for funding by developers in light of forthcoming government policy.

Aim B: We Are Committed to Ensuring that South Cambridgeshire Continues to be a Safe And Healthy Place for You and Your Family, by -

- i) working closely through our Crime and Disorder Reduction Partnership to reduce crime and the fear of crime
- ii) working with partners to combat Anti Social Behaviour
- iii) promoting active lifestyles and increasing opportunities for sport and recreation to improve the health of all age groups
- iv) understanding where health inequalities exist and focusing on areas of need

We will carry out the following actions in order to meet this aim:

B1 We will take an inclusive approach to enhancing the quality of life for older people in our community through actions:

- i) within our Community Transport Strategy to identify need and access to Community Transport;
- ii) within our planning guidance to ensure appropriate design of new developments and open spaces;

- iii) arising from our programme of Equality Impact Assessments to eliminate age discrimination as an employer and service provider, and from the wider community;
- iv) in conjunction with our Statutory and voluntary sector partners, to promote inclusive access to health, advice and opportunities for sport and recreation.

B2 We will encourage the development of existing, and the creation of new, sporting opportunities for all age groups:

- i) maximising developer contributions towards new sporting facilities to serve developments of over 10 dwellings;
- ii) working with dual-use sports centres, local clubs and partners to increase participation and signpost opportunities for funding;
- iii) work with partners to run specific events as part of the build-up to London 2012 and prepare to take advantage of the Olympic legacy for participation and economic development.
- iv) Continuing to work with statutory and voluntary health and community partners to increase participation in sport and recreation.

B3 We will work with our villages to ensure they are well prepared and more resilient in times of community need through the provision of training and guidance in the development of parish emergency plans which complement county-wide business continuity plans which are already in place.

Aim C: We are Committed to Making South Cambridgeshire a Place in which Residents can Feel Proud to Live, by -

- i) making affordable housing more available to local people
- ii) ensuring that affordable housing is in balance with the community
- iii) achieving a sustainable future for the Council's housing stock
- iv) working with local residents to promote community cohesion and addressing the needs of the most vulnerable in the community
- v) extending and encouraging the use of recycling opportunities
- vi) working to improve the cleanliness of our villages
- vii) taking account of climate change in all the services that we deliver
- viii) promoting low carbon living and delivering low carbon growth through the planning system

We will carry out the following actions in order to meet this aim:

C1 We will achieve a 65% recycling and composting rate during 2012 through the continuation of initiatives to make recycling activities as accessible and user-friendly to our customers as we can.

C2 We will carry out a 'Pride in South Cambs' campaign to build community cohesion and increase the attractiveness of the environment for everyone, through the following specific actions:

- i) Reward residents for positive work to maintain the attractiveness of their homes and local communities via a public competition for the best kept village, streets and individual gardens.
- ii) Work with our County and Parish Council partners to develop a system to identify and remove unnecessary street clutter from our roadsides, which

- have the potential to cause key road safety warnings to be neglected to the detriment of highway safety.
- iii) Help the district celebrate a traditional Christmas.
- iv) Celebrate Her Majesty's Diamond Jubilee in 2012 through a flag-flying campaign and advice and guidance advising on protocol and issues relating to planning consent.

Aim D: We are Committed to Assisting Provision of Local Jobs for You and Your Family, by:

- i) working closely with local businesses
- ii) promoting economic development
- iii) using cultural activities effectively to promote tourism

We will carry out the following actions in order to meet this aim:

D1 We will work with our partners as part of the Local Enterprise Partnership (LEP) and complete key actions within our Economic Development Strategy to:

- i) encourage jobs for local people through the advantageous use of our own policies and procedures
- ii) explore methods of reducing unemployment and filling training and qualification gaps amongst hard to reach groups within our community.
- iii) Create and maintain a favourable climate for local businesses, encouraging enterprise, focussing on the proven strengths of the districts business sector and measures to attract and retain the most talented people and to ensure a ready supply of affordable office space.

D2 We will build our reputation as a 'business-friendly' authority by carrying out further actions to promote the district to new businesses, building on the local area's international reputation for excellence in learning and research to assist start-ups and grown-on companies especially in its very high calibre research and business parks. This will include hosting and enabling at least 12 business development workshops within the district.

D3 We will build on the success of the first Step Up event for local entrepreneurs to organise a second event to seek and discover local start-ups with world-class prospects of success.

D4 We will allocate specific funding of £150,000 to continue our support for businesses during the continuingly difficult economic climate.

D5 We will investigate further ways to develop recycling services for producers of commercial waste,

Aim E: We are Committed to Providing a Voice for Rural Life, by -

- i) protecting existing communities, villages and the countryside
- ii) working more closely with Parish Councils and local Groups
- iii) implementing planning policies to achieve successful new communities
- iv) maximising planning gain for neighbouring communities
- v) playing our part in improving rural services including transport links

We will carry out the following actions in order to meet this aim:

E1 We will build on our successful work with parish councils in the Sustainable Parish Energy Partnership to complete key projects set out in our Climate Change Action Plan to contribute to the county-wide target for the reduction of CO2 with links to the Northstowe Demonstrator Project.

E2 We will take advantage of the Government's Clean Energy Cash Back scheme to install appropriate renewable energy technologies within our housing stock and complete key projects from our Climate Change Action Plan to promote renewable energy generation tied to council assets and for the wider community.

E3 We will work with parish councils and local communities, providing advice and support to encourage local ownership of environmental enhancement schemes, led by:

- (i) Further support to develop the successful Community Orchard initiative launched during 2009-10 and explore a similar scheme for community hedgerows;
- (ii) Undertake a tree-planting campaign of long-lived and large species for the enjoyment of future generations and review our arboriculture policies to ensure a wide range of species is planted including non-native specimen trees.
- (iii) Work to identify suitable areas for tree planting, landscaping and walking paths for public enjoyment and the protection of wildlife, including corridors of trees and other vegetation to connect existing woodlands.
- (iv) Work with local history and archaeological societies to identify and preserve sites of historical and cultural interest, including use of the Conservation award scheme.

COUNCIL VALUES

The Council has set values that will drive the behaviours that underpin the three A's above as:

- ❖ Customer Service
- ❖ Commitment to improving Services
- ❖ Trust
- ❖ Mutual Respect

Appendix 3: Links between Health & Environmental Services Objectives and Corporate Aims, Approaches and Actions

Health & Environmental Services Objectives	Links with Council Aims	Links with Council Approaches	Links with Council Actions
<p>Health & environmental services within South Cambridgeshire District Council are committed to work in partnership with local organisations, businesses and the wider community to:</p>			
SO1 ❖ <i>Protect and enhance the environment now and in the future</i>	A; B; C; D; E	Ai – v; Bii; Cv – viii; Eii - iv	A1i; B1ii; C1; D5; E1
SO2 ❖ <i>Improve on the sense of health, safety and well being within our existing and future villages, communities and businesses</i>	A; B; C; D; E	Ai – v; Bi – iv; Cv - viii; Di; Eii - iv	A1i; B1ii; B1iv; B2iv; B3; C1; D5; E1
SO3 ❖ <i>Safeguard and improve public health</i>	A; B; C; D; E	Ai – v; Bi – iv; Cv – viii; Di; Eii - iv	A1i; B1ii; B1iv; B2iv; C1; D5; E1
SO4 ❖ <i>Enhance the quality of life of citizens generally and for those most vulnerable and disadvantaged specifically.</i>	A; B; C; D; E	Ai – v; Bi – iv; Cv – viii; Di; Eii - iv	A1i; B1ii; B1iv; B2iv; C1; D5; E1

Appendix 4: Health & Environmental Services Contribution to the LSP Sustainable Community Strategy

The Cambridge & South Cambridgeshire Local Strategic Partnership agreed objectives and priorities of direct relevance to Health & Environmental Services.

	Strategic Objectives		Priorities
1	Active, healthy and inclusive communities where residents can play a full part in community life, with a structure of thriving voluntary and community organisations.	c	Tackling health inequalities by ensuring that health needs are met, particularly in relation to the health of Travellers and new migrant populations
		d	Promoting independence for older people and reducing falls in older people
		e	Preventing obesity through promoting healthy eating, physical activity and mental health and well-being
		g	Meeting housing need through the provision of new affordable housing and adaptations to existing housing in established communities
		j	Promoting sustainability for the benefit of the local and global environment
2	Safe and clean communities where residents do not feel vulnerable or isolated and need not fear crime or anti-social behaviour.	b	Reducing levels of crime and anti-social behaviour including hidden crimes such as domestic violence
		d	Reducing the harm from alcohol and other substance misuse
		e	Reducing the fear of crime
		f	Protecting and enhancing the environment and cleanliness of our communities
		g	Promoting smoke free environments and reducing the number of people who smoke
3	Building successful new communities , where developments include affordable homes to meet local needs and form attractive places where people want to live, and which are supported by a full range of quality services and social networks.	d	Ensuring good health and mental well-being through the delivery of joint service provision and community development
4	A sustainable infrastructure and environment with good transport links and access to the countryside of the district, which is itself protected and improved, and with sustainable measures, which minimise waste and tackle climate change.	c	Seeking to minimise climate change through promoting a low energy future and minimising waste
		f	Supporting the start-up and development of new businesses and social enterprises

Relevant NI Targets within the Sustainable Community Strategy

- NI 119 Self reported measure of people's overall health & well-being
- NI192 Household waste recycled and composted
- NI195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly-posting)
- NI196 Improved street and environmental cleanliness – Fly tipping

- % people who feel safe when outside in their local area after dark

NB: Cambridge and South Cambridgeshire Local Strategic Partnership is preparing a new sustainable community strategy to replace the present district strategies that are due to conclude in July 2011. A consultation has been launched by the LSP to find out what local stakeholders feel are the priorities for the area and the draft vision is as follows:

"The LSP wants Cambridge and South Cambridgeshire to be a place that is comfortable with its diversity and is fair, where:

- people can influence decisions that will affect their communities and have the freedom and support to pursue individual and community initiatives that will improve quality of life
- people feel that they have a stake in their community and the inequalities between different groups of people and communities is reduced
- people can be at the forefront of low carbon living, and patterns of consumption and energy use do not affect the wellbeing of future generations
- people want to live, and the need for housing of all kinds, close to jobs and neighbourhood facilities, is met."

Appendix 5: Performance & Trend analysis as measured against NI, old Best Value & Local Performance Indicators

PI Ref	Performance indicator	Performance			Trend	County Average	National Average	National Quartile	Target		
		2006	08/09	09/10					10/11	11/12	12/13
CUSTOMER SERVICE											
BV89	Satisfaction with keeping land clear of litter and refuse (Place Survey Discontinued)	74%	61%			63%	57%	2nd			
	SCDC Survey result		72%	70%	↔			N/a	74%	74%	74%
BV90a	Satisfaction with Refuse collection - Place survey result	84%	81%		↔	77%	78%	2nd			
	Satisfaction with refuse collections (Green & black bin) SCDC Survey result		82%	87%	↑			N/a	84%	84%	84%
BV90b (now SE246)	Satisfaction with doorstep recycling Place Survey Result	69%	82%		↑	74%	70%	1st			
	Satisfaction with door step recycling (green box) SCDC Survey result		87%	86%	↔			N/a	88%	90%	94%
SE247	Accessibility of recycling banks and sites	75%	82%	63%	↓				80%	81%	82%
SE248	Cleanliness of street after refuse collection	85%	78%	83%	↑				80%	82%	84%
SE249	Cleanliness and tidiness of recycling site	65%	76%	59%	↓				76%	77%	78%
NI37	Awareness of civil protection arrangements	N/a	14.9%	Not set	N/a	15.4%	15.3%	3rd	16%	17%	18%
NI182	Satisfaction of businesses with local authority regulation services	N/a	80%	81.7%	↔				83%	85%	87%
SE222	Received full explanation on completion of complaint	82%	57%	49%	↓				70%	75%	80%
SE223	Satisfaction with Pest Control	94%	92%	88%	↔				93%	94%	94%
SE226	Overall satisfaction with the way the complaint was handled	86%	79%	71%	↓				85%	86%	87%

SE203	The % of environmental health complaints responded to within 3 working days	96%	98%	98%	↔				96%	96%	96%
SE224	The % of missed collections put right by the end of the next working day following the reporting period being two days after the scheduled collection	100%	97%	100%	↑				100%	100%	100%
SE235	% telephone calls answered within 20 secs	99%	99.4%	98%	↔				99%	99%	99%
SE236	% telephone calls abandoned	4.2%	2.8%	4%	↔				3%	2%	2%
SE237	Letters responded to in 10 working days	96%	95%	94%	↓				96%	97%	97%
SE238	% complaints about service escalated to level 2 or above	10%	3.8%	0%	↑				5%	5%	5%

PI Ref	Performance indicator	Performance			Trend	Target		
		07/08	08/09	09/10		2010/11	2011/12	2012/13
WORKFORCE AND LEARNING								
SE 209	% work time lost to sickness (excl: Env. Operations staff)	1.54%	1.44%	3.26%	↓	2%	2%	2%
SE227	% work time lost to staff vacancies (excl: Env. Operations staff)	7.3%	1.7%	0.4%	↑	4%	4%	4%
SE228	Training spend as % of total EH salary budget. (T03) (Excludes Env Operations Staff)	1.62%	0.95%	1.27%	↑	1.5%	1.5%	1.5%
SE232	% Env Operations staff working time lost to sickness.	6.65%	9.51%	5.2%	↑	7%	6%	5%
SE 211	% staff with completed Employee Development Scheme interviews (Appraisal)	100%	100%	100%	↔	100%	100%	100%

PI Ref	Performance indicator	Performance			Trend	Target		
		07/08	08/09	09/10		2010/11	2011/12	2012/13
FINANCE, EFFICIENCY & VALUE FOR MONEY								
BV86	Cost of waste collection per household	£47.31	£54.56	£62.15	↓	TBD	TBD	TBD
SE 213	% EH undisputed invoices processed within 10 working days of receipt.	97%	98%	99%	↑	98%	98%	98%
SE214	Net spending per head on Environmental Health	£9.01 Below 06/07 national average £12.17	£8.96	£9.97	↑	Below 07/08 national average	Below 08/09 national average	Below 09/10 national average
SE229	Overall EH portfolio bottom line actual budget variance compared to original estimate	7.8%	3%	3.64%	↔	<3%	<3%	<3%
SE234	SPARSE VFM analysis	Top quartile performance for below average cost	To be provided	Data not available at this time	N/a	Top quartile performance for below average cost	Top quartile performance for below average cost	Top quartile performance for below average cost

PI Ref	Performance indicator	Performance			Trend	Target		
		07/08	08/09	09/10		2010/11	2011/12	2012/13
SERVICE QUALITY / PROVISION								
NI184	Food Establishments in the area which are broadly compliant with food hygiene law	N/a	92%	95.94%	↑	92%	94%	95%
NI187	Tackling fuel poverty	N/a	SAP<35 17.4% SAP>65 21.2%	27.25%	↑	SAP<35 17% SAP>65 22%	SAP<35 17% SAP>65 22%	SAP<35 17% SAP>65 22%
NI191	Residual waste per household	N/a	455kg	450.7kg	↑	461	412	383
NI192	Household waste recycled and/or composted	53.2%	53.6%	53.44%	↔	55%	61%	65%
BV82ai	% tonnage of household waste recycled	18.7%	18.8%	18.99%	↔	20%	24%	26%
BV82aii	Tonnage household waste sent for recycling	11,107	11,017	10,941	↔	11,729	14,075	15,248
BV82 bi	% household waste composted or anaerobically digested	34.5%	34.8%	34.47%	↔	35%	37%	39%
BV82bii	Tonnage household waste composted or anaerobically digested	20,503	20,382	19,862	↔	20,526	21,699	22,872
NI 195a	Improved street and environmental cleanliness – litter	24% combined	14% combined	NI195a 2%	↓	14% combined	13% combined	13% combined

NI195b	Improved street and environmental cleanliness - Detritus			18% combined NI195b 34%					
NI195d	Improved street and environmental cleanliness – fly posting	5%	4%	3%	↔	2%	2%	2%	
NI195c	Improved street and environmental cleanliness – graffiti	6%	3%	3%	↔	3%	3%	3%	
NI196	Improved street and environmental cleanliness - Flytipping	2	2	3	↓	2	2	2	
BV216b	% sites for which sufficient detailed information is available to decide whether remediation of the land is necessary.	10.1%	15%	13.6%	↔	10%	12%	12%	
Old BV217	% pollution control improvements to existing installation completed on time	100%	100%	100%	↔	100%	100%	100%	
BV218a	% abandoned vehicle new reports investigated within 24 hrs	95%	99%	100%	↔	99%	99%	99%	
BV218b	% abandoned vehicles removed within 24 hrs of when the LA legally entitled to remove the vehicle	80%	100%	100%	↔	99%	99%	99%	
SE225	The % of pest control first treatments carried out within 4 working days	96%	99%	80%	↓	95%	95%	95%	
SE201	The number of collections missed per 100,000 collections of household waste	48	53	35	↑	55	45	40	
SE 204	% health & safety inspections carried out for priority premises identified in topic based inspections regime	100%	100%	100%	↔	98%	98%	98%	
SE 206	% of food premise inspections carried out for High risk premises	100%	100%	100%	↔	100%	100%	100%	
SE230a	% Licensing Act 2003 applications determined within 2months for premises and 3 months for personal licence applications,	100%	100%	100%	↔	Indicator to be deleted			
SE233	% of taxi licensing applicants notified of determination within 10 working days of receiving all relevant information	95%	97%	96%	↔	96%	96%	96%	
SE264	% of trade waste collected recycled	New Indicator					10%	12%	15%
SE265	EU services directive- % of electronic applications accepted or rejected within relevant time of submission via ELMS	New Indicator					95%	95%	95%

Appendix 6: Summary of Performance by Function

Performance	Functions	Reference
Good	<ul style="list-style-type: none"> • Amount waste recycled/composted & residual waste per household 	NI192, BV82a, NI191
	<ul style="list-style-type: none"> • Value for Money: core EH, street cleansing, refuse & recycling collection 	CIPFA 2009/10, SPARSE 2008/09
	<ul style="list-style-type: none"> • Licensing; Pest control and core EH performance 	SE230a, SE225, SE206, SE204
	<ul style="list-style-type: none"> • Satisfaction with street cleanliness and waste & recycling 	BV90a, SE246
	<ul style="list-style-type: none"> • Satisfaction with Pest Control 	SE223
	<ul style="list-style-type: none"> • Staff sickness & vacancy rate in EH 	SE209, SE227, SE232
	<ul style="list-style-type: none"> • Refuse & recycling collection dependability and customer services 	SE201
	<ul style="list-style-type: none"> • Customer service including paying invoices and responsiveness 	SE213, SE203, SE235, SE236
	<ul style="list-style-type: none"> • Food hygiene compliance 	NI184
	<ul style="list-style-type: none"> • Dealing with contaminated land 	BV216b
	<ul style="list-style-type: none"> • Street cleanliness (litter) 	NI95a
	<ul style="list-style-type: none"> • Visible graffiti and fly-posting 	NI195c&d
	<ul style="list-style-type: none"> • Place survey results 	2009 survey
	<ul style="list-style-type: none"> • Dealing with abandoned vehicles 	NI218a&b

Average	<ul style="list-style-type: none"> • Cleanliness after refuse/recycling collections • Cost of waste collection services • Tackling fuel poverty • Private sector housing KLOE assessment • Sickness in environment operations 	<p>BV89</p> <p>CIPFA 2009/10, SPARSE 2008/09</p> <p>NI187</p> <p>SE232</p>
Poor	<ul style="list-style-type: none"> • Dry recycling percentage of total weight collected • Dog Warden services • Street cleanliness (detritus) • Keeping customer informed & providing a full explanation • Private housing stock condition information 	<p>BV82a</p> <p>No dog warden</p> <p>NI195b</p> <p>SE222</p> <p>No up to date information available</p>

Appendix 7: Value for Money Template

Health & Environmental Services

Environmental Health

Value for Money Scorecard Self Assessment Proforma



Summary

Direction of Travel Risk Indicator	Cost Comparison	Cost Trend	Performance Comparison	Performance Trend	Current Assessment
			No reliable benchmarks currently available		

Assessment based upon SPARSE Revenue Estimates Analysis 2010-11 (except * Audit Commission VfM Profile 2008/09) and 2009-2010 performance data

How well does the Council's Environmental Health service costs compare with others?

		Cost Comparison
2010-11 level of service costs	<ul style="list-style-type: none"> £8.41 (£/person) £12.11 (SPARSE average) Lowest of 16 CIPFA nearest neighbour comparator group 	
2009-10 level of service cost	<ul style="list-style-type: none"> £8.37 (£/person) 	Cost Trend

To what extent are costs commensurate with service delivery, performance and the outcomes achieved?		
SE 226 Overall satisfaction with service	<ul style="list-style-type: none"> • 80% either very or fairly satisfied with environmental health service • 90% either very or fairly satisfied with pest control service • 82% either very or fairly satisfied with regulatory services 	Performance Comparison
SE 223 Satisfaction with pest control service		No reliable benchmarks currently available
NI 182 Satisfaction of businesses with regulatory services		Performance Trend
Results of service inspections	<ul style="list-style-type: none"> • H&ES Investors in People award since 2003 • Satisfactory Audit of Scores on the Doors Food Hygiene rating scheme • Satisfactory Audit of Licensing function 	
Range of discretionary services provided.	<ul style="list-style-type: none"> • Environmental health is primarily a regulatory service carrying out a wide range of regulatory and statutory duties. It provides minimal discretionary services 	

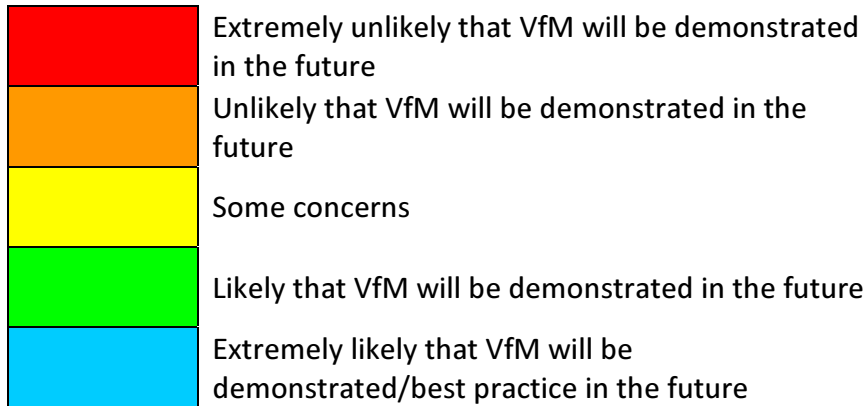
Do procurement and other spending decisions take account of full long term costs?	
Identifiable savings achieved through procurement	<ul style="list-style-type: none"> • All major departmental spending decisions subject to rigorous scrutiny through submission of Business Case studies, taking account of long term costs, benefits and risks e.g. procurement of M3 ICT system, private sector house conditions survey • Exploration of alternative models of service delivery e.g. shared services, external procurement, to improve Value for Money (improved performance and reduced unit cost)
Use of external funding to deliver Council priorities	<ul style="list-style-type: none"> • External funding opportunities explored wherever appropriate e.g. Joint Cambs Migrant Workers project to combat overcrowding, exploitation and health and well-being issues for migrant workers in private rented accommodation

Guidance Notes

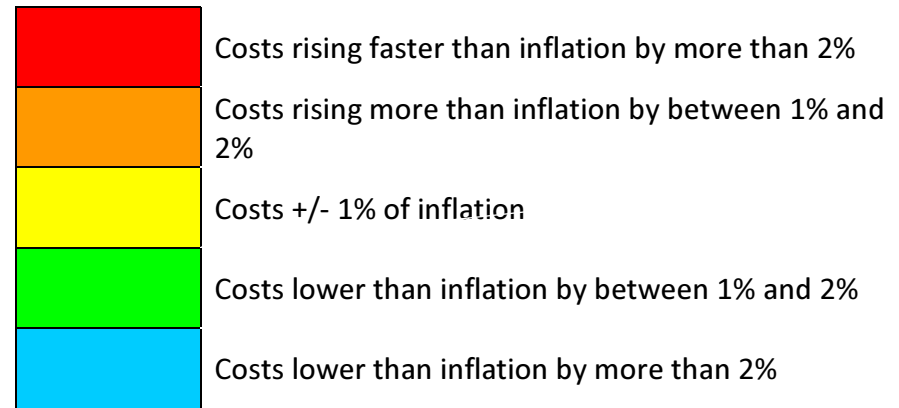
Value for Money Scorecard Self Assessment Proforma



Direction of Travel Risk Indicator

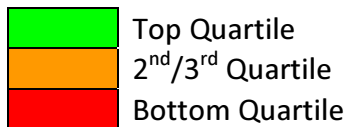


Cost Trend



(For inflation rate – assume rate of 2.5%)

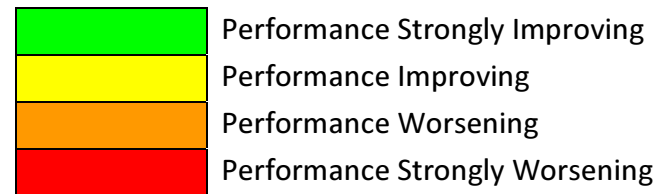
Cost Comparison



Performance Comparison



Performance Trend



Appendix 7: Value for Money Template

Health & Environmental Services

Waste Management

Value for Money Scorecard Self Assessment Proforma



Summary

Direction of Travel Risk Indicator	Cost Comparison	Cost Trend	Performance Comparison	Performance Trend	Current Assessment

Assessment based upon SPARSE Revenue Estimates Analysis 2010-11 (except * Audit Commission VfM Profile 2008/09) and 2009-2010 performance data

How well does the Council's Waste Management Service costs compare with others?						
2010-11 level of service costs	<ul style="list-style-type: none"> £24.76 (£/person) £23.23 (SPARSE average) Costs reducing due to part year savings from blue bin service 	<table border="1"> <tr> <td>Cost Comparison</td> </tr> <tr> <td style="background-color: #ffc000;"></td> </tr> <tr> <td>Cost Trend</td> </tr> <tr> <td style="background-color: #00b0f0;"></td> </tr> </table>	Cost Comparison		Cost Trend	
Cost Comparison						
Cost Trend						
2009-10 level of service cost	<ul style="list-style-type: none"> £25.48 (£/person) 					
To what extent are costs commensurate with service delivery, performance and the outcomes achieved?						
		<table border="1"> <tr> <td>Performance Comparison</td> </tr> <tr> <td style="background-color: #00b0f0;"></td> </tr> </table>	Performance Comparison			
Performance Comparison						

NI 192: % household waste sent for reuse, recycling, composting (2009/10) ¹	<ul style="list-style-type: none"> • 53.43% (53.64% 2008/09) • Top quartile 	
BV82ai % household waste recycled (2009/10) ¹	<ul style="list-style-type: none"> • 18.99% • Bottom quartile 	
NI 191 Residual waste per household (2009/10) ¹	<ul style="list-style-type: none"> • 438.59 kg/hh (452.00 kg 2008-09) • Top quartile 	
Satisfaction with refuse collection*	<ul style="list-style-type: none"> • 78.3% (Place survey 2008/09) • 2nd quartile 	
Satisfaction with doorstep recycling*	<ul style="list-style-type: none"> • 79.3% (Place survey 2008/09) • Top quartile 	
Targeted investment to improve BV82ai performance (dry recycling)	<ul style="list-style-type: none"> • Investment in new blue bin service will improve performance and significantly reduced costs 	
¹ Does not include part year effect of blue bin service introduced 2010/11		
Results of service inspections	<ul style="list-style-type: none"> • 2006/07 Beacon Authority in Waste Management as part of RECAP waste partnership • 2009 Green Flag award for exceptional performance and innovation as part of RECAP waste partnership • 2009 Government Business award for partnership in trade waste project (BREW project) 	Performance Trend
Awards /Accreditations		
Range of discretionary services provided.	<ul style="list-style-type: none"> • None 	

Do procurement and other spending decisions take account of full long term costs?

Identifiable savings achieved through procurement	<p>Significant savings achieved as part of blue bin service through robust procurement of:</p> <ul style="list-style-type: none"> • Bulking, sorting and reprocessing facilities in 2010/11 achieved additional savings of c. £144k in 2010/11 and c. £175k (est) in 2011/12 over and above existing savings included within the MTFS • £500k p.a. income secured through separate procurement of paper reprocessing
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	<ul style="list-style-type: none">• 60,000 wheeled bins and internal paper caddies• Bin delivery service (60,000 bins over five week period)
Use of external funding to deliver Council priorities	<ul style="list-style-type: none">• £500,000 external capital funding secured from CCC to assist purchase of blue bins 2009/10• Trade waste vehicle funded by CCC• REIP funding secured for RECAP Advanced Partnership Working project• Extensive external funding opportunities explored, including regional, national and EU e.g. Hard to Reach project

Appendix 7: Value for Money Template

Health & Environmental Services

Street Cleansing

Value for Money Scorecard Self Assessment Proforma



Summary

Direction of Travel Risk Indicator	Cost Comparison	Cost Trend	Performance Comparison	Performance Trend	Current Assessment

Assessment based upon SPARSE Revenue Estimates Analysis 2010-11 except:

* NI 195 Survey results 2009/10 benchmarked against 2008/09 DEFRA National LEQSE (attached)

** Place Survey 2008/09

How well does the Council's Street Cleansing Service costs compare with others?		
2010-11 level of service costs	<ul style="list-style-type: none"> £5.58 (£/person) £8.66 (SPARSE average) Lowest £/person CIPFA 16 comparator group 	Cost Comparison
2009-10 level of service cost		Cost Trend
To what extent are costs commensurate with service delivery, performance and the outcomes achieved?		
	Benchmark: 2008/09 National LEQSE benchmarks	Performance Comparison

<p>NI 195a (Litter)*</p> <p>NI 195b (Detritus)*</p> <p>NI 195c (Graffiti)*</p> <p>NI195d (Fly Posting)*</p> <p>BV218 b (removal of abandoned vehicles)</p> <p>Satisfaction with street cleansing**</p> <p>Targeted investment to improve local environmental quality:</p>	<p>(Good/Satisfactory/Unsatisfactory/Poor)</p> <ul style="list-style-type: none"> • 2% (1% 2008/09) of streets unacceptable levels of litter (Satisfactory) • 34% (30% 2008/09) of streets unacceptable levels of detritus, grit, mud etc. (Unsatisfactory) • 3% (4% 2008/09) of streets unacceptable levels of graffiti visible (Good) • 3% (3% 2008/09) of streets unacceptable levels of fly posting (Good) • 100% • 61% (2nd quartile 2008/09 Place Survey) • Provision of additional sweeping capacity reduced detritus levels • Installation of litter bins in lay-bys on major routes has improved cleanliness and reduced required frequency of cleansing • Increased cleansing of village centres, funded by LPSA reward improved NI 195 performance (until suspension following withdrawal of LPSA rewards) • Additional litter picks of A11 and A14 have improved NI 195 performance 	<div style="background-color: #00FF00; height: 20px; width: 100%;"></div> <div style="background-color: #FFA500; height: 20px; width: 100%; text-align: center;">Detritus</div> <div style="background-color: #00FF00; height: 100px; width: 100%;"></div> <div style="background-color: #FFFFFF; height: 20px; width: 100%; text-align: center;">Performance Trend</div> <div style="background-color: #FFA500; height: 100px; width: 100%; text-align: center;">Litter & Detritus</div>
<p>Results of service inspections</p> <p>Awards /Accreditations</p>	<ul style="list-style-type: none"> • LPSA stretch target achieved, reward funding secured to continue additional street cleansing in village centres (subsequently withdrawn by government) 	
<p>Range of discretionary services provided.</p>	<ul style="list-style-type: none"> • None 	

Do procurement and other spending decisions take account of full long term costs?

Identifiable savings achieved through procurement

- No street cleansing procurement activities undertaken in period

Use of external funding to deliver Council priorities

- £35,000 LPSA reward funding obtained for meeting LPSA stretch targets (subsequently cut by central govt.)
 - Graffiti clearance labour provided by National Probation Service, equipment and materials by SCDC
-

Appendix 8: Draft Priority Regulatory Outcomes (Refreshing National Enforcement Priorities)

<i>Draft Priority Regulatory Outcomes</i>	<i>Why?</i>	<i>Example regulatory activity</i>
Protect the environment for future generations by tackling the threats and impacts of climate change	<ul style="list-style-type: none"> • 2010 Commons Environmental Audit Committee report estimates health costs of air pollution at £8.5 - 21 billion • Health risks include infectious diseases, illness related to poor air quality and pollution, cancer caused by ozone depletion² • Negative impact on improvements in health and life expectancy • Over 5 million people in England and Wales live and work in properties that are at risk of flooding from rivers or the sea³ 	<ul style="list-style-type: none"> • Managing risks and impacts of flooding • Improving energy efficiency in housing • Improving local air quality
Improve quality of life and wellbeing by ensuring clean and safe public spaces	<ul style="list-style-type: none"> • Communities are an important part of people's physical and mental health and wellbeing⁴ LA duty to maintain local environment, clearing litter, graffiti, abandoned vehicles, tackling anti-social behaviour • Of SCDC residents surveyed 22% thought rubbish and litter lying around was anti-social while 21% thought vandalism and graffiti was⁵ • Poor housing conditions affects virtually all aspects of a child's health and wellbeing, including mental health, educational attainment and physical wellbeing (Shelter) • In 2008, 44% of private rented housing was declared non-decent, disproportionately affecting the most vulnerable (57%)⁶ 	<ul style="list-style-type: none"> • Tackling waste and envirocrime • Reducing anti-social behaviour through appropriate alcohol licensing • Improving local housing conditions
Help people to live healthier lives by preventing ill health and harm and promoting public health	<ul style="list-style-type: none"> • Reducing health inequalities requires a focus on the health behaviours of smoking, alcohol consumption, obesity and unhealthy nutrition⁷ • Tobacco remains the major preventable cause of premature death • In 2007/08 there were 863,000 alcohol related admissions to hospital and 6,541 deaths directly attributable to alcohol⁸ • In 2008/09 there were 4.1 million working days lost overall in England due to workplace injury⁹ 	<ul style="list-style-type: none"> • Protecting employees from injury and ill health at work • Protecting public through provision of pest control
Ensure a safe, healthy and sustainable food chain for the	<ul style="list-style-type: none"> • Estimated 1 million people suffer food related illness per year, resulting in 20,000 hospital admissions and 500 deaths from food borne disease 	<ul style="list-style-type: none"> • Preventing food borne disease through better food hygiene and safety

benefits of consumers and the rural economy	<ul style="list-style-type: none"> Estimated cost of £1.5 billion per year in loss of production, health care costs etc. 	
Support enterprise and economic growth by ensuring a fair, responsible and competitive trading environment	<ul style="list-style-type: none"> 95% of small businesses employ fewer than 5 people and contribute to more than 50% of UK turnover¹⁰ Businesses want proportionate, consistent enforcement, targeted on non-compliant businesses ensuring fairer playing field for business that invest in compliance¹¹ 	<ul style="list-style-type: none"> Promote prosperity by supporting businesses to achieve compliance Risk based intelligence led intervention on non-compliant businesses and practices

¹ Priority Regulatory Outcomes- A New Approach to Refreshing the National Enforcement Priorities for Local Authority Regulatory Services, Consultation Paper, Local Better Regulation Office (LBRO), February 2011

² Chartered Institute of Environmental Health *Climate Change, Public Health and Health Inequalities*, page 6

³ Information provided by the Environment Agency

⁴ The Marmot Review, *Strategic review of health Inequalities in England post 2010*, page 30

⁵ 2009 Place Survey

⁶ Data from *English housing conditions: the decent Homes Standard*, Table 23

⁷ The Marmot Review, *Strategic review of health Inequalities in England post 2010*, page 32

⁸ NHS Information Centre, *Statistics on Alcohol 2009*

⁹ Data provided by Health and Safety Executive

¹⁰ Department for Business, Innovation and Skills

¹¹ LBRO, *From the Business End of the Telescope: Perspectives on Local Regulation and Enforcement*, October 2009

Appendix 9: Key Partners to Health & Environmental Services

- *Central Government departments* – DCLG, Cabinet Office, DEFRA, Home Office, Department of Health;
- *Central Government agencies/bodies* – Food Standards Agency, Health & Safety Executive, Local Better Regulation Office, Environment Agency, Health Protection Agency, DVLA, VOSA;
- *Councils* – Cambridgeshire & Peterborough Association of Local councils, Parish Councils, Cambridgeshire County Council, Cambridge City Council, Huntingdon District Council, Fenland District Council, East Cambridgeshire District Council, Internal drainage boards.
- *Health related-* Cambridgeshire Primary Care Trust, NICE, Cambridgeshire Tobacco Control Alliance, Ambulance Trust,
- *Crime and criminal justice related* – Cambridgeshire Constabulary, National Probation Service; Trading Standards;
- *Contractors-* Donarbon, Pearsons, Waste Recycling Group, Charlton recycled Autoparts Ltd, NETCEN, Transparency data, Northgate.