













HEALTH & ENVIRONMENTAL SERVICES – PROGRESS ON SERVICE IMPROVEMENTS 2009/10

#	Action	Complete by Month	Lead Officer	Six Months Progress	Status Green Amber Red
1.	i. To continue to support TEAM project, falls prevention and fitness for health projects ii. Consider and produce the most appropriate interventions for reduction and prevention of childhood obesity after consideration of the sport England active needs survey	i. Ongoing ii. July 2009	IG	i. TEAM and falls prevention and fitness for health work continuing ii. Work Progressing. Reconfiguration of childhood obesity prevention programmes/services with the Cambs PCT still ongoing, service redesign will be complete by April 2010	 G  R
2.	Continue the enforcement mix of services provided within Environmental Health including; ❖ Inspection programme ❖ Advisory visits ❖ Newsletters ❖ Business Forum events ❖ Surgeries ❖ Safety hazards awareness days ❖ Courses etc	Ongoing	Service managers	53% of inspection programme completed. Funding secured for SFBB extension. 93 new businesses advice visits/conversations held. Food newsletter to food businesses issued. Monthly SFBB surgery for food businesses being held. Seminar for Butchers held. Two level 2 food hygiene courses, one health & safety foundation course held. Advisory stands at Cambridge rock festival and Childford Hall events. Slips and trips and fall course for caterers held.	 G
3.	To implement the requirements placed on the Council by the EU Services Directive	End of December 2009	DSR	Project group convened. Council preparations proceeding well but held up by lack of timely guidance and BIS not doing the items required of them within the original timescales.	 A
4.	To effectively implement Part 2 of the Regulatory Enforcement & Sanctions Act 2008 introducing the Primary Authority Scheme and consider all requests by businesses for South Cambs. to be their Primary Authority.	End of October	JGK	Part 2 implemented. National take up for scheme slow with few companies requesting to be part of the scheme. No companies in SCDC area have shown interest.	 G

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5.	i. To comply with better regulation agenda re-introduce the annual Health & Environmental Services customer satisfaction survey ii. To continue to survey against NI 182 requirements	March 2010 April 2009	IG	Satisfaction survey re-introduced and NI182 survey ongoing	● G
6.	Install plastic recycling banks at Village Colleges requesting the service	Service to be available by end of December 2009	SHC	All 7-village colleges not with council contacted by letter and 3 visited at their request. 1 taken up service starting Jan 2010. 2 others to decide. Service is available to all.	● G
7.	To build on existing trade waste paper recycling service through the introduction of a trade waste cardboard collection service .	End of July 2009	SHC	Service introduced. 84 customers and rising.	● G
8.	By 2009 establish a programme of at least 10 Community Clean up events per year throughout the district	10 clean-ups by end of March 2010	PMQ	Support secured from DEFRA and Tidy Britain Group to run two workshops to recruit prospective participants. Multi-agency community clean up events to be held by end of 2009/10. See progress report to PFH November 2009	● G
9.	Undertake litter picking of the A14 and A11 on a six monthly basis.	First litter pick End of May	SHC	First litter pick completed in May	● G
10.	Install and empty litterbins at our 10 dirtiest lay-bys on the major roads into and out of the District.	October 2009	SHC	Lay-by's identified, bins ordered awaiting their arrival	● A
11.	Implement enhanced street cleaning operations within 10 village centres in 2009/10 and 2010/11	End of July 2009	SHC	Implemented within all 10 centres. Equipment purchased. Barrow employee in each of the 10 village centres 1 day every 2 weeks.	● G

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12.	To investigate and report to Members on options available for the introduction of a Best Kept Village Competition including criteria to be applied for possible introduction in 2010.	Report by Dec 2009	PMQ	Ideas being generated. Little hard progress. Discussions are continuing with the PFH.	●A
13.	Procure and implement new workflow software solution for Environmental Health service including enhanced web/mobile working access facilities and connectivity with Contact Centre	Go live date Sept 2009	SW	Project plan currently being implemented with a Go-Live date at end of November. The test migration raised several issues which will need to be resolved prior to go-live and testing of the contact centre link has still to be undertaken	●A
14.	Implement full capability for interactive enviro-crime website .	Dec 2009	IG	Project on hold due to M3 Migration and the requirements of the Government Connect programme which needs considerable technical requirement to meet the standards for a secure but interactive website.	●R
15.	To carry out systematic equality impact assessments ❖ Improvement Grants and licensing ❖ Health improvements/ inequalities, Food safety, waste collection ❖ Health & safety, HMO/Housing regulation	March 2009 Sept 2009 March 2010	IG	HIA Grants Food Safety completed. Licensing in progress. Waste collection moved to full assessment required action covered by hard to reach project with external funding being sourced. Health improvements/inequalities to be completed third quarter.	●A
16.	Introduce HGV drivers Certificate of Professional competence training	Sept 2009	SHC	Agreement reached with workforce. Course to be held on Saturdays in February 2010.	●G
17.	Analyse results off customer satisfaction survey to produce customer satisfaction improvement plan for implementation.	End of Dec	IG	Action plan produced, work progressing on implementing the plan and achieving Customer Service Excellence	●G

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18.	To implement the result of the SCDC strategic procurement options appraisal for the provision of future of waste & recycling collection services	Dependant on result	DSR	Reports presented to Task & Finish group on current performance; strengths and weaknesses and costed service options. Procurement options report to be presented to task and Finish Group October with final report to cabinet and Council November.	 G
19.	To consider and implement improvements in the graffiti removal service using existing resources to ensure that removal is action as soon as is practicable.	October 2009	PMQ	Improvements implemented. Emergency service for removal of obscene/racist graffiti in place using trained pest control, enviro-crime and recycling support officers	 G
20.	To investigate and consider the introduction of the Best Bar None scheme in South Cambridgeshire.	December 2009	MB	Scheme investigated. Draft scheme for SCDC devised.	 A
21.	To introduce pre-payment for pest control treatment .	March 2010	PMQ	M3 migration project is key deliverable for this project. Unable to progress until M3 implemented.	 A
22.	Replace the existing air quality monitor	Dec 2009	SW	Procurement process complete and preferred bidder identified. Order awaiting placement upon completion of 'cooling off' period.	 G
23.	In partnership with Cambridge City Council to pilot a Healthy Eating Award Scheme in South Cambridgeshire for possible countywide roll out	March 2010	IG	Healthy Eating not taken forward as a "healthy Eating" award scheme as the FSA have now produced a sector-by-sector approach to healthy eating. The first sector is fish and chip shops and we have implemented the Tips 4 Chips project implementing healthy eating within this sector.	 A
24.	To investigate with NHS Cambridgeshire the introduction of an air quality GP early warning scheme notifying those most susceptible to when air quality is forecast to be poor using the air quality monitoring programme.	March 2010	SW	Specification details of proposed scheme worked up and costed. Awaiting comments from NHS Cambridgeshire on evidence base for providing service.	 G

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25.	To take part in the Cambridgeshire Home Improvement Agency Review commissioning group and the progression of a competitive tendering process for HIA services in Cambridgeshire	Dependant upon project timetable	DSR	HIA commissioning group via Supporting People has engaged Foundations and external consultant to undertake project. Foundations due to report in November on options for delivery models.	● G
26.	Implementation of the result of the tender for the awarded watercourse service	Dependant upon award date	PM	Tender process completed. Contract awarded to In-house team as Most economical advantageous tender. Service changes implemented and being run as directly managed service. Complete	● G
27.	To implement required changes as result of the new Private Water Supply regulations	Dependant upon legislative timetable	JGK	There is slippage on Central Govt's time frame for introduction of this new legislation and its accompanying guidance. The law may not be implemented until January 2010. Preparations have been made including assessment of implications for SCDC and training of Officers.	● G
28.	To obtain re-accreditation of Investors In People status.	End of May 2009	DSR	Re-accreditation of Investors In People status attained	● G