

## 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

**Home improvement agency - Core Functions: -**

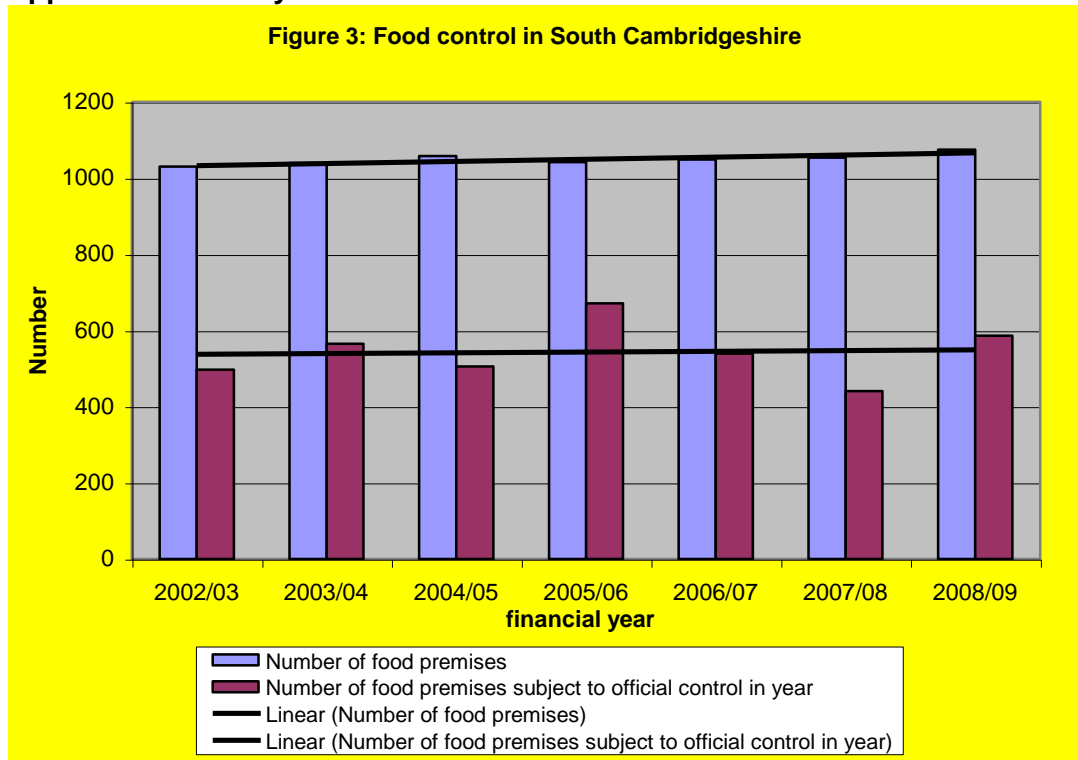
- Mandatory Disabled facilities grants
- Home repair assistance grants
- Handy person scheme
- Benefits advice and sign-posting
- Technical, application support and advice service

**Appendix 2: National enforcement priorities for Local authority regulatory services<sup>1</sup>**

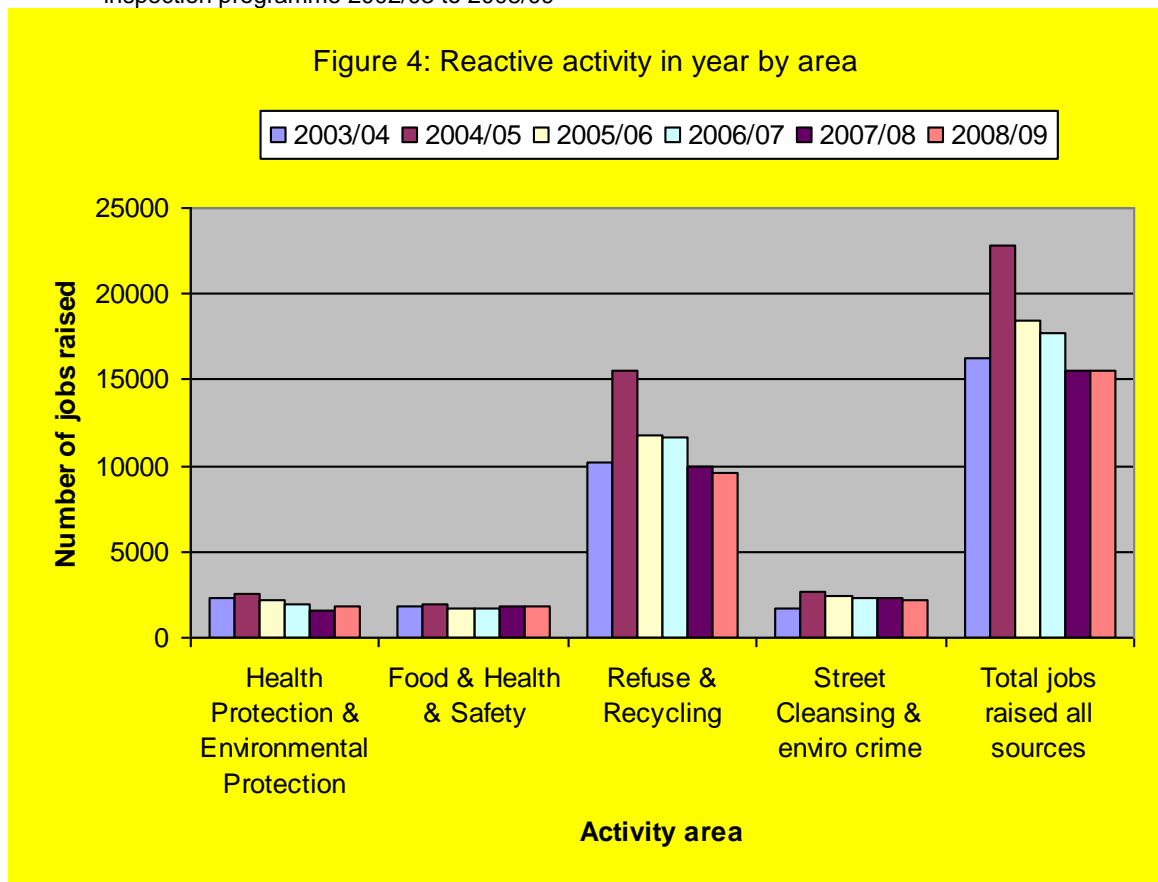
<i>National enforcement priority area</i>	<i>Why?</i>
Air Quality, including regulation of pollution from factories and homes	<ul style="list-style-type: none"> <li>• Contribution to tackling climate change</li> <li>• Damages health, quality of life and shortens life expectancy</li> <li>• Health impacts from particulates in 2005 cost £9.1 - £21 billion</li> <li>• Important issue for citizens and local authorities</li> <li>• Hugely politically important</li> </ul>
Alcohol, entertainment and late night refreshment licensing and its enforcement	<ul style="list-style-type: none"> <li>• 1 in 5 violent incidents in or around public houses</li> <li>• Up to 22,000 premature deaths per year related to alcohol consumption</li> <li>• 17 million working days lost through alcohol related absence</li> <li>• 35% of total A &amp; E costs are alcohol related</li> <li>• Public perception is that drunk, rowdy behaviour is getting worse.</li> </ul>
Hygiene of businesses selling, distributing and manufacturing food and the safety and fitness of food in the premises	<ul style="list-style-type: none"> <li>• A death a day arising from food business operations.</li> <li>• 1,467 cases of food borne disease per day</li> <li>• 33 hospitalisations per day</li> <li>• Considered a priority area by businesses and citizens</li> <li>• In 2005 poor standards cost the economy £900 million</li> </ul>
Improving health in the workplace	<p>In Local authority enforced sectors</p> <ul style="list-style-type: none"> <li>• 560,000 workers experience ill-health or illness caused by or made worse by their work.</li> <li>• 410 people per day start an episode of work-related illness</li> <li>• £360 - £610 million costs to employers of ill-health</li> <li>• Several £billion cost to economy each year</li> </ul>

<sup>1</sup> Rogers Peter (2005) – National enforcement priorities for local authority regulatory services – Cabinet Office, London

### Appendix 3: Activity Demands on the Service



Source: Food Standards Agency Returns: Table 2.1 Food hygiene - Compliance with inspection programme 2002/03 to 2008/09



Source: Performance reports Proactive SCDC 2003/04 to 2008/09

## Appendix 4: Health & Environmental Services Contribution to the LAA and LSP Sustainable Community Strategy.

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

	Strategic Objectives		Priorities
1	<b>Active, healthy and inclusive communities</b> 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	<b>Safe and clean communities</b> 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	<b>Building successful new communities</b> , 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	<b>A sustainable infrastructure and environment</b> 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 Targets within the LAA**

- NI 17: Perceptions of anti-social behaviour
- NI 56: Obesity among primary school children
- NI 120: All age all cause mortality rate
- NI 123: 16+ current smoking prevalence
- NI 131: Delayed transfers of care from hospital

- NI 172: % of businesses showing growth
- NI 182: Satisfaction of businesses with local authority regulation
- NI 186: Per capita emissions of CO2 in the area
- NI 188: Adapting to climate change

***Relevant 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

**Appendix 5: Key Partners to H&ES.**

- *Central Government departments* – BIS, 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.
- *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, Probation service; Trading Standards
- *Contractors-* Donarbon, Veolia, Pearsons, Waste Recycling Group, Charlton recycled Autoparts Ltd, NETCEN, Transparency data, Northgate.

**Appendix 6: Health & Environmental Services Interaction with 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.*

<b>[AIMS]</b>		
<b>A. WE ARE COMMITTED TO BEING A LISTENING COUNCIL, PROVIDING FIRST CLASS SERVICES ACCESSIBLE TO ALL.</b>		
<b>[Approaches]</b>	<b>[Actions]</b>	
We will do this by	We will	lead member
<ul style="list-style-type: none"> <li>ii. working with voluntary organisations, Parish Councils and Cambridgeshire County Council to improve services through partnership</li> <li>iii. making South Cambridgeshire District Council more open and accessible</li> <li>iv. achieving improved customer satisfaction with our services</li> </ul>	<ul style="list-style-type: none"> <li>1. work with voluntary organisations to establish a relationship with hard-to-reach and vulnerable residents</li> <li>2. work with voluntary groups to provide information and advice at events in 20 villages a year by 2010</li> <li>3. We will achieve Customer Service Excellence accreditation by 31<sup>st</sup> March 2011</li> </ul>	<ul style="list-style-type: none"> <li>Cllr Bygott</li> <li>Cllr Bard</li> <li>Cllr Bygott</li> </ul>
<b>B. WE ARE COMMITTED TO ENSURING THAT SOUTH CAMBRIDGESHIRE CONTINUES TO BE A SAFE AND HEALTHY PLACE FOR YOU AND YOUR FAMILY</b>		
We will do this by	We will	lead member
<ul style="list-style-type: none"> <li>iv. understanding where health inequalities exist and focussing on areas of need</li> </ul>	<ul style="list-style-type: none"> <li>1. work closely with partners including NHS Cambridgeshire to identify and target key groups and provide increased opportunities for sport and recreation for the most vulnerable groups – to continue as core business</li> </ul>	Cllr Bard
<b>C. WE ARE COMMITTED TO MAKING SOUTH CAMBRIDGESHIRE A PLACE IN WHICH RESIDENTS CAN FEEL PROUD TO LIVE</b>		
We will do this by	We will	lead member
<ul style="list-style-type: none"> <li>ii. Extending and encouraging the use of recycling opportunities</li> </ul>	<ul style="list-style-type: none"> <li>1. We will meet or surpass a 65% recycling and composting rate by 2012</li> </ul>	Cllr Ellington





## Appendix 7: Health & Environmental Services Statement of Purpose and Links to Corporate Aims & Approaches

<b>Health &amp; Environmental Services Objectives</b>		Links with Council Aims	Links with Council Approaches	Links with Council Actions
Health & environmental services within South Cambridgeshire District Council are committed to work in partnership with local organisations, businesses and the wider community to:		A; B; C; D; E		
SO1	❖ <i>Protect and enhance the environment now and in the future</i>	C; D; E	Civ; Cv; Cvi; Cvii; Cviii; Di; Dii; Ei	C1; C2; C3;
SO2	❖ <i>Improve on the sense of health, safety and well being within our existing and future villages, communities and businesses</i>	B; C, E	Bi; Bii; C; Ei	B1; D1;D2
SO3	❖ <i>Safeguard and improve public health</i>	B; D	Aii; Biii; Biv; Di; Dii	A1; A2; D1;D2
SO4	❖ <i>Enhance the quality of life of citizens generally and for those most vulnerable and disadvantaged specifically.</i>	A; B; E	Aii; Biii; Biv; Ei	A1;A3; B1;
<b>Values</b>				
SV1	❖ <i>High quality customer service to the public</i>	A; D	Aiv; Di	A3
SV2	❖ <i>Target resources to areas of greatest risk/effect/change.</i>	A; D	Av; Dii	A3; B1
SV3	❖ <i>Provide sensible, clear, open, honest and fair decisions</i>	A; D	Aiv; Di	
SV4	❖ <i>To improve service to the public that represents best value</i>	A; D	Av; Di	
SV5	❖ <i>Be professional, consistent and equitable, showing mutual respect towards others.</i>	A; C; D	Civ; Di	A3
SV6	❖ <i>Use common sense</i>	A; D		
SV7	❖ <i>To engage and listen and be responsive and flexible to people's needs</i>	A; C; D; E	Ai; Aii; Civ; Di; Eii	A3
SV8	❖ <i>Set standards by which to be judged</i>	A; C; D	Dii	A3

## Appendix 8 – Customer Satisfaction Results

**Table 1: % Of Customers Who Felt The Service Had Got Better Or Worse Over the last 12 Months<sup>2</sup>**

	Better	Worse	
Keeping public land clear of litter	15%	8%	😊
Refuse collections (Green/black bin)	31%	7%	😊
Doorstep recycling (green box)	50%	3%	😊
Local recycling centres (banks)	18%	5%	😊
Cleanliness of recycling centres (banks)	18%	4%	😊
Graffiti removal	10%	2%	😊
Fly posting removal	11%	3%	😊
Abandoned or burnt our car removal	15%	2%	😊

**Table 2: Satisfaction with Aspects of Refuse & Recycling, Environmental Health and Pest Control Services**

	2006		2009		Trend
	Very/fairly satisfied	Fairly/very dissatisfied	Very/fairly satisfied	Fairly/very dissatisfied	
<b>Household waste collection</b>					
SE248 Cleanliness of street after collection	85%	8%	78%	13%	↓
<b>Recycling banks and other recycling facilities</b>					
Local Recycling centres i.e. bank sites	N/a	N/a	76%	11%	N/a
SE247 Accessibility of sites	75%	15%	82%	12%	↑
Range of materials	N/a	N/a	82%	11%	N/a
Frequency of emptying	N/a	N/a	64%	19%	N/a
SE249 With cleanliness and tidiness of site	65%	20%	76%	12%	↑
Servicing recycling centres	N/a	N/a	82%	8%	N/a
Overall provision of facilities	N/a	N/a	83%	9%	N/a
<b>Anti-social Behaviour</b>					

<sup>2</sup> source 2009 Health & Environmental Services survey

<b>Graffiti removal</b>	N/a	N/a	70%	6%	N/a
Fly-posting removal	N/a	N/a	66%	11%	N/a
Abandoned or burnt out car removal	N/a	N/a	72%	7%	N/a
	<b>2008</b>		<b>2009</b>		
<b>Environmental Health</b>	<b>Very/fairly satisfied</b>	<b>Fairly/very dissatisfied</b>	<b>Very/fairly satisfied</b>	<b>Fairly/very dissatisfied</b>	<b>Trend</b>
SE222 received full explanation	82%	N/a	57%	43%	↓
SE226 Overall Satisfaction	86%	N/a	80%	15%	N/a
SE223 Satisfaction with Pest Control	94%	N/a	92%	N/a	N/a

**Table 3. Business Satisfaction**

NI182	Satisfaction of businesses with local authority regulation services	2008/09
		80%

<b>Overall Compliant and Non-compliant businesses</b>	<b>2008</b>	
	<b>Positive Reply</b>	<b>Negative Reply</b>
Treated Fairly	98%	1%
Contact Helpful	95%	3%
Ease of contacting Department	82%	7%
Helpfulness	97%	1%
Polite and courteous	99%	0%
Level of Information provided	95%	1%
Made clear why contacting the business	100%	0%
Made clear what were requirements as opposed to recommendations	98%	2%
Agreed provide Value for Money	83%	12%
Received further Information requested	92%	8%
Further Information easy to understand	100%	0%

**Table 4: What Did Residents Consider To Be A Anti-Social Behaviour Problem In Their Area<sup>3</sup>**

*In 2009 SCDC scored the best compared to all other Districts in the County in all the areas below.*

<i>Anti-social behaviour</i>	<i>Very big/big problem</i>				Trend
	2003	2006	2009 SCDC	2009 County average	
Rubbish and litter lying around	37%	28%	22%	27%	↑
Vandalism, graffiti and other deliberate damage to property or vehicles	48%	25%	21%	27%	↑
People being drunk or rowdy in public places	35%	12%	9%	23%	↑
Noisy neighbours or loud parties	13%	8%	6%	9%	↑
Abandoned or burnt out cars	48%	6%	4%	5%	↑

**Table 5: Reported Neighbourhood Problems Respondents<sup>4</sup>**

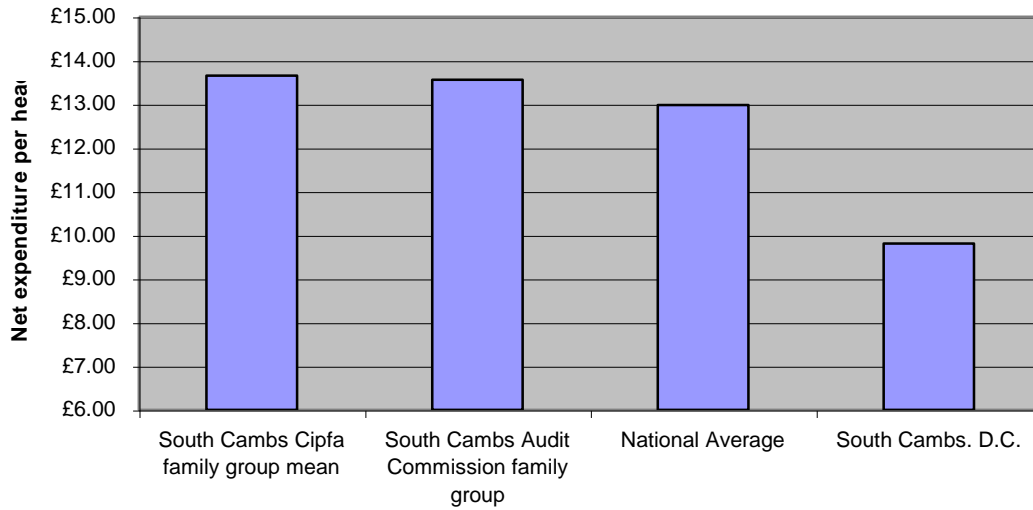
Issue	Very big/big problem
Rubbish lying around	19%
Littering	22%
Vandalism	19%
Graffiti	6%
Fly-tipping	19%
Fly-Posting	7%
Abandoned or burnt out cars	6%

<sup>3</sup> 2009 place survey results

<sup>4</sup> 2009 Health & Environmental Services Survey

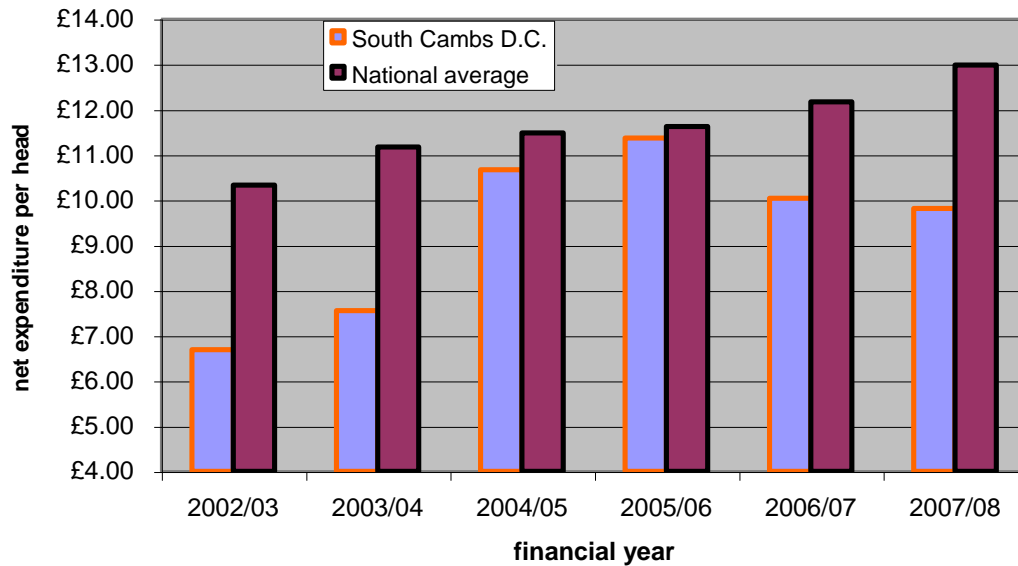
## Appendix 9: Value for Money Overview

Figure 1: Net expenditure on EH per head 07/08 actuals



Source: CIPFA 2008; Environmental Health Statistics 2007/08 actuals; SIS ref 65.08; London

Figure 2: South Cambs D.C. Net expenditure per head on EH compared to national average



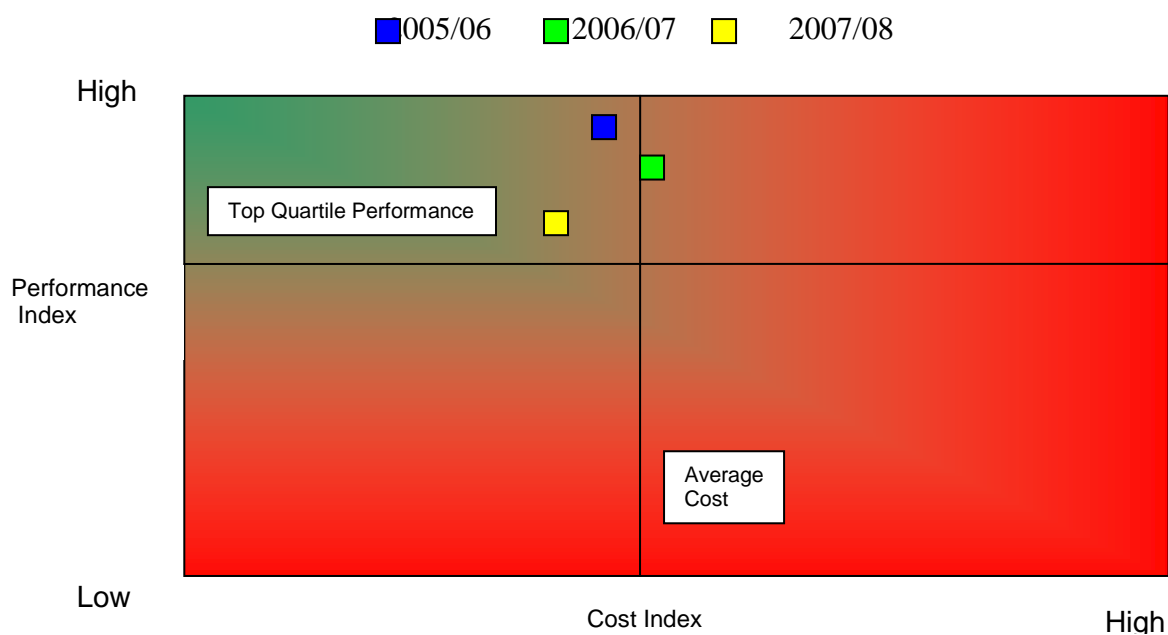
Source: CIPFA; Environmental Health Statistics 2001/02 to 2007/08 actuals; SIS ref 65.01 - 08; London

**Table 1: Expenditure on Major Services**

	2008-09 £ per head (SCDC)	2008-09 £ per head (Nearest Neighbour Group average)	Ranking vs nearest neighbour group	2009 –10 £ per head (SCDC)	Ranking vs nearest neighbour group
Waste Collection	23.48 (23.23*)	23.22	10th lowest out of 16	27.49*	Not Available
Street Cleansing	5.23 (5.17*)	7.90	Lowest of 16	5.71*	Not Available
Environmental and Public Health Services	8.97 (8.91*)	12.00	2 <sup>nd</sup> Lowest out of 16	9.15*	Not Available

\* excludes pension cost

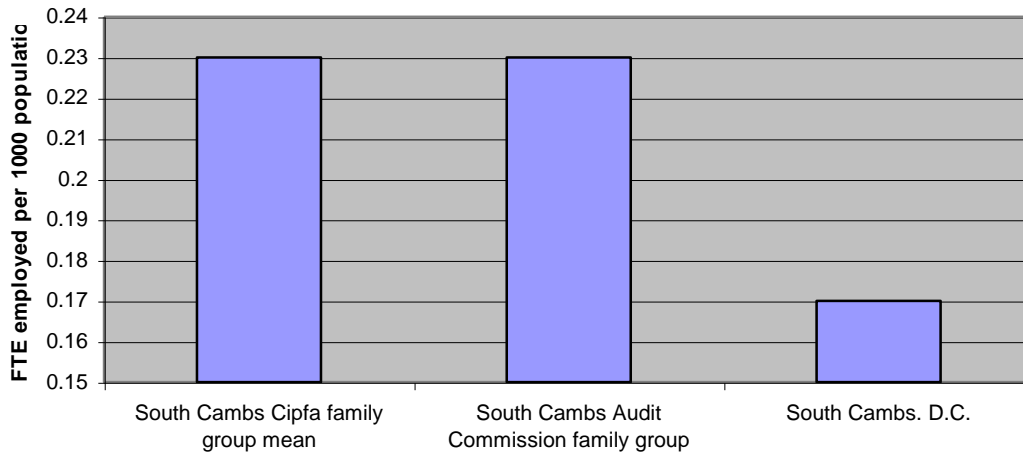
Figure 3: Value for Money analysis between composite performance and cost of recycling: 2005/06 and 2007/08



Source: SPARSE Profiling Service for South Cambridgeshire D.C, <http://www.rsnonline.org.uk/>  
 Accessed February 09.

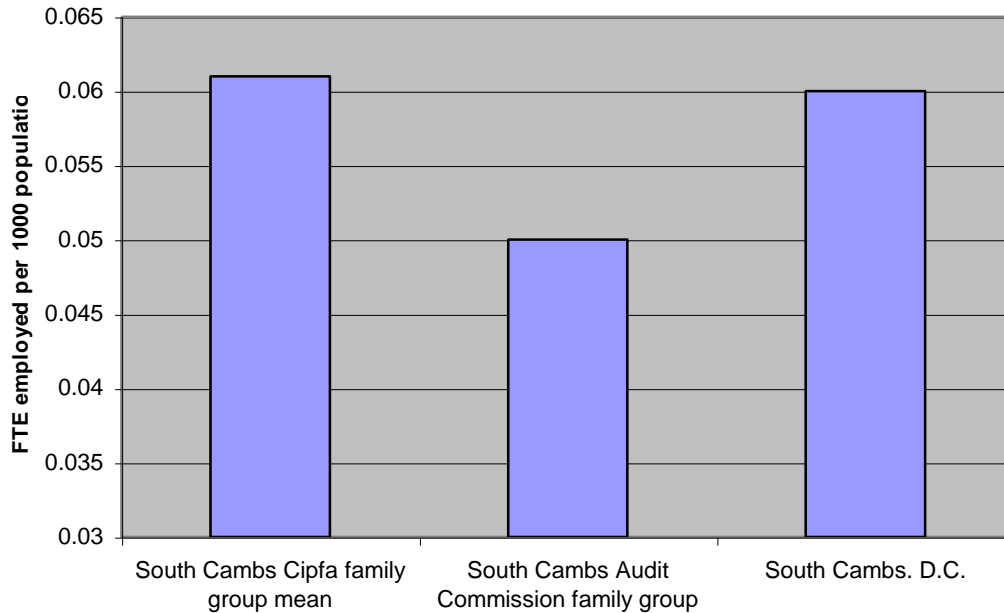
## Appendix 10: Staffing Benchmarks

Figure 1: Staff employed on core Env. Health Functions per 1000 population (07/08 Actuals)



Source: CIPFA 2008; Environmental Health Statistics 2007/08 actuals; SIS ref 65.08; London

Figure 2: EHO's employed per 1000 population 07/08 actuals



Source: CIPFA 2008; Environmental Health Statistics 2007/08 actuals; SIS ref 65.08; London

**Appendix 11: 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		
		2003	2006	08/09					10/11	11/12	12/13
<b>CUSTOMER SERVICE</b>											
BV89	Satisfaction with keeping land clear of litter and refuse - Place Survey result	63%	74%	61%	↓	63%	57%	2nd			
	SCDC Survey result			72%				N/a	74%	74%	74%
BV90a	Satisfaction with Refuse collection - Place survey result	87%	84%	78%	↓	77%	78%	2nd			
	Satisfaction with refuse collections (Green & black bin) SCDC Survey result			82%				N/a	84%	84%	84%
BV90b (now SE246)	Satisfaction with doorstep recycling Place Survey Result	68%	69%	79%	↑	74%	70%	1st			
	Satisfaction with door step recycling (green box) SCDC Survey result			87%				N/a	88%	90%	94%
SE247	Accessibility of recycling banks and sites		75%	82%	↑				80%	81%	82%
SE248	Cleanliness of street after refuse collection		85%	78%	↓				80%	82%	84%
SE249	Cleanliness and tidiness of recycling site		65%	76%	↑				76%	77%	78%
NI37	Awareness of civil protection arrangements	N/a	N/a	14.6%	N/a	15.4%	15.3%	3rd	16%	17%	18%
NI182	Satisfaction of businesses with local authority regulation services	N/a	N/a	80%	N/a				83%	85%	87%
		<b>2007</b>	<b>2008</b>	<b>2009</b>							
SE222	Received full explanation on completion of complaint		82%	57%	↓				70%	75%	80%



SE223	Satisfaction with Pest Control		94%	92%	↓				93%	94%	94%
SE226	Overall satisfaction with the way the complaint was handled		86%	80%	↓				85%	86%	87%
SE203	The % of environmental health complaints responded to within 3 working days	86%	96%	98%	↑				96%	96%	96%
SE220	Home Improvement Agency; average weeks taken between first contact and first visit. (ODPM set)	1.8	2.4	4.5	↓				3	3	3
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%	100%	100%	↔				Indicator to be deleted		
SE235	% telephone calls answered within 20 secs	97%	99%	99.4%	↔				99%	99%	99%
SE236	% telephone calls abandoned	7.5%	4.2%	2.8%	↑				3%	2%	2%
SE237	Letters responded to in 10 working days	N/a	96%	95%	↔				96%	97%	97%
SE238	% complaints about service escalated to level 2 or above	N/a	10%	3.8%	↑				5%	5%	5%

PI Ref	Performance indicator	Performance			Trend	Target		
		06/07	07/08	08/09		2010/11	2011/12	2012/13
<b>WORKFORCE AND LEARNING</b>								
SE 209	% work time lost to sickness (excl: Env. Operations staff)	2.9% est	1.54%	1.44%	↑	2%	2%	2%
SE227	% work time lost to staff vacancies (excl: Env. Operations staff)	9.9%	7.3%	1.7%	↑	4%	4%	4%
SE 211	% staff with completed Employee Development Scheme interviews (Appraisal)	100%	100%	100%	↔	100%	100%	100%
SE228	Training spend as % of total EH salary budget. (T03) (Excludes Env Operations Staff)	1.45%	1.62%	0.95%	↓	1.5%	1.5%	1.5%

SE232	% Env Operations staff working time lost to sickness.	5% est	6.65%	9.51%	↓	7%	6%	5%
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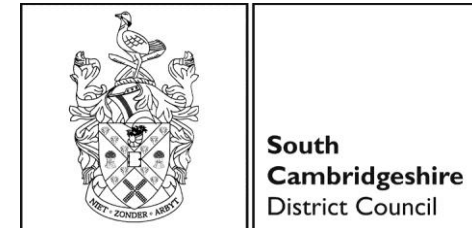
PI Ref	Performance indicator	Performance			Trend	Target		
		06/07	07/08	08/09		2010/11	2011/12	2012/13
<b>FINANCE, EFFICIENCY &amp; VALUE FOR MONEY</b>								
BV86	Cost of waste collection per household	£50.50	£47.31	£54.56	↓	TBA	TBA	TBA
SE 213	% EH undisputed invoices processed within 10 working days of receipt.	98%	97%	98%	↔	98%	98%	98%
SE214	Net spending per head on Environmental Health	£9.50 Below 05/06 national average £11.62	£9.01 Below 06/07 national average	£8.96	↑	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	6.64%	7.8%	3%	↑	<3%	<3%	<3%
SE234	SPARSE VFM analysis	2nd	Top quartile performance for below average cost	To be provided	↓	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		
		06/07	07/08	08/09		2010/11	2011/12	2012/13
<b>SERVICE QUALITY / PROVISION</b>								
NI184	Food Establishments in the area which are broadly compliant with food hygiene law	N/a	N/a	92%	N/a	92%	94%	95%
NI187	Tackling fuel poverty	N/a	N/a	SAP<35 17.4% SAP>65 21.2%	N/a	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	N/a	455Kg	N/a	461	412	383

NI192	Household waste recycled and/or composted	50.9%	53.2%	53.6%	↑	55%	61%	65%
BV82ai	% tonnage of household waste recycled	18.2%	18.7%	18.8%	↑	20%	24%	26%
BV82aii	Tonnage household waste sent for recycling	10,930	11,107	11,017	↔	11,729	14,075	15,248
BV82 bi	% household waste composted or anaerobically digested	32.7%	34.5%	34.8%	↑	35%	37%	39%
BV82bii	Tonnage household waste composted or anaerobically digested	19,610	20,503	20,382	↓	20,526	21,699	22,872
NI 195a	Improved street and environmental cleanliness – litter		24% combined	14% combined	↑	14% combined	13% combined	13% combined
NI195b	Improved street and environmental cleanliness - Detritus							
NI195d	Improved street and environmental cleanliness – fly posting	5%	5%	4%	↑	2%	2%	2%
NI195c	Improved street and environmental cleanliness – graffiti	6%	6%	3%	↑	3%	3%	3%
NI196	Improved street and environmental cleanliness - Flytipping	3	2	???	↑	1	1	1
BV216b	% sites for which sufficient detailed information is available to decide whether remediation of the land is necessary.	8.5%	10.1%	15%	↑	10%	12%	12%
BV218a	% abandoned vehicle new reports investigated within 24 hrs	91%	95%	99%	↑	95%	96%	97%
BV218b	% abandoned vehicles removed within 24 hrs of when the LA legally entitled to remove the vehicle	82%	80%	100%	↑	95%	96%	97%
SE225	The % of pest control first treatments carried out within 4 working days	97%	96%	99%	↑	95%	95%	95%
SE201	The number of collections missed per 100,000 collections of household waste	39	48	53	↓	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%

SE218	Home Improvement Agency; Average weeks taken to complete works of value <£1000 (set by Foundations)	25.6 wks	10.3 wks	21 wks	↓	16	16	16
SE219	Home Improvement Agency; Average weeks taken to complete works of value >£1000 (set by Foundations)	42.6 wks	46.55 wks	42 wks	↑	45	45	45
SE230a	% Licensing Act 2003 applications determined within 2months for premises and 3 months for personal licence applications,	N/a	100%	100%	↔	Indicator to be deleted		
SE233	% of taxi licensing applicants notified of determination within 10 working days of receiving all relevant information	N/a	95%	97%	↑	96%	96%	96%
SE261	% of pollution control inspections undertaken against those required to be undertaken	N/a	N/a	????	N/a	90%	92%	94%
SE???	% of trade waste collected recycled	New Indicator				10%	12%	15%
SE???	EU services directive- % of electronic applications accepted or rejected within relevant time of submission via ELMS	New Indicator				95%	95%	95%

**Appendix 12: Health & Environmental Services Risk Register  
June 2009 (To be updated November 2009)**



No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
24	Pandemic 'Flu Requests for mutual aid from partners, <i>leading to</i> staff being directed into call centres or anti- viral stations etc, <i>resulting in</i> some service disruption at SCDC, possible loss of performance etc.	B2	new	A.iv.	Dale Robinson	Awaiting possible WHO update
13	Current depot becomes inappropriate for future requirements <i>Leading to</i> health & safety implications and inability to fulfil service provision <i>Resulting in</i> Loss of operating licence, death or injury, service failure/disruption, drop in performance, inefficiency costs	B2	→	Av, Cii, Ciii, Civ	Stuart Harwood Clark	Discussions continuing. Will need to implement in 2010/11 due to increase HGV's. Strategic review result will impact further

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
22	Failure to provide online transactions, screening of legislation, policy and fee practices <i>Leading to</i> breaches of the EU services directive <i>Resulting in</i> unjustified barriers to service provision, loss to the economy, possible legal intervention from EU traders.	B2	→	Aiii, Aiv, Di, Dii	Dale Robinson	Reliant on procurement of new software solution, plus integration with the FMS system.
15	Staff perception that there is a privatisation agenda <i>Leading to</i> uncertainty and unsettled workforce <i>Resulting in</i> lower staff morale, higher turn over of staff, drop in performance	C1	→	All	Senior Management Team, Cabinet	Local communication with staff involved. Outcome of Waste strategic review will impact on this likelihood.
16	Inability for service managers to meet the demands placed upon them <i>Leading to</i> failure to achieve service and corporate objectives and targets <i>Resulting in</i> service failure, drop in performance, inability to achieve inspire corporate plans.	C1	→	All	Senior Management Team, Cabinet	Additional resources requested in 2009/10-service plan for business manager, not approved. Issue highlighted to senior management team.

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
11	Failure to meet air quality objectives through the air quality action plan for the A14 corridor <i>Leading to</i> poorer air quality <i>Resulting in</i> increased risk to public health, failure to achieve statutory objectives, negative impacts of key lines of enquiry in comprehensive performance reviews, reputation damage, ombudsman findings	B3	→	A, B, C, D, Ei	Susan Walford	See Health Protection improvement plan. Action plan out for public consultation; to go to Cabinet in September 2009.
10	Increased demand for mandatory disabled facility grants following demographic changes and Bristol report <i>Leading to</i> inability to meet demand within reducing budget and staffing resources <i>Resulting in</i> reputation damage as caring authority, Judicial review- order of mandamus, Ombudsman findings, vulnerable people living in inappropriate conditions.	C2	→	A, B,	Dale Robinson	Current level of capital sufficient. Staff resourcing issue bid placed within 2009/10-service plan, not approved. Discretionary spend cuts.
12	Failure of MVM system before new software has been procured, implemented and operational <i>Leading to</i> loss of ability to manage workflow system and breakdown <i>Resulting in</i> drop in service performance, dissatisfied customers, inefficiencies, inappropriate allocation of jobs or service, public and individual health implications	B4	→	Aiii, Aiv, Av,	Susan Walford	Procurement process for new software in train; award date due 16/6/09; aiming to go live in September 2009.

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
6	Number of businesses requesting SCDC environmental health to act as its Primary Authority exceeds resource capability <i>Leading to</i> inability to meet expectations of businesses concerned and LBRO <i>Resulting in</i> reputation damage, LBRO intervention and breach of legislative requirements	C3	↓ (from C2)	A, Di, Dii	Geoff Keerie	Just 5 companies nationally; little appetite from business due to cost.
2	Inability to recruit and/or retain appropriately skilled workforce i.e. HGV drivers, street cleansing operatives, Environmental Health Officers <i>Leading to</i> a high vacancy rate, <i>Resulting in</i> an inability to deliver statutory services, customer dissatisfaction, public health put at risk.	C3	→	Aiv, Av, Biv, Cv, Cvi, Di, Dii	Dale Robinson	EHO's recruitment issues, national shortage.
23	Pitt Review and Flood & Water Management Bill Pressure applied to SCDC to take on responsibilities in Flood & Water Management Bill following Pitt Review, <i>leading to</i> budgeting and resource capacity issues, resulting in staff being directed away from other service priorities, some service disruption, possible loss of performance, possible impact on reputation.	C3	new	All	Pat Matthews	Representation on County Partnership group considering matter. Reported to Scrutiny.



No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
7	Contact centre fails to deliver customer service <i>Leading to</i> dissatisfied customers and inappropriate service provided <i>Resulting in</i> service failure, reputation damage, public health and well-being placed at greater risk, performance failures	B5	→	All	Paul Quigley	The contact centre continues to demonstrate that performance can be achieved; should be improved by new corporate contact centre training programme.
20	Failure to influence waste infrastructure in growth area developments <i>Leading to</i> inability to provide service <i>Resulting in</i> increased costs, service difficulties, loss of reputation, decline in recycling rate.	B5	→	Aiv, Av, Cv, Cvi, Cvii	Paul Quigley	Seeking to minimise through adoption of a SPD and planning obligation strategy.
21	Finding of substantial savings to meet the MTFS and other financial pressures <i>Leading to</i> inability to meet expectations of service users <i>Resulting in</i> dissatisfaction, loss of reputation, low morale, adverse publicity.	C4	↓ (from B3)	All	Dale Robinson	Efficiencies and savings found in principle and agreed with Portfolio Holder; detailed work to be undertaken.
19	Persistent and vexatious complaints <i>Leading to</i> disproportionate time spent on dealing with concerns <i>Resulting in</i> failure in meeting priorities, impact on other services, drop in staff morale.	C4	↓ (from C3)	All	Service First	Corporate policy in place.

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
1	Vehicle provider ceases to trade, <i>Leading to</i> loss of vehicles <i>Resulting in</i> inability to provide service	C4	→	Cv, Cvi,	Stuart Harwood Clark	6 vehicles are still on the old contract; 2 more drop out in November 2009; but, the worsening financial situation could affect the companies concerned.
9	Footway lighting stock deteriorates quicker than anticipated <i>Leading to</i> demand for renewals outstripping budget <i>Resulting in</i> structural failure, injury, increased fear of crime, costs and compensation claims	C4	→	Av	Paul Quigley	County survey still in progress, leading to long term maintenance programme.
17	Failure to obtain adequate qualified staff to serve the local government agenda, <i>Leading to</i> shortage in environmental health professionals in specialist areas required, <i>Resulting in</i> inability to provide professional and competent service.	B6	→	All	Dale Robinson	New CIEH competency framework being introduced 2012. Regulators Development Needs Assessment (RDNA) working well.

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
5	Environment Agency withdraws further from offering planning advice re flood impacts for new developments <i>Leading to</i> inability to provide informed commentary on development proposals <i>Resulting in</i> increased expectation on Drainage Manager to fill the gap, increased consultancy costs, development in wrong location, flooded properties, and reputation damage.	C5	→	E	Patrick Matthews	Pitt review and Flood and Water Management Bill outcomes will alter the landscape.
3	Non compliance with the requirements of the Local Better Regulation Office (LBRO), Compliance Code and Regulatory Enforcement & Sanctions Act <i>Leading to</i> Intervention by LBRO and the Better Regulation Executive <i>Resulting in</i> dissatisfied customers, reputation damage, poor corporate governance result, poor morale, loss of public/business confidence	C5	→	Di, Dii	Dale Robinson	Guidance from LBRO anticipated in due course.
4	Failure to engage in or be recognised by the Local Area Agreement process <i>Leading to</i> inability to influence area partner agendas <i>Resulting in</i> loss of revenue, inappropriate direction, and inability to influence corporate objectives.	C5	→	All	Dale Robinson	
8	Failure of PFI contract to deliver on contract requirements <i>Leading to</i> statutory direction by County Council to out of area disposal points <i>Resulting in</i> increased costs, breakdown of relationships, service disruption	C5	→	Av, Cv, Cvi	Dale Robinson	

Notes  
 The dotted line shows the Council's risk tolerance line.  
 Risk numbers 14 and 18 have been removed from the risk register (October 2008 and February 2009, respectively).

Impact	Likelihood
A Extreme	1 Almost certain
B High	2 Likely
C Medium	3 Possible
D Low	4 Unlikely
	5 Seldom
	6 Rare

Direction of Travel
↓ Priority reduced from last review (bracket indicates previous priority)
→ Priority equal to last review
↑ Priority increased from last review (bracket indicates previous priority)