

**REPORT TO: ENVIRONMENTAL AND CONSUMER PROTECTION COMMITTEE –
20th August 2001**

REPORT ON: ECPD SERVICE PLAN – PERFORMANCE REPORT

REPORT BY: DIRECTOR OF ENVIRONMENTAL AND CONSUMER PROTECTION

REPORT NO: 477-2001

1.0 PURPOSE OF REPORT

1.1 To inform members of performance for the year 2000/01 against targets set in the Environmental and Consumer Protection Department's Service Plan.

2.0 RECOMMENDATIONS

2.1 That the Committee note the performance and contextual remarks contained in the Appendices to this report.

3.0 FINANCIAL IMPLICATIONS

3.1 All costs are contained within departmental budgets.

4.0 LOCAL AGENDA 21 IMPLICATIONS

4.1 Health is protected by creating safe, clean pleasant environments.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 A commitment is made to involving and consulting target groups on issues within the remit of the Environmental and Consumer Protection Department.

6.0 REPORT

6.1 The Environmental and Consumer Protection Department's Service Plan was agreed at the Environmental and Consumer Protection meeting on 6th December 1999.

6.2 The Service Plan contains Performance Indicators for a range of Environmental Health and other Environmental Services for the period 1999-2002.

6.3 It has been recognised that establishing reliable indicators for these services is particularly difficult and therefore reliance was placed on the use of Statutory Indicators. These cover most of the department's services.

6.4 At the time of compiling the Service Plan it was anticipated that Audit Scotland would issue a new Statutory Performance Indicator to cover Street Cleaning.

6.5 To date no such indicator has been devised by Audit Scotland.

- 6.6 Due to the constantly fluctuating nature of this task and the city wide extent of the area to be monitored, it is notoriously difficult to devise a reliable indicator (other than financial).
- 6.7 To avoid the necessity of implementing a complex, and possibly costly monitoring system, reliance will still be placed on Audit Scotland producing an indicator in the future.
- 6.8 Public performance reporting is achieved by the annual corporate publication of Councils' Statutory Performance Indicators, and individual committee reports where deemed appropriate.

7.0 CONSULTATIONS

- 7.1 The Chief Executive
The Director of Support Services
The Director of Finance

8.0 BACKGROUND PAPERS

- 8.1 None.

9.0 SIGNATURE

Director of Environmental and Consumer Protection

Date: 5th June 2001

APPENDIX

ENVIRONMENTAL SERVICES – REFUSE COLLECTION

Performance Indicators	Target	Baseline '99	Actual 2000	Actual 2001
Gross Collection Costs for Premises (S)	49.35	48.09	53.22	46.98
Special Collections (bulky uplifts) response times	3 days	3 days	3 days	3 days
% Completed in time	100	97.7	97.7	97.5
Within 5 Days	100	98.9	99	99.0
Missed Household Collections (per 100,000)	39	38.6	37	19

ENVIRONMENTAL SERVICES – PUBLIC CONVENIENCES (K)

Performance Indicators	Target	Baseline '99	Actual 2000	Actual 2001
Complaints received annually regarding quality of facilities	0	0	0	1

ENVIRONMENTAL SERVICES – REFUSE DISPOSAL (K)

Performance Indicators	Target	Baseline '99	Actual 2000	Actual 2001
% of Household waste disposed of by				
Waste to Energy	83.6	0	36.0	29.94
Composting	6.3	6.3	4.4	1.00
Other Recycling Methods	4.7	3.2	4.6	6.39
Landfill	5.4	90.5	55.0	62.69
Other Methods	0	0	0	0

ENVIRONMENTAL SERVICES – REFUSE COLLECTION (K)

Performance Indicators	Target 2002	Baseline '99	Actual 2000	Actual 2001
Extension of No. of Households served by Wheeled Bins	59,000	41,000	41,000	47,673
Note: Bins were purchased in the year 99/00 and a further route involving 7000 properties will be implemented in September 2000.				

ENVIRONMENTAL HEALTH – FOOD SAFETY

Performance Indicators	Target	Baseline '99	Actual 2000	Actual 2001
No. of premises to be inspected				
Frequency: - 6 months	N/A	166	60	67
12 months	N/A	207	177	198
>12 months	N/A	454	532	391
% undertaken within time				
Minimum inspection frequency: - 6 months	100	97	96.7	96.9
12 months	100	98.6	99.4	95.5
>12 months	85	99.1	99.2	96.9
No. of establishments receiving formal follow up action				
Frequency: - 6 months	N/A	101	56	31
12 months	N/A	53	124	142
>12months	N/A	21	301	238

ENVIRONMENTAL HEALTH – WORKPLACE SAFETY (S)

Performance Indicators	Target	Baseline '99	Actual 2000	Actual 2001
% of Premises liable to inspection brought within the inspection rating system	100	100	100	100
18 Month Inspection Frequency				
No. of Premises in Category	N/A	181	113	97
No. Inspected within year	N/A	121	61	65
% Carried out in Time	100	100	93.4	98.5
36 Month Inspection Frequency				
No. of Premises in Category	N/A	2039	1715	1697
No. Inspected within year	N/A	680	592	282
% Carried out in Time	85	96.8	91.4	65
72 Month Inspection Frequency				
No. of Premises in Category	N/A	1010	822	900
No. Inspected within year	N/A	168	169	61
% Carried out in Time	65	72	82.8	69.3

ENVIRONMENTAL HEALTH – NOISE COMPLAINTS (S)

Performance Indicators	Target	Baseline '99	Actual 2000	Actual 2001
① Completed at initial enquiry stage	N/A	119	78	70
② Required further investigation	N/A	234	323	341
% of Responses within 1 day of receipt of ①	100	99.1	100	100
% of Responses within 3 days of receipt of ②	100	98.7	100	98.5
Complaints that required further action				
Formal	N/A	3	1	3
Informal	N/A	174	287	323
No Follow-up	N/A	57	35	15
Increase Complainers' Satisfaction Level				
Level %	93	89	Not Available (2 yr. Cycle)	

ENVIRONMENTAL HEALTH – PEST CONTROL (S)

Performance Indicators	Target	Baseline '99	Actual 2000	Actual 2001
Council's Target Response Time				
High Priority	2	2	2	2
Low Priority	5	5	5	5
% of responses which met Target				
High Priority	100	99.5	100	99.7
Low Priority	100	99.3	99.4	99.8
% of responses in Specified Time				
High Priority	100	99.5	100	99.7
Low Priority	100	99.3	99.4	99.8
Improved Information on Insecticides – increased customer satisfaction information provided (K)	70%	62%	Not Available (2 yr. Cycle)	73%

ENVIRONMENTAL HEALTH – ANIMAL CONTROL (K)

Performance Indicators	Target 2002	Baseline '99	Actual 2000	Actual 2001
Increase in tonnage of dog faeces collected	82 tonnes	74 tonnes	78 tonnes	85 tonnes

TRADING STANDARDS (S)

Performance Indicators	Target	Baseline '99	Actual 2000	Actual 2001
Enquiries, Complaints, Advice				
% of Following Enquiries, Complaints and Advice Requests completed on same day				
Consumer Enquiries %	98	98.6	95.9	96.3
Consumer Complaints %	15	32.5	79.7	84.1
Business Advice Requests	90	94.4	87.8	90.7
% of Above completed within 2-14 days				
Consumer Enquiries %	2	1.4	3.6	3.7
Consumer Complaints %	50	42.6	14.9	11.7
Business Advice Requests	10	3.5	10.8	7.4
% of Above completed within 15-30 days				
Consumer Enquiries %	0	0	0.5	0
Consumer Complaints %	25	14.1	3.6	2.8
Business Advice Requests	0	1.5	1.1	0.5
% of Above completed over 30 days				
Consumer Enquiries %	0	0	0	0
Consumer Complaints %	10	10.8	1.8	1.4
Business Advice Requests	0	0.6	0.3	1.4
<u>Inspections</u>				
Premises liable to inspection by level of risk: comparison of local target inspection frequency and outcome				
High = 6 months				
Medium = 24 months				
Low = 60 months				
No. of premises in this category				
High	60	49	49	37
Medium	1700	1898	1526	1542
Low	800	700	990	805
Target Total Number of Visits				
High	120	98	85	73
Medium	850	949	763	771
Low	120	140	198	161
% of Target Total No. of Visits achieved within the time				
High	100	70.4	72.9	69.9
Medium	90	47.6	79.3	61.0
Low	90	42.9	81.8	68.9
Of Those Actions in Relation to Trades issued with warning notices, the % followed up within 30 days				
Written Warnings	95	94.3	96.3	
Statutory Notices	95	100	100	
Formal Warnings	100	75	100	

TRADING STANDARDS

Performance Indicators	Target 2002	Baseline '99	Actual 2000	Actual 2001
Improve uptakes in service – contacts per 1000 population	21	17.5	23.5	23.5
Cost per complaint/enquiry	25.00	27.86	23.98	23.98

ECPD Service Plan 2000/2001

Contextual Information

Indicator

Environmental Services Refuse Disposal

The Departments' performance is heavily influenced by events at the waste-to-energy plant operated by Dundee Energy Recycling Ltd (DERL). The DERL plant provides the main route for disposal of the city's refuse and operations within the department are geared towards this means of disposal. Significant periods of unavailability at the plant, cause considerable disruption within day to day operations, and this disruption impacts on all the department's operations.

In September 2000, the DERL plant suffered a major fire within the Refuse Derived Fuel store, and was inoperable for the remainder of the year to March 2001. Accordingly the ECPD targets in respect of disposal have not been met.

By coincidence, a combination of a serious accident and a fire at the Riverside composting site also affected the department's composting operations. Accordingly the amount of material composted has also dropped.

Environmental Health Food Sampling

This indicator is no longer in use by Audit Scotland and has been removed from the Service Plan.

Environmental Health Food Safety and Workplace Safety

This indicator has been influenced by the loss of 3 Environmental Health Officers during the year in question, one due to illness leading to resignation, and 2 having left the council to take up other posts. A national shortage of Environmental Health Officers has made recruitment difficult, although two posts were filled during the latter part of the year. The total effect has been the loss of some 18 months of inspection time.

Trading Standards Inspections Visits Achieved

Performance in this respect was also hampered by a vacancy caused by a resignation of a Trading Standards Officer who left local authority service. In addition, the services of 1 Fair Trading Officer were lost, due to maternity leave, for a period of 8 months. The national shortage of Trading Standards Officers is recognised as being critical, and recruitment is difficult for all local authorities. Despite this, an additional officer was recruited during the year, and future performance should improve. The Principal Trading Standards Officer is also of the opinion that other methods of enforcement are equally effective, and the department has undertaken several very significant projects, despite staff shortages. These include the vehicle repair project which led to the council being the lead authority in a national project, part funded by the DTI, and the Validate proof of age card scheme. Participation in these projects, allied to staff shortages has contributed significantly to the reduced level of inspections. It should be noted that a pro-active stance in such project participation is seen as prevention rather than cure.