

Report to: Environmental & Consumer Protection Committee – 21st August 2000
Report on: ECPD Service Plan – Performance Report
Report by: Director of Environmental & Consumer Protection
Report No. 494-2000

1. **Purpose of Report**

1.1 The purpose of this report is to inform elected members of the performance against targets set in ECPD's Service Plan 1999-2002.

2. **Recommendations**

2.1 It is recommended that Committee note the performance against targets set in the Environmental Services and Environmental Health Service Plans 1999-2002 (see Appendix).

3. **Financial Implications**

3.1 All associated costs are contained within the Departmental Budgets.

4. **Local Agenda 21 Implications**

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

5. **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. **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 Environmental and Consumer Protection Department Service Plan contains Statutory and Key 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 In respect of the street cleansing service, former Accounts Commission, now Audit Scotland, have, to date, not issued the anticipated Statutory Indicators.

6.5 Public performance reporting is achieved by the annual corporate publication of Councils' Statutory Performance Indicators, and individual committee reports where deemed appropriate.

7. **Consultation**

7.1 The Chief Executive, Director of Finance and Director of Support Services have been consulted in the preparation of this report.

Signed ----- Date-----
Director of Environmental & Consumer Protection

APPENDIX

ENVIRONMENTAL SERVICES – REFUSE COLLECTION

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

ENVIRONMENTAL SERVICES – PUBLIC CONVENIENCES (K)

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

ENVIRONMENTAL SERVICES – REFUSE DISPOSAL (K)

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

ENVIRONMENTAL SERVICES – REFUSE COLLECTION (K)

Performance Indicators	Target 2002	Baseline '99	Actual 2000
Extension of No. of Households served by Wheeled Bins	59,000	41,000	41,000
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 (S)

Performance Indicators	Target	Baseline '99	Actual 2000
No. of Premises to be inspected within year			
6 months	N/A	166	60
12 months	N/A	207	177
> 12 months	N/A	454	532
% undertaken within time			
Min. inspection frequency of 6 months	100	97	96.7
Min. inspection frequency of 12 months	100	98.6	99.4
Min. inspection frequency > 12 months	85	99.1	99.2
No. of establishments receiving formal follow up action			
6 months	N/A	101	56
12 months	N/A	53	124
> 12 months	N/A	21	301

ENVIRONMENTAL HEALTH – FOOD SAMPLING (S)

Performance Indicators	Target	Baseline '99	Actual 2000
No. taken per 1000 population			
Chemical	3.0	3.0	3.7
Microbiological	4.5	4.1	4.0

ENVIRONMENTAL HEALTH – WORKPLACE SAFETY (S)

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

ENVIRONMENTAL SERVICES – NOISE COMPLAINTS (S)

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

ENVIRONMENTAL SERVICES – PEST CONTROL (S)

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

ENVIRONMENTAL HEALTH – ANIMAL CONTROL (K)

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

TRADING STANDARDS (S) *

Performance Indicators	Target	Baseline '99	Actual 2000
Enquiries, Complaints, Advice			
% of Following Enquiries, Complaints and Advice Requests completed on same day			
Consumer Enquiries %	98	98.6	95.9
Consumer Complaints %	15	32.5	79.7
Business Advice Requests	90	94.4	87.8
% of Above completed within 2-14 days			
Consumer Enquiries %	2	1.4	3.6
Consumer Complaints %	50	42.6	14.9
Business Advice Requests	10	3.5	10.8
% of Above completed within 15-30 days			
Consumer Enquiries %	0	0	0.5
Consumer Complaints %	25	14.1	3.6
Business Advice Requests	0	1.5	1.1
% of Above completed over 30 days			
Consumer Enquiries %	0	0	0
Consumer Complaints %	10	10.8	1.8
Business Advice Requests	0	0.6	0.3
<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
Medium	1700	1898	1526
Low	800	700	990
Target Total Number of Visits			
High	120	98	85
Medium	850	949	763
Low	120	140	198
% of Target Total No. of Visits achieved within the time			
High	100	70.4	72.9
Medium	90	47.6	79.3
Low	90	42.9	81.8
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

* This indicator is somewhat complex and all four parts of the indicator require to be read in conjunction. It is extremely difficult to determine targets in any single type of task incorporated in the indicator, particularly as each task is evaluated across four time bands.

For instance, the satisfactory processing of, say, consumer complaints must be evaluated into those completed on the same day, within 2-14 days, within 15-30 days and more than 30 days. The factors determining the completion of a consumer complaint are infinitely variable, and subsequently setting a target is equally problematical. In assessing the target incorporated in the Service Plan the figure of 15% in the same day bracket takes into account that “no less than” 15% should be completed in one day. This target was chosen because complaints can be complex and require information from third parties, and therefore can be protracted beyond one day. In the 2-14 day category however, the target of 50% is a “no more than” target, in that despite the possible need to exceed the prime target of same day completion, the majority of complaints should be completed within this timescale. Obviously therefore, where there has been a considerable success in the complaints dealt with in the same day, there will likely be a corresponding drop within those completed in the 2-14 day band. Where such factors are read in isolation against targets, then a misleading impression of performance can be obtained, but when all are read in conjunction, a very satisfactory level of performance has been achieved.

In addition to the above changes in definition of “complaint” and “enquiry” meant that many cases which had previously been deemed an enquiry were subsequently defined as complaints. This accounts for the seemingly high percentage of complaints dealt with on the same day.

TRADING STANDARDS (K)

Performance Indicators	Target	Baseline '99	Actual 2000
Improve uptake in Service – contacts per 1000 population	21	17.5	23.2
Cost per complaint/enquiry (£)	25	27.96	22.83

SCIENTIFIC SERVICES (K)

Performance Indicators	Target	Baseline '99	Actual 2000
% Compliance with Service Level Agreement	100	100	100
% Compliance with UKAS Accreditation	100	100	100

S = Statutory Performance Indicator
K = Key Performance Indicator