

Service Plan

Health & Leisure Commercial Env. Health, Licensing & Corporate Health & Safety

***Clare Proudfoot
Health & Leisure Group Manager***

Our Corporate Vision

“In 2026 Blaby District will be made up of thriving, sustainable, safe, healthy, fair and secure communities where people are happy to live and work”

Our Service Purpose

- To protect and promote the health, safety & wellbeing of those who live, work and visit the District of Blaby
- Deliver efficient, value for money, effective regulatory services for Licensing, Food Safety, Health & Safety and Animal Health

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Service Purpose

What is the purpose of the Service from a customer (demand) perspective?

- To protect and promote the health, safety & wellbeing of those who live, work and visit the District of Blaby
- Deliver efficient, value for money, effective regulatory services for Licensing, Food Safety, Health & Safety and Animal Health

What matters most to the customer?

- To get it right first time every time
- To be fair, consistent, transparent, proportionate and accountable
- To ensure we meet all our service standards, customer expectations and respond to request in a timely manner
- That we provide services which are value for money and valued by our customers

Service Resources

Budget Issues 2009/10

- Growth bid submitted to support front line capacity following appointment of Environmental Health Team Leader
- Reviewing structure of licensing team to incorporate enforcement
- Kennelling for stray dogs
- Scores on the Doors to align with the Food Standards Agency's (FSA) national scheme
- Responsibility of Mobile Catering Licence charge
- Feasibility of Flare integration into Licensing

Potential Efficiency/VfM Gains 2009/10

- Establishment savings due to recruiting Student EHO to cover vacant post
- Streamlined service by deployment of rock camera / noise equipment for complaints within Dog Wardens Service
- Licensing enforcement - to incorporate enforcement using in house resources

People – number FTE's (establishment)

- | | | |
|-----------------------------------|------|--------|
| • Commercial Environmental Health | 7.61 | + 15%* |
| • Licensing | 3.61 | + 10%* |
| • Corporate Health & Safety | 1 | + 5%* |

People – number FTE's (in post)

- | | |
|-----------------------------------|------|
| • Commercial Environmental Health | 6.61 |
| • Licensing | 3 |
| • Corporate Health & Safety | 1 |

* Percentage of Clare Proudfoot, Health and Leisure group Managers time allocated to each section of the service

Asset Management

- **Recent alterations/improvements**

- Out of hours Stray Dog Service
- Permanent Health Improvement Post
- Reviewed need for out sourcing Licensing Enforcement

- **Accessibility to services**

- Through assessment of our services and how accessible they are to businesses and the public compared to the key lines of enquiry guidance improvements have been made in 2008/09 and there are planned improvements for 2009/10

- Because of legislation changes for stray dogs we have developed an out of hour's stray dog service and developed a service level agreement with 5 other Leicestershire Local Authorities. This is continuing and expanding.

- With the launch of the new council website we are developing:

- Forms which can be downloaded or completed on line
- Navigation and language improvements
- Online payment options
- Self assessment check lists for businesses
- Send a suggestions or email an enquiry

- **Changes planned**

- Mobile working / Home Working
- Licensing Service Review
- Development of in house Licensing Enforcement

- **Possibilities to work with partners**

- Flexible Warrants with the Health & Safety Executive & other Leicestershire Local Authorities
- Health Promotion work with the NHS Leicestershire County & Rutland and Health Protection Agency
- Voluntary Action Blaby District to improve the mental health and wellbeing of Blaby District Residents
- Leicestershire Constabulary & RSPCA with MoU for kennelling of seized / property dogs
- Leicester & Leicestershire Licensing Authorities – to share best practice across Leicestershire
- Leicester, Leicestershire & Rutland Safety Advisers Group – of which Jon Thorpe is chair and secretary. The group shares best practice, undertakes joint working and fills training needs

Performance and Improvement Measures

Where relevant please identify those NI's that are linked to LAA targets

Performance Measure	Corporate Plan and Portfolio Priority Ref		2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
National indicators for which the Corporate, Group or Service Manager has strategic responsibility		Target						
		Actual/Estimated based on Q3						
182 – Satisfaction of Business with LA Regulatory Services (based on former BVPI 166a)	CPA Ambition 16	Target			75%	*	*	*
		Actual/Estimated based on Q3			77%**			
184 – Food establishments which are Broadly Compliant with Food Hygiene Law	CPA 12	Target			75%***	***	***	***
		Actual/Estimated based on Q3			86%			

* To be reviewed at Quarter 4

** As of end of Quarter 2 – 1st year of new indicator benchmark target not set nationally

***The Food Standards Agency have not set an official target at this stage because 2008/09 is the first year they are using this as an outcome measure. However 75% has been stated as an unofficial target and one that we are aspiring to achieve. Figures for the next three years will be reviewed and set once a national measure is known

Other Performance and Improvement Measures

Performance Measure	Corporate Plan and Portfolio Priority Ref	Estimate / Actual	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Local performance indicators which the Service uses, (including ex BVPI's)								
No. of high risk food/occupational health premises inspected as a proportion of those which were planned to be inspected.	CPA 12 Portfolio Priority	Estimated Outturn	Food – 100% H&S – 100%	Food – 100% H&S – 100%	Food – 100% H&S – 100%	Food – 100% H&S – 100%	Food – 100% H&S – 100%	Food – 100% H&S – 100%
	CPA 12 Portfolio Priority	Actual/Estimated based on Q3	Food 98% H&S 82%	Food 96% H&S 96%	Available April 2009			
Satisfaction (<i>with regulatory service – non business contact</i>) stray dog service – New LPI Benchmark being established – developed at end of Q2	CPA Ambition 16 Portfolio Priority	Estimated Outturn	N/A	N/A	N/A	To be benchmarked	-	-
		Actual/Estimated based on Q3	N/A	N/A	N/A			
Satisfaction of out-of-hours stray dog service – 1 st Q2 to determine bench mark	CPA Ambition 16	Estimated Outturn	N/A	N/A	N/A	To be benchmarked	-	-
		Actual/Estimated based on Q3	N/A	N/A				
No of businesses fully compliant	Portfolio Priority	Estimated Outturn	N/A	N/A	75%*	75%*	75%*	75%*
			N/A	N/A	Available April 2009			

Performance Measure	Corporate Plan and Portfolio Priority Ref	Estimate / Actual	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
No of businesses who have implemented & achieved the Health & Wellbeing Award	CPA Ambition 12 – Objective B	Estimated Outturn	N/A	2	2	2	2	2
		Actual/Estimated based on Q3	N/A	2	2			
Response time to agreed response time-frames / service standards – to be benchmarked	CPA Ambition 16	Estimated Outturn	N/A	N/A	N/A	To be benchmarked	-	-
		Actual/Estimated based on Q3	N/A	N/A	N/A			
Licensing LPIs and service standards to be developed once Licensing Service review completed by April 2009		Estimated Outturn	N/A	N/A	N/A	To be benchmarked		
		Actual/Estimated based on Q3	N/A	N/A	N/A			
Underage Sales of Alcohol To be bench-marked, data currently being collated from Trading Standards and Leics Police Service, performance measure to be developed April 09		Estimated Outturn	N/A	N/A	N/A	To be benchmarked		
		Actual/Estimated based on Q3	N/A	N/A	N/A			
Licensing Section to expand the use of Flare for monitoring service standards once		Estimated Outturn	N/A	N/A	N/A	End of April 09		

developed								
		Actual/Estimated based on Q3	N/A	N/A	N/A			

*This target is still under consultation with the Food Standards Agency because it is the first year that it has been in place

Data Quality

Manager's Statement of Responsibility for Data Quality

I am satisfied that my service performance data, including the 'actuals' performance set out in the previous section, is in all material respects accurate and complete and that the targets are realistic and achievable in the timescale. However should any changes be required as a result of verification and external audit, these will be published as an addendum to this Plan.

Looking Ahead: What are the key future challenges at both corporate and service level?

- **Known major CORPORATE challenges for 2009/10 and beyond that relate to all Services:**
 - Achieve sustainable improved service performance from a customer/systems thinking perspective
 - Respond to the Priorities, Ambitions and Critical Projects of the new Corporate Plan 2008-11
 - Achieve sustainable progress to higher levels within the new Equalities Framework for Local Government
 - Improve Value for Money including achieving the target 3% year on year cashable efficiency gains as required by CSR 07
 - Establish a robust medium term financial strategy for the Council following housing stock transfer
 - Support the development of effective governance arrangements to support cross authority and partnership working
 - Increase the effectiveness of Blaby Together as a vehicle to deliver local improvements within the framework of the 2008-11 county-wide LAA arrangements
 - Respond to the new requirements of the CAA and performance management frameworks from April 2009

- **Known major SERVICE specific challenges for 2009/10 and beyond:**
 - ★ Implementation of Section 18 guidance – statutory requirement under Health & Safety at Work etc. Act 1974
 - ★ Implementation of the HSE competency framework
 - ★ New FSA enforcement inspection interventions
 - ★ New HSE joint working initiatives
 - ★ FSA monitoring regime
 - ★ Provision of kennelling for out of hours stray dogs
 - ★ Adoption of the FSA Scores on the Doors 6 tier scheme
 - ★ Implementation of Licensing Enforcement
 - ★ Review of Flare integration within Licensing
 - ★ Review Gambling Statement of Licensing Policy

High Level Action Plan

2009/10

Intended (improvement) Outcome	What are the major actions that need to be taken to achieve this outcome? (bullet points)	When will it be achieved by?	Additional Resources?	Cross Cutting Impacts?	Lead Officer
Consultation and Engagement Understand what matters to the customer, our staff and partners	Consultation on Kennelling needs for out of hours stray dog service	May 2009	See below no. 9	No	Michelle Ikin
	Continue to support new and failing businesses with SFBB coaching – offering coaching to 12 businesses a quarter	March 2010	No	No	Ella Minhinnett
	Developing new inspection regime inline with FSA Code of Practice	April 2009	No	No	Ella Minhinnett
	Invite H&S Committee agenda items from all staff via ISIS	April 2009	No	No	Jon Thorpe
	Consult on the review of the Gambling Statement of Licensing Policy	November 2009	No	No	Neil Briggs
Equalities Deliver services which are open, transparent, fair and focused	Actions to be set following EINA's programmed for completion by end of Quarter 4				
Data Quality Provide a consistent and accurate service for businesses and the public	Up date of Flare database system to align with new government reporting procedures	End of May 2009	Not anticipated	No	Ella Minhinnett
	Peer review between team members	July 2009	No	No	Ella Minhinnett
	Explore potential for Flare integration within the Licensing Team	April 2009	Integration Costs	No	Neil Briggs

Intended (improvement) Outcome	What are the major actions that need to be taken to achieve this outcome? (bullet points)	When will it be achieved by?	Additional Resources?	Cross Cutting Impacts?	Lead Officer
Performance Management Deliver timely and effective services to protect and promote the Health, Safety and Wellbeing of those who live, work and visit the District of Blaby	Monthly managers meetings with portfolio holder	Ongoing	No	No	Clare Proudfoot
	Peer review between team members	July 2009	No	No	Ella Minhinnett
	Review performance measures/SMART measures	August 2009	No	No	Ella Minhinnett Neil Briggs
	Corporate Health and Safety Adviser to attend SMT meetings for fixed agenda slot	Feb 2009	No	Yes	Jon Thorpe
	Staff feedback questionnaire to be circulated at staff H&S Briefings in February 2009	Apr 2009	No	No	Jon Thorpe
	Bi-monthly 121 to be established between Corporate Health and Safety Adviser and Steve Beard	Mar 09	No	No	Jon Thorpe
	Performance management training for managers	August 2009	No	No	Steve Beard
	Develop new measures to ensure customer expectations are met and responses are monitored. This will lead to the development of SMART meaningful performance measures into Qtr 1 of 09/10	April 2009	Develop Flare integration to assist this action	No	Neil Briggs
	Continually improve response times to service requests and ensure workloads and service requests are effectively monitored <ul style="list-style-type: none"> • Prompt and efficient completion of service requests and effective deployment of resources • Applying a systems thinking approach to specific work areas • Flare data continually updated and training for consistency 	July 2009 August 2009 Ongoing	No	No	Ella Minhinnett

Intended (improvement) Outcome	What are the major actions that need to be taken to achieve this outcome? (bullet points)	When will it be achieved by?	Additional Resources?	Cross Cutting Impacts?	Lead Officer
	Improve the Dog Warden Service <ul style="list-style-type: none"> • Improve out of hours stray dog kennelling service <ul style="list-style-type: none"> - Cabinet report on proposed need assessment and financial reliability - Tender for service • Review the Dog Warden Service with a view to adopting the provisions of the Animal Welfare Act <ul style="list-style-type: none"> - Liaise with other Local Authorities and determine the benefits of adopting the provisions of the Act - Liaise with other animal welfare organisations on how best to utilise the provisions of the Act 	October 2009 November 2009 July 2009 July 2009	Initial input council could be required. Not known at present No	No No No	Michelle Ikin Michelle Ikin Michelle Ikin
Risk Management Reduce risk of staff retention and recruitment issues through work identified in risk register	Recruitment and retention of staff – green – home grown EH staff through student training programme	Ongoing	No	No	Ella Minhinnett
	See attached appendix – risk register for Corporate Health and Safety service and Commercial Environmental Health	Ongoing	No	No	Jon Thorpe Ella Minhinnett
	Recruitment and retention of Licensing staff – ongoing training and career development, appraisals, ESPO agreement available for contracting temporary staff with licensing experience	Ongoing	No	No	Neil Briggs
Value for Money Deliver efficient, value for money, effective regulatory services	Savings through employing our student EHO for recent vacancy	June 2009	No	No	Ella Minhinnett
	Reviews of service for low rate premises	July 2009	No	No	Ella Minhinnett
	Better utilisation of staff resource sharing between Commercial EH, Dog Wardens & Licensing	Ongoing	No	No	Ella Minhinnett Neil Briggs

Intended (improvement) Outcome	What are the major actions that need to be taken to achieve this outcome? (bullet points)	When will it be achieved by?	Additional Resources?	Cross Cutting Impacts?	Lead Officer
	Use of E-government for on-line forms and providing businesses with guidance through email	June 2009	No	No	Ella Minhinnett Neil Briggs
	Integration of Tread Carefully List with CRM roll out.	April 2009	No	Yes	Jon Thorpe
Ensure we have a competent managerial, operational and administrative workforce	Bring all EH staff up the competency framework standard of the HSE in line with the Section 18 guidance	March 2010	This could require additional training budget	No	Ella Minhinnett
	Introduce the HSE competency framework as part of the PDA system for EHO's	July 2009	No	No	Ella Minhinnett
	Train all staff on the system and undertake initial baseline review of staff competency	July 2009	No	No	Ella Minhinnett
	As required bring staff up to full competency	March 2010	This could require additional training budget	No	Ella Minhinnett
Make adequate arrangement for enforcement inline with our duties under the Health and Safety at Work etc Act 1974 (Section 18)	Comply with the new Section 18 Guidance	March 2010	No	No	Ella Minhinnett
	Working in partnership with the HSE to development the Local Government self assessment tool	May 2009	No	No	Ella Minhinnett
	Work with Leicestershire Health & Safety Liaison Group to comply – Blaby is Lead Authority	March 2010	No	No	Ella Minhinnett
Increase food business compliance through positive publicity of national scores on the doors scheme	Adopt the FSA Scores on the Doors 6 tier scheme	August 2009			
	Work with Leicestershire Food Liaison Group on whether Leicestershire will launch a joint Food Scores Scheme	May 2009	No	No	Ella Minhinnett
	Change our 4 tier scheme to a 6 tier scheme	August 2009	There may be a cost involved in signing up to	No	Ella Minhinnett

Intended (improvement) Outcome	What are the major actions that need to be taken to achieve this outcome? (bullet points)	When will it be achieved by?	Additional Resources?	Cross Cutting Impacts?	Lead Officer
			a new public database		
Provide a more responsive Health and Safety service	Adopt Leicestershire & Rutland Flexible working scheme through health and safety liaison group	July 2009	Not expected		
	Cabinet report on how this could impact on the Council	April 2009	No	No	Ella Minhinnett
Establish the current distribution of Health and Safety Risk across the Local Authority	Departmental returns on staff activities	March 09	No	No	Jon Thorpe
Establish feasibility of incorporating a new corporate lone worker system	Demonstration of potential system in live environment.	July 09	Yes	Yes	Jon Thorpe
	Presentation from potential company.	July 09	Yes	Yes	Jon Thorpe
	Cost benefit analysis	July 09	Yes	Yes	Jon Thorpe
Improve BDC internal Health and Safety Systems inline with HR Trent system	Liaison with HR to ensure incorporated into Trent process in phase 2.	Roll out from HR	HR	Yes	Jon Thorpe
Establish a procedure and sanctions for safety audits	Write procedure.	July 09	No	Yes	Jon Thorpe
	Obtain agreement to procedure and sanctions.				
	Publish and disseminate.				
Deliver effective licensing enforcement across Blaby District	<ul style="list-style-type: none"> Recruit to a new part time Licensing Officer post Create a Licensing Enforcement Officer post Creation of a Licensing Enforcement Protocol 	April 09	Yes	No	Neil Briggs

2010/11, 2011/12 – if relevant

Intended (Improvement) Outcome	What are the major actions that need to be taken to achieve this outcome? (bullet points)	When will it be achieved by?	Additional Resources?	Cross Cutting Impacts?	Lead Officer
1.					
2.					
3.					
4.					
5.					
6.					
7.					

Training Plan

Individual/Team	Training Needs Identified in WDR	Action	Resources Involved	Timescale
Commercial Environmental Health				
<p>A requirement to work as an Environmental Health Officer at Blaby DC is that you are a member of the CIEH. For this membership all EHO's must complete between 20 and 30 hours Continual Professional Development each year (dependant on if they are a Chartered member).</p> <p>It is also essential that all staff keep up to date on changes in legislation and good practice. This is also essential for the Dog Wardens as can be seen with the wealth of legislation changes in the past few years.</p> <p>Health Promotion is a key are of our service linking with other health improvement stakeholders.</p>				
All Environmental Health Officers, Health Promotion Officer & Dog Wardens	Continued professional development including technical and legal training as required	External training	£4,500	As required during 09/10
Student Environmental Health	Student Placement Training and professional exam fees	Internal & External Training	Corporate Training Budget	As required throughout training year July 2009 - July 2010
Licensing				
Licensing Enforcement Officer	Enforcement Officer Training	External	£500	1 st qtr 09/10
	Loan Working/H&S	Internal	N/A	1 st qtr 09/10
Licensing Officer (two post holders)	Licensing Act and Taxi Licensing Training	External	£250 per officer	As required
Corporate Health & Safety				
Jon Thorpe Corporate Health & Safety Officer	CPD	External Training	Corporate Training Budget	As required