

Environmental Health and Trading Standards

SP Holder	Colin Rumford	Workplans	Animal Health, Environmental Protection, Food Safety and Standards, Health and Safety Enforcement, Trading Standards and Consumer Advice										EMAP	Neighbourhood Services				
Customer based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/2007			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
NEW CPA PI: Consumer satisfaction with the trading standards service.			New PI	New PI	New PI	New PI	80%	80%		Annual							85%	90%
Comments (please date and initial comments)																		
New CPA PI: Business satisfaction with the trading standards service.	3.3	Yes	New PI	New PI	New PI	New PI	95%	95%		Annual							88%	90%
Comments (please date and initial comments)																		
COLI 104 The % of residents reporting that 'noisy neighbours or loud parties' in their area represent either a 'very big problem' or 'fairly big problem'	LPSA2	Yes	New PI	New PI	New PI	13.00%	11.00%	11%		Annual							9%	9%
Comments (please date and initial comments) Replaces COLI2 and is a LPSA indicator - must reduce 05/06 baseline figure of 13% by 4% by March 2007/08.																		
Telephone calls are answered within customer first standards	-	No	New PI	New PI	New PI	New PI	95%	95%		Quarterly	95% (2684/2825)			92.9% (2743/2952)			95%	95%
Comments (please date and initial comments)																		
Correspondance replied to within 10 days	Element of corp PI	No	New PI	New PI	New PI	New PI	95%	95%		Monthly	95% (19/20)	100% (20/20)	94% (29/31)	100% (20/20)	97% (30/31)	97% (28/29)	95%	95%
Comments (please date and initial comments)																		
Process based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05		Target	Forecast	Actual		A	M	J	J	A	S	06/07	07/08
P1: BV 166a: Scoring against a checklist of enforcement best practice for environmental health. (also on licensing service plan)	3.3, 1.4, 4.8, CPA2	Yes	100.00%	100% [Top]	100% [Top]	100.00%	100.00%	100%		Annual							100%	100%
Comments (please date and initial comments)																		
P2: BV 166b: Scoring against a checklist of enforcement best practice for treading standards.	3.3, 1.4, 4.8, CPA2	Yes	100.00%	100% [Top]	100% [Top]	100.00%	100.00%	100%		Annual							100%	100%
Comments (please date and initial comments)																		
P3: BV 216a: Number of sites of potential concern, with respect to contaminated land	1.2, 1.4	Yes	-	-	-	1,672	1,800	1,800		Annual							1,800	1,800
Comments (please date and initial comments)																		
P4: BV 216b: Sites for which sufficient detailed information is available to decide whether remediation of the land is necessary. as a % of all sites of potential concern	1.2, 1.4	Yes	-	-	-	0%	0.30%	0%		Annual							0.30%	0.30%
Comments (please date and initial comments)																		
P5: BV 217: % of pollution control improvements to existing installations completed on time.	1.2, 1.4	Yes	-	-	-	93.50%	90.00%	90%		Annual							90%	90%
Comments (please date and initial comments)																		
New CPA PI: trading standards levels of business compliance			New PI	New PI	New PI	New PI	91.00%	91%		Annual							92%	93%
Comments (please date and initial comments)																		

New CPA PI: trading standards visits to high risk premises			New PI	New PI	New PI	New PI	100.00%	100.00%		Annual						100.00%	100.00%	
Comments (please date and initial comments)																Current		
New PI the % of businesses that sell alcohol to under 18s			New PI	New PI	New PI	New PI	12%*	12%		Annual						8%*	8%*	
Comments (please date and initial comments)																*LPSA2 target is an average of 10% measured over these two years	Current	
Finance based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
There are no financial based indicators																		
Staff based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
Percentage of staff in EHTS appraised in the last 12 months	-	No	-	-	-	95.35%	100%	100%		Annual							100%	100%
Comments (please date and initial comments)																Current		
S2: Number of staff days lost to sickness (and stress) across EHTS (days/fulltime)	8.8	Element of corp. PI	-	-	-	9.98 days	10.5 days			Quarterly	2.7 days			2.7 days			10.5 days	10.5 days
Comments (please date and initial comments)																Current	✘	
Days lost for stress related illness as a % of sickness days taken	-	No	-	-	-	1.01 days	Not target based			Quarterly	0 days			0.48 days			Not target based	Not target based
Comments (please date and initial comments)																Current	✓	
S4: Overall staff satisfaction rating of staff from staff survey	-	No	-	-	-	71% enviro protection & street services	75%	N/A*		every 18 months							75%	75%
Comments (please date and initial comments)																*Not applicable for 2006/07 because the survey is taken every 18months and was conducted in 2005/06	Current	N/A
Indicators not on the Service Plan																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
NEW CPA:(formerly COLI 12a): % of improvement in the level of businesses that are compliant with trading standards legislation	3.3	Yes	New PI	New PI	91.30%	85.10%	91%	91%		Annual							92%	93%
Comments (please date and initial comments)																Current		