

Briefing 14/25

July 2014

Performance Networks Environmental Health Pilot

To: All APSE Contacts

Key Issues

- APSE's performance networks service has launched its new Environmental Health pilot
- Templates to complete and capture local authority information within this service area are now available
- All local authorities signed up to performance networks for full services can participate in this new service for no additional cost
- Local authorities interested in this new service can contact the performance networks team on performance.networks@apse.org.uk or 0161 772 1810 for further information

1.0 Introduction

APSE's performance networks is the largest voluntary local government performance measurement and benchmarking service in the UK. Formed in 1998 it has around 180 local authority members covering 15 front-line local authority services. It has a wealth of performance data covering the cost, efficiency and quality of public services.

APSE has a strong record of partnership working with a range of organisations in developing approaches to benchmarking. In Scotland APSE has worked closely with the Society of Chief Officers in Transportation in Scotland (SCOTS) in developing an approach to benchmarking roads and street lighting based on looking at the whole asset and following on from the Audit Scotland report *Maintaining Scotland's Roads*. APSE has also worked with the County Surveyors Society Wales (CSS Wales) to combine the performance measures previously required by the Wales Audit Office and so reduce duplication and the amount of time spent on data provision.

In 2012/13 a number of APSE member authorities (UK wide) expressed an interest in the need to develop benchmarking in several new service areas including protective/regulatory services and they asked the Association to explore the potential to develop these new service areas.

All APSE benchmarking services require the active involvement and participation of service practitioners in order to take forward individual projects. As APSE's performance networks has been benchmarking frontline services for the past 16 years, it therefore has a well developed infrastructure for data capture and the production of necessary outputs linked to performance indicators and is also able to bring expertise based on a methodology that is robust and flexible.

The agreed approach was to bring together the knowledge and expertise of APSE performance networks with an expert group of practitioners to enable a pilot project to be set up to agree service profiles, data collection, performance indicators and presentation of output data. Following agreement at the end of this stage the pilot project would be rolled out to local authorities UK wide in order for the data capturing to commence.

2.0 Pilot project

In July 2013, APSE held a meeting for all interested local authorities to discuss the various stages involved in the development of this pilot. At the end of the meeting it was agreed that a small expert volunteer group in Scotland would meet with members of the APSE performance networks team to develop and progress this pilot on behalf of those interested in this performance networks service UK wide. The local authorities involved in the volunteer group included:-

- Argyll & Bute Council
- Dundee City Council
- Inverclyde Council
- North Lanarkshire Council
- West Dunbartonshire Council

As well as input from the above local authorities, APSE also met with the Society of Chief Officers of Environmental Health Scotland (SOCOEHS) during the process to report on progress and receive feedback. A series of volunteer group meetings were held and working closely with the group and SOCOEHS, in line with the agreed deliverables and target dates (outlined in diagram 1), APSE performance networks has now completed agreed socio demographic profiles, performance indicator listings (see appendix 1) and data collection templates (see appendix 2) for Environmental Health. During the pilot period those within Trading Standards decided to put a hold on the development within this particular area, however APSE has agreed that this could be picked back up at a future date should Trading Standards colleagues express an interest.

As part of the deliverables and target dates a number of next steps are currently underway, these include:-

- Development of a help desk support for those participating in the pilot through the performance networks team.
- Data collection templates finalised and sent to all contacts week ending 11 July with a return date by end of August.
- Data collection workshop for participants to provide further support for individuals completing the templates within local authorities.

- Data validation at end of September.
- Full meeting of the Environmental Health group in October to present report and findings.
- Performance networks seminar in December which will include an Environmental Health workshop.
- Review pilot and fully launch the new service in 2015.

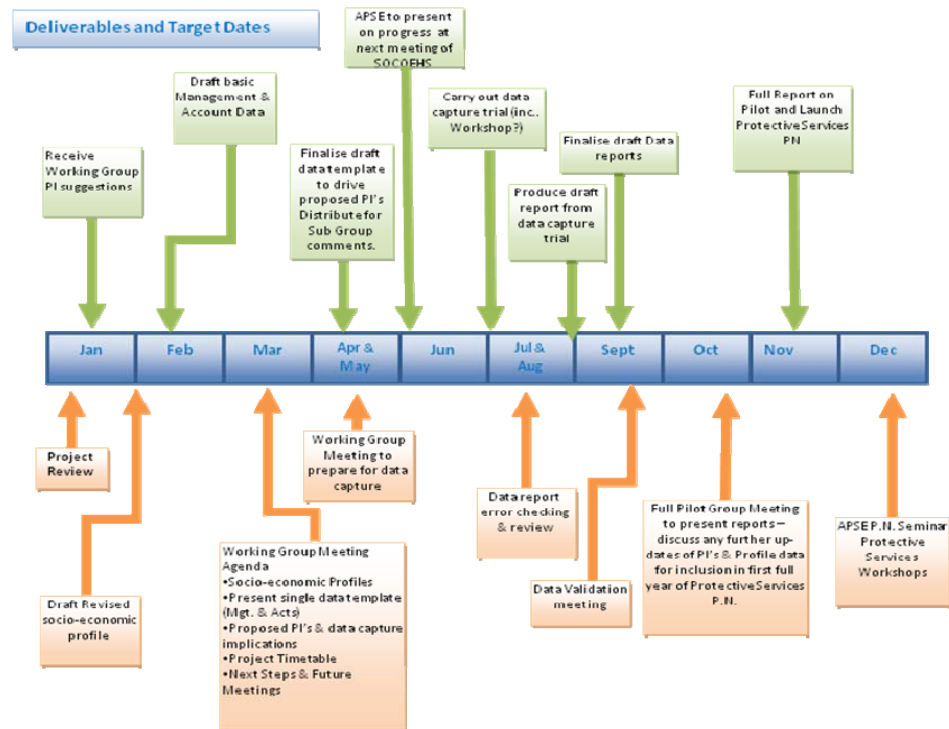


Diagram 1: Deliverables and Target Dates for pilot project

3.0 How to get involved

Should your local authority already be signed up to performance networks for all services, you are entitled to participate in this pilot for no additional cost. Any local authorities interested in participating should contact the performance networks team on 0161 772 1810 or email performance.networks@apse.org.uk for further information.

To find out more about performance networks please visit the APSE website on www.apse.org.uk

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PI list and Report Parameters

Most of the Performance Indicator (PI) Reports have set parameters which define the 'acceptable' range(s) for the calculated data for that report (i.e. the calculated data must fall within the 'acceptable' range for an Authority to be included in, and receive, that particular PI Report).

These usually consist of a highest and lowest 'acceptable' output calculation although some PI Reports may only have one parameter and others may be unrestricted.

If an Authority does not appear in a particular PI Report, it may be that it has been excluded because the data falls outside these parameters. To assist with checking this, the parameters used are defined below:

Whole service

PI Table Total cost of Environmental Health service (Mngt, Operational staff, admin staff, Transport, Premises, Supplies & services, Sub contractors, Dept admin, Income)

PI Table Net cost by service areas

PI 01 Net cost of service per 1,000 head of population:

PI 02 Inspection / operational staff cost per 1,000 head of population:

PI 03 Total staff cost as a percentage of total Environmental Health expenditure:

PI 04 Total transport cost as a percentage of total Environmental Health expenditure:

PI 05 Environmental Health income as a percentage of Environmental Health expenditure:

PI 06 Customer satisfaction index (Scotland only):

PI 07 Percentage of Environmental Health spend which is allocated to education / publicity initiatives:

PI 08 Percentage staff absence (all staff):

PI 09 Staff absence days – Scotland only:

Food hygiene

PI 10 Net cost of food hygiene service per 1,000 head of population:

PI 11 Total number of category A, B and C premises per FTE:

PI 12 Total number of inspections (category A, B and C premises only) per FTE:

PI 13 Number of Broadly Compliant Premises as a percentage of all A, B and C premises:

PI 14 Percentage of food premises assessed and awarded a pass under FHIS: **>0% and <=100%**

PI 15 No of food poisoning notifications per 1,000 premises: **>0 and <=1,000**

PI 16 No of food complaints per 1,000 premises: **>0 and <=1,000**

Food standards

PI 17 Net cost of food standards service per 1,000 head of population:

PI 18 Total number of category A and B premises per FTE:

PI 19 Total number of inspections (category A and B premises only) per FTE:

Health and safety

PI 20 Net cost of health and safety service per 1,000 head of population:

PI 21 Total number of category A and B premises per FTE:

PI 22 Number of Proactive Premise Inspections as a percentage of total premises within jurisdiction:

PI 23 Number of Topic interventions as a percentage of total premises within jurisdiction:

Public Health (excluding Housing) enforcement

PI 23 Net cost of public health (excluding housing) enforcement service per 1,000 head of population:

PI 24 Number of service requests per FTE:

PI 25 Percentage of service requests completed within authority's service time:

PI 26 Percentage of service requests completed within 20 working days:

PI 27 Average time (days) for completion of a service request:

Noise

PI 28 Net cost of noise service per 1,000 head of population:

PI 29 Number of justified complaints as a percentage of complaints received:

PI 30 Number of domestic noise complaints resolved without need for attendance

PI 31 No of domestic noise complaints received requiring attendance on site

PI 32 No of domestic noise complaints received that were dealt with under Part V of ASB Act 2004

PI 33 Average time (hours) between time of complaint and attendance on site, for those requiring attendance

PI 34 Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004

Enforcement

PI 35 Notices and fly tipping

PI 36 Graffiti removal and monitoring

PI 37 Nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued $\leq 100\%$

PI 38 Number of incidents of fly-tipping/dumps per 1,000 households (from DEFRA fly-capture database): >0

Appendix 2

Screen shot example of data template

1	Environmental health services		▶ Red flag = high priority	
2	Year 16 data 2013 / 2014		● Amber circle = medium priority	
3			■ Green square = lower priority	
4	Home			
5	Data input sheet 5: Food standards	Range code		Data input
6	Enter Y (Yes) in this box when you have completed all data input required for this sheet.			<input type="text" value="N"/>
7				
10	Food standards			
12	Staff resources	See note		
14	Full time equivalent operational staff allocated to food standards services	FSFTE	▶	<input type="text" value="0.00"/> FTE staff
17	Number of premises per food standards category	See note		
19	Category A premises	FSPCA	▶	<input type="text" value="0"/> Premises
20	Category B premises	FSPCB	▶	<input type="text" value="0"/> Premises
21	Category C premises	FSPCC	▶	<input type="text" value="0"/> Premises
23	All premises	Protected cell	FSPCT	0 Premises
25	Number of food complaints	See note	FSCMP	▶ <input type="text" value="0"/> Number
27	Number of inspections per food standards category	See note		
29	Category A premises	IFSCA	▶	<input type="text" value="0"/> Inspections
30	Category B premises	IFSCB	▶	<input type="text" value="0"/> Inspections
31	Category C premises	IFSCC	▶	<input type="text" value="0"/> Inspections
33	All inspections	Protected cell	IFSCT	0 Inspections
35	Number of interventions per food standards category	See note		
37	Category A premises	VFSCA	▶	<input type="text" value="0"/> Interventions
38	Category B premises	VFSCB	▶	<input type="text" value="0"/> Interventions
39	Category C premises	VFSCC	▶	<input type="text" value="0"/> Interventions
41	All interventions	Protected cell	VF SCT	0 Interventions
43	Enforcement action			
45	Number of reports to police / law enforcement authorities	FSREP	▶	<input type="text" value="0"/> Number
46	<i>If answer to above question has been left zero please indicate Y (Yes) if correct response for inclusion; N (No) if the question does apply but is incomplete / unknown; or U (Unavailable / Not Recorded)</i>	FSREPC	▶	<input type="text" value="N"/> Y / N / U
<p>◀ ▶ Welcome Instructions Home Profile Financial input Food hygiene Food standards Health and safety Public health enforcement</p> <p>Ready</p>				