



**Briefing 15-65**

**December 2015**

## **Environmental Health: Performance information for 2015**

This briefing provides details on the performance information available from APSE's performance networks service looking at performance indicators and current policy issues for councils who deliver Environmental Health Services

### **Key issues**

- A national advisory group will be held on two occasions during 2016, the dates will be the 9<sup>th</sup> March and the 6<sup>th</sup> July.
- As the advisory groups are member-led, APSE would be happy to receive suggestions as to topics delegates would like to be briefed on. Early suggestions include mobile working, services delivered on-line and communicating EH services to the general public.
- With regards to benchmarking through the performance network service, discussions will be held on ensuring any differences in indicators/definitions/terminology etc. will be addressed and agreed to ensure uniformity of data being compared between England, Scotland, Wales and Northern Ireland.

### **Overview**

A new APSE performance networks benchmarking model for environmental health services was launched this year after a successful pilot in 2013/14. The programme has been developed by APSE performance networks along with the support and guidance of a small Scottish volunteer group and the Society of Chief Officers of Environmental Health Scotland (SOCOEHS). The programme provides performance indicators for food hygiene and standards, health and safety, noise, enforcement and financial performance for the service throughout the UK. The following summary

aims to provide participating authorities with an overview of service trends, what this infers, and what further activity and analysis individual authorities and their benchmarking groups could consider. The analysis in this executive summary is based on 'service wide averages' across all participating local authorities for 2014/15 and currently covers returns made by 27 local authorities from across the UK.

## Trend analysis

As 2014/15 represents the first full year report for environmental health, there is no previous year validated comparative data or trends available currently for analysis. However APSE has been able to identify and gather information on a number of performance indicators which will form the foundation of future trend analysis reports.

These are:

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service
<b>Key performance indicators</b>				
PI 01a - Net cost of service per head of population	23	£13.66	£8.83	£3.09
PI 01b - Net cost of service per head of population (including CEC)	22	£16.71	£10.90	£6.43
PI 02 - Inspection/operational staff cost per head of population	22	£11.18	£7.03	£4.27
PI 03 - Total staff cost as a percentage of total Environmental Health expenditure	23	99.20%	79.60%	67.91%
PI 04 - Total transport cost as a percentage of total Environmental Health expenditure	21	4.70%	2.12%	0.12%
PI 05 - Environmental Health income as a percentage of Environmental Health expenditure	23	35.91%	14.21%	0.01%
PI 06 - Customer satisfaction index	11	100.00%	88.97%	72.73%
PI 08 - Percentage staff absence (all staff)	14	7.66%	3.97%	0.85%
PI 09 - Staff absence days per FTE – Scotland only	15	21.25	9.00	2.20
<b>Food hygiene performance indicators</b>				
PI 10 - Net cost of food hygiene service per head of population	17	£4.35	£2.12	£0.45
PI 11 - Total number of category A, B and C premises per FTE	27	218.35	120.26	63.83
PI 12 - Total number of inspections (category A to E premises) per FTE	27	304.00	135.38	50.21
PI 13 - Number of Broadly Compliant Premises as a percentage of all premises	20	97.00%	88.40%	75.41%
PI 14 - Percentage of food premises assessed and awarded a pass under FHIS	24	99.06%	81.96%	58.05%
PI 16a - Number of food hygiene complaints (excluding food poisoning) per 1,000 premises	27	336.89	82.84	3.91

It is worthwhile noting that:-

a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.

b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.

c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

<b>Performance indicator</b>	<b>Number in service</b>	<b>Highest in service</b>	<b>Average for service</b>	<b>Lowest in service</b>
<b>Food standards performance indicators</b>				
PI 16b - Number of food standards complaints per 1,000 premises	25	195.19	31.72	0.00
PI 17 - Net cost of food standards service per head of population	14	£3.28	£0.91	£0.05
PI 18 - Total number of category A and B premises per FTE	25	633.33	216.79	11.94
PI 19 - Total number of inspections (category A - C premises) per FTE	25	936.36	277.75	17.50
<b>Health and safety performance indicators</b>				
PI 20 - Net cost of health and safety service per head of population	14	£1.94	£0.73	£0.28
PI 21 - Total number of category A - C premises per FTE	8	760.48	678.10	503.41
PI 22 - Number of Proactive Premise Inspections as a percentage of total premises within jurisdiction	16	9.44%	1.98%	0.12%
PI 23 - Number of Topic interventions as a percentage of total premises within jurisdiction	25	28.22%	8.02%	0.00%
<b>Public Health (excluding Housing) enforcement performance indicators</b>				
PI 24 - Net cost of public health (excluding housing) enforcement service per head of population	15	£4.27	£1.81	£0.43
PI 25 - Number of service requests per FTE (public health)	9	450.81	284.18	170.50
PI 27 - Percentage of service requests completed within 20 working days	8	100.00%	70.93%	48.87%
PI 28 - Average time (days) for completion of a service request	7	26.30	17.54	7.40
<b>Noise performance indicators</b>				
PI 29 - Net cost of noise service per head of population (excluding ASB)	12	£1.21	£0.52	£0.17
PI 34 - Average time (in days) between time of complaint and attendance on site, for those requiring attendance	17	9.50	2.26	0.01
PI 35 - Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	9	1.76	0.81	0.30
<b>Enforcement performance indicators</b>				
PI 42 - Number of incidents of fly-tipping/dumps per 1,000 households	13	21.35	6.68	0.61

## **Environmental Health benchmarking programme**

Particular points of interest are as follows:

The programme will continue to be developed through our performance networks working groups and other forums including the new National Environmental Health advisory group. Following initial discussions, APSE performance networks will be looking to develop the programme, including amending terminology to reflect the differences across the UK (for example classification of private water supplies and alternatives to the Anti-Social Behaviour (Scotland) Act etc).

Further discussions and development will also take place in relation to different approaches across the UK including areas such as public health.

With regards to information collected for 2014/15 the data highlights the average net cost of the service per head of population as £8.83 and including central establishment charges as £10.90. With the average number of food standard complaints per 1,000 premises currently sitting at 31.72.

### **Future focus**

Where local authorities face severe pressure on services such as Environmental Health, APSE firmly believes that good performance information supports the decisions that will impact upon the future direction of these services.

Good performance data can:-

- Help to set a clear baseline on which competitiveness, efficiency and value for money can be measured in a systematic manner.
- Identify the impact of service changes and interventions for your own local authorities and for others.
- Assess the quality, cost and competitiveness of the services that councils provide on a regular basis.
- Help to report data in meaningful ways to both elected members and the public.
- Identify direction of travel and pace of change with regard to service delivery.
- Identify inefficiencies such as poor productivity and high cost.

Supporting service improvement through process benchmarking and sharing best practice examples is an excellent starting point for local authorities seeking to improve local services.

Through the introduction of a new Advisory Group for Environmental Services it is hoped the current benchmarking and performance monitoring will form a major part of the work of this group and help improve service deliver and efficiency.

**Wayne Priestley and Louise Melville, Principal Advisors**