

Environmental Health (Commercial)

ACTION PLAN FOR SERVICE IMPROVEMENTS - DRAFT

The Environmental Health (Commercial) team provides a diverse range of professional services based around the protection of human health and the environment. Approximately 98% of the services work is based on the discharge of Statutory requirements and ensuring regulatory compliance.

The service review has identified seven key areas for consideration and improvement, these being:

- Promotion of the service profile
- Partnership working
- Staffing and resources
- Local/ National service priorities
- Targeted inspection and Regulation
- Performance Indicators
- Links with Planning/ Stakeholders

In order to ensure continued service improvement, the action plan has been developed to highlight agreed points of action and timescales for delivery.

The action plan is reflective of service priorities and will be of direct benefit in its incorporation within the current service plan.

This action plan is a working document and may be subject to change.

Richard Haddad
Commercial Environmental Health and Licensing Manager
July 2007

Obj		Action	Target Date	Lead Officer	Additional Resources
A		SHORT TERM – NEXT 2 MONTHS			
	1	Provide Information on Scope of Services Offered <ul style="list-style-type: none"> • Provide written overview of service areas • Provide a detailed listing of service areas for internal/ customer service usage. • Add general and detailed listings to website and intranet Progress	Sept 07	N. Hince	Within existing resources
	2	Organise a Team Away Day for D.C/ B.C/ E.H Managers <ul style="list-style-type: none"> • Establish date and book external meeting venue • Implement event programme to promote liaison and better integration Progress	Sept 07	M. Evans	Within existing resources
	3	Review Website <ul style="list-style-type: none"> • Review information content of website • Review accessibility of information. • Provide and explain links to other Agencies • Test suitability with internal stakeholders, citizens panel and members of the public Progress	Sept 07	M. Stephenson. N. Hince	Within existing resources

Obj		Action	Target Date	Lead Officer	Additional Resources
	4	<p>Involvement with Hampshire and I.O.W working groups.</p> <ul style="list-style-type: none"> • Improve attendance and involvement with Hampshire Food Safety Advisory group and Hampshire Health and Safety Advisory Group • Continue attendance and involvement with Hampshire Environmental Control Advisory group, IPPC, and Contaminated land working groups. • Maximise benefit of group working and group information sharing <p>Progress</p>	Sept 07	R. Haddad N. Hince	Within existing resources
	5	<p>Organise Planning/Environmental Health Liaison Meeting</p> <ul style="list-style-type: none"> • Set date and book meeting • Review use of planning conditions – including use of standard conditions, hours of operation and on site burning clauses • Consider key themes • Review liaison and knowledge sharing between functions <p>Progress</p>	Sept 07	N.Hince R. Jackson	Within existing resources
	6	<p>Provision of Information Leaflets to Business</p> <ul style="list-style-type: none"> • Provide information leaflets to promote E.H issues in collaboration with Basingstoke and Deane BC and Rushmoor B.C <p>Progress</p>	Sept 07	R. Haddad	Within existing resources

Obj		Action	Target Date	Lead Officer	Additional Resources
B		MEDIUM/ LONG TERM			
	1	Organise Member and Parish training <ul style="list-style-type: none"> • Establish date and venue for training session • Provide information and literature Progress	Jan 08	R. Haddad	Within existing resources
	2	Identify Local Service Priorities <ul style="list-style-type: none"> • Consult members on what they consider to be local priorities for the service • Consult public on what they consider to be local priorities for the service • Clarify relationship between National and Local priorities • Identify themes for targeted enforcement activities Progress	Jan 08	R. Haddad	Within existing resources

Obj		Action	Target Date	Lead Officer	Additional Resources
	3	<p>Review use of Performance Indicators</p> <ul style="list-style-type: none"> • Review value and usage of established Performance indicators • Remove any unnecessary or unrepresentative indicators • Consider better use of outcome performance indicators <p>Progress</p>	Aug 07	R. Haddad	Within existing resources
	4	<p>Inspection Programmes</p> <ul style="list-style-type: none"> • Consider programme of themed or targeted inspections • Minimise use of external contractors for undertaking inspections • Move away from quantity of inspections to quality of inspections <p>Progress</p>	Oct 07	R. Haddad	Within existing resources
	5	<p>Links with Planning/Enforcement/ Building Control</p> <ul style="list-style-type: none"> • Review physical location of office space within the building • Establish regular 'Planning and Environmental Regulation' Service meetings • Review and implement joint systems of working <p>Progress</p>	Oct 07	M. Evans	Within existing resources

Obj		Action	Target Date	Lead Officer	Additional Resources
C	LONG TERM 7-12 MONTHS				
	1	Out of Hours Service Provision <ul style="list-style-type: none"> Consider feasibility and demand for developing an integrated 'out of hours service' which will cover both core Environmental Health and Planning service functions Progress	Jan 08	R. Haddad	Within existing resources
	2	Staffing and Resource <ul style="list-style-type: none"> Identify practical measures to address issues of recruitment and retention Implement policy of developing existing staff to meet future service staffing requirements Review joint procurement of equipment and services Progress	Jan 08	R. Haddad	Within existing resources
	3	Partnership working <ul style="list-style-type: none"> Consider feasibility of joint service provisions Expand use of joint warranting schemes Establish abilities to share resources and expertise between neighbouring local authorities Progress	Jan 08	R. Haddad	Within existing resources