

Colin Slade- cabinet member report for Scrutiny Committee 18th Feb 2019

Leisure Services

Summary Review:

Total Leisure Income YTD: Increase of +4.09% when compared against the previous YTD

Total Participation (excluding spectators): YTD = 745,640 v PYTD = 550,832. This shows a +35% increase... However, some data was not recorded in the 2017/18 year, specifically for bookings such as; schools swimming lessons, swim clubs, and club football training on the outdoor pitches. These are now being recorded which will contribute to the massive increase, so I suggest a 'health warning' when reporting on the +35% increase alone. However, Fitness is not affected by these types of bookings, so you could report a corporate increase of +13% across all of the sites for fitness only.

Leisure Project - Exe Valley (1 year on):

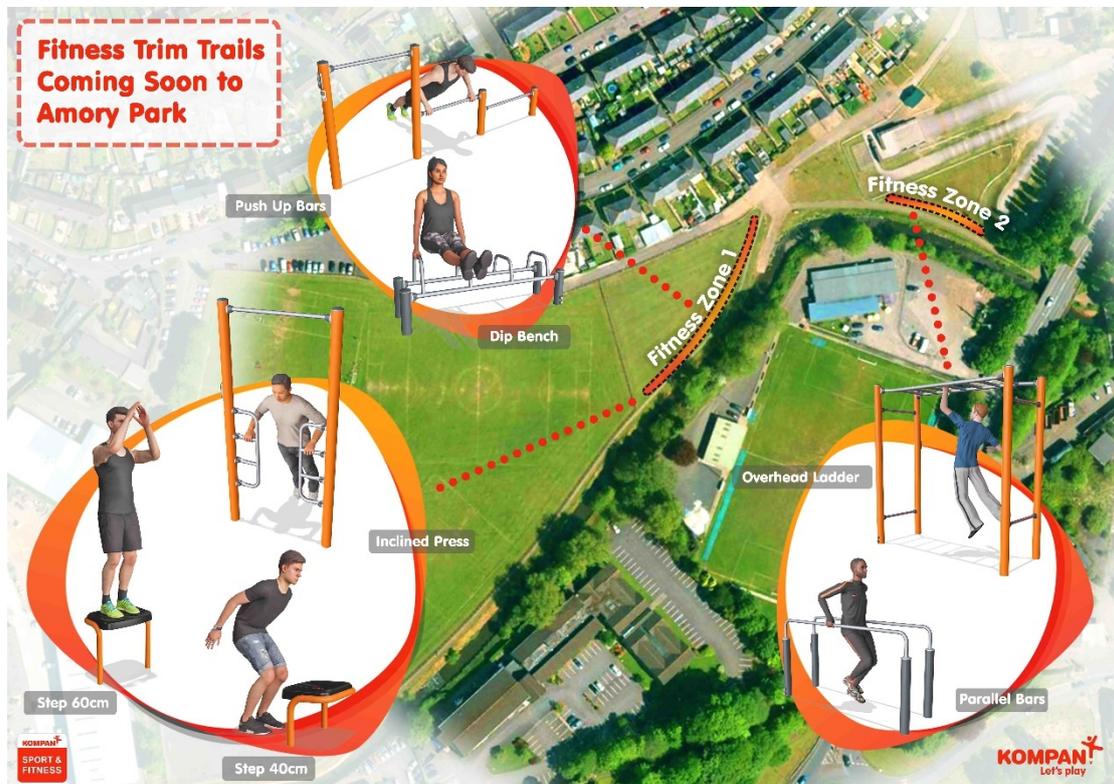
- Fitness Participation: +39% increase YTD
- Membership sales YTD: +11% increase in member numbers, achieving +17% more income against PYTD
- Total Fitness Income: +19.24 % against previous year to date – great result for the project and team!

Leisure Project - Lords Meadow:

- Participation: January 19 v January 18: an increase of 4.41% over the month period

Trim Trail

The equipment will be installed in Amory Park as a short trail as indicated on the attached artist impression.



This takes away the grouping originally proposed, leaves the triangular grassed area essentially free for the uses that has and provides the linear trail originally discussed.

The equipment will be readily accessible from the path and will be provided with wear mats so that muddy patches don't develop.

This Trim Trail is the first in a District Council park and hopefully it will be well received. Installation is now scheduled for end of February.

Business Transformation

Mid Devon District Council went “Cashless” at the beginning of December. This was well publicised and so seems to be working well with customers accepting and getting used to the new payment system.

Communications - Within the last twelve months we have made an investment in additional Communications staff and management.

We are now raising our profile as a Local Authority within the local community, and nationally, with a significant additional level of press and digital coverage celebrating success and encouraging engagement.

We are also working hard with services to help them do the same by creating and advising on communications plans and content. We will shortly be doing further work to encourage take-up of our digital subscription facility which allows customers to register interest in things such as Waste and Recycling, Planning, Licensing etc.

Digital Services – As well as providing internal solutions to minimise impact on staff and customers on going Cashless, the team worked with Street Scene to ‘mobilise’ the District Officers. This was done by integrating various systems and taking advantage of existing technologies.

The District Officer does not now need to keep returning to the office to pick up work and update systems when jobs are completed. The officers now have an app which their work is passed to. They are able to take photos, log actions and complete ‘on the go’. This means that they are out and about more and are saving time and money in not having to keep returning to the office.

Public Health and Regulatory Services

Positive developments working across all our services and functions during 2018/19 include:

- Undertaken a successful service-wide restructure with new teams centred around customer type and combined problem-solving approaches.

- Introduced new triaging & coordination approaches to all Public Health customer service requests enabling us to build more effective business support functions and free up front-line enforcement resources.
- Appointed the first apprentice in Public Health who has already successfully achieved her Level 2 Business Admin and is currently studying for Level 3.

In respect of specific functions:

Licensing

- Activity numbers - the main headlines for 2018 are as follows:

Activity	Number
Total applications received	1,007
Applications processed within target of 10 working days*	1,003
Number of taxi inspections	52
Number of premises inspections (i.e. pubs, off licences, village halls and clubs)	93
*this is from when all required documents and checks have been completed.	

- In policy terms, the team have reviewed new safeguarding provisions and training for taxi-drivers and other elements leading

to a revised Hackney Carriage and Private Hire Policy being adopted in 2018/19. Safeguarding training was successfully piloted with existing drivers during 2017/18. It is proposed to review the overarching taxi licensing policy in early 2018 with an option to make such training mandatory going forward.

- Another significant issue was the introduction of new legislation for animal licensing in October (The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018). This basically introduced new law and conditions for dog breeding, dog boarding, cat boarding, pet shops and riding establishments. It also introduced a 'star rating' system for these premises and we have, to date, carried out 22 inspections under these new regulations.
- Other performance targets have been met/exceeded with 100% of licenses issued on time in 2017/18 and currently 99% for 2018/19 to date (target 97%). Temporary Event Notices (TENs) issued on time are 100% for both the previous and current financial/reporting year performance to date (target of 99%). The new performance target for the number of taxi-inspections is currently slightly over target, with 52 completed against a target of 48 for 2018/19.
- The workload of the team is increasing, in part due to the required move to risk-based inspections but also due to rising numbers license applications themselves. TENs and new/varied premises applications up slightly in comparison with 2016. Numbers of animal boarding establishments are also increasing as a result of the changes outlined above.

Environmental Health (EH)

- Increased performance (income) targets agreed for private water supply work 2018/19 onwards have not been met due to staff sickness earlier in 2018/19, nonetheless we have retained the income target for 2019/20 and are reviewing our service delivery.

- Currently reviewing our charges for food export certificates and revised charges for private water supplies, other food safety work and exhumations.
- New fees for request re-inspections under the Food Hygiene Rating Scheme (Scores on doors) are also currently under review with adoption planned for 2018/19.
- Food hygiene 'Scores on Doors' continues to be effective with over 500 premises in the scheme with 97% rated 4 or 5 (of 5) – 'good' or 'very good' which is exceptional and on par with the previous year.
- High-risk food safety premises inspections met its 100% target for 2017/18 and is on track for 2018/19.
- Environmental Health staff formally responded to nearly 400 planning applications and a similar number of licensing applications during 2018 - providing professional opinion on matters ranging from air and land quality constraints, drainage, nuisances, water quality and health and safety
- Following the our major successful illegal meat food safety prosecution and use of Proceeds of Crime Act (POCA) legislation, the lead EHO investigator was short-listed for an international 'Best Environmental Health Practitioner' award by the Chartered Institute of Environmental Health (CIEH). This work was also featured on BBC Countryfile in 2018.
- On-going digital transformation in place investing in business process improvements and updated software and increased performance monitoring across the functions. This includes new mobile tablet/app technology for food inspectors.
- The Community team has recently taken on new areas of work by supporting Bereavement in taking a professional lead in exhumations and assistance burials in addition to high hedge enforcement work.

- Trialled the implementation of the 'Noise App' using modern technology to simplify the customer experience in recording and reporting noise nuisance, freeing up expensive monitoring equipment and officer time for more complex cases. Full launch coming soon in 2019 incorporating a second app for anti-social behaviour reporting.

Corporate Risk work

- Established a dedicated corporate risk team to carry out asbestos surveys, communal fire risk assessments, legionella sampling and leisure pool monitoring across our housing and corporate property portfolio

Emergency Planning

- Updated our Emergency Plan procedures following lessons learned from Storm Emma and rolled-out our new Response Plan in the event of a major incident. Updated Rest Centre and Recovery Plans coming in 2019.

Public Health Plan and Strategy, Community Safety and Private Sector Housing (PSH)

The wider work of the unit in respect of Community Safety, ASB, the Public Health Plan/Strategy and addressing health inequalities comes under the remit of Cllr Margaret Squires. A separate update will be provided through that portfolio.

PSH team reports through Cllr Ray Stanley and the housing portfolio.

ICT and GMS Annual Scrutiny update 2018\19

ICT

ICT restructure completed April 18, enabling the creation of the newly formed Digital Services Team.

Although ICT head count has been reduced significantly, service delivery is still being maintained to a good standard, with an ever-increasing demand on cyber security and awareness training.

Upgrades and new systems implemented;

- Implementation of new mobile repairs system (Agile 365) – extended to include property services
- Major hardware and software upgrade of the Revenues & Benefits system
- Routine upgrade to Uniform currently in test
- Implementation of new GDPR solution for Uniform, awaiting training from Idox
- Planned upgrade to Idox DMS (March -> May)
- Desktop estate refresh
- Routine pre-annual billing upgrade to Revs & Bens currently being tested
- ICT assistance with implementation of Going Cashless project
- Supporting the project for external access to MyView
- Core ICT Infrastructure upgrades to commence mid Q1 2019
- Completed off-site disaster recovery testing

Statistics;

- Service requests received\incidents logged;
 - 6300
- Performance indicators:
 - >90% of incidents resolved within agreed SLA
 - >90% of service requests resolved within agreed SLA

Gazetteer Management Services

- Continued to maintain the corporate LLPG at gold standard, meeting increased national criteria which are introduced annually
- Commenced work on digitising paper Street Naming and Numbering records and creating links to the LLPG
- Completed major piece of work with Housing Services to introduce GIS into their service area
- Commenced work on updating property ownership records which is likely to continue well into 2019
- Took back responsibility for applying large scale mapping updates in the IDOX Uniform system and further general system support

- Commenced work on the provision of plans for Polling District Review which is likely to continue well into 2019
- Also continued to provide:
 - Uniform Spatial system administration and user training
 - ArcGIS and QGIS system administration and user training
 - Numbering plans and schedules to support the statutory Street Naming and Numbering function

Colin Slade

Cabinet Member for Community Wellbeing

February 2019.