Environment & Protective Services Services Committee

5 September 2019.

Agenda Item No.

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| Protective Services Performance Report |
| Report by: Nigel Kerr, Interim Chief Officer – Protective Services, Enterprise and Environment |
| Wards Affected: All |

Purpose

To present the performance scorecard for Protective Services for 2018/19

Recommendations

Members are asked to note:

1. the Protective Services performance information presented at appendix 1; and
2. Note the arrangements set out in section 1 to fulfil the Council’s obligation to comply with Audit Scotland’s 2015 SPI Direction.
3. That information regarding the workforce profile will be provided with the next Economy, Planning and Employability report in October.

Resource Implications

None

Legal & Risk Implications

None

Impact Assessment

An EqIA is not required because the report does not propose a change or revision to existing policies and practices.

Consultation

## None required1.0 Background

* 1. Audit Scotland published the Statutory Performance Direction in December 2015. 2018/19 is the final year to which that direction applies. The Council is required to report a range of information setting out:

1. Its performance in improving local public services (including with partners).
2. Its performance in improving local outcomes (including with partners).
3. Its performance in engaging with communities and service users, and responding to their views and concerns.
4. Its performance in achieving Best Value, including its use of performance benchmarking; options appraisal; and use of resources.

* 1. The first requirement, to report the Council’s performance in improving local public services (including with partners) will be satisfied by the series of reports (of which this is one) that will be presented to the Council covering the whole of the Council’s performance for 2018/19. Where possible, comparative performance is given for the Scottish average, top quartile, and peer group averages.
  2. The other requirements of the Statutory Performance Direction will be satisfied by a combination of

1. Update reports to the Fife Partnership regarding progress against the Plan for Fife, with reports also going to Policy and Co-ordination Committee.
2. public performance reporting, assurance statements and governance arrangements.

1.4. Taken together, these reports will cover the whole of the Local Government Benchmarking Framework, plus selected service performance indicators that give a balanced picture of Council performance.

1.5 The appendix to this report is presented in the form of a balanced scorecard covering the areas of Customer, People, Responsiveness and Cost results. This is consistent with the format used for the 2017/18 Public Performance Report and mirrors the approach used for internal management reporting throughout the year.

1.6 The new 2018 SPI direction, which comes into force from financial year 2019/20 is has similar in most respects to the previous direction, but has been enhanced to give greater clarity to the public and the Council.

1.7 Given the timing of this report it has not been possible to include a section detailing significant changes to the Directorate’s workforce profile. This information will instead be included in the next Economy, Planning and Employability report in October. The workforce profile information will be included as a standard item in the performance reports for all Directorates.

1. **Conclusions**

2.1 This report is the first in a series covering the whole of the Council’s performance against key indicators, including the Local Government Benchmarking framework.

2.2 The overall performance of Protective Services is positive; areas for improvement focus are identified in appendix 1

**List of Appendices**

Appendix 1 – Protective Services Performance Report 2018/19

#### Report Contact

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Enterprise and Environment

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Protective Services

Performance Report 2018/19

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| This report provides a strategic overview of performance against key indicators. We’ve worked hard to maintain and improve performance, and this year has seen a number of important achievements for Protective Services:   * Building Standards was awarded the best large verifier award at the Local Authority Building Standards Scotland AGM in 2019. * Absence rates within EPES continues to fall with the latest figure of 3.72% compared with the Fife average of 5.30%. * The percentage of broadly compliant food hygiene premises has increased for the 2nd year running. | However, we continue to face significant challenges etc   * The Food Standards Scotland Capacity and Capability Audit in August 2018 identified a failure to meet statutory duties in food safety due to resources. * We continue to face challenges in recruiting new staff within Environmental Health and Trading Standards. * Budget savings are putting pressure on the provision of statutory services. |

Customer

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| **Performance** | **Progress** |
|  | Protective Services still continue to maintain a high level of compliance when dealing with complaints within timescales and were broadly on target for 2018/19.  The number of stage 1 complaints received by Protective Services has reduced since 2017/18 however stage 2 complaints have more than doubled.  Despite this the dip in performance for stage 2, is the result of one complaint not being answered within timescale and there were a number of complex enquires related to these complaints. |
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|  | The slight reduction this year may be related to recent Scottish Government drive for verifiers to support customers to meet building standards applications procedural deadlines and requirements – resulting in less flexibility in approach being available to verifiers. |

People

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| **Performance** | **Progress** |
|  | There are several performance indicators under development in this area. Currently staff absence is only available on Pentana at Service Level (see graph) but will be broken down further during the upcoming year. There is also work being done to develop staff satisfaction indicators within protective services.  At service level we are managing absence by supporting our employees by using all mechanisms available including our health provider services and Reality Check tools.  The absence rates at service level continue to fall. |
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Responsiveness

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| **Performance** | **Progress** |
|  | The national target for this measure is 95%. Fife’s performance is currently amber but steady and above the Scottish average. The planned team realignment which took place from April 2019 will support improvements across each indicator area. |
|  | The national target for this measure is 90%. This measure has been given higher priority in Enterprise workflow system from start of quarter 4 2018/19 and subsequently improving. (previous local target was 15 working days). |
|  | Long term average remains steady and this year we are significantly lower than the Scottish average. Work has continued to reduce the number of historic pending applications that influence this result when determined, but this figure will still likely continue to fluctuate as we further refine our deemed refusal process and support customers to meet legislative deadlines. |

Responsiveness – cont.

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| **Performance** | **Progress** |
|  | A new code of practice was issued in early 2019, followed by an additional interventions code in late June 2019.  As a result, this will be the final presentation of broadly compliant data in this format. Work is underway to identify a suitable replacement.  The percentage of broadly compliant food standards premises remains static at 87%, however, there has been an improvement in the food hygiene premises indicator. |
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|  | The number of Below Tolerable Standard (BTS) properties improved continues to exceed targets.  A private sector housing condition survey was completed in August 2019 to inform a revised action plan that aims to improve house conditions in this sector.  We are in the process of identifying a revised BTS Indicator to drive forward the improvement to private sector accommodation across Fife. |

Cost

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| **Performance** | **Progress** |
|  | The cost of trading standards per 1000 population has increased over the last 3 years and sits at £3770 above the Scottish average.  These costs are influenced by the inclusion of costs for the Money and Consumer Advice service which Fife Council pays an annual sum. These costs are not included within some LGBT returns for other local authorities. |
|  | These costs do not include the Money and Consumer Advice payments. Although the costs are increasing slightly year on year we compare well with the average for the family group. |
|  | The costs for Environmental Health per 1000 population have increased slightly from last year but compare with the top quartile of local authorities in Scotland. |