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**Public Service Excellence**

# Measuring the success of Environmental Health services

Wayne Priestley, APSE Principal Advisor

# About APSE

- Excellence in public services
- Local authority front line services
- Networking, best practice, information sharing, advocacy
- We work with more than 300 local authorities across the UK
- 6 geographical areas
- Non-profit making
- Owned by its members
- 3 offices – Manchester, Hamilton and Oxford

# APSE services

## Membership resources

- Advisory groups and regionally based events
- Principal advisor support/advice
- Briefings
- Network queries
- Research and publications
- Advocacy
- Press and media
- APSE direct
- Website/web portal

# APSE services

## Additional discounted services

- Seminars
- Training
- Solutions
- Performance networks
- Energy

- The largest public sector benchmarking services in the UK
- 196 UK local authorities registered
- 21<sup>st</sup> year of data collection
- Environmental Health benchmarking going into year 5
- 15 service areas
- Developed and reviewed by practitioners
- Range of cost, quality, productivity and outcome measures
- Like-for-like comparisons through profiling
- Independently validated
- Flexibility in comparisons
- Partnership working (e.g. Society of Chief Officers of Environmental Health In Scotland)

# Why benchmark?

Demonstrate value for money

Comparing like for like councils to improve

Service reviews / efficiency savings

Making decisions on how to change and transform your services

To manage your services effectively

# Services covered in EH





## Family group comparison

### Environmental health performance indicator standings 2017/18

Name of authority  
PIN  
Family group

sample authority  
99999  
E2

#### Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
<b>Key performance indicators</b>										
PI 01a - Net cost of service per head of population	11	£10.52	£7.74	£3.73	<b>£4.17</b>	<b>2</b>	£4.32	<b>1</b>	£4.17	L
PI 01b - Net cost of service per head of population (Including CEC)	9	£12.93	£8.19	£4.65	<b>£5.03</b>	<b>3</b>	£5.03	<b>1</b>	£4.85	L
PI 02 - Inspection/operational staff cost per head of population	12	£9.93	£5.68	£2.78	<b>£2.98</b>	<b>2</b>	£3.83	<b>1</b>	£3.03	L
PI 03 - Total staff cost as a percentage of total expenditure	12	96.30%	85.09%	68.59%	<b>92.20%</b>	-	-	-	-	N
PI 04 - Total transport cost as a percentage of total expenditure	11	3.05%	1.67%	0.14%	<b>1.92%</b>	-	-	-	-	N
PI 05 - Total income as a percentage of total expenditure	11	57.36%	17.50%	0.84%	<b>26.92%</b>	<b>3</b>	26.92%	<b>1</b>	29.93%	H
PI 06 - Customer satisfaction Index	6	97.78%	90.99%	82.27%	<b>93.05%</b>	<b>3</b>	-	-	96.89%	H
PI 08a - Percentage staff absence (all staff)	6	7.70%	3.29%	0.00%	<b>4.38%</b>	<b>5</b>	-	-	0.85%	L
PI 08b - Percentage staff absence (all staff) (excl long term)	6	1.23%	0.75%	0.00%	<b>1.23%</b>	<b>6</b>	-	-	0.30%	L
PI 09a - Staff absence days per FTE - Scotland only	3	21.47	8.99	2.18			-		2.41	L
PI 09b - Staff absence days per FTE - Scotland only (excl long term)	2	9.79	5.51	1.22			-		2.08	L
<b>Food hygiene performance indicators</b>										
PI 10 - Net cost of food hygiene service per head of population	11	£3.33	£1.66	£0.74	<b>£1.57</b>	<b>8</b>	£1.28	<b>3</b>	£1.25	L
PI 11 - Total number of category A, B and C premises per FTE	13	178.37	125.59	72.93	<b>107.94</b>	-	-	-	-	N
PI 12 - Total number of inspections (category A to E premises) per FTE	13	262.50	190.27	63.04	<b>262.50</b>	<b>1</b>	229	<b>1</b>	245	H
PI 13 - Number of Broadly Compliant Premises as a percentage of all premises	11	97.57%	86.45%	72.46%	<b>93.17%</b>	<b>3</b>	93.17%	<b>1</b>	96.70%	H
PI 14a - Percentage of food premises assessed and awarded a pass under FHIS	10	96.86%	84.40%	66.49%			94.95%		96.23%	H
PI 14b - Percentage of food premises assessed and awarded rating 1-5 under FHFS (excl Scotland)	3	96.12%	91.20%	84.12%	<b>84.12%</b>	<b>3</b>	-	-	95.57%	H
PI 16a - Number of food hygiene complaints (excluding food poisoning) per 1,000 premises	12	202.75	98.03	22.19	<b>92.61</b>	<b>8</b>	70	<b>3</b>	52	L

#### Notes:

- The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

## Environmental Health performance at a glance

### Sample authority

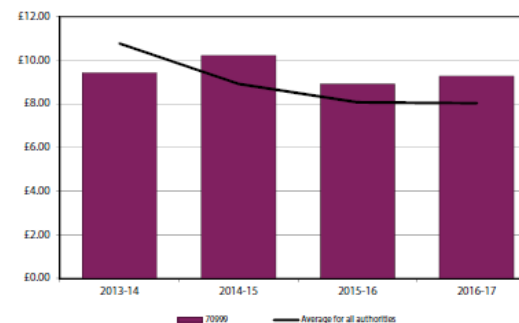
70999

These pages show your authority's performance for each performance indicator against the 2017/18 average performance of your family group. Whether your result has improved or not from 2016/17 is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator or that there were less than three participants in this PI, meaning we are unable to produce a meaningful average score. The key to the icons is displayed below each table.

Performance indicators	Performance in 2017/18	Improved since 2016/17?^
<b>PI 01a</b> Net cost of service per head of population	◆	▼
<b>PI 01b</b> Net cost of service per head of population (including CEC)	◆	▬
<b>PI 02</b> Inspection/operational staff cost per head of population	◆	▼
<b>PI 05</b> Total income as a percentage of total expenditure	●	▬
<b>PI 06</b> Customer satisfaction index		
<b>PI 08a / PI 09a</b> Staff absence (all staff)	▲	▼
<b>PI 08b / PI 09b</b> Staff absence (excl long term)	◆	
<b>Food hygiene performance indicators</b>		
<b>PI 10</b> Net cost of food hygiene service per head of population	◆	
<b>PI 12</b> Total number of inspections (category A to E premises) per FTE	◆	▲
<b>PI 13</b> Number of Broadly Compliant Premises as a percentage of all premises	●	▬
<b>PI 14a / PI 14b</b> Percentage of food premises assessed and awarded a pass under FHIS / a rating 1-5 under FHFS	▲	▬
<b>PI 16a</b> Number of food hygiene complaints (excluding food poisoning) per 1,000 premises	●	▲
<b>Food standards performance indicators</b>		
<b>PI 16b</b> Number of food standards complaints per 1,000 premises	●	▼
<b>PI 17</b> Net cost of food standards service per head of population	●	
<b>PI 19</b> Total number of inspections (category A - C premises) per FTE	▲	▲
<b>Health and safety performance indicators</b>		
<b>PI 20</b> Net cost of health and safety service per head of population	▲	
<b>PI 23</b> Number of non-inspection interventions as a percentage of total premises within jurisdiction	◆	
<b>Noise performance indicators</b>		
<b>PI 29a</b> Net cost of noise service per head of population (excluding ASB)		
<b>PI 34</b> Average time (in days) between time of complaint and attendance on site, for those requiring attendance	◆	▲

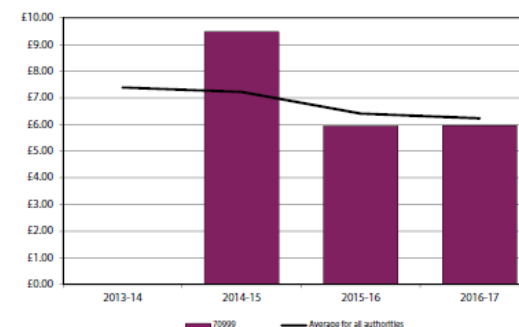
### Environmental Health

## PI 01a Net cost of service per head of population



This performance indicator measures the net cost of the Environmental Health service per head of population. This indicator excludes central establishment charges and below the line costs.

## PI 02 Inspection/operational staff cost per head of population



This indicator measures the inspection / operational staff cost per head of population. This indicator is calculated by dividing the staff salaries of all operational staff (including enforcement, inspection and education staff) by the population of the local authority area.

# Using performance data

- Identifying strengths & weaknesses
- Verifying source data
- Assessing who is good and why
- Setting realistic improvement targets
- Setting improvement timescales
- Identifying action plans to achieve target goals
- Using PN to monitor
- Assessing customer satisfaction

# This years changes

- ASB and Noise data collection improved for England and Wales
- Public health now includes environmental nuisance
- Review of risk categories for health and safety
- New customer satisfaction survey

# Timetable (Year 21)

January - March	Feedback and revisions to manuals and templates
April	Templates available
April – October	Data collection period
<b>2 August 2019</b>	<b>Return deadline for service profile tables (SPT)</b>
<b>2 August 2019</b>	<b>Return deadline for data excluding roads, markets, LAMS and Northern Ireland</b>
September	Circulation of draft/exclusion reports
August/September	Data Validation Working Group meetings
<b>October</b>	<b>Final deadline for amendments or additional data</b>
November	Circulation of Performance Reports
5-6 December 2019	Performance networks annual seminar / PN Awards
February 2020	Deadline for late data returns (Second batch)

[What's new?](#)[Network news](#)[Performance Benchmarking](#)[Performance Networks Training](#)[Data Completion Training](#)[Data Usage Training](#)[LAMS Training](#)[Validator Training](#)[Performance Networks Meetings](#)[Information Hub](#)[Performance Reports & Indicators](#)[Join Performance Networks](#)[Contact Performance Networks](#)[Home](#) / [Performance Networks](#) / [Performance Networks Training](#)

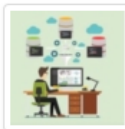
## Performance Networks Training

If you are a member of Performance Networks there a number of training courses that are on offer to you as part of the service. To find out more about the training on offer click on the below links.



### Data Completion Training

If you have recently joined Performance Networks or would like some help on how to complete the data templates, we offer free data completion training. This training session helps in both understanding the performance networks reports and activities as well as more technical training on completing the data templates.

[Read More](#)

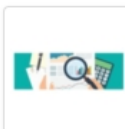
### Data Usage Training

Once you have completed and submitted your data you will receive the full suite of APSE reports. At this stage you may wish to learn a little more on how to use the data and reports you have received. To assist with this we have data usage training sessions available, again these are free of charge.

[Read More](#)

### LAMS Training

The LAMS (Land Audit Management System) is a quality inspection system, initially developed by local authorities in Scotland and now rolled out on a UK wide basis, to monitor grounds maintenance, which can also be applied to street cleansing for a total street scene overview. If you are a member of APSE's performance networks you will be able to use LAMS to measure the quality of your own localities, and at the same time benchmark these against other local authorities. You can choose between using the system to monitor grounds maintenance, street cleansing and/or cemeteries and crematorium services.

[Read More](#)

### Validator Training

This training course allows you to be involved in the data validation and error checking processes for APSE performance networks. This includes a variety of opportunities to get involved in group checking and on-site audits. The validator training day is taking place on **19<sup>th</sup> September 2019**, in Manchester. After the training day you will be invited to take part in the data validation and error checking processes for those selected for the best and most improved performer awards in advance of the awards ceremony in Blackpool on 5th December. The validations will take place in October and November, so we would particularly welcome those who would be able to assist during these months.

[Read More](#)

# Customer satisfaction survey

Please tick the most appropriate response to each applicable question within the survey.

7. About our follow-up to your case/request (inc. site inspections). Please rate how we followed up your case/request in terms of:

	N/A	Very	Quite	Not very	Not at all
How well we let you know what would happen next?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well the officer explained how to comply with any relevant legislation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well the officer explained any specific deficiencies requiring action by you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How clearly any timescales for action/compliance was given?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accuracy of information relevant to your needs/obligations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have any comments regarding how we followed up your case/request (or any site inspection), please tell us below.

# How it works

On-line (option to print out)

Local authority has instant access to the results

Local authority can input any manual responses

Local authority can intervene

APSE has access to benchmark the annual results

Not bound by the annual data collection timetable

Included in your membership fee – free to members

Still to be finalised!



# Useful contacts

## Enquiries / training / reports

Cheryl Walker	cwalker@ apse.org.uk
Jennifer Stanley	jstanley@apse.org.uk
Andy Derbyshire	aderbyshire@apse.org.uk

## Data processing support / error checking help

Ryan McNally	rmcnally@apse.org.uk
General e-mail :	performance.networks@apse.org.uk
Telephone :	0161 772 1810

# **NEW MUNICIPALISM**

Delivering for local people and local economies

# Contact details

**Wayne Priestley**

**Principal Advisor**

**Email: [wpriestley@apse.org.uk](mailto:wpriestley@apse.org.uk)**

**Association for Public Service Excellence**  
**3rd Floor, Trafford House, Chester Rd, Stretford,**  
**Manchester M32 0RS**  
**telephone: 0161 772 1810**  
**fax: 0161 772 1811**  
**web: [www.apse.org.uk](http://www.apse.org.uk)**