

# Protective Services

These pages contain a range of performance information from across the protective services that are provided by Inverclyde Council. This information is designed to help you assess how we are performing in this area.

The performance information that is provided here comes from a number of sources:

- Local Government Benchmarking Framework (LGBF)
- Service key performance indicators (KPIs)
- Inverclyde Council Citizens' Panel (CP)

You can also view more information on the LGBF indicators on the Improvement Service website: <http://www.improvementservice.org.uk/benchmarking/>

## Performance Overview 2017/18

Performance remained strong in 2017/18 with targets being achieved for the majority of performance indicators. Performance was better than target for the percentage of public health complaints attended within 2 and 5 working days. The target was not achieved for high priority public health complaints however. The percentage of anti-social behaviour complaints responded to within 30 minutes also improved and was better than target.

The average time between complaint and attendance on site for domestic noise complaints decreased in 2017/18 from 7.5 hours to 4.3 hours.

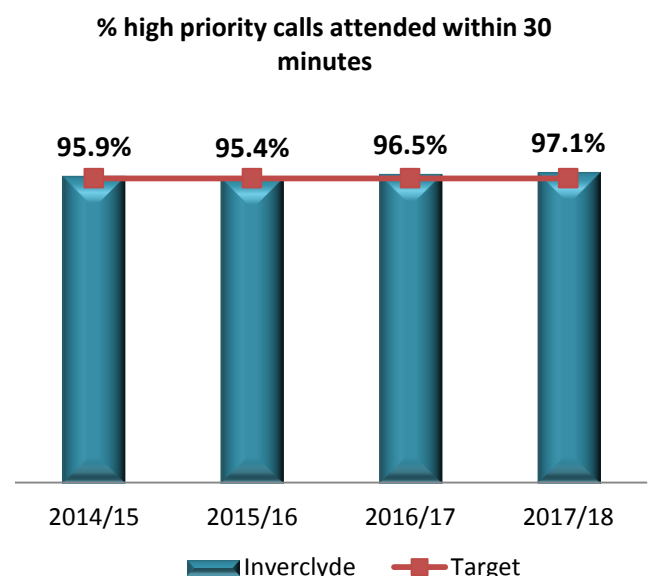
The cost of environmental health per 1,000 population is higher than the Scottish average whilst the cost of Trading Standards, Money Advice and Citizens' Advice was lower than the Scottish average.

## Anti-social behaviour (high priority) % high priority calls received during the wardens' shift attended within 30 minutes (KPI)

This indicator measures the percentage of high priority calls received during the wardens' shift that were attended within 30 minutes. During 2017/18 Inverclyde Council received 1,322 high priority calls regarding anti-social behaviour, of these 1,284 were attended within 30 minutes.

There has been a 39% increase in the number of high priority calls received since 2014/15.

Between 2016/17 and 2017/18 the number of high priority calls decreased by 35.

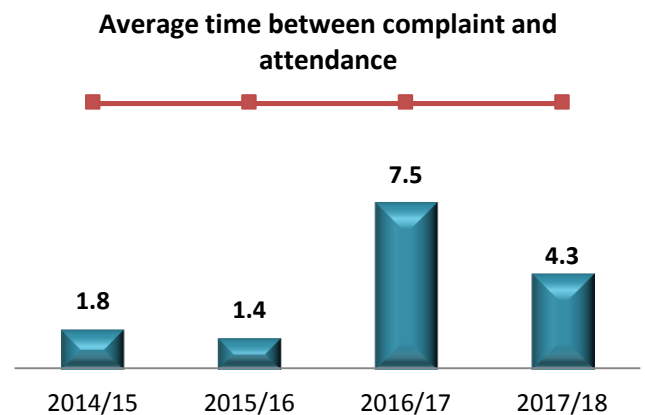


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### Domestic Noise Complaints - The average time (hours) between time of complaint and attendance on site (for those that required attendance) (KPI)

A downward trend represents an improvement in performance.

The average time between complaint and attendance on site decreased in 2017/18 from 7.5 hours to 4.3 hours. Performance continues to be better than the target of 12 hours.

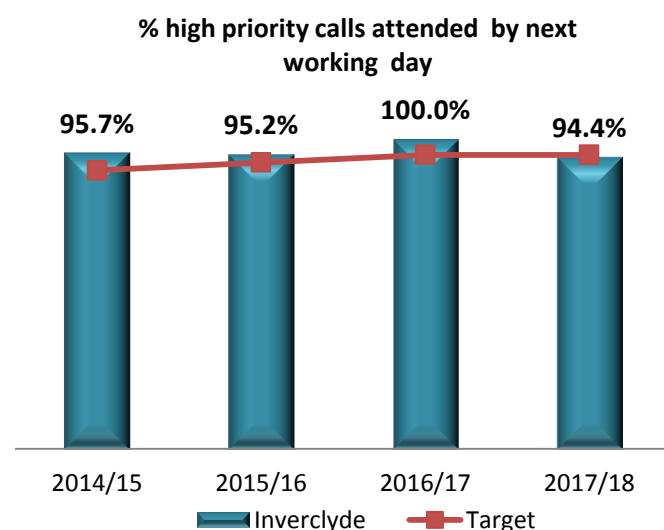


### Public Health Complaints (High Priority % attended by next working day) (KPI)

This indicator measures the number of public health high priority service requests received and the percentage of those attended by next working day. In 2017/18, 18 high priority calls were received, 17 of which were attended to by the next working day.

Performance is lower than in 2016/17 and this is due to one high priority complaint not being attended to within the 1 working day timescale. There was an increase in the number of high priority requests between 2016/17 and 2017/18 from 10 to 18.

The target for this indicator has increased as performance has improved and in 2015/16 a new target of 95% was set. The target was narrowly missed this year.

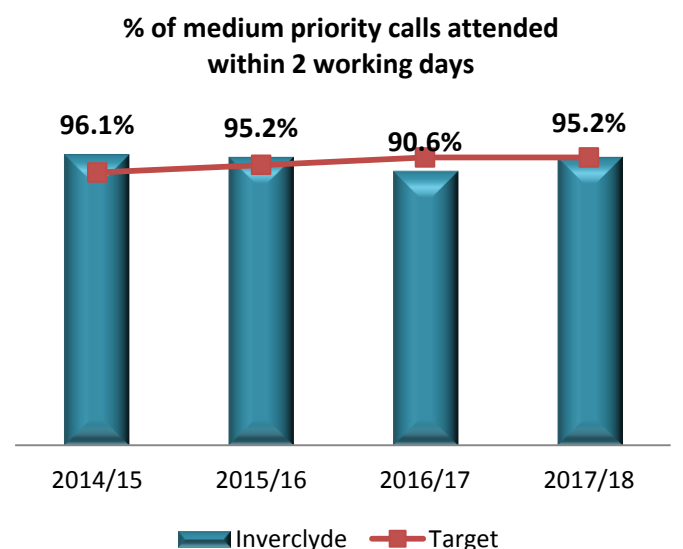


### Public Health Complaints (Medium Priority % attended within 2 working days) (KPI)

This indicator measures the number of public health medium priority service requests received and the percentage of those attended within 2 working days.

In 2017/18, 105 medium priority calls were received 100 of which were attended within 2 days. This gave a performance level of 95.2%.

The target for this indicator has been increased as performance increased and is now 95%. The target was achieved in 2017/18.



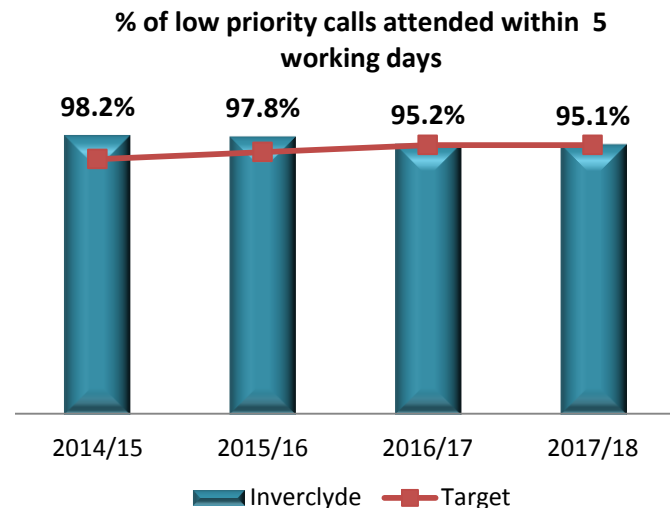
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### Public Health Complaints (Low Priority % attended within 5 working days) (KPI)

This indicator measures the number of public health low priority service requests received and the percentage of those attended within 5 working days.

In 2017/18, 489 low priority calls were received, 465 of which were attended to within 5 working days. This gave a performance level of 95.1%. The number of low priority requests fell from 589 in 2016/17 to 489 in 2017/18.

As performance has stayed consistently high, the target for this indicator has increased and was set at 95% in 2013/14. Performance was better than target in 2017/18.

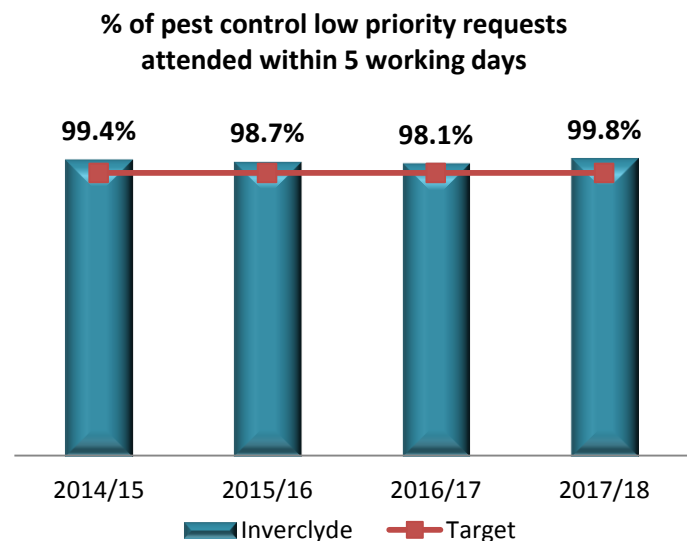


### Pest Control Service Requests - % attended within 5 working days (KPI)

This indicator measures the number of pest control low priority requests received and the percentage of those attended within 5 working days.

In 2017/18, 431 requests were received, 103 less than in 2016/17. 430 requests were attended to within 5 working days, giving a response rate of 99.8%.

The target for this indicator is 95% and performance was better than target in 2017/18.

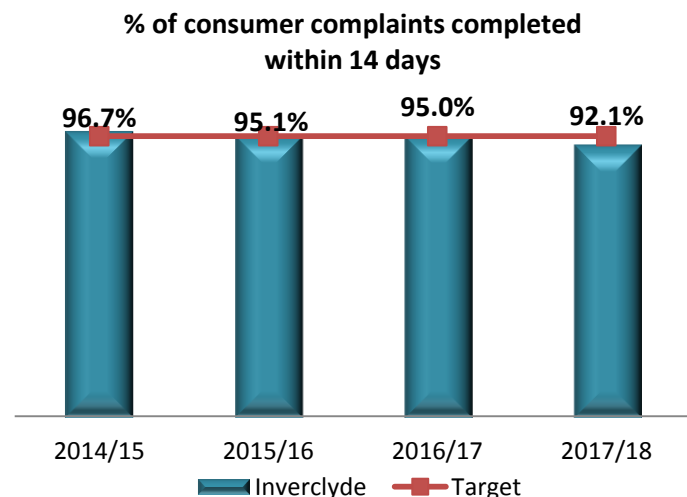


### Trading Standards – The percentage of consumer complaints completed within 14 days (KPI)

This indicator measures the number of consumer complaints received and the percentage completed within 14 days.

In 2017/18, 164 consumer complaints were received with 151 being completed within 14 days, equating to 92%. The number of consumer complaints increased by 43 between 2016/17 and 2017/18.

Performance was lower than the target of 95%.

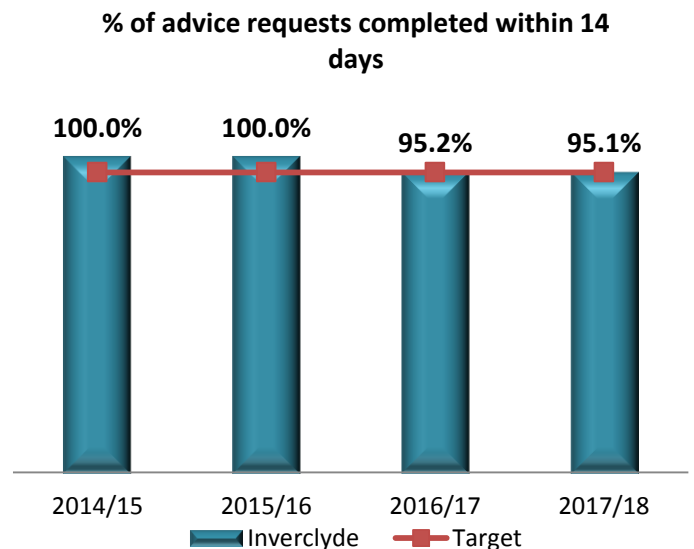


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### Trading Standards – The percentage of advice requests completed within 14 days (KPI)

This indicator measures the number of consumer advice requests received and the percentage completed within 14 days. In 2017/18, 41 advice requests were received, 39 of which were completed within 14 days.

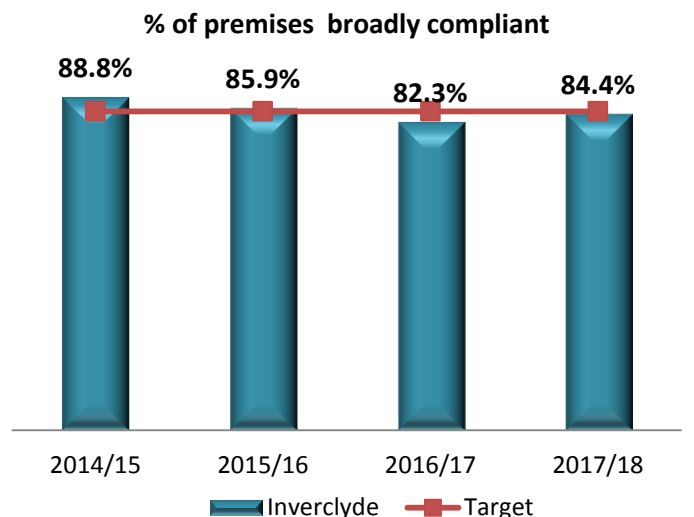
Performance in this area has been consistently high and the target was once again achieved in 2017/18.



### Food Safety Hygiene Inspections – The percentage of premises broadly compliant (KPI)

Councils are required to carry out inspections of food businesses to make sure that food is handled and produced hygienically, safe to eat and identify any foreseeable risks.

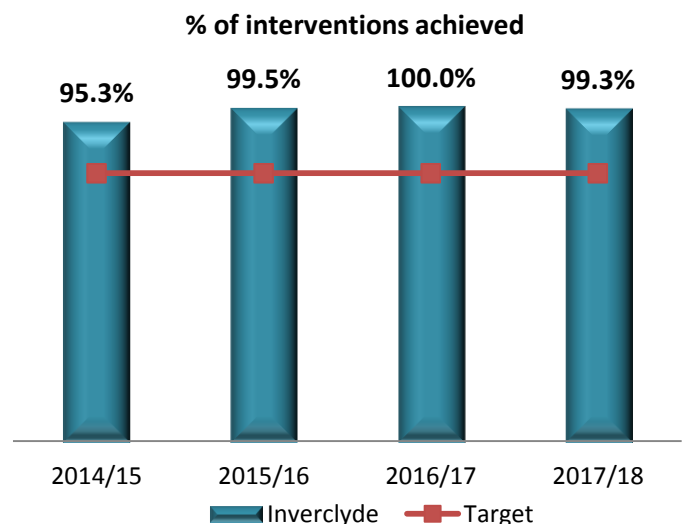
Food businesses are assessed as broadly compliant or not compliant. This indicator provides a measure of the percentage of premises that are broadly compliant. In 2017/18 there was a slight improvement in the number of premises broadly compliant with food safety hygiene, however performance narrowly missed the target of 85%.



### Food Safety Hygiene Inspections – Percentage of interventions achieved (KPI)

This performance indicator is based upon our return to the Food Standards Agency (FSA). The LAEMS return is based on an authority's performance against its inspection programme. The inspection programme for LAEMS is based upon the risk rating of the premises (A-E) with inspection of premises due at intervals based upon that risk rating.

Performance in relation to the percentage of interventions achieved has remained consistently high, despite a marginal decrease in 2017/18. The target for this indicator is 80%.

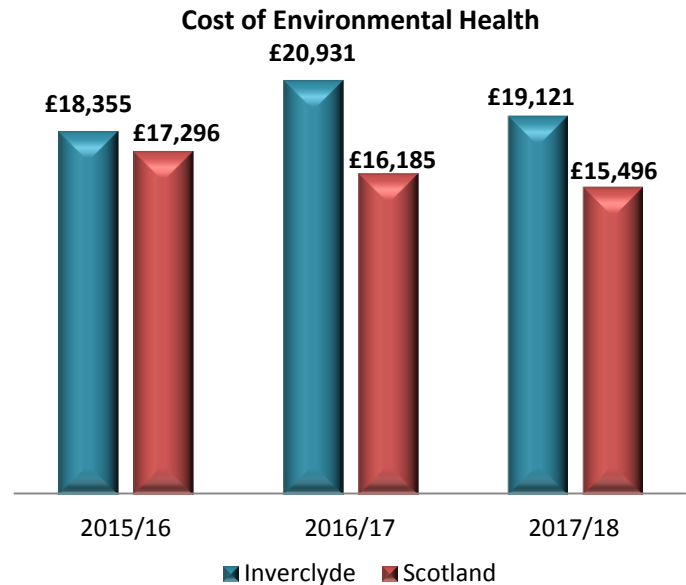


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### Cost of Environmental Health per 1,000 population (LGBF)

This indicator is part of the LGBF. In 2017/18, the costs of Environmental Health in Inverclyde continued to be higher than the national average.

Inverclyde ranked in 24<sup>th</sup> position out of 32 local authorities for environmental health costs, an improvement of 2 places on the ranking in 2016/17.



### Cost of Trading Standards, Money Advice and Citizens Advice per 1,000 population (LGBF)

This indicator is part of the LGBF.

Inverclyde Council's costs continued to be well below the Scottish national figure in 2017/18. Inverclyde had the 10<sup>th</sup> lowest costs in Scotland.

Our costs reflect the relatively small staff complement. The Council however is working to ensure that the service punches well above its weight by joint working initiatives with community safety and anti-social behaviour/wardens teams to maximise impact.

