

## Mid-Year Performance Report Public Protection Service (Environment Directorate)

*REPORT AUTHOR: Ian Vaughan Evans*  
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### **Introduction**

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The Head of Service report is produced on a half yearly basis and provided to Executive Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The approach is based on exception reporting to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues / operational risks should also be highlighted. The report is split into 3 distinct sections: -

**1. Improvement Priorities & Service Plan Monitoring** – this section is used to discuss the progress being made towards the Improvement Priorities which do not have an in year focus and therefore are not included within the quarterly progress report on the Improvement Plan. It is also used to highlight good news and key issues (including operational risks and the actions necessary to control them) arising from monitoring the progress being made towards delivering the service plan.

**2. Internal and External Regulatory Reports** – this section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

**3. Corporate Reporting** – this section summarises the performance in relation to corporate issues e.g. sickness absence, appraisals, complaints, data protection training

**Appendix 1- NSI & Improvement Target Performance Indicators** – summary table of the performance for the NSI and Improvement Targets. Graphs (where appropriate) and commentary are included in section 1 for those indicators shown with a red RAG status.

# 1. Improvement Priorities & Service Plan Monitoring

Report highlights for the half year are as follows: -

## Community Protection

### Trading Standards Investigations

A Penyffordd man pleaded guilty to offences involving mis-describing vehicles that he sold to unsuspecting customers. He was sentenced to 200 hours community service over 12 months. He also had to pay £3800 in compensation and £800 costs.

A Buckley man pleaded guilty to three charges under the Trade Marks Act for selling and possessing counterfeit clothing. He was sentenced to 18 weeks imprisonment (x3) to run concurrently, suspended for 12 months plus 250 hours community service. Mold Crown Court also put a restraint order on £30,000 worth of assets pending a future Proceeds of Crime Act hearing.

Warning letters were sent to two individuals and a company in relation to unlicensed debt adjusting. They had contacted a lady in Glasgow and offered to resolve her credit card debts for a charge of £600. The charge has been refunded and the business advised of their duties under the Consumer Credit Act

An elderly gentleman received a telephone sales call and was misled into purchasing membership of a scheme that offered discounts for various products and services, none of which an elderly person would particularly take advantage of. The fee was taken directly from his bank account without authorisation. The company already had his details because he had purchased goods from their TV shopping channel. Intervention via Trading Standards has secured cancellation of his membership and a full refund of monies paid.

A Flintshire company selling goods via its website had published terms and conditions which were fundamentally unfair to consumers and in breach of the Consumer Protection (Distance Selling) Regulations 2000. Consultation by Trading Standards has secured new terms and conditions which now comply with legislation and provide fair terms and conditions for consumers. The business now understands the legislation surrounding distance sales and complies with them.

A second-hand car sales business ceased trading and vacated its premises virtually overnight without trace or forwarding address. A number of consumers contacted Trading Standards regarding outstanding matters over cars they had purchased and one consumer had paid a cash deposit, but now had nothing to show for it and no way of getting his deposit back. Trading Standards were able to trace the owners of the business to their home address and after contacting them were able to secure a refund of the deposit and a forwarding address for any further outstanding matters.

Forty on-line businesses are currently being inspected to ensure they comply with the rules regarding distance selling on-line.

The Trading Standards page on Facebook now has 160 'likes' and advice and items of interest are regularly posted on the site.

## **Trading Standards Compliance**

A Bottle Marking Scheme which involved eight off licences in Buckley was implemented following local concerns over under age drinking. It is intended to map and monitor the sale and consumption of several commonly misused brands of alcohol. The retailers agreed to covertly mark the items prior to display. Police, Trading Standards staff and Streetscene officers will monitor the products confiscated from young people found drinking in the area as well as any bottles discarded. It is planned that the findings of the initiative will be made available in late autumn. An increase in awareness of underage sales and increased co-operation between all participating individuals has already been noted.

Officers within the team continue to resolve issues for consumers and businesses within Flintshire. A local horse lover, who purchased a horse on line which turned out to be in very poor health when delivered to her and resulted in considerable veterinary charges, has received a £500 contribution towards costs from the seller after mediation.

A vulnerable man who purchased two pairs of spectacles from a local supermarket optician and found them to be unusable when delivered has finally received a £200 refund following extensive mediation.

As part of a North Wales Survey several toys bought from vending machines have been submitted for analysis. The samples are believed to contravene toy safety regulations because they are appealing to small children and a possible choking hazard.

A contractor carrying out building work at a local petrol station without appropriate permissions has recently been warned and other interested enforcement bodies have been notified. He was provided with extensive advice about safe working practices and risk assessment procedures.

Following enforcement activity and lobbying by Trading Standards services throughout the UK, the Medicines and Health Care Products Regulatory Authority (MHRA) has announced that Electronic cigarettes and their refills will be classed as medicinal products from 2016. This will mean that they can no longer be marketed to non smokers or children and will only be available as a smoking cessation product. Retailers of these products in Flintshire have already been advised of relevant safety issues and labelling requirements but will receive updated advice from officers of the Compliance team in the near future. Some defective devices have been on sale and these have been seized for further analysis.

## **Community Safety and Neighbourhood Wardens**

The Community Safety Partnership is now formally part of the Local Service Board.

A North Wales Community Safety Plan is being developed.

The Domestic Abuse Co-ordinator has worked closely with HR to produce a Domestic Abuse Policy for Flintshire County Council which will be launched in the autumn.

The Substance Misuse Co-ordinator is currently involved in writing the Draft Substance Misuse Commissioning Strategy for North Wales which is a requirement for all Area Planning Boards to have in place to help inform future collaborative commissioning plans. Their priorities include:

- increasing current IDVA (Independent Domestic Abuse Advocacy) across the region
- Improving Service User support and involvement
- Provision of adequate and consistent levels of aftercare support

- Supporting abstinence based recovery programmes
- Additional delivery of alcohol prevention and early intervention work
- Specialist training for workforce on steroids and new and emerging drugs

The Anti-Social Behaviour Officer (ASB) has been co-ordinating MP letters of complaint relating to anti social behaviour issues in various areas of the County such as Bagillt, Saltney, Buckley and Queensferry

Designated Public Place signage has been provided in Buckley Town centre in order to facilitate Police action to curb anti social behaviour caused by street drinking. The initiative involved Flintshire, the Town Council and police staff.

The ASB officer has been involved in a working group investigating Community Cohesion issues across the County, i.e. racist graffiti, far right wing extremism, public drinking, noise and disturbance. He also met with the new Shotton Town Council chair to highlight the function and work of the Community Safety Team.

### *Neighbourhood Wardens*

The Wardens continue to install target hardening equipment in properties where the owners/occupiers have suffered from antisocial behaviour, are victims of crime, vulnerable people or the victims of domestic abuse. 645 jobs have been completed this year compared to 553 during the first quarter of 2012.

The Wardens have participated in a number of community safety related events e.g. at Jubilee Court in Buckley. They were invited by Housing colleagues, who had arranged a reassurance event for tenants, as there had been a number of anti social behaviour related incidents in the locality.

Bicycle marking days in schools were organised and 15 schools participated with 436 bikes marked.

The Neighbourhood Wardens took an active role in Operation Gingerbread – patrolling the secondary schools and vulnerable primary schools during the summer holiday period. They were also involved in the caretaker training leading up to the initiative.

### **Licensing**

A significant amount of work was undertaken in preparation for the advent of the Scrap Metal Dealers Act 2013. This brings in a licensing regime to control the sector and improve standards. All scrap yards will need to have a Site License in place and mobile operators will have to obtain a Collectors License. Applicants will have to prove that they are 'suitable persons'. Cash transactions will be prohibited by the new legislation which takes effect in the autumn of 2013.

Licensing Officers have continued to carry out monitoring of the taxi trade by carrying out unannounced checks on vehicles and drivers in conjunction with the Police.

Observations of licensed premises also take place to ensure compliance with license conditions and the four licensing objectives – the prevention of crime and disorder; public safety; the prevention of public nuisance and the protection of children from harm.

Licensing Sub-committees are convened on a regular basis. This is the forum where any contentious taxi driver license applications are considered and determined.

A full Licensing Committee was held on the 9<sup>th</sup> May 2013 and the agenda included the Law Commission Review of Taxi Legislation; the introduction of guidelines about anger management courses as a sanction for drivers indulging in ‘road rage’ behaviour; the deregulation of some aspects of the Licensing Act 2003 and an update on progress on implementing the new Scrap Metal Dealers Act.

## Environmental Protection

### Environmental Control

The team have dealt with 272 service requests during this period, and have served 9 improvement notices:

	2012/2013		2013/2014	
	Requests	Notices	Requests	Notices
<b>Q1</b>	158	13	143	5
<b>Q2</b>	176	4	129	4

The officers have also undertaken proactive inspections of some of the County’s Houses of Multiple Occupation (HMOs) to check on housing standards as well as caravan parks.

This team are also responsible for the sampling of water quality in the County;

Sea water – 20 samples were taken throughout the season. 19/20 samples were of “excellent” quality and 1 sample was “good”. This will mean that Flintshire will be eligible for the Flag Awards for sea water quality and an application will be submitted.

Pool water – 3 pools tested monthly on a chargeable basis when open. All pools were audit sampled in May.

Private water supplies – all testing done as per existing risk assessments.

### Pollution Control

Pollution Control have dealt with 879 requests for service including responding to planning consultations, during the first half of the year, as well as serving 8 abatement notices for nuisance:

	2012/13	2013/14
Quarter 1 (1/4 – 30/6)	424	437
Quarter 2 (1/7 – 30/9)	391	442

#### Abatement Notices Served:

	2012/13	2013/14
Quarter 1 (1/4 – 30/6)	3	3
Quarter 2 (1/7 – 30/9)	9	5

- An abatement notice was served to prevent a reoccurrence of a nuisance following the spreading of chicken manure at an area in the Sealand Ward.

## **Building Control**

The Department continues to see small increases in the amount of building work in the County. The following are amongst the submissions dealt with by the Building Control Department in the second quarter.

- The creation of the Flintshire Connects Office at the County Offices in Flint.
- The construction of two storey offices at the site of the former Billy Jean's Cafe in Pentre Halkyn.
- The refurbishment of 6th form area with the creation of new teaching areas at Flint High School. Also the refurbishment works to ground and first floors at Westwood County Primary School, Buckley.

Due to the excellent service provided to local developers the service has been successful in securing a number of prestigious residential developments in competition with the private sector at :-

### **Q1 2013**

- Change of Use and Conversion of Existing First Floor Storage Area to Two No: Two Bedroomed Apartments at Chester Road West, Shotton
- 5 new dwellings at Groomsdale Lane, Hawarden
- Formation of 4 No Bedsits and 4 No Self Contained Flats on Ground Floor of former Raven Hotel, Flint.
- Erection of 143 Units at Lane End Brickworks, Church Road, Buckley.

### **Q2 2013**

- 11 dwellings at The Highway, Hawarden.
- 71 dwellings at Oakenholt.
- 33 flats on the former Guild Hall site in Flint.
- 9 dwellings at Llwyn Onn, Holywell.

Early discussions have taken place with another 'Developer' for the former Calcot Arms Public House site in Holywell.

Staff have dealt with numerous Partner Authority applications, particularly Iceland schemes in Beccles, Cranford Heath, Birmingham, Shipley and 2 in Sheffield. Also the change of use of a grade 2 listed building from office to residential in Liverpool.

The team continues to undertake Fire Risk Assessments on County buildings, namely County Hall, Mold, County Offices, Flint and The Jade Jones Pavilion also in Flint.

A member of the team attended the Safety Advisory Group meeting at the Exacta Stadium (Chester Football Club).

Performance for the first half of the financial year as compared with the same period last year are as follows:

	<b>1st Quarter 2012</b>	<b>2<sup>nd</sup> Quarter 2012</b>	<b>Combined Q1 &amp; Q2 2012</b>	<b>1<sup>st</sup> Quarter 2013</b>	<b>2<sup>nd</sup> Quarter 2013</b>	<b>Combined Q1 &amp; Q2 2013</b>
Full Plans submissions	102	96	198	100	104	204
Building Notice submissions	43	40	83	33	41	74
Partner Authority submissions	33	23	56	37	20	57
Partner Inspector submissions	5	4	9	5	8	13
Regularisation submissions	4	2	6	4	3	7
Dangerous Structure cases	11	9	20	10	16	26
Demolition Notices	1	6	7	4	4	8
Street naming / numbering and house naming cases	25	18	43	15	15	30
Consultations from Planning concerning possible Building Regulation work	64	33	97	46	60	106

	<b>1st Quarter 2012</b>	<b>2<sup>nd</sup> Quarter 2012</b>	<b>Combined Q1 &amp; Q2 2012</b>	<b>1<sup>st</sup> Quarter 2013</b>	<b>2<sup>nd</sup> Quarter 2013</b>	<b>Combined Q1 &amp; Q2 2013</b>
Plans Approved	64	36	100	66	37	103
Plans Approved subject to conditions	72	55	127	53	72	125
% checked with 15 working days	97	94	95.5	94	98	96
Plans rejected	0	0	0	0	0	0
Number of inspections	708	848	1556	951	923	1874

## Bereavement Services

The Bereavement Services section processed the following number of interments:

	<b>Quarter 1</b>		<b>Quarter 2</b>	
	<b>2012 / 13</b>	<b>2013 / 14</b>	<b>2012 / 13</b>	<b>2013 / 14</b>
Full Burial	78	66	57	47
Ashes	39	43	38	22
<b>Total</b>	<b>117</b>	<b>109</b>	<b>95</b>	<b>69</b>

Bereavement services are now located at Llwynegryn Hall following an office move at the end of Quarter 2. This ensures that bereaved relatives have a welcoming and sympathetic visit within pleasant surroundings where their needs can be discussed by a member of staff. This also now ensures that the Council has its birth, marriage and death services contained within one place.

## Animal and Pest Control

The team have dealt with the following public health and nuisance pests during the first half of the financial year, and a comparison table is included for the same period last year:

	Quarter 1		Quarter 2	
	2012 / 13	2013 / 14	2012 / 13	2013 / 14
Rats	364	371	289	272
Mice	91	62	67	68
Cockroaches	1	3	0	3
Wasps	207	155	283	374
Fleas	4	5	49	32
Ants	179	0	134	52
Unidentified Insects	10	10	9	2
Other Pests	6	2	11	1
<b>TOTAL</b>	<b>862</b>	<b>608</b>	<b>842</b>	<b>804</b>

The Animal and Pest Control officers have also collected and processed 125 stray dogs from across the County. This service has been available 7 days a week throughout the year and covers the out of hours period as well.

## Environmental Crime

For the first half of this year, the Authority had 2 enforcement officers in post to deal with Environmental Crime. Their main focus for this period has been fly tipping enforcement to support the Streetscene teams and fortnightly collections, as well as dog fouling. The following stats relates to service requests that the Authority received during this period for dog fouling as compared to the same period during the last financial year:

	Quarter 1		Quarter 2	
	2012 / 13	2013 / 14	2012 / 13	2013 / 14
Complaints / Requests Received via Streetscene Call Centre	45	128	56	116
Complaints / Requests Received via "Doggy Do" App	18	24	42	16
<b>TOTAL</b>	<b>63</b>	<b>152</b>	<b>98</b>	<b>132</b>

The increased reporting has been as a result of a successful campaign for residents to advise us where they are experiencing issues, in order for us to direct our resources more effectively to those locations which require either clean ups or enforcement.

- A prosecution file has been prepared for a resident failing to pay a Fixed Penalty Notice for a fly tipping offence. This will be processed via the Courts during Q3.
- The Authority successfully secured its first prosecution for a dog fouling offence in the Connah's Quay ward where the offender was fined £492.
- Patrols took place under Operation Clean Up across the County.



## **Health Protection**

### **Food Safety & Food Standards**

Performance against the “Broadly Compliant” measure continues to be good in Flintshire at 82% and as there is a direct link between this measure and the Food Hygiene Rating scheme, this is a pleasing statistic for Flintshire. This is particularly so at this time, as the majority of the regulations made under Food Hygiene Rating (Wales) Act 2013 are introduced with effect from November this year. The introduction of these regulations will require mandatory display of food hygiene ratings by food businesses in Flintshire and may impact upon resources, dependant on the number of rescore requests received, the number of appeals and enforcement action required for non-display of ratings. This will be monitored throughout the year.

Performance against High risk inspections is also on track and it is expected that the end of year target of 100% will be achieved.

In August of this year, we were formally notified by the Food Standards Agency Wales of their intention to audit the Food Service of Flintshire County Council. This will be for the service as a whole including Food Safety, Food Standards and Animal Feeding stuffs. The scope for audit will be against the Framework Agreement on Official Feed and Food Controls by Local Authorities and associated Food and Feed Law Codes of Practice. This will take place between 28<sup>th</sup> October and 1<sup>st</sup> November 2013 and has required the completion of a significant lengthy Pre-Visit Questionnaire and considerable preparatory work.

### **Health & Safety Enforcement**

Following the introduction of the National Local Authority Enforcement Code (referred to as the National Code) which was introduced in April 2013 there are no longer specific national performance indicators against which the H&S enforcement team need to comply. This is in line with the significant change in direction in Health and Safety enforcement from Central Government whereby the emphasis is now very much on reducing the burden for business from regulation. The National Code instead provides a list of activities/sectors for proactive inspection by LA's and only those activities falling within these sectors or types of organisation should be subject to proactive inspection. There is, within this list, a strong emphasis on high risk premises and activities and we have tailored our Operational Action Plan for the year to meet with the requirements of this list.

Performance has also been maintained on increasing educational awareness on Health and Safety in line with Central government thinking and the team have continued their involvement with the Estates Excellence project on the Deeside Industrial Estate which is aimed at identifying gaps in knowledge and practice and effectively addressing them in conjunction with partner agencies including Wrexham County Borough Council.

The section has also initiated and delivered on collaborative projects in line with facilitating more effective performance such as the collaborative Care Contract project with Wrexham CBC and the Cryptosporidium Awareness campaign aimed at Flintshire CC managed swimming pools which has been undertaken in conjunction with our Corporate H&S team.

### **Corporate Health and Safety**

One of the targets for this year was to roll out “The Principles of Safety Leadership” training course to service managers following the successful launch to senior managers in the organisation last year. This has been undertaken with 3 courses arranged in July 2013 and further courses arranged for November 2013. This is a joint initiative with Wrexham CBC.

Considerable training activity has also been undertaken by Flintshire's Corporate H&S team during the first six months of this year including risk assessment training, accident investigation workshop, lone worker awareness, Modern Apprentice H&S Training and Fire Training.

The "new look" revised Agenda for the quarterly Corporate Health and Safety Steering group which is a high level group chaired by the Chief Executive with elected Member membership as well as key officers from the different Directorates of the Council, has bedded in well and is starting to gain momentum in ensuring recognition, respect and accountability for health and safety matters within the Council.

### **Animal Health and Health Promotion**

In April the new temporary Animal Health enforcement officer started work with Flintshire as a shared appointment between ourselves and Wrexham CBC on a 50:50 basis. This was necessary due to the significant decreases in grant funding from WG for animal health work which meant that neither authority was able to appoint to a full time post in their own right as had been the case previously. This arrangement has worked well to date and is hoped to continue into 2014/15. However, this remains an ongoing pressure for the future as there is uncertainty regarding funding beyond 2015.

During this last six months approximately a third of high risk inspections have been undertaken. The shortfall is due to the fact that many high risk inspections are due in the final six months of the year when more welfare issues are prevalent due to the cold weather and animals being kept indoors, and that a large scale project targeting all medium/low risk premises (involving contact by phone/mail shot) was conducted during this period. It is expected that the target of 100% high risk inspections will be achieved by the end of the year. In common with Food (above) we have been formally notified by the Food Standards Agency Wales of their intention to audit Animal Feeding stuffs during the period between 28<sup>th</sup> October and 1<sup>st</sup> November 2013 and this has required the completion of a significant lengthy Pre-Visit Questionnaire and considerable preparatory work.

Numerous activities and projects have been undertaken and achieved throughout the first six months of this year by our part time Health Promotion Officer such as the continued delivery of the School hand washing project in Flintshire schools, publicity campaigns relating to Carbon Monoxide, Barbecue Food Safety, Noise Nuisance, Cryptosporidium and Meningitis; providing support to the Estates Excellence project on the Deeside Industrial Estate; the production of a revitalised Flintshire new Business pack and promotional displays for such events as Mold Food Fair. Collaborative working has also been developed with the NHS through Holywell Hospitals Ante Natal Care Team, and through work with the Flintshire Education and Healthy Schools and Healthy Pre-School Schemes. This has included membership of the steering group and development, planning and delivery of training for delivery to school and pre-school staff as part of the Welsh Government's hygiene agenda.

## 2. Internal and External Regulatory Reports

Audit Report Title, Date and Report Author e.g. Internal Audit, WAO, Estyn, CSSIW

None

## 3. Corporate Reporting

### Complaints / Compliments

Number of Compliments 1  
Number of Complaints 6  
Responded within Timescale 83%

One of the complaints took longer than ten days for a response to be sent as a meeting was arranged with the complainant and this took place after the ten days had expired.

### Sickness Absence

Days lost Q1	Days lost Q2	Days lost per FTE Q1	Days lost per FTE Q2	Total days lost per FTE Q1 and Q2	Total days lost per FTE Q1 and Q2 (Environment)
153	112	1.79 per FTE	1.3 per FTE	3.09 per FTE	6.32 FTE

### Staff Turnover

Headcount	No of staff leaving Q1	Q1 staff turnover	No of staff leaving Q2	Q2 staff turnover	Total turnover Q1 and Q2	Total turnover Q1 and Q2 (Environment)
94	1	1.06	0	0	1.06	3.08

### Equality Monitoring

Employees requirements for diversity and equality training assessed during personal development requirements as part of the annual appraisal process. The Customer Service Award also contains a module on equalities.

### Welsh Language Monitoring

The Directorate has been following the agreed timetable for the Welsh Language Scheme Implementation Plan. This has included use of bilingual greetings and messages; audit of all standard letters to ensure bilingual translation; guidance on bilingual text on e-mails; review of all forms, leaflets, publications to ensure bilingual availability; control point established to ensure all future publications are bilingual; welsh language baseline assessments; reception staff received refresher training on bilingual greetings; notices displayed to ensure customers are aware that Welsh and English service available. Audit of employee welsh language skills currently underway and results being captured in iTrent.

## Data Protection Training

<b>Mandatory Posts</b>	<b>Completed</b>	<b>%</b>	<b>Non-Mandatory Completed</b>
79	54	68%	0

The training has been provided on a phased basis and all staff training will be completed by April 2014, in line with the corporately set target.

## Freedom of Information and Environmental Information Regulation Requests

	<b>Number of FOI requests determined in period</b>	<b>Number of requests determined within required time</b>	<b>% determined within required time</b>	<b>Number of EIR requests determined in period</b>	<b>Number of requests determined within required time</b>	<b>% determined within required time</b>
Q1						
Environment	52	49	94%	185	182	98%
All FCC	180	158	88%	1	1	100%
Q2						
Environment	43	41	95%	172	168	98%
All FCC	170	142	84%	0	0	

## Appendix 1 - NSI & Improvement Target Performance Indicators

### Key

<b>R</b>	Target missed
<b>A</b>	Target missed but within an acceptable level
<b>G</b>	Target achieved or exceeded



The RAG status of the indicators for the half year position are summarised as follows:







Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

Note 1 – NSI = National Statutory Indicator Imp T = Improvement Target

Note 2 – Change (Improved / Downturned) is based on comparison with the previous quarter. Where it is more appropriate to compare performance with the same period in the previous year this should be stated in the commentary.

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
BCT/004 – The percentage of building control 'full plan' applications checked within 15 working days during the year	N/A	92%	95%	94%	99%	92%		Improved	
BCT/007 – The percentage of 'full plan' applications approved first time	N/A	95%	100%	100%	100%	95%		Same as previous quarter.	

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
PPN/001i – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	N/A	100%	50%	17%	<b>39%</b>	50%		Downturned when compared with Q2 12/13	Refer to text in exception reporting
PPN/001ii – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	N/A	100%	40%	20%	<b>46%</b>	50%		Improved when compared with Q2 12/13	
PPN/001iii – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	N/A	100%	38%	6%	<b>33%</b>	50%		Downturned when compared with Q2 12/13	On target for this point in the year, with the majority of high risk premise work planned for the winter when farmed animals are most at risk due to increased dependency on their keepers for general care and feeding, and there is increased risk of spread of some disease types (inc Bovine TB, Foot and Mouth Disease etc).

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
PPN/009 - Percentage of food establishments which are 'broadly compliant' with food hygiene standards	N/A	80%	82%	82%	82%	80%		No change	

## EXCEPTION REPORTING

**PPN 00i High Risk Trading Standards:** The 39% completed figure reflects the general disruption due to the summer holiday period and the fact that a qualified Trading Standards Officer was not in post for much of the time. These factors no longer apply so it is expected that the target will be fully on track by the end of Quarter 3.

**PPN/001iii –High Risk Animal Health:** The shortfall is due to the fact that many high risk inspections are due in the final six months of the year when more welfare issues are prevalent due to the cold weather and animals being kept indoors, and that a large scale project targeting all medium/low risk premises (involving contact by phone/mail shot) was conducted during this period. It is expected that the target of 100% high risk inspections will be achieved by the end of the year.