

## AGENDA ITEM: 7

### SUMMARY



<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>9<sup>th</sup> May 2012</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Performance Report Quarter 4 – Regulatory Services</b>
Contact:	CLlr Neil Harden, Portfolio Holder for Residents and Regulatory Services  Author/Responsible Officers:  Steven Baker, Assistant Director (Legal, Democratic & Regulatory) Rita McGinlay, Group Manager (Regulatory Services)
Purpose of report:	To provide Members with the performance report for quarter 4 in relation to Regulatory Services.
Recommendations:	That Members note the report.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	Financial:  None.
'Value For Money Implications'	Value for Money:  Monitoring Performance supports the Council in achieving Value for Money for its citizens.
Risk Implications	Risk Assessment completed for each service area as part of service planning and reviewed quarterly.
Equalities Implications	Equality Impact Assessment completed for each service area as part of service planning and reviewed quarterly.

Health And Safety Implications	None.
Consultees:	
Background papers:	Quarterly Performance Report – quarter 4 (attached).
Glossary of acronyms and any other abbreviations used in this report:	HMOs – Houses in multiple occupation FTE – Full time equivalent

## 1. Background

1.1 For the purpose of this report, 'Regulatory Services' includes the following services:

- Environmental Health (Food Safety, Health and Safety, Statutory Nuisances, Contaminated Land, Drainage, Private Water Supplies, Infectious Diseases, Air Quality Management)
- Private Sector Housing (HMOs, Illegal Eviction, Private Sector Landlord Issues, Improvement Grants, Disabled Facilities Grants, etc)
- Home Energy Conservation
- Pest Control
- Stray Dogs / Dog Warden Services
- Clinical Waste
- Cesspool Emptying
- Enviro Enforcement and High Hedges
- Licensing (Entertainments, Alcohol and Gambling Premises, Sexual Entertainment Venues, Taxi and Private Hire, Lotteries, Pet Shops and Animal Boarding Establishments, Tattooing/Acupuncture/Body Piercing, etc)
- Emergency and Business Continuity Planning.
- Street Trading

## 2. Regulatory Services Performance Indicators

There are no significant performance issues to bring to Members' attention arising in quarter 4. The performance indicators for the final quarter all show as green which indicates that all targets have been met.

## 3. Launch of the National Food Hygiene Rating System

It was reported in the quarter 2 and 3 performance reports that the Council was due to implement the Food Standards Agency's national Food Hygiene Rating Scheme. (This would give consumers information about the hygiene standards in eating establishments such as restaurants, pubs, cafes, takeaways, hotels and supermarkets.) The launch event was held on 29 February and was very well attended by local businesses. The Mayor presented certificates to 'high performing' businesses, following presentations from the Portfolio Holder and a senior

representative from the Food Standards Agency. The Scheme is now fully up and running, with scores being updated as part of the existing food hygiene inspection programme.

#### 4. Licensing Restructure and Update

Following the restructure of the Licensing Team, a new Licensing Team Leader, Ross Hill, has been appointed and will be joining the Council on the 6th June. The remaining vacant post is also being recruited to. Licensing has now been transferred to the new Group Manager (Legal Governance), Mark Brookes, with effect from 2<sup>nd</sup> April, to re-distribute and maximise resources at Group Manager level. The Licensing Team is still co-located with Regulatory Services for operational effectiveness and resilience.

#### 5. Team Leader (Environmental Protection and Housing)

Nicholas Egerton has joined Regulatory Services as Team Leader (Environmental Protection and Housing). As a qualified Environmental Health Officer and experienced Team Leader, Nicholas manages the Statutory Nuisance (including noise and odour complaints), Enviro Enforcement, Home Energy Conservation, Private Sector Housing, Housing and Disabled Facilities Grants, Contaminated Land, Air Quality, Private Water Supplies and general Public Health functions. Nicholas will be leading on a project to review the management and handling of noise complaints received by the Council.

#### 6. Computer Terminal Server Difficulties

Unfortunately, the computer terminal server has not been functioning properly in recent weeks, which has had a significant impact on Regulatory Services. Primarily it has resulted in severe time delays in obtaining data from the Flare software system which is causing disruption to service delivery. The IT team has now brought forward plans to build a fully resilient Citrix solution. This will take approximately 4-6 weeks. In the mean time, officers are doing their best to ensure that service disruptions are kept to a minimum. However, the disruption to service delivery will inevitably have an adverse impact on the performance indicators for quarter 1 of 2012/13.

#### 7. Licensing Audit

Further to the Licensing Audit Priority 1 recommendation to ensure that all licensed premises are risk rated and inspected in a timely manner, the premises inspections process has been reviewed to ensure that premises now have a meaningful risk rating and inspection resources are properly targeted where they are most needed. This is a much improved process compared to the original quantitative one used at the time of audit. Flare software is used to monitor and report inspection progress, i.e. achievements against inspections due. The team is now better resourced than it has been, enabling 1.4 (FTE) officers to carry out inspections and enforcement. In summary, the Priority 1 recommendation has been implemented and the process overall, has been improved.