



AGENDA ITEM: 7

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	10/9/2014
PART:	1
If Part II, reason:	

Title of report:	Quarter One Performance Report – Regulatory Services
Contact:	<p>Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services</p> <p>Author/Responsible Officers:</p> <p>Chris Troy, Group Manager, Regulatory Services</p> <p>Dave Austin, Assistant Director (Neighbourhood Delivery)</p>
Purpose of report:	To provide Members with the performance report for quarter 1 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'	<p>Value for Money:</p> <p>Monitoring Performance supports the Council in achieving Value for Money for its citizens.</p>
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 1 (attached).
Glossary of acronyms and any other abbreviations used in this report:	

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)
- Public Health
- Home Energy Conservation
- Pest Control
- Stray Dogs / Dog Warden Services
- Clinical Waste
- Cesspool Emptying
- Environmental Enforcement and High Hedges
- Emergency and Business Continuity Planning
- Street Trading
- Sustainability

2. Regulatory Services Q1 Performance Indicators

2.1 There has been slight slippage in the following areas Q1:

REG02 (Amber) - Percentage of A-C rated food premises inspected

REG05 (Amber) – Percentage of noise cases closed within 90 days

REG06 (Amber) – Percentage of final DFG payments made within six months

The quarter 1 performance report (Appendix 1) identified that there has been slippage with respect to the indicators above. This is due in part due to a couple of complex legal cases/investigations and general issues with cover during this period. An Environmental Health Officer working in the Food & Health & Safety Section is now working in Corporate Health & Safety which left a vacancy in this area. A number of the noise cases were not able to be closed within the 60 days PI as these are to do with Bovingdon Airfield which is a long standing investigation. There were a couple of delays with DFG approval due to extended negotiations with external agencies.

3. Environmental Protection

3.1 Numerous complaints have been received about Bovingdon Airfield and the change of use of the site with intensified motor sport activity. This is part of an active and ongoing investigation working in co ordination with the planning department regarding the change of use of the site. An appeal is going to be heard by the Planning Inspectorate in September 2014, in the meantime we are investigating the noise issues and taking action to prevent further nuisance from this site.

3.2 Other enforcement notices served in this period included an abatement notice for noise nuisance , a notice for a premises that was filthy and verminous and a notice requiring drainage to be fixed.

4. Environmental Enforcement

4.1 There are currently four cases which have been referred to legal for prosecution.

5. Food Safety

5.1 Voluntary Closure of one food premises took place for a failure to provide a food safety management system, inadequate training, food out of temp control, lack of hot water, cross contaminations issues, lack of disinfectant or other cleaning chemicals, poor cleaning.

Unfit food was seized and detained by officers from another premises in Hemel town centre.

Eight Premises were served with Food Hygiene improvement notices in this period.

5.2 IPEN- Prohibition of business processing human placenta for Human Consumption. At the last meeting there was mention of a successful court case which upheld DBC's decision to issue prohibition notices. DBC for some time has been asking the Food Standards Agency to declare this as a novel food, which in effect will initiate a ban on products not just in the UK but in Europe. The FSA has now agreed that this should be considered to be a Novel food. We are awaiting a final decision from the FSA in the meantime the business concerned has moved out of Dacorum. There is a national alert which has been sent out to other EH departments in relation to other businesses which formed part of the IPEN network.

6. Pest control

6.1 Cabinet agreed the new proposals for the pest control service including charges for pests and expansion of the current service. We are now charging for rats and provide a whole range of services for other pests including mice, fleas, wasps and cockroaches.

7. Corporate Health and Safety

7.1 Corporate H&S now sits within the Food & Health & Safety Team, which is part of Regulatory Services. A report went to CMT at the end of June and an action plan agreed. Key actions are:

- Set up a new Health & Safety Committee
- Review the organisation & arrangements for delivering H&S
- Develop more detailed corporate H&S plans
- Implement an electronic accident data base
- Electronic DSE assessments

Also there were a number of operational issues requiring immediate action and we gave advice to departments on how to effectively manage the risks.

8. Private Sector Housing

8.1 At the last meeting it was highlighted that a landlord was prosecuted for failing to license a House in Multiple Occupation (HMO) along with failing to rectify a number of housing defects. It was highlighted at the last meeting that there were still issues hazards at the property witnessed by officers which has resulted in the service of an Interim Management Order (IMO). DBC continues to manage the property in terms of

the tenancies and it is also maintaining the property and remedying any defects so it is fit for habitation. DBC have also carried out works in default to rectify a number of hazards.

9. Primary Authority

- 9.1 In addition to Tesco's, Empire and Hilton we are about to sign contracts with 'One stop'. At a recent meeting with the Government's Better Regulation Delivery Office (BRDO) it was highlighted that the Dacorum/Tesco's PA agreement is a leading example of how the PA arrangements should work and we are giving a presentation with Tesco's at the Chartered Institute of Environmental Health (CIEH) Annual Conference in October.

10. Health & Safety

- 10.1 Three premises were served with H&S Improvement notice and one was served with a prohibition notice for a dangerous bandsaw. One particular premises had multiple H&S issues including poor asbestos management, Electrical & Gas safety hazards.

11. Sustainability

- 11.1 An update was given to CMT in June on progress with the corporate workplan. The Environmental Management System is now fully embedded in the majority of Council buildings and the progress towards maintaining ISO 14001:2004 compliance is on track. It has been agreed that DBC will install more water meters which will enable issues such as leaks to be identified.
- 11.2. A 'cycle to work scheme' was implemented in May and so far 11 applications have been approved.