



AGENDA ITEM: 7

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	12/11/2014
PART:	1
If Part II, reason:	

Title of report:	Quarter Two 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 2 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
- Corporate Health and Safety
- 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 Quarter 2 Performance Indicators

2.1 There has been significant slippage in the following area Q2:

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

A combination of vacancies and illness have contributed to the slippage in the PI's relating to food Inspections (48.7%). Vacancies have now been filled but newly appointed officers are required to undergo a three month lead in period of supervision, in accordance with Government guidelines. This has meant that there have only been two fully operational officers out of four covering this

period and some of their time would have been taken up training new officers. The section is now fully staffed and the officers are dealing with the backlog of inspections.

3. Environmental Protection

- 3.1 There are ongoing appeals taking place in relation to Enforcement notices served on Bovingdon Airfield. The notices were served earlier in the year as a result of noise complaints and the change of use of the site with respect to intensified motor sport activity. The planning appeal was heard by the Government Inspector in September and the final decision will be made over the coming months, in the meantime we are continuing to monitor noise levels from the site and are dealing with the ongoing appeal against the noise abatement notice.
- 3.2 A noise abatement notice was served on the licensee of a public house in Old Hemel. A notice was also served on the Old Post Office construction site.
- 3.3 We received several complaints about farm yard odour – the issue was reported in the press and radio. The complainants and media alleged it was due to the spreading of human waste but actually it turned out to be rotting manure. We worked with the farmer to ensure that the manure was incorporated into the soil without any further complaints.

4. Air Quality Action Plan

- 4.1 Dacorum Borough Council's Air Quality Action Plan was circulated for comments. This sets out the Council's strategy over the next three years for managing poor air quality and focuses primarily on the three Air Quality Management Areas (AQMA's) where levels of NO₂ exceed prescribed limits.

5. Environmental Enforcement

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

6. Food Safety

- 6.1 Food Safety Audit

The Food Standards Agency Carried out an Audit of the Council's food safety enforcement arrangements covering in particular our database and documented management systems. The FSA were generally happy with our arrangements and highlighted a number of areas of good practice.

- 6.2 Two premises were served with Food Hygiene improvement notices in this period and this included pest control issues, requirement to put in place and implement food safety management systems and notices for lack of hand washing facilities. Also a caution was issued against a proprietor of a non-compliant restaurant.

7. Corporate Health and Safety

- 7.1 New Corporate H&S arrangements are in place and the first meeting of the Health and Safety Committee took place in August. Key issues currently being addressed include: fire safety, fire evacuation plans, first aid, asbestos, setting up an electronic database for accidents and delivering H&S training.

Other longer term projects include:

- Review the organisation & arrangements for delivering H&S
- Develop more detailed corporate H&S plans
- Electronic DSE assessments

8. Private Sector Housing

- 8.1 DBC continues to manage a property subject to Final Management Order which will last for five years. DBC will continue 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. Officers are now dealing with another property owned by the same person which is in a similar state of disrepair. Officers have served improvement notices and in all likelihood will be taking similar action as before.

- 8.2 As a result of more effective partnership arrangements with other departments there have been other HMO's which have come to our attention as requiring action.

- 8.3 More caravans have been inspected during this period which has resulted in action by officers to remedy defects. The main issues have been to do with fire safety.

9. Primary Authority

- 9.1 A meeting took place with 'One Stop' to finalise arrangements before the contracts for Primary Authority are agreed.

10. Sustainability

- 10.1 An external audit of the Civic Centre took place on the 9th Sept which was satisfactory except for three minor non compliances:

- Could not provide documentation of actions following internal audits, actions had been completed but not documented. This has now been incorporated into Entropy
- No F Gas register for air con units- This is now compliant.
- Waste Transfer notes did not contain all the information required.

Also 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 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. In July 9 Solar tubes were installed at Grove Hill Adventure playground.