



**AGENDA ITEM:
SUMMARY**

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	18/06/2014
PART:	1
If Part II, reason:	

Title of report:	Quarter Four Performance Report – Regulatory Services
Contact:	Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services Author/Responsible Officers: Chris Troy, Group Manager, Regulatory Services Dave Austin, Assistant Director (Neighbourhood Delivery)
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:	

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 Q4 Performance Indicators

2.1 There has been slippage in one area in Q4:

REG01 (Red) - Percentage of abandoned vehicles removed within 24 hours.

The quarter 4 performance identified that there has been slippage with respect to this indicator although there were just three abandoned vehicles reported to Redcorn during this quarter (one of these missed the 24 hour target resulting in a 67% PI)

3. Environmental Protection

3.1 Statutory noise nuisance: The Council has been dealing with a council tenant who regularly plays amplified music at excessive levels. Environmental Health Officers (EHOs) were able to witness this noise which resulted in the serving of an abatement notice under the Environmental Protection Act 1990 and the seizure of a music centre.

3.2 Also an abatement notice was served on a commercial premises that had a noisy kitchen extractor and for a noisy refrigeration unit.

3.3 Notices have also been served in relation to drainage works, pest control and noise from cabling works.

3.4 Numerous complaints 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. This is going to be heard by the Planning Inspectorate in September 2014.

3.5 Officers working with the Environment Agency and Estates helped resolve a sewerage leak in Gadebridge Park.

4. Environmental Enforcement

4.1 There are two flytipping cases which have been referred to legal for prosecution and Notices have been served in relation to an illegal caravan in the street.

5. Food Safety

5.1 100% of planned food hygiene inspections/interventions (High risk category A & B premises) have been achieved for the year ending 31st March 2014

5.2 The food safety team has been dealing with a business involved in a novel food process, namely the processing of raw human placenta for human consumption. Two Hygiene Emergency Prohibition Notices were served last year which in effect stops this product being used as an ingredient in foodstuffs. The court has upheld DBC's decision to issue the notices.

5.3 **Food Hygiene Rating System**

Building on the success of the courses organised for businesses last year on 'how to improve your food hygiene ratings' DBC has helped other LA's to roll out further courses across Hertfordshire. This targets the worst performing premises. The 'food hygiene rating system' (FHRS) is a national scheme which informs the public on levels of compliance with food safety. There is some evidence to show that the FHRS is an important incentive for businesses to raise standards.

6. **Pest control**

- 6.1 A detailed report was submitted to Overview & Scrutiny committee in March which outlined proposals to charge for rats and expand other pest control functions within Regulatory Services. This will be going to Cabinet for approval on the 24th June.

7. **Corporate Health and Safety**

- 7.1 A decision was taken earlier this year to transfer the Corporate H&S from HR to Regulatory Services. Preparations for this transition took place in the early part of this year and the recruitment process has now been concluded. Corporate H&S will now sit within the Food & Health & Safety Team, which is part of Regulatory Services. A report will be going to CMT at the end of June and members will be updated at the next OSC.

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. Unfortunately further non compliances have been witnessed by officers which has resulted in the service of an Interim Management Order (IMO). DBC has taken over the management of the property in terms of the tenancies and it is also maintaining the property and remedying any defects so it is fit for habitation.
- 8.2 Three Housing Improvement Notices were served during this period.

9. **Primary Authority**

DBC have recently signed up for a PA partnership with Hilton. The PA agreement with Tesco's has been renegotiated (fees increased) to ensure that costs reflect the overall resource needed to maintain the partnership. 'Intertain' and 'One Stop' have also approached DBC about a partnership.

10. **Health & Safety**

Safety in car fitting/tyre exhaust centres: Officers, after receiving specialist training, carried out targeting inspections in these premises. These establishments, in terms of their activities, can be relatively high risk.

11. **Sustainability**

In March the Environmental Management System was reviewed and it was agreed that resources will be needed to continually improve our systems so that we conform with ISO 14001:2004. The strategic objectives were agreed

and an action plan put in place. It has been agreed that DBC will install more water meters which will enable issues such as leaks to be identified.