

## AGENDA ITEM: 7

### SUMMARY



<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>23<sup>rd</sup> January 2013</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter Three Performance Report – 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 3 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	Equality Impact Assessment completed for each service area as part of service planning and reviewed quarterly.

Implications	
Health And Safety Implications	None.
Consultees:	
Background papers:	Quarterly Performance Report – quarter 3 (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)
- 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

## 2. Regulatory Services Performance Indicators

There are no significant performance issues to bring to Members' attention arising in Quarter 2. There has been slippage in one area, REG02 – Percentage of high risk (category A and B) food premises inspected that were due in the quarter. This is partly due to a heavy quarter 2 and partly due to staff resourcing issues. An experienced Environmental Health Officer has recently joined the team though and is already making a valuable contribution. The Food Safety Team is still on track to reach its end of year target.

## 3. Food Safety

3.1 Officers were required to formally close another food premises in Quarter 3. This was due to a serious mouse infestation, causing a significant health risk. Officers have worked with the Food Business Operator to deal with the risk and the business has since been allowed to re-open.

3.2 Another food business voluntarily closed, following the discovery by officers of a cockroach infestation.

3.3 Following the success of the Tesco Primary Authority partnership, 2 other large businesses have approached the Council with an interest in forming partnerships. Negotiations are taking place.

3.4 Environmental Health Officers have been busy providing support and advice on the prevention of Norovirus throughout Quarter 3. (Routine surveillance data collated by the Health Protection Agency indicated in October 2012 that the 2012/13 Norovirus season had begun early. Laboratory reports of Norovirus have shown a significant increase in cases compared with the same period in recent years.)

#### 4. Home Energy Conservation

It was reported previously that officers had been working with colleagues at Watford Borough Council and Hertfordshire County Council, to produce a Hertfordshire bid for £0.5 million funding to deliver the Warmer Homes, Healthy People campaign. The bid was largely successful, with £395,000 awarded to Hertfordshire. Officers continue to support Hertfordshire County Council with the management of the scheme and to promote it to local residents. Colleagues in other departments of the Council have been called upon to assist with this.

#### 5. Emergency Planning

The report from the Internal Audit of the Emergency Planning service has been received. A very high compliance rate was achieved, with just 2 minor improvements recommended. These have been implemented.