

AGENDA ITEM: 7

SUMMARY



Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	19 June 2013
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: Nicholas Egerton, (Team Leader Environmental Protection & Housing) Steven Baker, Assistant Director (Legal, Democratic & Regulatory)
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)
- 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

2.1 There are no significant performance issues to bring to Members' attention arising in Quarter 4. There has been slippage in two areas,

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

The quarter 2 performance identified that the collection of abandoned vehicles was inadequately recorded. As a result additional steps were put in place. The results for quarters 3 and 4 were much improved and reflect the actual performance achieved, with only one vehicle recorded outside of the target period. This vehicle was removed within 48 hours.

REG02 (amber) – Percentage of high risk (category A and B) food premises inspected that were due in the quarter.

There was one outstanding B premises which was not inspected because we were unable to gain access. These premises have now been inspected.

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. Following this action in Quarter 4 the Food and Health and Safety Team successfully prosecuted this food business. The Food Business Operator pleaded guilty to three counts of failing to meet the requirements of the food hygiene regulations during May and June 2012. He was ordered to pay a fine of £5,000 for the hygiene offences plus £2,790 in costs and a £15 victim surcharge

3.2 Following the success of the Tesco Primary Authority partnership, two other large businesses, namely, Empire Cinemas and Marks and Spencer, have approached the Council with an interest in forming partnerships. Negotiations have taken place and we have so far succeeded in entering a further partnership with Empire Cinemas. As a result we have appointed a Specialist Environmental Health Officer in the Food and Health and Safety Team (James Allaker), and he will be working on both the Tesco Primary Authority Partnership and our new Empire Cinemas Primary Authority Partnership.

4. Home Energy Conservation

4.1 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. The bid was largely successful, with £395,000 awarded to Hertfordshire from the Department of Health's Warmer Homes Healthy People fund. The campaign helped over 1000 people across Hertfordshire stay warm this winter.

4.2 In Dacorum, between November 2012 and April 2013, 159 home energy visits were made by the contractors Groundwork who were appointed by the County Council. This led to a number of referrals for both home improvements and financial assistance.

5 Housing Assistance Policy

5.1 The Housing Assistance Policy was drafted and approved by Cabinet in Quarter 4. The Private Sector Housing Assistance Policy replaced the Private Sector Housing Renewal Strategy. This policy moves away from grant based assistance (except for disabled facilities grants) towards a loan based approach. This approach should ensure better value for money and help ensure that the assistance policy is more sustainable.