

**AGENDA ITEM:  
SUMMARY**



<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>11/9/ 2013</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter One Performance Report – Regulatory Services</b>
<b>Contact:</b>	<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>
<b>Purpose of report:</b>	To provide Members with the performance report for quarter 1 in relation to Regulatory Services.
<b>Recommendations:</b>	That Members note the report.
<b>Corporate</b>	Resources and Value For Money;

objectives:	Optimise Resources and Implement Best Practice.
Implications:  'Value For Money Implications'	Financial:  None.  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 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

## **2.0 Regulatory Services Performance Indicators**

### **2.1** There has been slippage in one area:

REG05 (Amber) - Percentage of noise cases closed within 30 days.

The quarter 2 performance identified that there had been some slippage with respect to this indicator. There was a vacancy in Environmental Protection Section during this period which is now in the process of being filled. The new Environmental Health Officer is due to start in September.

## **3. Food Safety**

3.1 Dacorum continues to support the Primary Authority Partnership with Tesco's and the company has approached Dacorum with respect to extending the arrangement to cover the 'Giraffe' national chain of restaurants. Tesco's recently brought out Giraffe and are keen to extend the partnership, building on the success of the existing arrangements. Discussions are currently taking place with Giraffe on the scope of the partnership and amount of support required from Dacorum. Empire Cinemas are also in negotiations and a meeting with them is scheduled to take place in September.

3.2 One simple caution was issued to the owners of a Restaurant for failure to maintain standards of hygiene & cleanliness. In addition there were two Food Hygiene Improvement notices served during this period which have now been complied with.

3.3 Two half day courses were organised by Regulatory Services on 'how to improve your food hygiene ratings' which targeted the worst performing restaurants and retail 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. Although it is not yet mandatory to display the ratings most of the high performing businesses are proud to advertise these and the ratings for all premises are published on the Food Standards Agency website. Information on the highest performing food businesses can also be accessed on the Council's website.

## **4. Private Sector Housing**

4.1 A landlord was prosecuted for failing to license a House in Multiple Occupation (HMO) along with failing to rectify a number of housing defects. Under the Housing Act 2004 landlords are required to provide housing that meets minimum safety standards using the Housing Health & Safety Rating System (HHSRS) and in this case there was a failure to meet fire safety standards & insufficient amenities.