



<b>Report for:</b>	<b>Strategic Planning and Environment Overview and Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>21<sup>st</sup> November 2017</b>
<b>Part:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Q2- Performance Report for Regulatory Services</b>
<b>Contact:</b>	Janice Marshall, Portfolio Holder for Environmental, Sustainability and Regulatory Services  Author/Responsible Officer  Emma Walker Team Leader (Food, Health and Safety) David Austin, Assistant Director (Neighbourhood Delivery)
<b>Purpose of report:</b>	To provide Members with the performance report for quarter 2 in relation to Regulatory Services
<b>Recommendations</b>	For Information only.
<b>Corporate objectives:</b>	Resources and Value For Money; Optimise Resources and Implement Best Practice.
<b>Implications:</b>	<u>Financial</u> None.
<b>'Value for money' implications</b>	<u>Value for money</u> Monitoring Performance supports the Council in achieving Value for Money for its citizens.
<b>Risk implications</b>	Risk Assessment completed for each service area as part of service planning and reviewed quarterly. Key risks are recorded on the Council's Risk Register.  The key risks relate to not achieving statutory targets and failing to protect the public/businesses from Environmental Health Risks : <ul style="list-style-type: none"> <li>• If statutory targets are not achieved the service can be taken over and managed by the Government.</li> </ul>

	<ul style="list-style-type: none"> <li>• Potentially the public &amp; businesses put at risk</li> <li>• Legal action taken against the Council</li> <li>• Reputational damage to Council</li> </ul>
Equality Impact Assessment	Equality Impact Assessment completed for all enforcement policies.
Health and safety Implications	None
Consultees:	
Background papers:	Quarterly Performance Report – Quarter 2 (attached).
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	
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, Disabled Facilities Grants, etc.)
- Public Health
- Corporate Health and Safety
- Home Energy Conservation
- Pest Control
- Dog Warden Services
- Environmental Enforcement and High Hedges

- Emergency and Business Continuity Planning

## **2. Regulatory Services Quarter 2 Performance Indicators**

2.1 The high risk A-C inspection rate dropped significantly (13.95%) in Q2 due to staff sickness and phased returns of key experienced staff. It is important to note that the backlog from Q1 was also acted on but not included in the target due for Q2. A Consultant Lead Environmental Health Officer has started in the Food Team in Q3. This and the appointment of the Interim Team Leader in Q2 should ensure that the high risk inspection target is back on track for Q3. The Lead Environmental Health Officer post will be re-advertised on a permanent basis in Q4.

## **3. Food, Health and Safety Team**

3.1 Corporate Health and Safety held members training session. This was well attended by 15 Councillors. Feedback was positive and members requested accident data to be included in the quarterly update. There have been 33 accidents across the whole Council in Q2 (including vehicle accidents). Three of these accidents were RIDDOR reportable to the Health and Safety Executive. Two were over 7 day injuries, arising from a slip, trip or fall. The other was a member of the public taken straight to hospital arising from a slip, trip or fall.

3.2 In Corporate Health and Safety there are 12 work stream groups looking into improvements in the management of health and safety risks at the Council. There has been significant progress. There have been various changes to way that risks are managed to ensure a consistent approach of managing the same risks across the Council. The senior leadership team have been allocated a work stream to assist with, this will ensure that safety culture is embedded in the leadership team.

3.3 A voluntary cease of production of ready to eat fruit products at a butcher counter was obtained by the Food team. The practice posed a significant risk to the health of those consuming the products. The business in question has worked with the food team to make substantial improvements in both food safety and health and safety matters. The premises will be more closely monitored in the future.

3.4 In Q2 there has been a significant rise of *Campylobacter* spp cases of food poisoning. These cases have so far not been linked by a common cause, the food team are working with Public Health England to monitor the situation to see if it is part of a regional or national picture.

3.5 Food, Health and Safety Team investigated an alleged outbreak of food poisoning, the investigation revealed no substantiated link to the identified food business. Through the information supplied the team and Public Health England concluded the outbreak was most likely not linked to the food premises with the considered opinion that it was more likely a viral infection rather than food related.

3.6 The Trainee Environmental Health Officer has started a MSc Environmental Health at the University of Birmingham.

#### **4. Environmental Protection and Private Sector Housing Team**

4.1 The team successfully obtained 2 warrants and together with police entered a premises at Northend and seized music equipment that the occupier had repeatedly used to breach a noise abatement notice which the team had served under the Environmental Protection Act 1990. An Environmental Health Officer was required to give evidence at an ASB hearing which resulted in a closure order on the premises. This relates only to the son of the tenant who was the perpetrator of the noisy activity.

4.2 The team co-ordinated a high-visibility Community Action Day in the Grovehill area, together with partners and local councillors. 11 abandoned vehicles were served with notices for removal, and three quarters of a tonne of fly-tipping was removed (with follow up enforcement investigations). A second event was held on 26 September on Woodhall Farm Estate. Six abandoned vehicles were issued with warning stickers; a quarter of a tonne of waste was collected; a property in Kimpton Close had a large accumulation of builders waste outside the property action to rectify this has begun. This also identified a number of bin areas in private flats that have waste accumulations and security issues.

4.3 A bid made to the Hertfordshire Fly-tipping Group was successful (raising awareness of duty of care, correct disposal of items, £6k bid) although the covert day/night camera for country lane hotspots bid was not (10k).

4.4 Dacorum signed up to the Hertfordshire Warmer Homes Partnership with the County and all ten districts. This project, with a small contribution from DBC, will benefit from public health funding from the County and up to an estimated £525k from energy companies under the Energy Company Obligation (ECO) to deliver energy efficiency and home warmth measures to lower income homes. A Dacorum officer will sit on the Project Board to steer project and make sure good share of measures to Dacorum residents.

4.5 Environmental Protection and Planning Officers have had meetings with the company operating Drift Driving events at Bovingdon Airfield, with further noise attenuation measures planned as part of the Management Plan required under the current planning consent.

4.6 Officers visited Luton BC to look at how that authority deals with ASB and environmental enforcement issues. It was an interesting insight into Luton's approach to community protection warnings and notices on these issues, with street wardens and enforcement officers authorised to serve under delegated authority. The team has now served its first community protection warning (in respect to dog fouling in the garden of a private residence causing smell and fly nuisance to neighbours).

4.7 The Trainee Environmental Health Officer has started a BSc (HONS) Environmental Health at the University of Middlesex.

## **5. Operations Team**

5.1 Stray Dog Service has maintained its Gold RSPCA award. The RSPCA's Community Animal Welfare Footprints (CAWF) award scheme celebrates good practice by rewarding those organisations who go above and beyond statutory service requirements to achieve higher animal welfare standards.

5.2 Dog Warden has carried out an investigation into an allegation of puppy farming in a Council premises together with Housing, Licensing and Hertfordshire Constabulary. Enforcement action was taken by the Dog Warden to enforce conditions relation to a Section 1 dangerous dog in relation to adequate insurance.

5.3 Dog Warden has received a £1,000 locality budget scheme grant from Hertfordshire County Council, supported by Cllr Fiona Guest. The funds will be spend on reducing dog fouling in the Chauden and Warners End ward.

5.4 Communications spent the day with the Dog Warden to develop a Day in the Life of the Dog Warden to educate the public on the good work that is carried out by the service as the role can be subject to a negative social media presence.

5.5 The pest control service received 318 requests for service in Q2. This is slight decrease on last year due to the lack of wasp activity this summer.

5.6 The department has been involved in an Emergency Planning Reception Centre exercise being carried out to check reception centre procedures. This has been organised as part of the trading partnership agreement with County Council.