



Report for:	<b>Strategic Planning and Environment Overview and Scrutiny Committee</b>
Date of meeting:	<b>20<sup>th</sup> March 2018</b>
Part:	<b>1</b>
If Part II, reason:	

Title of report:	<b>Q3- Performance Report for Regulatory Services (Environmental and Community Protection)</b>
Contact:	Janice Marshall, Portfolio Holder for Environmental, Sustainability and Regulatory Services  Author/Responsible Officer  Emma Walker Group Manager, Environmental and Community Protection David Austin, Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 3 in relation to Regulatory Services (Environmental and Community Protection)
Recommendations	For Information only.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	<u>Financial</u> None.
'Value for money' implications	<u>Value for money</u> 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. 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> <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 3 (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

Quarter Three was spent preparing for the restructure following Julie Stills retirement at the end of the quarter.

The main changes are the internal structure and reporting lines within Environmental and Community Protection which are different to the pre-existing Regulatory Services department.

The new teams cover the following service areas;

Environmental Health Team includes Food Safety, Health and Safety Enforcement, Infectious Disease Control, Statutory Nuisance, Air Quality, Contaminated Land, Private Water Supplies. The Team has a temporary team leader and an advert for a permanent replacement is currently out.

Operations and Public Health Team includes, Dog Warden, Animal Welfare, Pest Control, Public Health and Technical Support. This team is managed by Dawn Rhoden.

Anti-Social Behaviour Team includes Anti-Social Behaviour and Environmental Enforcement including Fly-Tipping and Abandoned Vehicles. This Team is managed by Nicola Lobendham.

Corporate Health and Safety Team includes the Corporate Health and Safety function, Emergency Planning and Business Continuity. This team has a vacant Team Leader post and an advert is out for recruitment to this role.

Private Sector Housing (HMOs, Illegal Eviction, Private Sector Landlord Issues, etc. ) are now managed by Natasha Beresford's Team in Strategic Housing.

Disabled Facilities Grants are now managed by Fiona Williamsons Team in Property and Place.

## **2. Regulatory Services Quarter 3 Performance Indicators**

2.1 The high risk food inspection rate raised to (95.3%) in Q3. Across Q1-3 the completion rate is now over the 95% expected rate as the backlog of high-risk inspections has been caught up. The Team Leader and Lead Environmental Health Officers roles are now out to advert. Currently these three roles are filled with temporary staff. A review has been undertaken of low risk food safety alternative enforcement program processes. 300 businesses targeted and return rate of 62%, at the end of Quarter 3.

### **3. Team Updates**

3.1 Trainee Environmental Health Officers started University Courses, qualification in professional status is expected in 2021 and 2023.

3.2 Dog Warden has issued a Community Protection Warning Letter, which has been served on a dog owner in Bovingdon on a dog that attacked another causing serious injury to the dog. The warning requires the dog to be muzzled at all times in a public place. Three Microchip Notices have been served for either no chip or incorrect details. The Dog Warden has undertaken all animal related licensing inspections that do not require a vet on behalf of the licensing department in Q3. There was a sharp increase in the number of dogs straying in December. 11 dogs were sent for rehoming. 12 investigations into allegations of dangerous dogs.

3.3 Pest control sent out annual renewals for commercial contracts. 100% of customers renewed contracts with the Council.

3.4 Team Leaders have been supporting Strategic Housing and Property and Place in taking on the Private Sector Housing Enforcement function. Including assisting with the DELTA return to advice DCLG on high-rise cladding in the borough.

3.5 Corporate Health and Safety drafted policies approved by CMT on Bonfires on DBC sites, Electricity at Work Policies, Whole Body Vibration and Noise at Work. These policies were required as part of the 13 work stream areas headed by Assistant Directors looking at improving consistency and compliance in Health and Safety in the workplace. Corporate Health and Safety have been involved in the tender of the Occupational Health contract working alongside Human Resources.

3.6 In Q3 there has been a sustainment of the increased level of Campylobacter spp cases of food poisoning that we had seen in Q2. 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.

3.7 A Community Action Day on 26 September on Woodhall Farm Estate was held. 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. We also identified a number of bin areas in private flats that have waste accumulations and security issues.

3.8 Fly-tipping cases have been passed to the legal team for prosecution. Two in Grovehill and a further case with several counts of Fly-Tipping in the Gaddesdon and Peperstock areas. There are three cases scheduled to be heard on the 7<sup>th</sup> March 2018. Three fixed penalty notices were served in Q3 for fly-tipping offences and interviews under caution were carried out with those suspected of fly-tipping or duty of care offences.

3.9 Herts Police and Crime Commissioner issued a press release highlighting a fly-tipping vehicle that we had seized and crushed using new powers, with link to you tube video. We have obtained footage and will be displaying on the big screen in the Forum Atrium. We have also issued our own press release.

3.10 One of our Environmental Health Officers gave evidence at a magistrate court hearing on 9 Oct regarding noise nuisance at a Northend council flat, leading to a Closure Order being granted under ASB powers. This was only applicable to the individual causing the nuisance who is not the tenant (son of the tenant) meaning that he cannot return to the property.

3.11 Emergency Planning exercise was carried out to check reception centre procedures. This has been organised as part of the partnership agreement with County Council.