



<b>Report for:</b>	<b>Strategic Planning and Environment Overview and Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>19<sup>th</sup> June 2018</b>
<b>Part:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Q4- Performance Report for Environmental and Community Protection</b>
<b>Contact:</b>	Neil Harden, Portfolio Holder for Community and Regulatory Services  Author/Responsible Officer  Emma Walker, Group Manager, Environmental and Community Protection David Austin, Assistant Director (Neighbourhood Delivery)
<b>Purpose of report:</b>	To provide Members with the performance report for quarter 4 in relation to Environmental and Community Protection
<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</li> </ul>

	<p>taken over and managed by the Government.</p> <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 4 (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, 'Environmental and Community Protection' includes the following services:

- Environmental Health Team**  
*(Team Leader- Paul O'Day)*  
 Food Hygiene, Health and Safety Enforcement, Infection Control, Environmental Protection (including, Contaminated Land, Private Water Supplies, Statutory Nuisance and Air Quality).
- Operations and Public Health Team**  
*(Team Leader- Dawn Rhoden)*  
 Pest Control, Dog Warden, Public Health (including, accumulations, filthy and verminous properties, and prevention of damage by pests) and Technical Support Services
- Corporate Health, Safety and Resilience**  
*(Team Leader- Vacant)*  
 Corporate Health and Safety Advice, Accident Reporting and Service Auditing. Resilience Services including Emergency Planning arrangements and Business Continuity matters.

- **Anti-Social Behaviour and Environmental Enforcement**

*(Team Leader- Nicola Lobendhan)*

Anti-social Behaviour Officers, dealing with high level anti-social behaviour across the Borough. Fly-tipping, Littering, Abandoned Vehicles and accumulations.

**Note-** Private Sector Housing Enforcement including Houses of Multiple Occupation are now dealt with by Strategic Housing. Disabled Facilities Grants are now dealt with by Property and Place.

## **2. Regulatory Services Quarter 4 Performance Indicators**

2.1 The high risk food inspection rate raised to (91.4%) in Q4. Across Q1-4 the completion rate is now 98.3% above the target of 95%. The low risk food interventions (D-E) are sat at 66% achieved against what was due in the year at the end of Q4. The unrated premises inspection is sat at 59.4% for the year to date.

2.2 KPI's for Environmental and Community Protection have been reviewed and changed in order to demonstrate the wide range of services covered by the department. This should enable members to understand performance across the department.

## **3. Staffing Updates**

3.1 Trainee Environmental Health Officers have completed the first year of their respective courses, both trainees are doing extremely well and have achieved top grades at the end of the year.

3.2 Monica Vitorino, Environmental Health Officer (Food, Health and Safety) has been endorsed by CIEH finalising her probation requirements.

3.3 The new Team Leader-Environmental Health, Paul O'Day started on the 1<sup>st</sup> June. This is on a permanent basis. Lead Environmental Health Officer (Food, Health and Safety) Rebecca Connolly has been in post for 6 weeks being promoted from an Environmental Health Officer post. The remaining Lead Environmental Health Officer (Environmental Protection) post has been re-advertised and the vacant Environmental Health Officer posts will shortly be going out to advert.

3.4 Sarah Lewis has been appointed at Lead Animal Welfare and Public Health Officer, securing her a permanent role within the department as she has been delivering maternity cover for the Dog Warden post for the past year.

- 3.5 Richard Johnson started in his position as Technical Assistant (Corporate, Health, Safety and Resilience) on the 11<sup>th</sup> June, he joined DBC from a background in leisure management. Jennifer Young started her role as Technical Officer (Corporate Health, Safety and Resilience) transferring from her role in the Operations Team at the beginning of May. The Team Leader role has been re-advertised and the interviews are due to take place on the 15<sup>th</sup> June.
- 3.6 Kenny Abere has been appointed as Temporary Scientific Officer to cover a period of sickness. Kenny brings a wealth of experience both on contaminated land and air quality issues.
- 3.7 Ben Stevens was transferred from Environmental Enforcement Officer to Interim Anti-Social Behaviour Officer (2 years fixed term) and Gemma Reid has been appointed as Interim Environmental Enforcement Officer due to start in Q1 2018/19.
- 3.8 Justin Strange (Temp Team Leader- Environmental Health), Richard Swan (Temporary Lead Environmental Health Officer -Food, Health and Safety), Sumeet Brahmhatt (Temporary Lead Environmental Health Officer-Environmental Protection), Rachel Humphreys (Environmental Health Officer- Food, Health and Safety), Charles Agar (Technical Assistant), Hayley Ramsay (Temporary Team Leader – Corporate Health, Safety and Resilience) have left the department.

#### **4. Team Updates**

- 4.1 A successful prosecution for duty of care offences relating to fly-tipping was secured by the ASB and Environmental Enforcement Team against Gary Puddephatt, of Stevenage Rise, Hemel Hempstead. He pleaded guilty on Wednesday 7 March and was ordered to pay £1,197 in fines, legal costs and victim surcharge.
- 4.2 The Environmental Health Team secured an Emergency Prohibition Order from the magistrates court for active rodent infestation of a café in Berkhamsted following the service of an Emergency Prohibition Notice by one of the Environmental Health Officers. The team continue to work with the Food Business Operator to ensure compliance is maintained.
- 4.3 Regulation of Investigatory Powers Act authorisation was approved for three months for covert cameras in the Kings Langley area. These are strategically placed in an attempt to gather evidence for fly-tipping offences.

- 4.4 A full injunction with power of arrest with no end date obtained in court on 21st March to prevent son from causing ASB to elderly vulnerable father in sheltered scheme in Old House Road, Adeyfield.
- 4.5 A dog was abandoned in a council property as a result of an eviction. Whilst assessing the dog, 5 piranhas were also found in the property. With the assistance of Ameyzoo (Bovingdon) the piranhas were removed and rehomed and the dog was signed over for rehoming. The RSPCA requested a joint visit to a premises in Adeyfield. A large number of animals living in unsuitable environment within a domestic premises, including a Fennic Fox, a Raccoon Dog, reptiles and a large number of dogs and cats. Since the visit some of the animals have been rehomed and others are continuing to be monitored.
- 4.6 Operations and Public Health Team have attended Three Cherry Trees Site meetings with Herts County and other partner agencies - continuing to look at all issues with this site. Introducing a Term of Permission for animals, which will limit residents number of dogs per plot. The forms will capture data on the dogs to make sure they can be connected to the plot. This is a tenancy related issue and will be enforced by HCC. The Term of Permission related to this will also specify that dogs should be chipped and neutered amongst other requirements.
- 4.7 The Enforcement Officers and ASB Officers are working with CSG and Police on a graffiti project. This is to forming a database and trying to identify offenders across Hemel Hempstead. Some graffiti has been used in conjunction with drug crime in the area.
- 4.8 A Community Trigger has been heard from London Road, Apsley. All possible courses of action have been explored. A final offer has been sent for noise monitoring equipment and the offer of a housing panel decision on a move for him.
- 4.9 The corporate health and safety work streams are continuing with good progress and momentum. Rosherville Safety Solutions have been appointed to assist in driving the work streams forward to completion in the absence of a Team Leader in the service.
- 4.10 The Hazardous Substances Policy and the Legionella Management Plan were signed off at the last health and safety committee, and agreed by CMT.
- 4.11 First aid training and DSE update training took place at the Forum in March.

4.12 Environmental and Community Protection met with the Head of Resilience department at Herts County Council. They are rebranding the trading partnerships agreement with a renewed focus on value for money and accountability. This will be a soft launch in April 2018. A new work plan has been drafted and a training slot at was held at the leadership event.