



AGENDA ITEM: 9

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	16/09/2015
PART:	1
If Part II, reason:	

Title of report:	Quarter One Performance Report – Regulatory Services
Contact:	Cllr Janice Marshall, Portfolio Holder for Residents and Regulatory Services Author/Responsible Officers: Chris Troy, Group Manager, Regulatory Services Dave Austin, Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 1 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. Key risks are

	<p>recorded on the Council's Risk Register which has been updated recently.</p> <p>The key risks relate to not achieving statutory targets and failing to protect the public/businesses from Environmental Health Risks :</p> <ul style="list-style-type: none"> • If statutory targets are not achieved the service can be taken over and managed by the Government. • Potentially the public & businesses put at risk • Legal action taken against the Council • Reputational damage to Council
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
- Corporate Health and Safety
- 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
- Sustainability

2. Regulatory Services Quarter 1 Performance Indicators

2.1 REG02 - Percentage of A-C rated food premises inspected

According to Corvu there is some slight slippage on this PI. This was due to access issues (some smaller premises are not always open when officers do the unannounced visits) and also there are issues with the way the planned inspections are generated on Corvu, which is currently being looked into. All outstanding inspections were completed in the first week of quarter 2 and this will not adversely affect the overall annual PI or the Food Standards Agency targets.

2.2 REG06-Percentage of noise complaints completed in 60 days

There has been slippage in this area due to long running noise investigations and due to delays obtaining noise diary sheets from complainants. 51 out of 68 complaints were closed in 60 days. This trend is likely to continue whilst we have to deal with more complex investigations.

3. Food Safety Enforcement

3.1 One hygiene improvement notices was served on food businesses in the last quarter, relating to lack of food safety management systems, hygiene and poor temperature control. One premises agreed to voluntarily close due to a mouse infestation and the proprietor was issued with a caution.

3.2 Officers undertook a project to connect with many of the cricket and bowls clubs in Dacorum to make sure they had up-to-date food safety information at the beginning of their busy seasons.

4. Environmental Protection

4.1 Two men were prosecuted Sections 33 and 34 of the Environmental Protection Act 1990. They pleaded guilty to leaving waste at a recycling site and were fined over £1,400 plus costs. A third person was issued with a caution for similar offences.

4.2 Regulatory Services participated in the Keep Britain Tidy campaign locally.

5. Air Quality

5.1 The Hertfordshire Air Quality Strategy is now finalised and can be viewed on the 'hertsdirect' website. The District councils in Hertfordshire have received Public Health funding for air quality monitoring and Dacorum is in the process of adapting an existing monitor to include analysis of a wider spectrum of pollutants.

6. Primary Authority

6.1 DBC formed a new Primary Authority partnership with Costco to advise them on Health & Safety issues. This provides a good example of how local authorities can work with businesses to enhance regulatory standards

nationally. This partnership is funded by a full cost recovery agreement and will be reviewed after one year to ensure ongoing financial commitment.

7. Corporate Health and Safety

- 7.1 The 1st quarter priorities included the delivery of health manual handling & risk assessment training, fire safety, fire evacuation plans and development of alcohol policy.

Other longer term projects include:

- Review the organisation & arrangements for delivering H&S
- On-line assessments for Display Screen Equipment
- Develop more detailed corporate H&S plans
- Auditing
- Development of Health & Safety Coordinators

8. Private Sector Housing

- 8.2 DBC prosecuted Mrs Bunker at Watford Magistrates Court on the 11th May 2015 for a breach of the Housing Act 2004 for operating an illegal HMO and 8 breaches of the Management of Houses in Multiple Occupation (England) Regulations 2006. Ms S Bunker pleaded Guilty by Post and was fined £1400 for the operation of a HMO without a licence, £1000 per offence of the Management Regulations, Victim support of £120, Legal Costs £4500 a total of £14,220

- 8.3 A Final Management Order was served on Mrs Bunker in relation to a House In Multiple Occupation, 11 The Glen, Hemel Hempstead which has enabled us to take over full management of the property.

9. Outdoor Events

Officers provided EH advice to 10 outdoor events during this period. This involved speaking to event organisers and undertaking inspections to the sites, giving advice on hygiene and safety, as well as monitoring legal compliance during the events.

10. Sustainability

- 10.1 An external audit of Cupid Green Waste Depot took place on the 10th April 2015, no new non conformities were raised. On 5th May 2015 Grovehill Adventure Playground & Kingshill Cemetery were audited by BSi – successfully resulted in no new non conformities being raised.
- 10.2 June 10 – 11th – Internal Auditors were trained by SGS Ltd to become Internal Auditor qualified.
- 10.3 Data loggers attached to water meters highlight continuous flow at Old Town Hall & Berkhamsted. After investigation this was due to a lack of control over the flow rate for urinals. Urinal controls were fitted & water dropped.