



**Agenda item: Q4-
Performance Report for
Environmental and
Community Protection**

Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	18th June 2019
Part:	1
If Part II, reason:	

Title of report:	Q4- Performance Report for Environmental and Community Protection
Contact:	Julie Banks- Portfolio Holder for Community 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 4 in relation to 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 which has been Updated recently.

	<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
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 (Food Safety, Health and Safety, Statutory Nuisances, Contaminated Land, Drainage, Private Water Supplies, Infectious Diseases, Air Quality Management, High Hedges)
- Operations Team (Public Health, Pest Control, Dog Warden Services)

- Corporate Health, Safety and Resilience Team (Internal Health and Safety Advice, Emergency Planning and Business Continuity).
- Anti-Social Behaviour and Environmental Enforcement Team (ASB, Fly-Tipping, Abandoned Vehicles, Graffiti).

2. Environmental and Community Protection – Q4 Performance Indicators

- 2.1 100% of A-C rated food inspections due in the quarter were inspected within the quarter. The backlog due from Q3 with the busy Christmas period was also caught up, meaning that 100% of inspections due within the year have been completed.
- 2.2 82.35% of Noise cases were closed within 60 days this is on target, with a small number of complex cases being open for longer.
- 2.3 83.48% of Food Premises are 4 or 5 rated in Decorum, this shows the excellent compliance we achieve with Officers in the Food Team working with businesses to ensure high standards. It is the minority of food businesses that are non-compliant.
- 2.4 83.77% of Service requests are acknowledged within 3 working days.
- 2.5 80.19% of Fly-Tips were visited by an Enforcement Officer within 3 working days. Officers have new ways of working and the database has been reconfigured to ensure this data is captured more easily.
- 2.6 92.78% of Development Control Consultations with Environmental and Community Protection have a formal response within 20 working days. Significant work has been put into responding to planning enquiries. The Environmental Health Team has carried out several training sessions with DM to assist both departments into smoother working relationships.
- 2.7 18 Fixed Penalty Notices were served for Fly-Tipping in Q3. These are offered in some cases of Fly-tipping as an alternative to prosecution. 1 case is currently sat with the Legal Team awaiting court dates.
- 2.8 32 accidents occurred associated with DBC work activities in Q4, which is a reduction of 12 accidents in the same period last year.
- 2.9 2 Accidents associated with DBC work activity were reported to the HSE in Q4.

3. Environmental Health Team

- 3.1 Rebecca Connolly Lead Environmental Health Officer (Food, Health and Safety) was winner of the Staff Award 2018/19 for demonstrating our behaviours and values. Rebecca is an asset to the Environmental Health Team and the recognition was well deserved.
- 3.2 Paul O'Day (Team Leader) was runner up for the Staff Award in Efficiency and Innovation in Service Delivery 2018/19 Paul has made some excellent improvements in service delivery since re-joining the team in March 2018.
- 3.3 Monica Vitorino (Environmental Health Officer) was runner up for the performance award for staff in 2018/19. Monica passed her Environmental Health Board of Registration Assessment recently and has already had a successful case in court.
- 3.4 Enforcement Activity Update
 - High Hedge Notice Served
 - 10 Community Protection Notice Warning's (CPNW)
 - 2 Community Protection Notices
 - S61 Control of Pollution Act Notice
 - 3 Interview's Under Caution
 - Voluntary Surrender of unfit food items
 - 7 Hygiene Improvement Notices Severed
 - 4 Section 20 Health and Safety at Work Act etc. 1974 Notices
 - 3 Health and Safety Improvement Notices
- 3.5 Health and Safety Enforcement Case has been taken against Tesco Stores Ltd for a slip accident. Member of the public slipped on water leaking from a chiller, resulting in double pelvic fracture in 2015. The case has been adjourned but Tesco Stores Ltd have submitted a guilty plea. The case is due for sentencing.
- 3.6 Food Hygiene case for pest infestation offences under the Food Hygiene (England) Regulations 2006 against Flamingo's, Gossoms End has been heard. The defendant was fined £1000 with £9,281.25 costs and £60 victim surcharge.
- 3.7 Inspections that have issued to consultants as paid per inspection, have been completed. These and other achievements by the Food Environmental Health Officers are set to be reported to the Food Standards Agency through the Local Authority Enforcement Monitoring System (LAEMS) in Q1.
- 3.8 Air Quality Action Plan is currently in Draft Format and due to be presented as a separate agenda item at Overview Scrutiny Committee on 18th June.

- 3.9 Both Trainee Environmental Health Officers have completed the first semester for the academic year. One due to qualify 2020 and the other 2023.
- 3.10 There have been further staffing changes in the Environmental Health Team. Neil Polden has been appointed on a permanent basis to Lead Environmental Health Officer (Environmental Protection). This post was a result of a reorganisation in November 2017, prior to this time a similar post had been filled by temps for a year due to difficulties in recruitment.
- 3.11 10 Community Protection Warnings (CPNW's) and 2 Community Protection Notice (CPN) relating to noise complaints have been served. This is following on from a piece of work carried out by the Enforcement Group to look at extending the use of Community Protection Notices beyond the Anti-Social Behaviour Team. All teams within Environmental and Community Protection (with exception of the Corporate Health, Safety and Resilience Team) have used these to target specific problems in community that have historically been problematic to resolve. Including, but not limited to certain types of noise complaints, fly-tipping on private land, pest infestations and dog fouling on private land. The Enforcement Group drafted a protocol and arranged training for Environmental & Community Protection, Planning Enforcement, Licensing and Housing teams. The training was well received by officers and Enforcement Group will be monitoring use of CPN's across the Council for consistency in approach.
- 3.12 15 Prevention of Damage by Pest Act Notices had been served to deal with a widespread pest infestation in the Bennetts End area spanning several properties. This approach sustained compliance to ensure the area pest populations were sufficiently reduced.

4. Corporate, Health, Safety and Resilience Team (CHSR)

- 4.1 Corporate Health & Safety Resilience Team continued to support Clinical Commissioning Group build, weekly inspections, reports send to project manager.
- 4.2 Jenny Young (Corporate Health, Safety and Resilience Officer) achieved a distinction in her NEBOSH Health and Safety Qualification.
- 4.3 Chemical Safety training was organised and provided to Clean Safe and Green and Vehicle Repair Shop staff suitable training by an external consultant. Corporate Health and Safety Officers attended the training with a view to providing refreshers in house.
- 4.4 Update Legionella training for responsible persons provided to those with building management responsibility.

- 4.5 In-house Emergency First Aid training provided to 12 Clean Safe and Green staff. Initial outlay £800 to buy equipment and training material. Cost to go externally is approximately £1,400.
- 4.6 Defibrillator has been installed at Cupid Green. There is also one available at the Forum. It is now operational and ready for use. Additional training in the use of the equipment has been provided to depot first aiders.
- 4.7 The terms of reference for the Health and Safety Committee have been amended to include resilience matters (Emergency Planning and Business Continuity) this is to closely reflect the team structure and ensure transparent communication throughout the organisation.
- 4.8 Manual handling and Hand Arm Vibration training has been provided to all Clean, Safe and Green operatives.
- 4.9 Manual handling training provided to Old Town Hall staff by CHS team.
- 4.10 Bunce field multi-agency table top exercise to test external emergency plan and provide feedback to the business and responsible authorities.
- 4.11 Corporate, Health, Safety and Resilience Team Leader gave an update presentation to the Leadership Team on progress with the Health and Safety Work Streams Work plan. This incorporated progress on audit outcomes and new reporting structure to ensure sustained improvements.
- 4.12 Lone working devices have been retendered and a new supplier has been awarded the contract. The new Sky-guard devices were rolled out in Q4, online training is available and face to face training will also be available to those employees, who have been instructed to use a device by the device Group Manager.

5. Operations Team

- 5.1 The Dog Warden Service was awarded with a Gold Stray Dog Footprint award by the RSPCA, and as we have held this for 5 years they have awarded us a Platinum level for special recognition. This is a fantastic achievement by the team.
- 5.2 Colin Lee-Dade , Pest Control Officer was runner up for 2018/19 Customer Service Star and Employee of the Year. This is in recognition for all Colin's hard work throughout the year.

- 5.3 Lead Animal Welfare & Public Health Officer has been carrying out Home Boarder and Kennelling checks in line with the The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018.
- 5.4 2 cases of hoarding have been dealt with by the Operations Team in Q4. One has been cleared following Notices, Warrants, and Works in default being carried out.
- 5.5 Issued Fixed Penalty Notice due to non-conformance with a Community Protection Notice dog fouling in communal area. Investigations will be on-going.
- 5.6 We have had 15 stray dogs in February, 3 were reunited with their owners, 2 at Appledown for rehoming.
- 5.7 Pest Control contracts were renewed in January. The Operations team have 93 commercial contracts that are in place for 12 months. Pest Control Officer quote throughout the year for additional contracts.
- 5.8 Dog Warden has been covering all the dog fouling signs across the Borough with generic no fouling stickers to cover outdated and repealed legislation.
- 5.9 The Operations Team hosted a meeting in regards Three Cherry Trees site, our attendance relates to dogs and the impact they have on the community (although all behaviours are discussed). Cllr Richard Roberts was in attendance. Our attendance at the meetings encourages HCC to enforce tenancy conditions in relation to the number of dog's onsite.
- 5.10 A Notice under the Microchipping of Dogs Regulations 2015 on an owner of a dog for not recording their details correctly with Pet Log. All dog owners commit an offence if the microchip details are not up to date.
- 5.11 Daniel Newcombe completed his pest control training. Colin Lee-Dade (Q3 winner of staff recognition award) continues to mentor Dan.
- 5.12 The Glis- Glis Return has been completed Natural England Wildlife Trust, this is a condition of renewal for our license to dispose of the Glis-Glis as they are a protected species.
- 5.13 Public Space Protection Order relating to Dog Control had been recirculated to statutory consultees, no further comments were received, The PSPO was approved at cabinet on the 19th March 2019.
- 5.14 An Improvement Notice has been served under the Animal Welfare Act in relation to a dog that had been seized for straying. The dog was in need to veterinary attention, as a result of the visit to the vets the dog was euthanised. A Community Protection Notice was served relating to a Dangerous Dog behaviour.

6. Anti-Social Behaviour and Environmental Enforcement Team

- 6.1 Operation Tip Stop was arranged for 18th February – stopping vehicles carrying waste and checking Waste Transfer Notes. 4 drivers given limited time for them to produce the correct documents in line with waste carrying regulations. 1 licence inspected at the roadside to ensure it was current and correct.
- 6.2 Adeyfield Community Action Day was arranged for 27th February. The teams collected just over 2 tonnes of fly-tipped waste from garage forecourts, verges and communal housing areas. We obtained evidence from one fly tipped bag of waste and are taking steps to investigate this further in order to decide on what course of action is most appropriate. We served notices on 3 potentially abandoned vehicles and 7 notices on vehicles parking on verges.
- 6.3 Officers have carried out an information sharing exercise with Aylesbury Vale District Council to look at good practice and different approaches with regard to Enviro- Enforcement.
- 6.4 5 year case won at the High Court after numerous appeals, our costs have been recovered this related to a housing premises with a Closure Order drug dealing and other Anti-Social Behaviour Marnham Rise.
- 6.5 4 Acceptable Behavioural Contracts issued for nuisance youths in the Berkhamsted area.
- 6.6 A bid application was completed for Police and Crime Commissioners fund for ASB support officer. The bid was unsuccessful.
- 6.7 Graffiti Protocol was discussed at the Enforcement Group. The approach is based on the use of CPN's. This will be used alongside the work carried out by Community Safety and Clean, Safe and Green with the Police in terms of identifying the perpetrators.