



**Agenda item: Q1-
Performance Report
for Environmental**

Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	24th September 2019
Part:	1
If Part II, reason:	

Title of report:	Q1- 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 1 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. 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"> • 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

	<ul style="list-style-type: none"> • Reputational damage to Council
Equality Impact Assessment	
Health and safety Implications	None
Consultees:	
Background papers:	Quarterly Performance Report – Quarter 1 (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 – Q1 Performance Indicators

2.1 In Q1 the KPI has been expanded to include A-D rated premises (previously A-C). This now includes all high risk food inspections, which is a better reflection of the team's proactive workload. This currently sits at 90%.

2.2 84.75% of Noise cases were closed within 60 days. The team have worked hard to ensure that the cases are dealt with as swiftly as possible.

- 2.3 83.65% of Food Premises are 4 or 5 rated in Dacorum, 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 93.75% of Service requests are acknowledged within 3 working days.
- 2.5 76.6% of Fly-Tips were visited by an Enforcement Officer within 3 working days this is a huge increase on Q2. Officers have new ways of working and the database has been reconfigured to ensure this data is captured more easily.
- 2.6 96.55% 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 Development Management to assist both departments into smoother working relationships.
- 2.7 52 Enforcement Actions were taken by the Environmental Enforcement Team in Q1. This has been amended from the previous KPI to include all actions not just Fixed Penalty Notices.
- 2.8 45 accidents occurred associated with DBC work activities in Q1, which is a reduction of 7 accidents in the same period last year.
- 2.9 There were no accidents associated with DBC work activity were reported to the HSE in Q1 which is a decrease of 3 on the same time last year.

3. Environmental and Community Protection

- 3.1** 16 Community Protection Warnings and One Community Protection Notice relating to a range of behaviours have been served across the Council. 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 ECP, Planning enforcement, licensing and housing teams. The training was well received by officers and the Enforcement Group will be monitoring use of CPN's across the Council for consistency in approach. A pilot has been launched for Tenants and Leaseholders to serve Community Protections Notices to attempt to take a swifter approach to resolving lower level issues within the Councils housing stock.

3.2 Public Sector Equality Duty Training was attended by all enforcement teams to ensure that equality duties are assessed prior to enforcement decisions being made where the information is available.

3.3 Fixed Penalty Notice Training from Mallard Associates was provided for the wider Team, and Boxmoor Trust Staff.

4. Environmental Health Team

4.1 There have been further staffing changes in the Environmental Health Team, David Carr has been appointed on a permanent basis to Lead Scientific Officer. There are three officers employed on a pay per inspection basis in the Food, Health and Safety section, this has proved to save approximately £20K in temp costs although does limit the work that these officers can be expected to cover. Mark Dewey (Trainee Environmental Health Officer) has been promoted to Environmental Health Officer, he has to complete his professional exams, professional interview and Professional Practice Portfolio during his probation period.

4.2 Enforcement Action Update,

- Voluntary Closure of food premises, due to infestation of mice (Maylands Area).
- Health and Safety Prohibition Notice for use of Fork lift Trucks (Maylands Area).
- High Hedge remedial notice served on premises in Tring
- Appeal against CPN for noise, this was then dismissed by St Albans magistrates court
- Public Health Act 1936 Notice served for emptying of cesspit.
- Control of Pollution Act s61 Notice Served – pre-notification of construction activity at Tring Station
- 2 Interviews under caution (PACE) carried out. These are carried out where it is suspected an offence has been committed.
- Three S20 Health and Safety Request for information.
- S80 Abatement Notice for a house alarm repeatedly sounding

4.3 Tesco Stores pleaded guilty to breaching its duties under the Health and Safety at Work Act 1974 at Luton Magistrates' Court (Monday 11 March) after an investigation by our Environmental Health Officers. This was following an accident in the Jarmans store where a member of the public slipped on a wet floor. – Sentencing Hearing is due in Q4.

4.4 The Draft Air Quality Action plan has been approved by Cabinet, the Steering Group has been set up and Cllr Banks and Cllr Birnie sit on this group.

4.5 Local Authority Enforcement Monitoring System (LAEMS) return to the Food Standards Agency has now been completed, for the year 18/19. This details the enforcement activities of the service for the year. This requires a huge amount of detail and this was completed with the assistance of the ICT service.

4.6 LAE 1 (Local Authority Enforcement) return to the Health and Safety Executive for Health and Safety activities for the year 18/19 has been completed and returned.

4.7 The Food Officers have completed Imported Food Training in preparation for EU exit. This is a precautionary measure in the event of no deal and imported food check heading in land.

4. Corporate, Health, Safety and Resilience Team

4.1 The Terms of Reference for the Health and Safety Committee have been amended to include Resilience matters and the membership of the group has been reviewed to ensure that all areas of the organisation are included on the committee.

4.2 The emergency plan, contact directory and training has undergone a substantial reformat to improve clarity for those responding to an emergency and to ensure the plan is fit for purpose. This has been completed in partnership with Herts County Council Resilience Officers

4.3 Tracey Simmonds (Building Services) won the Staff Award for Health and Safety Champion. Tracey is an ideal candidate for H & S champion through her involvement in Legionella, Asbestos and fire compliance. She is a natural motivator, takes initiative and is the first to start safety conversations.

4.4 The team is providing Health and Safety Advice to our CCG partners in the building. This includes review of policies, advice on queries and potential provision of training.

4.5 Supported fire drill in the Forum. Debrief held afterwards to document learning outcomes. This was essential due to the new staff from the CCG in the building. We have used the feedback from the Forum fire drill to update the fire evacuation procedure.

4.6 Various Health, Safety and Resilience Policies, Procedures and Guidance are being reviewed including

- Violence and Aggression
- Bonfire
- H&S Policy Statement
- Legionella Management System
- DSE
- Emergency Duty Officer Guidance
- Emergency Plan
- Business Continuity Plan
- Service Level Business Continuity Plans
- Fire Evacuations Procedure for the Forum

- 4.7 The Team have been working with Waste Services and the Union to review all risk assessments, and implement the changes.
- 4.8 Lone working devices have been retendered and a new supplier has been awarded the contract. The new Sky-guard devices were be 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. The Group Managers receive usage data monthly and the stats are reported to Health, Safety and Resilience Committee.

5. Operations Team

- 5.1 Preparations for the launch of the Dog PSPO were carried out in Q1 for the Launch in Q2. Signs were installed around all the play areas the website was updated and a social media campaign was launched and leaflets and posters produced. We have also been working in partnership with Boxmoor Trust their staff attended fixed penalty notice training to enable them to see what is involved, with a view to joint enforcement events on Boxmoor Trust Land.
- 5.2 20 Stray dogs were reported in Q1, including a Great Dane with 5 puppies. 14 were returned to the owners and 6 were rehomed.
- 5.3 Public Health and Animal Welfare Lead Officer, Sarah Lewis has been working with Licensing to carry out all the inspections of all the Licensed Animal Premises in the Borough following implementation of new regulations.
- 5.4 A Fixed Penalty Notice was issued for non-compliance with a CPN, This was for dog fouling in communal area of flats. The perpetrator has now rehomed the dog.
- 5.5 There have been 2 Filthy and Verminous Properties dealt with by the Team in Q1. The team carried out clearance in Church Street, Hemel Hempstead, there has been a charge put on the property. These cases are often very difficult to deal with, we work closely with Tennants and Leaseholders Department when the perpetrator is a Tennant and make referrals to MIND here appropriate for owner occupiers.
- 5.6 The team have assisted the RSPCA in a raid for puppy breeding and selling events.
- 5.7 The Dog Warden attended the Police Barn Meet to assist with Rural Police/Enforcement Issues.

6. Anti-Social Behaviour and Environmental Enforcement Team

- 6.1 The new Enforcement Officers (Gemma Reid and Paul Coats) attended police accreditation training.

- 6.2 Masons Road, Hemel Hempstead a Fixed Penalty Notice was served for non-compliance with a Community Protection Notice. This was for an overgrown garden and was paid in full.
- 6.3 Three ABC's (Acceptable Behaviour Contracts), One in Bekhamsted and Two in Adeyfield all for Nuisance Behaviour.
- 6.4 Operation Vortical was carried out on the 17th April, this involves stopping of vehicles carrying waste with the police. 18 Vehicles were checked, there were 6 that required waste carried licenses, 5 had valid ones the other was followed up. The police made several arrests, seized 5 vehicles that were not road worthy. A Clean-up day in Highfield was carried out on the 24th April, several Council Teams targeted the area to clean up the area and gather information for Council departments to actions and resolve.
- 6.5 9 FPN's for Fly Tipping served by Enforcement Officers in Q1. This is compared to an average across Hertfordshire's Fly-Tipping Group of 2.5 per authority across the 10 in Hertfordshire.
- 6.6 Enforcement Officers attended Illegal Encampment Training and also served Two S77 (1) Criminal and Public Order Act 1994 Notices for illegal encampments and worked closely with both the Police and Hertfordshire County Council's Welfare Officers.