



Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	19th November 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) Bill Buckley, Interim Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 2 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

	<p>Taken over and managed by the Government.</p> <ul style="list-style-type: none"> • Potentially the public & businesses put at risk • Legal action taken against the Council • Reputational damage to Council
Equality Impact Assessment	
Health and safety Implications	None
Consultees:	
Background papers:	Quarterly Performance Report – Quarter 2 (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 was 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 81% target is 95%. There have been problems with recruiting in this section, and following that issues with unreliable temporary staff. We have now

contracted out high risk food inspections to reliable contractors on a Pay per Inspection basis. Following the resignation of Monica Vitorino the number inspections that are contracted out have been increased whilst we attempt to recruit. Most Herts and Beds authorities are struggling to recruit Environmental Health Officers, the skills are often sought after by the private sector. The team has two trainee Environmental Health Officer posts and a newly appointed Graduate Environmental Health Officer to help act as feeder posts to the vacant Environmental Health Officer posts.

2.2 93% 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 82% 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% of Service requests are acknowledged within 3 working days.

2.5 80% of Fly-Tips were visited by an Enforcement Officer within 3 working. Officers have new ways of working and the database has been reconfigured to ensure this data is captured more easily. The new normal work stream is looking into mobile working for this team to prevent officers having to return to the office to update the database, this should make the team more efficient.

2.6 99% 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.

2.7 31 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 41 accidents occurred associated with DBC work activities in Q2.

2.9 There were 3 accidents associated with DBC work activity were reported to the HSE in Q2.

3. Environmental and Community Protection

3.1 40 Community Protection Warnings and Three 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.

3.2 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.

3.3 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.

3.4 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.

4. Environmental Health Team

4.1 There have been further staffing changes in the Environmental Health Team, Monica Vitorino has left the Council. Victoria Person has been appointed as Graduate Environmental Health Officer.

4.2 Enforcement Action Update,

- Eight Food Hygiene Improvement Notices served
- Four Health and Safety Improvement Notices served
- Two S20 Health and Safety request for information notices served.
- Four S60 Control of Pollution Act Notices Served, restricting noisy works
- One S61 Control of Pollution Act notice served allowing essential noisy works
- One simple caution accepting guilt of 10 food safety offences.
- One request for information relating to food investigation served.
- Six S80 Abatement Notices Served.

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), case management hearing was on the 5th July. This was following an accident in the Jarmans store where a member of the public slipped on a wet floor. – Sentencing Hearing is due on 23rd and 24th January 2020.

4.4 Due to a shortage of Environmental Health Officers in the Food Section of the Team, all Environmental Health Officers undertook return to food regulation course in preparation for no-deal brexit. Emma Walker, Dawn Rhoden and Neil Polden are working towards re-instating food competency. This is due to the predicted increase in demand for export certificates. This training has taken approximately 40 hours per officer. This has also taken resource from the remaining food service to assess competency of the other staff.

5. Corporate, Health, Safety and Resilience Team

5.1 The Team attended the Leadership event to give update training on Health and Safety for Managers and the updated Emergency Plan.

Resilience training invites have been sent out to staff to attend training in Q3. This includes introduction to resilience and then targeted training on roles within the Emergency Plan.

5.2 Our Hertfordshire Council Council Partners undertook a Members training session on Emergency Planning.

5.3 The Team have provided chargeable Health and Safety advice to Herts Valley Clinical Commission Group. Health and Safety Management training will be provided to CCG staff.

5.4 Initial group meeting on “Fire, Legionella, Gas and Electrical (FLAG) held. The first meeting agreed the terms of reference and attendees. This will be a high level meeting to ensure compliance with the relevant policies, raise any issues, and ensure a joint working approach and to feed back into the Health, Safety & Resilience Committee meetings. The meeting will be held every 2 months to begin with and chaired by the Group Manager – Property and Place.

5.5 Corporate Business Continuity Plan full review undertaken by HCC Resilience Officer. Update plan was presented at the September 4th Health Safety & Resilience Committee, was approved at CMT on the 1st October 2019.

5.6 The following Health and Safety Policies were reviewed and discussed at September Health Safety and Resilience Committee:

- o Noise at Work
- o Electricity at Work
- o Work at Height
- o Portable Electrical Appliances
- o Whole Body Vibration

5.7 Hand Arm Vibration Case was concluded. £100K Fine, £38K Costs to be paid by the 1st October 2019.

6. Operations Team

6.1 Public Spaces Protection Order (Dog Control) was launched at the end of the July, plans were put in place to educate members of the public in Q2. The Team attended Fun in the Sun Events, sessions at Pets at Home, Community Safety Day and provided publications for community centres.

6.2 3 Public Health Act Notices served on a Filthy and Verminous council property in Tring, Bullace Close, Hemel and The Denes Hemel. Works in default were carried out to the property in Tring to ensure the necessary works were completed to ensure the health and safety of the tenant and their close neighbours.

6.3 21 stray dogs, 16 returned to owner, 5 not claimed

6.4 Dog Warden has now passed Pest Control Qualification to enable more resilience in the operations Team.

6.5 2 Prevention of Damage by Pests Act Notices served in Church St, Hemel Hempstead and Ceammes Meadow, Hemel Hempstead.

6.6 Pest Control Officers have attended update Health and Safety training in Hand Arm Vibration and Working at Height.

6.7 Lead Animal Welfare and Public Health Officer completed part 1 Professional Programme in Inspecting Licensable Activities Involving Animals

7. Anti-Social Behaviour and Environmental Enforcement Team

7.1 A full Closure Order was successfully acquired against a property in Adeyfield on the 5th July for serious nuisance/criminality at the premise. This was following a 6 month partial closure order in order to engage with support services to assist the tenant to change her behaviour. The tenant then forfeited the tenancy and the property has been re-let.

7.2 The team have deployed the covert cameras and attended them on 16 occasions to either change over batteries, re site the cameras or to check on any developments. This effort has led to several leads on Fly-tipping cases. Options are being considered to purchase more cameras to enable us to monitor in situations where it is difficult to deploy our current kit.

7.3 Environmental Enforcement Officers attended both Stoneycroft and Henry Wells Square bring sites with the CSG on Monday and Friday morning each week in Q2. To monitor the recycling points for fly-tipping and littering.

7.4 Environmental Enforcement Officers served two S77 (1) Criminal Justice and Public Order Act 1994 Notices for illegal encampments in July 2019. These notices were compiled with.

7.5 Four Fixed Penalty Notices were served for Fly-tipping in Q2. One in Flamstead, three in the Hemel Hempstead Area.