



AGENDA ITEM: 9

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	11/11/2015
PART:	1
If Part II, reason:	

Title of report:	Quarter Two Performance Report – Regulatory Services
Contact:	Cllr Janice Marshall, Portfolio Holder for Environmental, Sustainability 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 2 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 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 • 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 2 (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 2 Performance Indicators

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

Food premises inspections are on target taking into account changes in the food hygiene ratings that have occurred in this quarter.

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. 98 out of 119 complaints were closed in 60 days. This trend is likely to continue whilst we have to deal with more complex investigations. We are looking at a more meaningful way of reporting this PI which focuses on timescales for dealing with the source of the complaints.

3. Food Safety Enforcement

3.1 A caution was issued to the manager of a food businesses relating to lack of food safety management systems, hygiene and poor temperature control. One

premises agreed to voluntarily close following a cockroach infestation and officers are closely monitoring the situation there.

4. Environmental Protection

- 4.1 Environment Action weeks took place 6th -10th July & 14th -19th Sept. Patrols targeted known areas where there is a history of dog fouling, litter and flytipping. This resulted in two fixed penalty notices being issued for littering and also helped to gather intelligence for further targeting of enforcement.
- 4.2 There was one successful flytipping prosecution in this period which resulted in a fine of £1, 300 plus costs amounting to £1,800.
- 4.3 Officers worked closely with ASB team and the police dealing with persistent offender who regularly played loud music and caused distress to residents living in Aldbury. This was a good example of effective working across departments and external partners.
- 4.2 There have been numerous complaints received about Bovingdon Airfield over the last 18 months in relation to intensified motor sport activity. This is part of an active and ongoing investigation working in co-ordination with the planning department regarding the change of use of the site. The main issue up to recently had been complaints of noise nuisance but more recently officers have been asked to investigate safety risks arising from vehicles travelling at high speed near to footpaths used by members of the public.

5. Air Quality

- 5.1 In August new air quality monitoring equipment was installed in Northchurch to measure small particulate matter. Northchurch is one of three Air Quality Management Areas in Dacorum where pollution levels exceed national limits. Data from this station will feed into the Hertfordshire network of monitors and will help to determine future strategies to control air pollution.

6. Primary Authority

- 6.1 Officers have been working with Costco to develop their Health & Safety management systems and have also signed up Martin Brower (a large logistics company based in Maylands). 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 2nd quarter priorities included running further risk assessment training, working with procurement to provide DSE compliant chairs for all staff, fire safety, looking at improvements to the way service providers provide safety critical data, 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

8. Private Sector Housing

- 8.1 A project plan was drawn up in relation to 11 the Glen which will bring this HMO (House in Multiple Occupation) up to the standards required under the Housing Act. This follows the service of the Final Management Order on Mrs Bunker.

9. Policy Documents

- 9.1 The Council's Enforcement Policy and Mobile Homes Policy were approved by Cabinet in September. The Enforcement Policy sets out the principles of good enforcement that all enforcement officers should apply when assessing statutory compliance and taking action.

10. Ombudsman Enquiry

- 10.1 DBC was vindicated and no fault was found following an Ombudsman investigation into works carried out under a Disabled Facilities Grant.