



**Agenda item:  
Q3-**

<b>Report for:</b>	<b>Strategic Planning and Environment Overview and Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>17<sup>th</sup> March 2020</b>
<b>Part:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Q3- Performance Report for Environmental and Community Protection</b>
<b>Contact:</b>	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)
<b>Purpose of report:</b>	To provide Members with the performance report for quarter 3 in relation to Environmental and Community Protection.
<b>Recommendations</b>	For Information only.
<b>Corporate objectives:</b>	Resources and Value For Money; Optimise Resources and Implement Best Practice.
<b>Implications:</b>	<u>Financial</u> None.
<b>'Value for money' implications</b>	<u>Value for money</u> Monitoring Performance supports the Council in achieving Value for Money for its citizens.
<b>Risk implications</b>	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"> <li>• If statutory targets are not achieved the service can be Taken over and managed by the Government.</li> <li>• Potentially the public &amp; businesses put at risk</li> <li>• Legal action taken against the Council</li> <li>• Reputational damage to Council</li> </ul>

Equality Impact Assessment	
Health and safety Implications	None
Consultees:	
Background papers:	Quarterly Performance Report – Quarter 3 (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, Environmental Enforcement)
- Corporate Health, Safety and Resilience Team (Internal Health and Safety Advice, Technical Support, Emergency Planning and Business Continuity).

1.2 There was a restructure in Q3 to improve the corporate efficiency of the Councils Anti-Social Behaviour Team. This was to consolidate a disparate structure, thereby improving communications and managing the risk of miscommunication both internally and externally.

1.3 This has resulted in the ASB Officers moving to the Councils Tenants and Leaseholders department. This team had always dealt with the low and medium risk ASB cases relating to Housing Tenants. The ASB team dealt with high risk Council Tenants (80% Workload) and other ASB not relating to Council Tenants.

1.4 The Environmental Enforcement section has now merged with the Operations Team under Dawn Rhoden. The Technical Support staff are now aligned to the Corporate Health and Safety Team.

1.5 Members briefing and contact details for the new team will be distributed  
XXXXXX

## **2. Environmental and Community Protection – Q3 Performance Indicators**

2.1 In Q3, the KPI was 86%, slightly below target. This is due to the practicalities of running the service in the busy festive season. To support business and decrease the regulatory burden the team tends to reduce the number of inspection carried out in the last few weeks in December where possible. It is important to note that for the year to day the department have completed 94% of its target for High Risk Inspections.

2.2 93.75 % (45/48) 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 82.2% (1335/1624) 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 94.55% (868/918) of Service requests are acknowledged within 3 working days.

2.5 90.36% (574/635) 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. This is a 10% increase on the previous quarter. The team is under new management following a restructure in November and Lead Officer Ben Stevens has been appointed.

2.6 100% (263/263) 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 51 Enforcement Actions were taken by the Environmental Enforcement Team in Q3. This is up from 31 in the previous quarter.

2.8 43 accidents occurred associated with DBC work activities in Q3.

2.9 There were 1 accidents associated with DBC work activity were reported to the HSE in Q3.

## **3. Environmental Health Team**

3.1 Victoria Person, Graduate Environmental Health Officer started with the department in December. An advert is out with the closing date for the 8<sup>th</sup> March for two Food, Health and Safety Environmental Health Officers for the remaining two vacancies in the team. This was due to an Officer leaving for a neighbouring authority in Q3. Contractors are covering high-risk food inspections on a pay per inspection basis.

3.2 Enforcement Action Update,

- Four Hygiene Improvement Notices – Town Centre

- Two Community Protection Notice Warnings for Noise and one Community Protection Notice.
- One Abatement Notice for Noise served.
- Voluntary Closure of Town Centre Restaurant for Food Hygiene Offences. Re-opened with significant improvements.
- S20 Request for information relating to a reportable accident in Hemel Hempstead.

3.3 There is some early indication of improving air quality in our Northchurch air quality management area (AQMA). We have an objective level; we measure against for nitrogen dioxide which is 40 micrograms per cubic meter ( $\mu\text{g}/\text{m}^3$ ) based upon an annual average. Across DBC on the whole we have seen improving local concentrations, although still above legal limits in our other AQMAs. (London Road, Apsley and Lawn Lane, Hemel Hempstead (near to Apsley).

3.4 Tesco Stores Limited following a guilty plea was sentenced in January for breaching its duties under the Health and Safety at Work Act 1974. This was following an accident in the Jarmans store where a member of the public slipped on a wet floor. The sentence by way of fine was £733,333.33, the largest fine of its kind for a slip or trip. Tesco Stores Limited admitted guilt at an early stage therefore reducing the fine by a third.

#### **4. Corporate, Health, Safety and Resilience Team**

4.1 Resilience Training has been run out over Q3 so that members of staff are refreshed in their roles in the event of the emergency plan being evoked. This included training for members of COG on Strategic Liaison Training, Tactical Liaison Training, Incident Management Training, Incident Control Centre Training, and Resilience Foundations Training.

4.2 Corporate, Health and Safety Resilience Team have been providing support to HVCCG for compliance with Health and Safety Legislation. The department has reviewed policies, offered training and conducted an audit against the policies.

4.3 The following Health, Safety and Resilience Policies were reviewed and discussed at December Health Safety and Resilience Committee:

- Business Impact Assessments
- Non- Conformity Procedures
- Fire Policy

#### **5. Operations Team**

5.1 The RSPCA Golden Paw print Award for Animal Welfare was awarded to the department on 26<sup>th</sup> November. This is for the outstanding Animal Welfare service provided by Dacorum's Operations Team.

- 5.2 Dog Warden was busy promoting the Dog Control PSPO in Q3, Community Safety Day in Tring, roadshow with the PDSA (People Dispensary for Sick Animals).
- 5.3 Fifteen Stray dogs in Q3 12 went back to owners and 3 sent for rehoming.
- 5.4 Thirty-Two Community Protection Warnings and Four Community Protection Notice relating to a range of behaviours 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. These deal with low level Anti-Social Behaviour, including, Noise, Messy Gardens, Smells of Cannabis, Noise and Dangerous Dogs.
- 5.5 A new style of Enforcement Cameras were trialled and a further 10 Purchased for covert surveillance on fly-tipping hotspot areas.
- 5.6 Two Successful Prosecutions in Q3 for Environmental Enforcement Offences.
- 5.7 Mr Iain Young of Boxmoor was fined £1500, victim surcharge os £150 and Council costs of £2,223.56 after being caught on CCTV fly tipping in the Square, Town Centre, Hemel Hempstead.
- 5.8 Mr Ricky Tim pleaded guilty and sentence to Community Order of 80 Hours unpaid work and £650 costs. He advertised himself as a waste collection service and collected domestic waste from residential premises in Watford, he had no waste carrier's license and then fly tipped the waste in Barnes Lane Kings Langley.