



Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	10th November 2020
Part:	1
If Part II, reason:	

Title of report:	Q2- 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, Environmental Enforcement)
- Corporate Health, Safety and Resilience Team (Internal Health and Safety Advice, Technical Support, Emergency Planning and Business Continuity).

2. Environmental and Community Protection – Q2 Performance Indicators

2.1 In Q2, the KPI ECP09 was 41%. Proactive food inspections were suspended on the 23rd March due to Covid19 at the request of the Food Standards Agency. We have written to all 0, 1 and 2 rated premises to remind them of their duties throughout this period and have been responding to complaints. The food hygiene inspection programme was restarted on the 1st September so we have to catch up on Q1 and 2. There has at the time of writing been no further

correspondence from the FSA on further suspension of the programme, but it's clear we will have access problems during lockdown.

2.2 84% (87/104) 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, although this has been difficult to do during the pandemic, the team's resources are incredibly stretched.

2.3 78% (1346/1720) of Food Premises are 4 or 5 rated in Dacorum.

2.4 86% (1229/1424) of Service requests are acknowledged within 3 working days. The number of requests are increasing for the service area, along with the vast amount of resource that the Covid 19 response has taken.

2.5 96% (819/852) of Fly-Tips were visited by an Enforcement Officer within 3 working days. During the initial stages of the pandemic whilst we risk assessed the Enforcement Officers Activity the service was suspended and straight to collection. The service was reinstated in a covid secure manner and full service is currently in place.

2.6 100% (192/192) 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 28 accidents occurred associated with DBC work activities in Q2.

2.8 There was 1 accident associated with DBC work activity that were reported to the HSE in Q2.

3. Environmental Health Team

3.1 We have been working on the implementation Covid-19 Outbreak Plan response;

- Taxi Drivers and Houses of Multiple- Occupation Landlords Written too offering advice on Covid compliance.
- Social media messages, website information and email footers have been sent out by Communications relating to Covid-19
- Surge Contact Tracing Provided to deal with outbreak of Covid 19 in August, successfully brought under control down to swift and robust action by the team.
- £161k bid successfully claimed from County to assist with Covid 19 Response.
- 450 businesses contacted, 300 visited and 13 scheduled for follow up, 5 required action being taken and remain non-compliant. These will be escalated to Public Health if not satisfactory.
- Letters drafted for Hairdressers and Barbers with advice on being Covid secure, these were delivered by hand and intelligence gathered on non-compliance. Non-compliance is being followed up by the team.

- District contact tracing support to Test and Trace is went live on the 1st October. This has involved 8 hours training by the team and implementation has involved new databases and raised issues about out of hours working.
- 3.2 Representation on the weekly COVID19 Health Protection Officer Board. Opening meeting held on 23rd June. Main points for discussion, High Risk Premises, Vulnerable people, local contact tracing and workplaces.
- 3.3 Trainee EHO Mark Dewey passed his Master Degree and submitted his Professional Portfolio, his next stage of qualification is a professional Interview.
- 3.4 Adverts for two Environmental Health Officers have been published (repeated from March), two officer are due to start in Q3. Barrie Trevena, Barbara Flowers and Abdi Mohammed have started with us on a temporary basis to assist with the increasing workload. We also have three staff assisting on a pay per inspection basis with the backlog of food inspections.
- 3.5 Team restarted Food Hygiene Inspections on the 1st September. This leaves us with a significant backlog to address. The recruitment of two permanent officers, and temporary officers operating on a pay per inspection basis.

4. Corporate, Health, Safety and Resilience Team

- 4.1 Service continues to support departments in drafting and redrafting of Covid-19 Risk Assessments. The Team also produced an outbreak control process, Manager FAQ and supporting documents to assist managers in the event of an outbreak at DBC.
- 4.2 The team act as a conduit between the Local Resilience Forum Response and the Councils Incident Management Team, to ensure that the Councils Covid response is tied in with our Local Resilience Forum Partners.
- 4.3 In terms of Business Continuity the department have been on Incident Management Team Meetings providing feedback from the Multi-Agency Strategic Co-ordinating Group (SCG) Tactical Co-ordinating Group (TCG) and various cells that sit underneath including Personal Protective Equipment (PPE), Swabbing Cell, and Environmental Health Advisory Cell.
- 4.4 Following consultation with relevant staff and the Health Safety and Resilience Committee, CMT approved the following updated policies/plan:
- DBC Corporate Emergency Plan
 - Sharps Policy
 - Manual Handling Policy

- Personal Protective Equipment (PPE) Policy

4.5 Final Audit report submitted to the CCG for their consideration. Also working with the CCG to support a potential return to working in the forum.

4.6 Worked with HCC to prepare business continuity exercise at September Leadership Event. The event was a success and enabled us to provide feedback for the review of the business continuity plan.

5. Operations Team

5.1 Rachel Smith has been started in into the position of Lead Animal Welfare and Public Health Officer. Rachel joins us from the RSPCA with a wealth of knowledge.

5.2 We have been able to get RIPA authorisation for our Covert Cameras in July to enable them to be placed back in strategic hot spots around the borough, we have had some success in the placement and has enable leads to be followed up and more in-depth investigations. Its worthe noting that there are significant delays in courts.

5.3 Town centre PSPO joint operation with police on 22nd July. 2 PSPO fixed penalty notices were issued and 11 warnings for juveniles cycling/skateboarding in the prohibited area. A further PSPO Operation was held on the 26th August 2020, this resulted in 4 fixed penalty notices and 3 warnings for juveniles.

5.4 Service yards have been targeted in the Marlowes by the waste enforcement Team, this has led to the service of 8 S46 Notices, one fixed penalty notice and 24 Community Protection Warnings.

5.5 Joint operation with Police to remove 4 vehicles from Three Cherry Trees Site, Three were abandoned vehicles and the other was removed by police due to involvement in crime.

5.6 An increase in the number of Filthy and Verminous, and refuse accumulation in and around properties has been seen throughout the pandemic, this increase has been seen nationally and there are some links to the mental health of those suffering in these types of premises. We prioritise these cases and work with residents where possible to address the issues. Although action has been required in several case to protect the health of both residents and risks to health of near neighbours.