



**Agenda**  
item: Q3-

<b>Report for:</b>	<b>Strategic Planning and Environment Overview and Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>23<sup>rd</sup> March 2021</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 (Covid 19, 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, Covid Advisors)
- Corporate Health, Safety and Resilience Team (Internal Health and Safety Advice, Technical Support, Emergency Planning and Business Continuity).

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

2.1 In Q3, the KPI ECP09 was 61%. Proactive food inspections were suspended on the 23<sup>rd</sup> 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 1<sup>st</sup> 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. Access problems, Officers being diverted onto Covid 19 Work, and unable visit other premises where officer's visits would risk introducing Covid -19 into high risk settings have been difficulties in reaching this target. Year to date we have completed 40% of the

High risk food programme. It is unlikely that the service will be able to catch up by year end. This will result in a backlog that will need to be visited in the next financial year.

- 2.2 82% (32/39) 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. In addition the lockdown in November meant that access to properties to assess nuisance was difficult.
- 2.3 78% (1340/1724) of Food Premises are 4 or 5 rated in Dacorum. This is below target as the premises that are being visited are generally either in response to a complaint or those that have a poorer history of compliance meaning that the rating issued by officers is likely to be lower. I would expect this to rise as the food inspection programme catches up.
- 2.4 90% (1011/1122) of Service requests are acknowledged within 3 working days. The vast amount of resource that the Covid 19 response has taken has meant that this is below target.
- 2.5 95% (667/714) of Fly-Tips were visited by an Enforcement Officer within 3 working days
- 2.6 100% (287/287) 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 47 accidents occurred associated with DBC work activities in Q3.
- 2.8 There was 2 accident associated with DBC work activity that were reported to the HSE in Q3.

### **3. Environmental Health Team**

- 3.1 We have been continuing to work on the implementation Covid-19 Outbreak Plan response this has included various work streams including,
  - District Test and Trace for complex contact tracing went live in December. Three staff recruited and funded by HCC Contain fund.
  - Supermarkets were targeted with Covid compliance checks due to their place in in the common exposure data.
  - Visits to high risk premises, including distribution centres with more than one case of Covid-19 in the workforce.
  - Follow ups to hair dressers and barbers for Covid compliance.
  - Joint visits with Police to check for Covid compliance.
  - Working group initiated on self-isolation checks.
  - Beer Matts with play your part issued to licensing to assist licenced premises reminding patrons of social distancing rules.

- Mask compliance checks at supermarkets completed, results show 97.7% visitors wearing masks. Only three people out of the 1000 checked refused to wear one when challenged.
  - Team have been out visiting premises most weekends to support businesses with Covid Compliance.
  - Following up on covid complaints from members of the public.
  - Investigating workplace outbreaks.
- 3.2 Representation on the weekly COVID19 Health Protection Officer Board. Opening meeting held on 23<sup>rd</sup> June. Main points for discussion include Local Outbreak Management Plan, Vaccine roll out, enforcement and communications.
- 3.3 Team appointed 2 permanent EHO's Jolade Alayo, Kal Ifegwu into a permanent post in the Food, Health and Safety Section.
- 3.4 Team have successfully prosecuted Hemel Food Centre in the Marlowes, Hemel Hempstead for Health and Safety Offences relating to breach of prohibition notice which was originally issued for use of an unguarded band saw. This resulted in a £30K fine plus £4K costs.
- 3.5 Environmental Health Team were presented with Runner up Team of the Year 2019, narrowly missing out to the Finance Team. This is testament to the hard work of the team pre-covid.
- 3.6 Annual return to DEFRA for Environmental Permitting work relating to work completed in 2019/20. New permits were issued to several premises including, Dry Cleaners, Minerals Screener Activity and a Cement Batcher.

#### **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. The team have also been auditing front line services against Covid control measures to ensure compliance.
- 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 Team report weekly from Dacorum Safety Advisory Group to County Strategic Safety Advisory group to advice on upcoming events and ensure consistence advice on the ever changing Covid guidance and legislation.
- 4.5 Robotics programme working with the innovation team is in final stages of testing this is to support the whole Environmental and Community Protection team with indexing of documents to our document management system. The robot follows a set of instructions to automatically attach files with a reduced input from staff.
- 4.6 Staff were provided with on-line training for setting up of receptions centres in the event the Emergency Plan is activated.
- 4.7 Staff Award was issued to the Team Leader Russell Ham for Demonstrating our Behaviours and Values.
- 4.8 Following consultation with relevant staff and the Health Safety and Resilience Committee, SLT (Senior Leadership Team) approved the following updated policies/plan:
- Lone Working Policy
  - First Aid Policy
  - DSE Policy
  - Business Continuity Plan

## **5. Operations Team**

- 5.1 Enforcement Figures for Q3. 16 Fixed Penalty Notices (FPN) Served for Fly-tipping Offences, 3 FPN's served for Duty of Care Offence, one littering FPN. 6 abandoned vehicles were seized and removed.
- 5.2 The enforcement section have 6 cases pending prosecution that have been delayed due to Covid 19. Will continue to pursue these cases as much as we can.
- 5.3 Joint operation with the Police on the 26<sup>th</sup> October with the Police for the Town Centre Public Space Protection Order this resulted in the service of a fixed penalty notice.
- 5.4 2 Clear ups of properties that have been declared Filthy and Verminous. These properties were filled from top to bottom with waste through hoarding activities. We have worked with other DBC services to enable the house to be renovated to a suitable standard to be habitable again, we also helped the neighbour resolve a leak between the properties.
- 5.5 Animal Welfare Team rescued its first set of budgies in November. The owner signed them over due to a prolonged hospital stay. These were rehomed with the assistance of an animal rehoming charity.
- 5.6 9 Stray dogs were collected by the team in Q3. Those that are not reclaimed within 7 days are rehomed.

5.7 Colin Lee-Dade (Pest Control Officer) won Customer Service Star Winner and Runner up Employee of the Year 2019. Colin is an excellent member of staff and always goes the extra mile, its good to see him recognised in this way.