



**Agenda item: Q4- Performance Report  
for Environmental and Community  
Protection**

<b>Report for:</b>	<b>Strategic Planning and Environment Overview and Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>15<sup>th</sup> June 2021</b>
<b>Part:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Q4- 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 4 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> </ul>

	<ul style="list-style-type: none"> <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 4 (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 Outbreak Control, 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 – Q4 Performance Indicators

2.1 In Q4, the KPI ECP09 was 37% (61/169). Proactive food inspections were suspended on the 23<sup>rd</sup> March due to Covid 19 at the request of the Food Standards Agency. We had 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 was no further correspondence from the FSA on further suspension of the programme, we had access problems during lockdown. 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. This has resulted in a backlog of the remaining 63% that will need to be visited in this financial year alongside this year's allocation.

2.2 41% (34/81) 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 through to March meant that access to properties to assess nuisance was difficult. It is expected that this will improve in Q1.

2.3 76% (1338/1753) 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 throughout the year.

2.4 95% (2159/2271) of service requests are acknowledged within 3 working days. Members will note that the number of requests that has doubled since the same time period last year. This is not exclusively down to Covid 19 requests although it is a proportion of this. The demand for business as usual functions has increased.

2.5 95% (995/1048) of Fly-Tips were visited by an Enforcement Officer within 3 working days

2.6 100% (280/280) 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 26 accidents occurred associated with DBC work activities in Q4. A continuation of the downward trend.

2.8 There was 0 accident associated with DBC work activity that were reported to the HSE in Q4.

### **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.
- League tables for test and trace performance show Dacorum as 16 out of 315 Councils. Team has been led by Rebecca Connolly.
- Visits to high risk premises, including distribution centres as these were showing as common exposure premises of Covid-19 in the workforce. Compliance was good.

- Visits to 47 Take Away Food Premises for Covid Compliance, majority required improvement, 10 premises has a S20 Health and Safety Notices requiring them to provide Covid Risk Assessments.
- Joint visits with Police to check for Covid compliance.
- Working group initiated on self-isolation checks. Dacorum acted as the Pilot authority for Self Isolation-Checks.
- Self-Isolation day of action, 96 checks carried out 2 referred to the police for follow up.
- Mask compliance checks at supermarkets completed, results show
- Following up on covid complaints from members of the public.
- Investigating workplace outbreaks.
- Team have been working with Hertfordshire County Council to ensure that Bovington Market are improving Covid Secure Measures. This case now sits with Public Health at Hertfordshire County Council.

3.2 The Food Safety Environmental Health Officers have voluntary closure of a food premises (take away) in Hemel Hempstead for infestation of mice. Voluntary Surrender of Illegal food products (skin- on Oxtail) in Hemel Hempstead, this has been followed up and intelligence passed to other authorities on safety of the supply chain.

#### **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 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 New Staff member Leah Howard started as Technical Assistance. Jennifer Young who had been with the Council for 14 Years left her role as Technical Officer and recruitment is underway.
- 4.6 Team Recruited additional Health and Safety Advisor to support the elections team with a Covid Secure Election. Matt Stone advised the team very well and

the whole team supported the election and counts on the day. There were no additional cases of Covid in the borough seen in the period following the election and no cases of elections staff having Covid were reported to the Team.

4.7 Table top test of the Emergency Plan took place by way of a call cascade. Minor improvements were made the system with positive feedback from Herts County Council received.

4.8 The Council continue to support the CCG with their Health and Safety Responsibilities. This quarter a Local Health and Safety Management System were produced and Risk Assessments were reviewed.

## **5. Operations Team**

5.1 Following an emergency call from the police, the Lead Animal Welfare Officer attended Three Cherry Tree's Site in response to numerous dogs found to be underweight and living in filthy conditions. No dogs were removed, proactive work will continue with regular visits to the site.

5.2 DBC assisted police in executing two warrants for suspected dangerous dogs at separate addresses. Two dogs were seized and removed. Both owners have been interviewed and we are waiting for a police decision on appropriate action.

5.3 9 Stray dogs were seized this quarter, 7 reunited with owners, 2 microchipping of dog's notices were served and 2 were sent for rehoming. The bulldogs were in a poor state of care have since made a recovery.

5.4 A further 2 Public Health Act Notices for Filthy and Verminous Properties. We have seen an increase in these type of concern throughout the pandemic. These requests are very resource intensive.

5.5 Fly-tipping figures increased by 16% in 2020-21(1480) compared to 2019-2020 (1272). Enforcement figures increased by 20% on 20/21 (60 FPN's) compares to 19/20 (48 FPN's).

5.6 The Environmental Enforcement team have 8 cases currently pending court action. The delays with the court system due to the pandemic has effected this team more than other teams in the department.

5.7 The Covid Advisors Team has been set up and report to Ben Stevens. The Team carried out 1106 interventions in Q4. They have been well received by the public, staff and members.