



**Agenda item: Q1- Performance Report
for Environmental and Community
Protection**

Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	22nd September 2021
Part:	1
If Part II, reason:	

Title of report:	Q1- 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) Richard LeBrun Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 1 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 Taken over and managed by the Government.

	<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 1 (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 – Q1 Performance Indicators

2.1 In Q4, the KPI ECP09 was 29% (25/84). Proactive food inspections were suspended on the 23rd March 2020 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 1st 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% due in 20/21 that will be visited in this financial year alongside this year's allocation. The officers are prioritising the high risk premises but it will be some time before this KPI is up to date. Additional contractors have been brought in the support this function to deal with the new registered premises, these are not covered by the KPI.

2.2 89.6% (52/58) 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, as expected this has vastly improved in Q1.

2.3 74% (1348/1804) 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 96% (2733/2821) of service requests are acknowledged within 3 working days. Members will note that the number of requests that has trippled 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 86% (824/952) of Fly-Tips were visited by an Enforcement Officer within 3 working days. This is slightly below target due to staff sickness.

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 52 accidents occurred associated with DBC work activities in Q1.

2.8 There was 2 accident associated with DBC work activity that were reported to the HSE in Q1.

3. Environmental Health Team

3.1 Covid- 19 Continues to have a significant impact on resources.

- Incident Management teams set up with partner agencies to address significant outbreak at two schools. Target hardening addressed with Covid Advisors visiting nearby premises to ensure Covid secure processes were in place.
- EHO's, Covid Advisors and Public Health Team continued to support and advise large events on compliance. Covid Advisors and EHO's continued to monitor the premises throughout Q1.

- Incident Management Team set up to deal with South African Variant case that visited the borough.
- Ten Section 20 Health and Safety Notices were served to formally request the Covid-19 Risk Assessments from Take Away Premises.
- Covid Improvement Notice served on a premises in Old Town, Hemel Hempstead.
- 360 premises were written too by the department ahead of step three in the Coronavirus Road Map.

3.2 Recruitment and retention has remained an issue throughout Q1 with many temporary posts being filled and staff leaving for more permanent positions. Currently vacant positions are Two Covid Advisor Posts, One Test and Trace Officer Post, One Student Environmental Health Officer Post which is currently out to advert. Neil Polden Lead Environment Health Officer has resigned from his post to take up promotion in another authority.

3.3 Draft Annual Air Quality Status Report has been submitted to DEFRA for comment.

4. Corporate, Health, Safety and Resilience Team

4.1 Cody Fleming Joins the Corporate Health, Safety and Resilience Team.

4.2 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. Other Covid- 19 Activities include;

- Lateral Flow Test Guidance has been written for staff and approved through IMT.
- Team Provided support for reopening the splash park
- Training provided to all election staff
- Temporary staff member (Matt Stone) hired to support teams with Covid compliance for events.

4.3 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.

4.4 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.

4.5 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.

4.6 Members were provided with a Health and Safety Presentation as part of the members training sessions. Russell Ham and Paul O'Day were available to ask questions and provide information to members.

4.7 The following policies were reviewed by the team, Noise Policy, Bonfire and Burning of Commercial Waste Policy, Legionella Management System, Violence and Aggression Policy.

4.8 Team assisted partners in dealing with a roof collapse at an address in Hemel Hempstead. Officers liaised with Fire Control, Hertfordshire Resilience Team, Building Control, Housing, Communications and Members Support Teams.

5. Operations Team

5.1 There has been an increase in animal welfare cases this quarter. This often relating to animal behaviours with the increase in pet ownership and owners returning to work. There has also been an increase on dog attacks both on people and other dogs. Joint working with the police with these incidents has led to more positive outcomes. Three Community Protection warnings (CPW) have been served for dog behaviour.

5.2 6 Stray dogs were seized this quarter, 3 reunited with owners, 2 were sent for rehoming, the remaining animal is in DBC care pending investigation due to the poor condition.

5.3 Two clearances of Filthy and Verminous properties that were served notice in Q4 have been cleared. Work has been on-going to provide support to these people. Tenancy Sustainment and Adult care services have been involved. A Warrant for a premises in Hemel Hempstead, was obtained and officers visited the premises with police, a further Public Health Act notice was served as the premises was found in a Filthy/Verminous state. This case is being monitored closely as the resident has made attempts to clear the property.

5.4 Fly-tipping figures have slightly reduced in Q1. 5 Abandoned vehicles have been removed and destroyed. 11 Fixed Penalty notices have been served for fly-tipping offences. 1 Fixed Penalty Notice for duty of care offences and 7 fixed penalty notices for littering offences.

5.5 Six Fixed penalty notices for breach of the Town Centre PSPO (Cycling). Mr Hardy was prosecuted for non-payment of a Fixed Penalty Notice relating to cycling offences in the PSPO area, he was ordered to pay £194, which consisted of £75 fine, £34 victim surcharge and £85 costs. A further prosecution for non-payment of a fixed penalty notice for cycling in the town centre PSPO area, for Mr Baptiste. The court ordered payment of £220 fine, £34 victim surcharge and £400 Costs.

- 5.6 The Environmental Enforcement team have 6 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 have been set up and report to Ben Stevens. The Team carried out 1654 interventions in Q4. They have been well received by the public, staff and members.