



**AGENDA ITEM:  
SUMMARY**

<b>Report for:</b>	<b>Strategic Planning &amp; Environment Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>14/6/2016</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter Four Performance Report – Regulatory Services</b>
Contact:	Cllr Janice Marshall, Portfolio Holder for Environmental, Sustainability and Regulatory Services.  Author/Responsible Officers: Chris Troy, Group Manager, Regulatory Services Dave Austin, Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 4 in relation to Regulatory Services.
Recommendations:	That Members note the report.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	Financial:  None.
'Value For Money Implications'	Value for Money:  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"> <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>
Equalities Implications	Equality Impact Assessment completed for all enforcement policies.
Health And Safety	None.

Implications	
Consultees:	
Background papers:	Quarterly Performance Report – quarter 4(attached).
Glossary of acronyms and any other abbreviations used in this report:	

## 1. Background

1.1 For the purpose of this report, 'Regulatory Services' includes the following services:

- Environmental Health (Food Safety, Health and Safety, Statutory Nuisances, Contaminated Land, Drainage, Private Water Supplies, Infectious Diseases, Air Quality Management)
- Private Sector Housing (HMOs, Illegal Eviction, Private Sector Landlord Issues, Improvement Grants, Disabled Facilities Grants, etc)
- Public Health
- Corporate Health and Safety
- Home Energy Conservation
- Pest Control
- Stray Dogs / Dog Warden Services
- Environmental Enforcement and High Hedges
- Emergency and Business Continuity Planning
- Street Trading
- Sustainability

## 2. Regulatory Services Quarter 4 Performance Indicators

2.1 Relevant statutory targets have been achieved in Quarter 4 –see attached CORVU report.

## 3. Food Safety /Health & Safety

3.1 An external audit was undertaken of our management system covering the Food Hygiene Rating Scheme. The inter-authority audit is part of a nationwide initiative overseen by the Food Safety Agency. Overall we were found to be compliant and a number of areas of good practice were highlighted which have been shared with all the other LA's in Hertfordshire.

3.2 One safety prohibition notice was served on non-compliant premises and a restaurant was voluntarily closed due to a mouse infestation.

#### **4. Environmental Protection**

4.1 Through January to April pest control officers and enforcement officers had to deal with a difficult rodent infestation involving multiple properties at Cemmeas Meadow. This was followed by an FOI, which was very time consuming, along with an MP enquiry.

#### **5. Corporate Health and Safety (CHS)**

5.1 Corporate H&S & CSG have worked closely to ensure that the Council identifies and controls hand arm vibration risks (HAV), following the intervention from the HSE. In addition CHS has delivered further risk assessment training, worked with procurement to provide DSE compliant chairs for all staff, provided on- line DSE assessments, continued to look at improvements to the way service providers provide safety critical data, finalised the corporate alcohol policy and developed model office risk assessments.

5.2 Other longer term projects include:

- Review the organisation & arrangements for delivering H&S
- Develop more detailed corporate H&S plans
- Auditing

5.3 In February this year Mazars carried out an audit of the Council's Corporate Health & Safety arrangements. There was a full compliance with the evaluation assessment and a substantial rating with the testing element. This was reported to Audit Committee in April. A key conclusion of the report is 'There is a sound system of internal control designed to achieve the system objectives'

#### **6. Private Sector Housing**

6.1 The Council issued a notice under the Housing Act for serious hazards in a House in Multiple Occupation (HMO). In January this year officers carried out works in default to rectify the hazards.

#### **7. Environmental Management System**

7.1 Thirteen sites were subjected to an internal audit. This enables the Council to demonstrate compliance with ISO14001:2004 certification which covers the Environmental Management System.

7.2 The revised EMS Policy statement was signed off by Cllr Janice Marshall – uploaded for access on website and intranet

#### **9. Dog Warden**

9.1 There was a Joint working exercise with Police and RSPCA on puppies being found dumped in lanes surrounding and within Dacorum along with an engagement day at Three Cherry Trees site with Police and RSPCA to deal with dogs and associated issues.

#### **10. Year Review 2015/16 : Key Highlights**

## **10.1 Corporate Health & Safety (CHS)**

- 10.1.1 There has been a considerable amount of work in this area. Key achievements include: the development and approval of the Council's Health & Safety Policy, Alcohol Policy and the development of accident reporting systems, fire safety risk assessments/fire evacuation plans, generic risk assessment templates, on- line risk assessments for display screen equipment (DSE) and the procurement of 350 DSE compliant chairs.
- 10.1.2 CHS has carried out extensive training in the areas of manual handling, fire safety, Hand Arm Vibration Risks, Working at Height.
- 10.1.2 In addition CHS has working with key services, particularly CSG, to identify and control the more serious H&S risks as well as investigating accidents when they arise.
- 10.1.3 The Council now has an effective mechanism for implementing Health & Safety policy and practice via H&S Committee and sub groups through to approval at CMT.
- 10.1.4 CHS spent a number of months looking at improvements to the way service providers provide safety critical data and bringing them to account, as in the case of the SERCO contract for building services.

## **10.2 Food Safety Inspections**

- 10.2.1 The overall targets for the year required by the Food Standards Agency have been exceeded (this equates to 99.4% of planned food safety category A-C inspections).

## **10.3 Disabled Facility Grants ( DFG's)**

- 10.3.1 Throughout 2015 there was a number of DFG Steering Group and Operational Group meetings to review the way DFG's are processed and approved across Hertfordshire which involves the 10 LA's and Hertfordshire County Council. An Initial report went to CECG in January , Further work and reports are due to be submitted to the Chief Executive Officers group in July 2016 and Members shortly after for consideration (probably September)

## **10.4 Air quality**

- 10.4.1 There has been a significant input into the Hertfordshire wide Air Quality Strategy from officers in Regulatory services. Hertfordshire County Council have published the strategy which covers all 10 District Councils. This was approved by the County's Localism Board and in January a further Air Quality Paper was submitted for Health, Localism & Libraries Panel.
- 10.4.2 The majority of these Councils including Dacorum have used specific funding from HCC to upgrade their air monitoring equipment. We spent

20k on adapting an existing monitor in Northchurch to include analysis of a wider spectrum of pollutants. Northchurch is one of three Air Quality Management Areas in Dacorum where pollution levels exceed national limits. Data from this station will feed into the Hertfordshire network of monitors and will help to determine future strategies to control air pollution. We gave a presentation about the strategy to the East of England Public Health Conference in December.

## **10.5 Environmental Protection**

10.5.1 Last year saw the beginning of the Council's new strategy dealing with low level enviro crime. A series of Environmental Action days took place which involved departments across the Council working together to target areas known to have a problem. These are now taking place on a quarterly basis and will hopefully demonstrate Council's commitment towards dealing with enviro crime. In addition to this initiative there were three successful flytipping prosecutions.

10.5.2 There were four notices served under the Environmental Protection Act for statutory nuisance, mainly domestic noise issues and a further two notices were served for construction noise (building sites).

## **10.6 Private Sector Housing**

10.6.1 Following a prosecution of a landlord the Council issued Final Management Orders (FMO's) on two Houses in Multiple Occupation (HMO's). All safety hazards have been removed and the properties now comply with the requirements of the Housing Act and fire regulations. The Council now manage the tenancies and also maintain the properties and remedy any defects so that these houses continue to be fit for habitation.

10.6.2 Four other Housing Act notices were served on HMO's during this period.

## **10.7 Sustainability**

10.7.1 The Council was awarded ISO14001:2004 certification which covers the Environmental Management System (Civic Centre, Tring Victoria Hall, Berkhamstead Civic Centre, the Depot, adventure playgrounds and Cemeteries).

10.7.2 During the year there was an EMS presentation to Overview & Scrutiny Committee with a particular focus on Energy Management. There was a further briefing to members on the new recently introduced ISO 14001:2015 standard.

10.7.3 Action was undertaken to identify water leaks across the Council's assets and to stop these leaks and save the Council money in the long term. A number of additional water meters have been installed in various properties owned by the Council which will help to identify further leaks.

## **10.8 Environmental Health Policies**

- 10.8.1 The Council's Enforcement Policy was approved by Cabinet in September. The Enforcement Policy sets out the principles of good enforcement that all enforcement officers should apply when determining statutory compliance and taking action. In particular all action has to be proportionate, transparent, accountable, risk- based and should not impose unnecessary burdens on business.