



**AGENDA ITEM:
SUMMARY**

Report for:	Strategic Planning & Environment Overview & Scrutiny Committee
Date of meeting:	13/9/2016
PART:	1
If Part II, reason:	

Title of report:	Quarter Four Performance Report – Regulatory Services
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 1 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"> • If statutory targets are not achieved the service can be taken over and managed by the Government. • Potentially the public & businesses put at risk • Legal action taken against the Council • Reputational damage to Council
Equalities Implications	Equality Impact Assessment completed for all enforcement policies.

Health And Safety Implications	None.
Consultees:	
Background papers:	Quarterly Performance Report – quarter 1(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 1 Performance Indicators

2.1 There has been slippage in Quarter 1 for Food Hygiene inspections (A-C premises) due to vacancies which we have been unable to fill. This is likely to continue into Quarter 2 and whilst we are using agency staff to cover positions these officers cannot cover the full range of duties. They also need a degree of mentoring/training which is being provided by the remaining permanent staff which creates a further burden on the service. The overall number of inspections achieved is 74.6%-see attached CORVU report.

3. Food Safety /Health & Safety

3.1 One cooling Tower on Maylands inspected for Legionella controls.

3.2 One safety hygiene notice was issued served on non-compliant premises.

4. Environmental Protection

4.1 A 'Love your Community' Action Day took place on the 27th April which involved various departments including Environmental Health, Housing, Waste Management, ASB, Neighbourhood Action, Local Councillors and members of Adeyfield Community Group. Approximately 5 tonnes of flytipped waste was collected, 19 reports to HCC for issues on the Highway, 3 untaxed vehicles served with notices, 6 incidents of graffiti removed, removal notices served on 3 illegally parked vehicles, engagement with residents/intelligence gathering. There are further action days planned throughout the year and local councillors will be notified before each event and encouraged to take part.

5. Corporate Health and Safety (CHS)

5.1 Further work has been carried out to control hand arm vibration risks (HAV), following the intervention from the HSE. A 'Reactec' system has been implemented to measure HAV. There has been joint working with other departments to develop Legionella policies and manual handling training was delivered to the staff at the depot.

5.2 Other longer term projects include:

- Continue to address the recommendations from Mazars audit of the Council's Corporate Health & Safety arrangements.
- Review the organisation & arrangements for delivering H&S
- Develop more detailed corporate H&S plans
- Auditing

6. Private Sector Housing

6.1 The Council carried out works in default to rectify serious electrical safety hazards in one House in Multiple Occupation.

7. Environmental Management System

7.1 An external audit was carried out to demonstrate compliance with ISO14001:2004 which covers the Council's Environmental Management System. Two major non-compliances were highlighted which relate to the Council's legal register. Work is being done to address these non-conformities and we should be fully compliant when the auditors come back to audit the Council next month.

7.2 External LED lighting was agreed for 3 adventure playgrounds: Adeyfield, Bennetts End & Chaulden. These are due to be installed in September.

7.3 Water leaks at Heath Lane & Tring Cemetery rectified.

8. Air Quality

8.1 As part of the Hertfordshire Air Quality Strategy planning guidance is being developed which will make it easier for planning departments across

Hertfordshire to achieve the best possible public health outcomes in relation to air quality.

Key Aims:

Provide Clarity & consistency to developers, planners & Local communities

- Identify District specific air pollution issues
- Identify tools to control air pollution under the planning regime.
- Compliment our DBC AQ action plans and the local plan.