



**AGENDA ITEM:
SUMMARY**

Report for:	Strategic Planning & Environment Overview & Scrutiny Committee
Date of meeting:	22/11/2016
PART:	1
If Part II, reason:	

Title of report:	Quarter Two 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 2 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 2(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 2 Performance Indicators

2.1 Slippage continues in Quarter 2 for Food Hygiene inspections (A-C premises) due to vacancies which we have been unable to fill. We hope to catch up in Quarter 3 now that there is agency cover. The overall number of inspections achieved is 62.3 %-see attached CORVU report. It should be noted that the numbers of premises requiring inspection has increased since last year.

3. Food Safety /Health & Safety

3.1 There was one voluntary closure of an Indian Restaurant due an infestation of cockroaches.

4. Environmental Protection

- 4.1 We continue to run 'Love your Community' Action Days and the last one took place on the 7th Sept in Bennetts End, involving various departments including Environmental Health, Housing, Waste Management, ASB, Neighbourhood Action, Local Councillors.

5. Corporate Health and Safety (CHS)

- 5.1 Legionella training was delivered to 'Responsible Managers and supervisors' which enables the Council to fulfil its Health & Safety obligations with respects to the management of hot & cold water systems.
- 5.2 Work continues to control hand arm vibration risks (HAV), following the intervention from the HSE. A 'Reactec' system has been implemented to measure HAV.
- 5.3 There has been joint working with other departments to develop Legionella policies and manual handling training was delivered to the staff at the depot. Random Alcohol testing has been carried out and no positives have been detected so far.
- 5.4 DSE, Accident Investigation & HAV policies are out for consultations with H&S Committee members.
- 5.6 Auditing: priority areas have been identified and will be the subject auditing regimes going forward.
- 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 There was an appeal against an HMO licence. Officers restricted the number of bedrooms in a House in Multiple Occupation and this was the subject of the appeal which was heard at a tribunal on the 26th August. The tribunal upheld our decision to restrict occupation.
- 6.2 The Council continues to manage two houses in multiple occupation which have Final Management Orders.
- 6.3 Officers are currently preparing a prosecution for illegal eviction from an unlicensed HMO in Boxmoor.

7. Environmental Management System/Sustainability

- 7.1 In August LRQA returned to DBC to carry out an external audit of 2 major non conformities raised for our Corporate Register of Environmental

Legislation, and DBC corporate Register of Environmental Impacts and Aspects. Both were closed with commendation to DBC for the best practice of the registers.

- 7.2 LED lighting has been installed across the adventure playgrounds external play areas, to reduce the electricity consumption significantly at each site.
- 7.3 Current Internal Auditors underwent Internal Auditor training on the new requirements of the ISO14001:2015
- 7.4 Chaulden Adventure Playground water leak repaired and reduced saving 6,100 litres per day
- 7.5 Work began on signing up the Council to an e- club scheme which has been agreed in principle by CMT

8. Air Quality

- 8.1 Work continues on 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.

9. Pest Control

- 9.1 Pest control operatives have successfully dealt with a complexed bed bug problem in one of our sheltered housing schemes and this summer there has been a record number of requests to deal with wasp nests.