



Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	14th March 2017
Part:	1
If Part II, reason:	

Title of report:	Q3- Performance Report for Regulatory Services
Contact:	Janice Marshall, Portfolio Holder for Environmental, Sustainability and Regulatory Services Author/Responsible Officer Emma Walker Team Leader (Food, Health and Safety) David Austin, Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 3 in relation to Regulatory Services
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	Equality Impact Assessment completed for all enforcement policies.
Health and safety Implications	None
Consultees:	
Background papers:	Quarterly Performance Report – Quarter 3 (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:	HMO's – Houses of Multiple Occupation

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, Disabled Facilities Grants, etc.)
- Public Health
- Corporate Health and Safety
- Home Energy Conservation
- Pest Control
- Dog Warden Services
- Environmental Enforcement and High Hedges

- Emergency and Business Continuity Planning
- Sustainability

2. Regulatory Services Quarter 3 Performance Indicators

2.1 Slippage continues in Quarter 3 for Food Hygiene inspections (A-C premises) due to vacancies which we have been unable to fill. It is also a difficult time of year for food inspections given that the industry is particularly busy. We plan to catch up in Quarter 4 now that there is agency cover in place. The overall number of inspections achieved is 75% for the year to date. It should also be noted that the numbers of premises requiring inspection has increased since last year.

3. Food, Health and Safety Team

3.1 Consultant Environmental Health Officer David Fleming started in the Food, Health and Safety Team. Focusing on Food Safety Inspections and reactive Food, Health and Safety work until 31st March 2017.

3.2 An investigation into a case of Legionnaires Disease, where the person had spent significant leisure time in the Borough was carried out. Fortunately the samples taken from within the Borough were all negative. The organisation involved has been given technical advice on how to control Legionella and comply with the relevant legislation.

3.3 A voluntary closure of a food business (takeaway) occurred in quarter 3, evidence of rats in the food preparation rooms was found. Although now re-opened, Officers are continuing to work with the business to improve standards.

3.4 75 Applications were received for the Trainee Environmental Health Officer role within the Food and Health and Safety Team. Two Trainees have now been recruited (further role in the Pollution and Private Sector Housing team) and started 3rd January 2017.

3.5 Four Cold Stores were 'approved' under EU legislation for Food Safety. The approval requires a higher standard of hygiene in these premises. They are issued an approval number, that will be recorded on all food passing through these premises.

3.6 The Technical Officer (Corporate Health and Safety) has had a contract extension until 2018 March. This is to support the Corporate Health and Safety Lead Officer in his duties over the next financial year.

3.7 All five Primary Authority Partnerships have been dissolved. The costs associated with the partnerships were recharged to the businesses on a cost recovery basis. This did not include all costs associated with the running of the partnerships, particularly back office functions. All five businesses are now in partnership with Luton Borough Council.

3.8 Hand Arm Vibration, Display Screen Equipment and Accident Policies have been approved by CMT. They have now been published on the Intranet and provide support to the services in ensuring legal compliance.

3.9 48 People attended Basic Fire Awareness Training ran by Corporate Health and Safety. These people have been trained in basic fire awareness and use of extinguishers.

3.10 An audit schedule for Corporate Health and Safety to Audit Service areas has been approved by CMT, the audits are due to start in Q4. This will cover Workplace Transport, Legionella Control, Chemical Safety and Working at Height.

4. Pollution and Private Sector Housing Team

4.1 Consultant Rick Downham started as an Environmental Health Officer within the Pollution and Private Sector Housing Team. Unfortunately he had to end his contract early and Richard Swann has now started in an 11 month contract.

4.2 Environmental Enforcement Officers took part in the CEO town centre project, prior to the High Street awards. Working with various other Council departments including Anti-Social Behaviour, Clean, Safe and Green and Neighbourhood Action.

4.3 The Consultant Team Leader (Pollution and Private Sector Housing) has had his contract extended until May 2017. He has been contracting at DBC since May 2016.

4.4 Scientific Officer (Danielle Newnham) responsible for Contaminated Land, Air Quality and permitted processes returned from Maternity leave in Quarter 3. Yinka Ekundayo provided Maternity cover during her year off.

4.5 The first Deposit of Waste Fixed Penalty Notice has been issued. The default fine levels were used, pending a portfolio holder decision to set our own fine levels.

4.6 Two internal auditors for sustainability have left the organisation, 3 more have been recruited and will be trained in Q4.

4.7 The Council continues to manage two houses in multiple occupation which have Final Management Orders.

5. Operations Team

5.1 Operations Team worked very hard to get the department ready for the transition to the Forum.

5.2 Existing Pest Control Contracts renewals were sent out in quarter 3. 76% had renewed by the end of Quarter 3. With initial figures looking positive for quarter 4.

5.3 In preparation for the move to the Forum, Pest Control Store was delivered at the end of Quarter 3 to Cupid Green. Ready for installation and use in Q4.

5.4 Louise Ablitt Dog Warden went on Maternity leave in December 2016, Sarah Lewis will be with DBC until 30th November 2017 to provide cover.

5.5 Following Mark Dewey's move to the Food, Health and Safety Team (Trainee Environmental Health Officer), Barbara Flowers has been covering his post on a temporary basis until 31st March 2017.