



Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	20th June 2017
Part:	1
If Part II, reason:	

Title of report:	Q4- 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 4 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 4 (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:	EMS – Environmental Monitoring System

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 4 Performance Indicators

2.1 Reorganisation of the work in the Food, Health and Safety Team, due to the recruitment of Trainee Environmental Health Officer has meant that the number of high risk inspections achieved in Q4 has increased to 80% up from 34.62% the previous quarter. This enabled Environmental Health Officers to catch up on the backlog of inspections that had not been completed in the previous quarters. This gave an overall figure for the year of 93.6% against the number of high risk inspections due in that year. The remaining high risk inspections will be completed in Q1 2017/18.

3. Food, Health and Safety Team

- 3.1 There have been further staffing changes in the Food, Health and Safety Team. Trainee Environmental Health Officer Mark Dewey started in post in January 2017. Environmental Health Officer Joanne Lee-Dade finished her fixed term contract with DBC at the end of March 2017. Permissions were sought to employ additional staff in Food, Health and Safety Enforcement and Corporate Health and Safety. An Environmental Health Officer role was advertised but unfortunately there were no suitable applicants.
- 3.2 Food, Health and Safety Environmental Health Officers have seen an increase in the number of serious incidents that require investigation. There has been Voluntary Closure of a food warehouse for infestation of Rats. Officers worked with the business to resolve the situation, the premises has now closed permanently due to financial reasons. Generally in Q4 there was an increase in complaints regarding rats and mice in food premises.
- 3.3 Two cases of Shigellosis have been investigated within the Borough in Q4. One included exclusion of high risk individuals from workplaces (commercial food premises and care facility) and from school until they were no longer excreting the bacteria. They have since returned to work and school. The other case involved a two year old and was unrelated to the first case. All cases have since made a full recovery. There had been a significant rise in the region of Shigella cases. Neither case was associated with foreign travel. Intelligence on the investigation has been passed to Public Health England as part of the regional picture.
- 3.4 A Prohibition Notice was served on a hotel following an accident involving collapse of the staircase. Officers from this department have been liaising with Police and other emergency services to investigate potential offences under the Health and Safety at Work etc. Act 1974.
- 3.5 An investigation into an incident where a large gate fell onto of a member of staff crushing them at a retail premises. Officers have been working with the Health and Safety Laboratory and Health and Safety Executive to investigate potential offenses under the Health and Safety at Work etc. Act 1974.

- 3.6 Corporate Health and Safety arranged training on the defibrillator that is located in the atrium of the Forum. 12 staff members are trained to use it, however it is designed so that it is simple to use in the event of an emergency even without the training.
- 3.7 An audit schedule for Corporate Health and Safety to audit service areas has been approved by CMT, in Q4. Workplace Transport Audit for Cupid Green depot has been carried out, the report will be drafted in Q1. The other audits have been contracted out the Rosherville Safety Solutions for competition in Q1.
- 3.8 The first Forum Health and Safety Sub-Committee was held on 22nd March. Most of the Forum partners attended, the purpose of the committee is to ensure that partners sharing the same workspace are sharing relevant information on Health and Safety and Resilience issues.

4. Pollution and Private Sector Housing Team

- 4.1 Rebecca Guiton was appointed as Trainee Environmental Health Officer at the start of Q4. Consultant Team Leader (Environmental Protections and Private Sector Housing) has had his contract extended until the end of August 2017. This is to enable a suitable handover with the newly appointed permanent Team Leader. Mark Sherwood (Temp) has been in post since May 2016.
- 4.2 Premises that are permitted under Local Authority Prevention Pollution and Control were inspected at the start of Q4 by Danielle Newnham when she returned from Maternity Leave. Danielle also gave an update to the Dacorum Environment Forum.
- 4.3 The sustainability officer secured LED lighting for the adventure playgrounds. Three Internal Environmental Auditors were trained to undertake internal audits. Three pool bikes are now available for staff to book and use. The next EMS audits have been booked for Woodwells Cemetery, The Forum, Cupid Green Depot and Health Lane Cemetery.
- 4.4 Officers in the Environmental Protection and Housing team served a notice on a filthy and verminous property that was infested with Bedbugs.
- 4.5 Environmental Enforcement Officers have attended additional training provided by Keep Britain Tidy's Enforcement Academy. They have been investigating a major fly tipping incident and have seized a vehicle in partnership with Hertfordshire Constabulary.
- 4.7 The Chief Executive signed a Home Energy Conservation Act Report. This has now been reported to DEFRA as part of Climate Change data provided to the EU.

5. Operations Team

- 5.1 Operations Team worked very hard to get the department ready for the transition to the Forum. The Pest Control Store is now fully operational from Cupid Green Depot.

5.2 Charles Agar has started his permanent position at Technical Assistant in the Operations Team.

5.3 Dog Warden has been involved in enforcement work. Two notices have been served under the Microchipping of Dogs (England) Regulations 2015. This involved one dog with no microchip and the other with out of date detail. A notice under the Animal Welfare Act 2004 has been served, on the owner of a straying dog, due to the poor condition the dog was found in. The Dog Warden has also been working with the Police and Hertfordshire County Council to discuss issues relating to Dogs at Three Cherry Trees Mobile Home Site.

5.4 Corporate Emergency Plan and Incident Control Centre Plans are being updated following move to the Forum. The Majority of the service-led Business Continuity Plans had been reviewed at the end of Q4. The business continuity plans produced by our forum partners are being checked and assessed to ensure that they complement DBC and Interserve plans.