

Annexe 'D'

ENVIRONMENTAL

HEALTH

**ENVIRONMENTAL HEALTH DIVISION
SERVICE PLAN 2002/03**

1.0 SERVICE DESCRIPTION

1.1 The Division is **responsible** for:-

Commercial Services Section:-

- Regulating standards of food hygiene at all food premises.
- Licensing of butchers shops and registering of food businesses.
- Health and safety inspections of workplaces.
- Corporate Health and safety advice to South Derbyshire District Council.
- Licensing of private hire, cars and businesses including vehicle inspections.
- Public entertainment licensing administration and enforcement.
- Dealing with the identification and removal of abandoned vehicles.
- Investigating infectious disease outbreaks including sampling.
- Licensing of animal boarding, breeding and riding establishments.
- Arranging of funerals for those with no relatives/monies.
- Sampling of private water supplies for fitness and ensuring water quality at swimming pools.
- Enforcing zoo licences.
- Licensing of ear pierces and tatoois.
- Annual bonfire registration scheme.
- Home safety and health education duties.
- Heartbeat award for food businesses.
- Food Hygiene education

Environmental Protection Section:-

- Investigation and enforcement of complaints relating to noise, dust, fumes, smoke, effluent, drainage and other public health and pollution related complaints from domestic and other industrial sources.
- The review and assessment of air quality including the monitoring of certain pollutants within the district.
- Regulating the emissions to atmosphere, land and water from certain industrial processes.
- Investigation of complaints relating to the unauthorised encampment of travellers and assisting in their eviction from Council owned land.
- Managing the Council's short stay gypsy site.
- The collection of stray dogs, including the maintenance of kennel provisions and enforcement of dog fouling legislation strays, fouling and barking dog complaints.
- Enforcement of the Dangerous Dogs Act.
- The provision of a pest control service for treatment of pests of public health significance including rats, mice, wasps bedbugs and cockroaches.
- Responding to other requests for service including planning consultations, environmental searches, information requests.
- Duties under contaminated land legislation to produce a strategy and deal with contaminated land in the area.

Private Sector Housing:-

- Contributing to the housing strategy of the Council.
- Improving housing in the private sector by administering renovation, home repair and disabled facilities grants (some £950k per annum).
- Enforcement of the fitness standard to safeguard living conditions in private rented properties and in houses in multiple occupation.
- Initiatives to encourage the repair and use of empty and abandoned properties.
- Energy advice and grants to improve energy efficiency in homes.
- Licensing and enforcement of standards for caravan sites and residential mobile homes.
- Enforcement of overcrowding standards and inspections for immigration purposes.

The Environmental Health Manager is also responsible for day to day emergency planning arrangements. This work involves:-

- Keeping the emergency planning arrangements for the District Council current.
- Arranging training and evaluation of emergency planning exercises.
- Keeping the emergency planning room in a state of readiness with all necessary equipment.

1.2 The service is provided to a wide range of internal and external **customers**. Internal customers include the Planning Division, land charges, leisure services and all divisions for health and safety advice. Externally all residents and businesses are potential users of at least one of the services offered. Main users include food businesses, warehouses, shops and offices and domestic households.

1.3 **Statutory Duties** Almost all of the duties of the Division are statutory. This duty can vary from the statutory duty to provide a dog warden to a duty to inspect the area for nuisance to prescribed standards for the inspection of food and health and safety premises. Some 6000 separate acts, regulations codes of practise and guidelines exist.

Commercial section:-

- Food premises inspection according to risk categorisation.
- Inspection of Health and Safety premises and follow the work plan set by the government bodies.
- Sampling of private water supplies. Communicable disease control powers.
- Licensing of various premises and establishments.

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Environmental Control section:-

- Inspection of the area for nuisances, this involves the investigation of complaints received.
- The inspection and review of certain industrial processes within the district.
- Authorisation and appointment of a dog warden.
- Inspection of the area for contaminated land and to the drawing up of a strategy for undertaking this function.
- The Authority is also under a duty to keep its area, as far as is reasonably possible, free from rats and mice.
- Undertake and review an assessment of its area for air quality.

Housing section:-

- Ensuring the fitness of domestic premises.
- Reduce domestic energy consumption by set targets.
- Duty to make an assessment of housing needs in the area once a year.
- Ensure landlords keep their properties in a fit condition.
- Powers with regards to overcrowding, slum clearance and area improvement.

1.4 The Service is responsible for producing/contributing to the following strategies:-

Strategy	*	Date Produced	Review Period	Next Review
SDDC Emergency Plan	D	2000	Annually	September 2001
Air Quality Review and Assessment	S	2000	3 Years	April 2003
Contaminated Land strategy	S	2001	Annually	2002
Food Law Enforcement Service Plan	S	2001	Annually	2002
Dog Fouling Strategy	D	2001	Annually	2002
Empty Homes Strategy	D	2001	Annually	2002
Housing Strategy	D	2001	Annually	2002
Home Energy Conservation Act	S	1996	Annually	2002
SDDC's Health and Safety Policy	S	1975	Annually	2002

* Denotes whether a plan is Statutory (S) or Discretionary (D)

2.0 PURPOSE

2.1 To provide a comprehensive range of Environmental Health services in an environmentally sustainable, effective and efficient way We aim to meet the needs of our customers where possible in order to ensure the health, safety and welfare of our residents, businesses and visitors to the district. where possible. We are signed up to and committed to the Enforcement Concordat to ensure a balanced approach to enforcement that is fair, consistent and open.

3.0 OPPORTUNITIES AND CHALLENGES

3.1 The Government has introduced a range of new legislation and guidance that will have a significant impact on the Council. This is summarised below

3.2 The **Corporate Related Challenges** are as follows:-

- Community Planning - The Division will have a key role to play in refocusing services to meet the needs of the community with its inherent links to the health and well being of the districts residents. The challenge of providing these needs in a sustainable way is a key one.
- Council finances - The Council has limited resources it therefore follows that this will reflect on any aims and objectives for the Environmental Health Division. Providing cost effective services within a statutory framework is a key challenge. More and more central government audits and dictates have to be complied with against the background of scarce resources.
- E- government - The Division has limited access to internal IT monitoring systems and data making administration slow and inefficient. We need to look at systems that allow us to become more efficient in this field. This must compliment examining how we can provide better access to external customers through modern communications and information.
- Improving staff morale - The Division will build on the internal communication flows set up and give positive feedback to staff.

3.3 The **Service Related Challenges** are as follows:-

- Delivering and improving on the Council's private sector housing strategy to raise the Government assessment of it from below average to at least average.
- Statutory Health and Safety Executive (HSE) guidance served on all Councils in September 2001. This states that an inspection programme must be drawn up and sufficient resources committed to achieve it. Some 964 premises currently are not inspected. Staff are fully occupied by the food hygiene inspection programme. Either we fail on the health and safety dictate or the food hygiene one or put extra resources into the service. The ultimate sanction is having the service removed and being charged inspection costs. In addition, the HSE have cited SDDC as one of the worst performers in the field of inspection and are to carry out an audit of the Authority in late November, 2001.
- To commence the implementation of the programme for inspection of the area for contaminated land, as specified within the published strategy, without a specialist member of staff or budget to achieve this.
- Delivering the approved dog fouling strategy, including the implementation of the fixed penalty notices.
- Implementation of the new Integrated Pollution and Prevention Control regime for certain industrial processes within the area.
- Improving performance monitoring and reliability of work information outputs against the background of a divisional computer system covering only part of the work areas which is over 10 years old. Best Value auditors have questioned the reliability of information produced.

Opportunities

The key opportunities are as follows:-

- To continue to look for opportunities to enter into partnerships with providers to provide best value
- To refocus limited resources to the outcome of the community plan as far as possible within statutory limitations.
- E Government – offers an opportunity and prospect of Government funding to change the way we deliver services to our customers using I.T
- Introducing a procedures manual to all staff will increase consistency throughout the Division in the delivery of services.
- Introducing a rolling programme of customer satisfaction surveys to all our customers to feed back into service delivery improvements.
- The review of Customer Services gives an opportunity to improve the service we offer to our customers.

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4.0 BEST VALUE

4.1 The tables below show how and when the services provided by this Division will be reviewed as part of the Best Value Process

Completed Reviews

Review Title	Completed	Services Covered
Cleansing The Environment	September 2001	Dog warden services

Reviews Underway

Review Title	Completion Date	Services Covered
Housing Services	September 2002	All private sector housing services
Customer Services *	March 2002	All customer service functions

* relates directly to services provided by the Environmental Health Division

Reviews to be commenced

Review Title	Start Date (yr)	Services Covered
Environmental services	2002	All other environmental health services

4.2 The key issues stemming from the completed best value review are as follows:-

- ❑ To establish a hit squad to remove amongst other items dog mess.
- ❑ To improve enforcement of dog fouling by introduction of fixed penalty notices.
- ❑ Target educational and promotional work to highlight the issue of dog fouling.
- ❑ To undertake a priority inspection programme based on a risk assessment of "Hot Spot areas".

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5.0 KEY TASKS 2002/03

Corporate Key Tasks

Corporate Key Task	Action	Timescale	Key Aim
A3 Develop management competencies	Use PDR process to identify and meet individual management needs across the Division	March 2002	
B1 Implement the new Departmental and Service Planning framework	Service plan in place for the Division.	Nov 2001	
C1 Improve morale	Increase the involvement of frontline staff in service planning and service improvements. Improve two way communication to staff. Use the PDR process to offer development opportunities to staff (within the needs of the service).	March 2002	
C2 Improve communication with employees	Continue to build on the established section and Divisional meetings. Review timescale of meetings.	June 2002	
C3 Support and improve team working	Increase and support opportunities for team working.	May 2002	
C4 Establish training and development plans for all employees	Build on the training and development plans established in 2001	Ongoing	
C5 Promote health and safety in the workplace	Implement the safety policy and provide a health and safety advisory service. Review staff training needs.	July 2002	
C7 Improve working conditions in the civic offices	Engage staff in improvements and provide advice through the safety advisor as necessary.	July 2002	
D2 Develop and Implement proposals for e – government.	Work alongside the ITCS to identify and implement service specific proposals as part of IEG action plan. Review IT requirements	April 2002	
E1 Continue to implement the programme of Best Value Reviews.	Progress the Housing services Best Value. Start the Environmental Health review.	Sept 2002 By April 2003	

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Corporate Key Task	Action	Timescale	Key Aim
E3 Continue to develop arrangements for performance management.	Implement local reporting /monitoring of Pi's and monitoring of performance.	April 2002	
E5 Establish trading accounts for relevant service areas.	Establish a separate trading account for Environmental Protection Act Work .As per the Cardinal Audit report.	April 2002	
F1 Make full and effective use of the South Derbyshire Citizens Panel.	Examine ways in which the Citizens Panel can assist in the Housing Best Value review and customer satisfaction aims of the Division.	June 2002	
F2 Monitor and review complaints to the Council both generally and also in relation to service delivery areas.	Continue to develop the Division's customer satisfaction base and record/understand and action where appropriate customer complaints.	April 2002 and ongoing	
F3 Promote a" right first time ethos "within the organisation.	Implement customer care training. Implement quality procedures within the service.	December 2001	
F4 Improve on current levels of customer satisfaction.	Implement customer cares training and review procedures.	December 2001	
I1 Achieve at least 50% of the targets set for Best Value and Audit Commission performance standards and targets.	Implement local reporting/monitoring of Pis and monitoring of performance within operational teams.	April 2003	
I2 Improve performance where the government has set national standards and targets.	Examine the range of performance and targets set and risk assess them by use of the service plan.	Nov 2001	
I5 Secure better grades from the government Office in the assessment of the Housing Strategy and HRA Business Plan.	Implement actions from the Housing Strategy and best value review.	December 2002	

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Departmental Key Tasks

Departmental Key Task	Action	Timescale	Key Aim
Best Value	Begin a review of Environmental Health functions.	Start by March 2003	
Housing Investment Programme	Implement action plan from Hsg Strategy 2001	April 2002	
Housing Grants	Refine performance management arrangements. Spend 95% or more of the allocated Private Sector Renewal Capital Programme.	April 2002	
EH Regulatory services	Agree a risk based inspection programme and sampling/surveillance regime.	April 2002	
Quality assurance	Introduce operational procedures for EH services.	April 2002	
Abandoned vehicles	To refocus the abandoned vehicle work task to free up officer time for entertainment licensing work.	April 2002	

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Service/Ongoing Key Tasks

Service Key Task	Action	Timescale	Key Aim
Contaminated Land Strategy Implementation (statutory)	Initial sorting of the Landmark Data to narrow the number of sites to be investigated will give some progress for the next 12 months.	Next 12 months	
Food Hygiene Inspections (statutory target) (729 premises in total)	To achieve 100% inspection of all A,B, and C category food inspections.	By March 2003	
Health and Safety Inspections	To draw up a programme to achieve inspection of all high risk Health and Safety premises in line with the work programme of the Health and Safety Executive and carry out these inspections.	By March 2003	
Inspection of Part A pollution control premises (Cardinal audit report) (36 premises)	To achieve inspections of all authorised processes on a risk based system.	By March 2003	
Home Energy Conservation Act 1995	To achieve at least a 2% reduction in domestic energy usage to comply with the Act	By March 2003	
Gypsies and Travellers	To examine and review the existing management arrangements for both of the Council run gypsy sites. The aim being to bring them under the management of one Division to improve the service offered to travellers.	By March 2003	
Housing enforcement	To carry out proactive housing enforcement work by active inspection of empty homes and tenanted properties	ongoing	
Pest control (1577 requests for service dealt with Currently we have 35 contracts)	To renew all contracts and look for other opportunities to expand the income generation by consulting Members on charging opportunities.	Ongoing for contracts, by July 2002 for charging	

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Service Key Task	Action	Timescale	Key Aim
Private Hire (190 drivers, 121 cars, 29 businesses)	Ensure that all taxi operators, drivers and cars licences are operating within their licence conditions	March 2003	
Public Entertainment Licences (106 licensed premises)	Ensure that all current licences are renewed by staff on time. Investigate all complaints of none licensed events/premises.	March 2003	
Abandoned Vehicles	Ensure the prompt investigation and removal of abandoned vehicles		Ongoing
Butchers Shops (15)	Renew all butchers shop licences	by October 2002	
Infectious Disease (120 cases)	Investigate all notified outbreaks of infectious disease and attempt to trace their source		Ongoing
Licensing of animal boarding, breeding and riding establishments (37)	Ensure that all licence renewals are dealt with promptly. All complaints of none licensed premises to be investigated.		Ongoing
Sampling of private water supplies and swimming pools (32)	Ensure that all samples are fit for purpose and action taken to bring premises up to standard as necessary.		Ongoing
Licensing of Tattoosists and Ear Piercers (40)	Ensure that all licensed premises are inspected.	March 2003	
Bonfire Licensing Scheme	Ensure maximum publicity and numbers signed up for the scheme.	by 31.10.02	
Complaint Work including noise, dust, fumes, smoke, effluent, drainage (1349)	Ensure that all complaints are investigated in line with Council policy and the enforcement concordat		Ongoing
Stray Dogs (138)	Review the kennel contract arrangements.	March 2003	
Dog Nuisance (71 Fouling complaints) (83 Barking Dog complaints)	Ensure that all complaints are investigated in line with Council policy and the enforcement concordat		Ongoing
Housing Strategy	Ensure that a review of the Private Sector Housing Strategy is completed	July 2002	

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Service Key Task	Action	Timescale	Key Aim
Private Rented Sector (70)	Investigate all complaints of unfitness in the Private Rented Sector. Take action as appropriate with regards to the enforcement concordat	Ongoing	
Empty Homes Strategy (900)	Inspect all empty homes to ensure that all assistance, or enforcement, is taken to bring them back into habitation	March 2003	
Caravan Sites and Mobile Homes (23)	Inspect all caravan sites and mobile homes and ensure that good standards are kept	March 2003	
Dog warden service	Monitor the fixed penalty notice scheme and adjust the service in the light of information gathered.	March 2003	
Publicity	To draw up a programme of publicity to highlight the various action weeks across the service.eg noise awareness week	April 2002	
Response times	To examine response times within existing resources and consult widely on any proposed changes	By March 2003	
Administer the partnership arrangements with Wailbrook Housing Association to provide minor repair works to vulnerable residents	Monitor financial outtruns and work quality	Ongoing	
Corporate Health and safety	Ensure risk assessments are in place, safe systems of work audits review codes of practise and provide proactive advice to management. Work programmed implemented.	March 2003	
Financial management	Ensure that savings and income are maximised.	ongoing	

* (All figures in brackets relate to 2000/2001)

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Local Performance Indicators

6.2 The table below shows the local indicators that the Division has developed to measure its performance.

Local Indicator	Estimate 2001/2	Target 2002/3
Average time to deal with a complaint		
Number of complaints dealt with within 5 working days as a percentage	N/A	4 days
Number of requests for pest control treatments dealt with within 3 working days.	99%	100%
Satisfactory management of food premises	78%	82%

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7.0 STAFFING STRUCTURE AND WORK ORGANISATION

- 7.1 The Environmental Health Division is part of the community services department.
- 7.2 The Division is managed by the Divisional Environmental Health Manager and is divided into three main sections as follows (see annexe A).
- 7.3 An organisation chart is attached at Annexe A.

Work organisation

8.0 OTHER RESOURCES

Revenue Expenditure

The table below shows the committee spending controlled by the Head of this Division.

Division	Gross Spending	Income	Net Spending
Total Committee Costs	1,751,710 *	188,360	1,563,350

* Includes private sector renewal grants as part of housing capital programme.

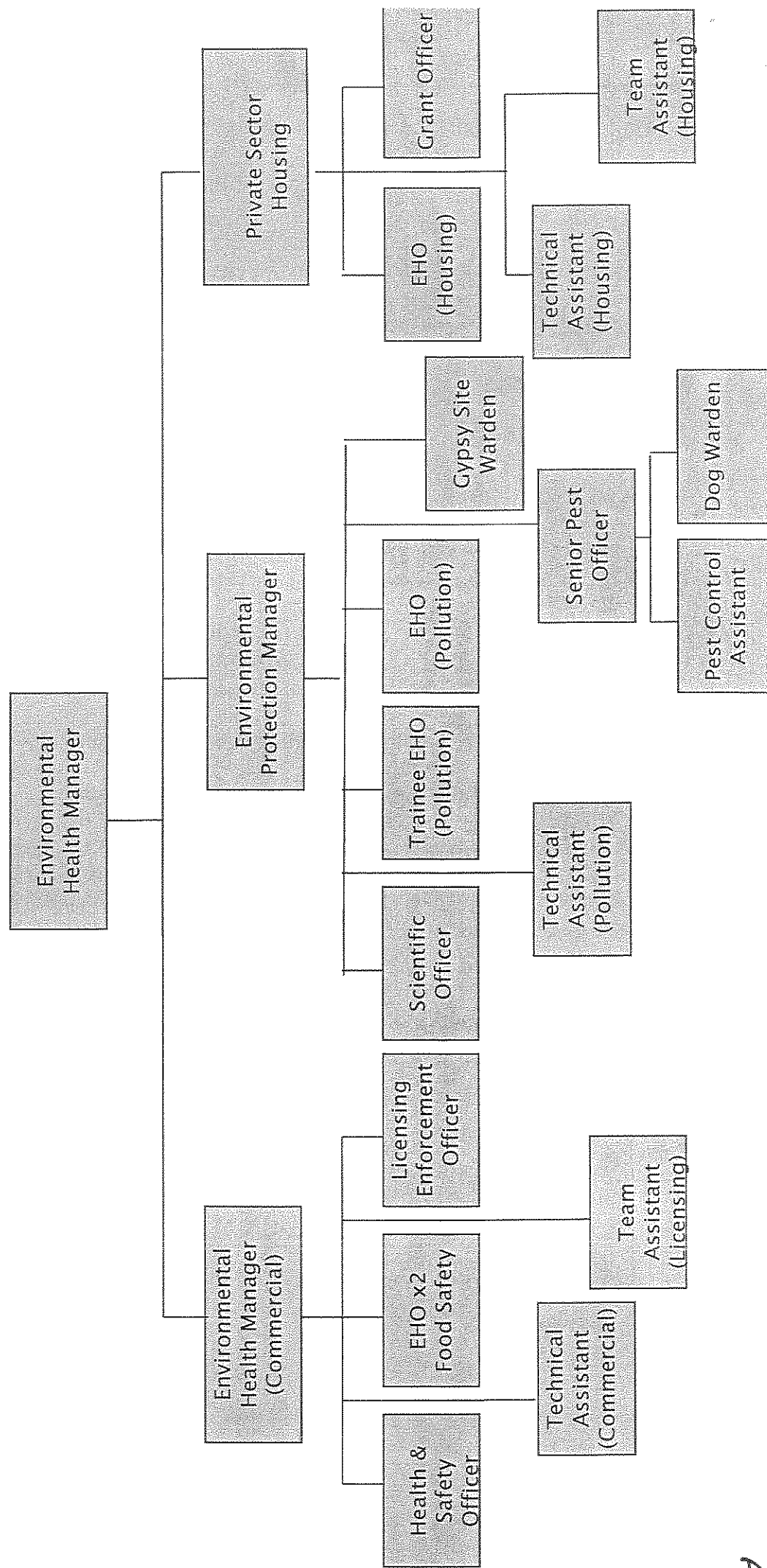
Central Departmental Costs – recharged to Committees

The Council has a system of central establishment charges. This means that costs related to this Division are charged first to a holding code and then recharged to Committees. The table below summarises these costs which are controlled by the head of this Division and then recharged to services.

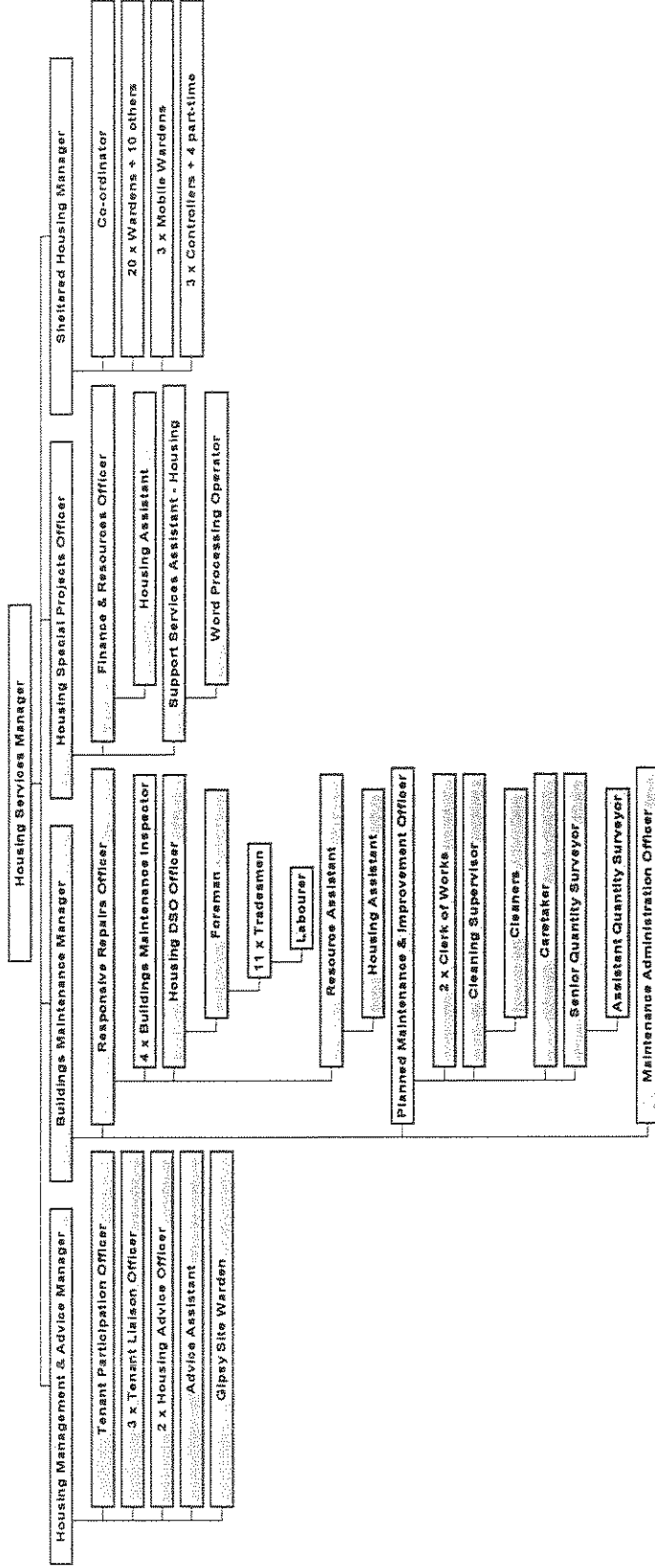
Division	Gross Spending	Income	Net Spending
Total Central Support Costs	828,700		828,700

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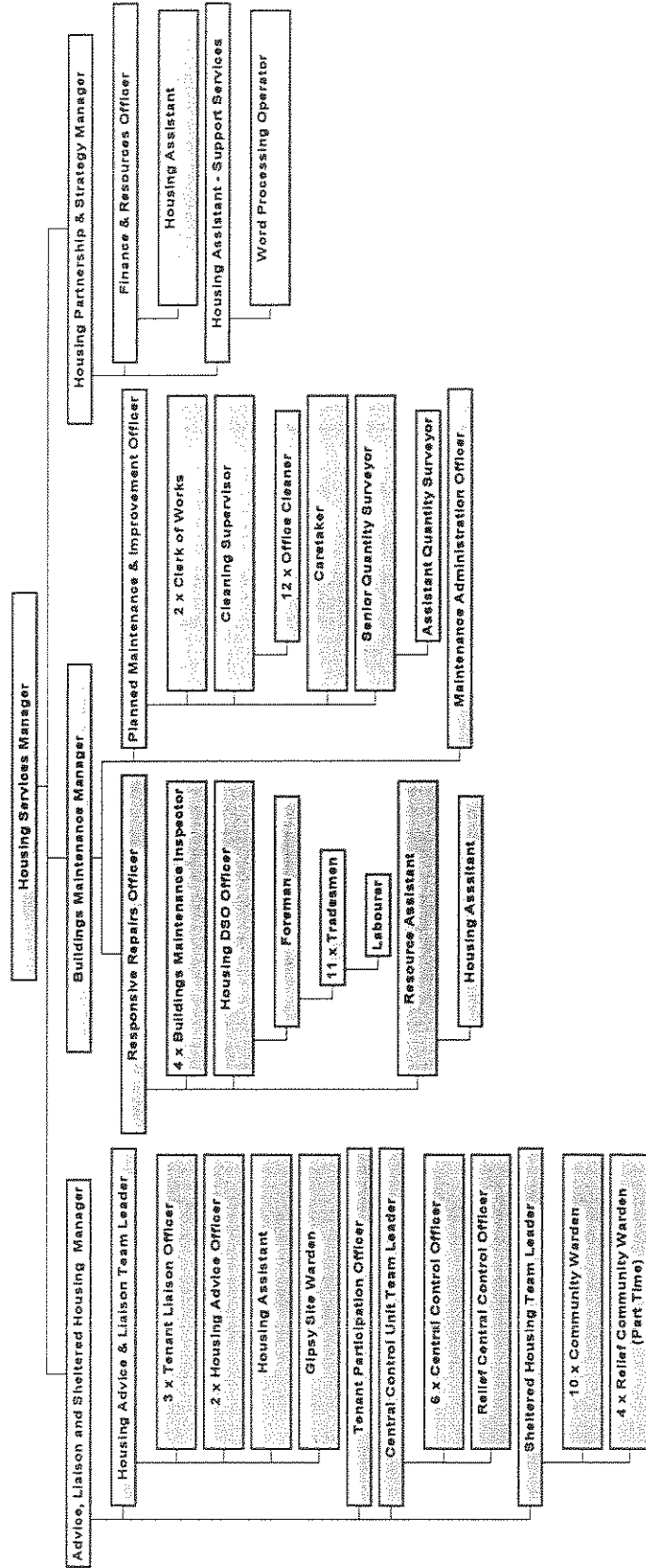
AS AT OCTOBER 2001



Housing Services 2000 - 2001



Housing Services Division - 2001 Restructuring



- DIRECT MANAGEMENT
- CLIENT RESPONSIBILITY
- - - PROVIDE BASE

