

Environmental Services – 2018/19

Overview of the service

The activities of Environmental Services is based on a number of Environmental Health “core functions”. The provision of the service impacts on public and environmental wellbeing, by the prevention, detection and control of environmental hazards and public behaviours.

The service is delivered by three operational teams. The key functions and responsibilities are:

1. Commercial team

- Food Safety – Food safety is a statutory function and there are approximately 880 food premises registered within the District. Inspections of food premises are carried out in line with nationally set risk based frequencies ranging from a minimum of 6 months to 3 yearly intervals.
- Issuing food hygiene ratings to businesses in the national scheme.
- Issuing of registration to skin piercers and establishments.
- Health and Safety- Health and Safety inspection and enforcement of workplaces is a statutory function and includes the investigation of workplace accidents and fatalities.
- Communicable Disease Control – investigation of infectious disease, food poisoning outbreaks.

2. East Cambridgeshire Care and Repair team

- Housing Grants - Care and Repair support the elderly, disabled and vulnerable to access mandatory Disabled Facilities Grants and discretionary grants by organising and overseeing the building works to current building regulations and planning laws and submitting paperwork on the client’s behalf through to completion of works.
- Sign posting - the service supports clients to access other forms of help by liaising with charities and sign posting to other support groups or local contractors.
- Benefits Check - the service provides a benefit check to all clients who are subject to a financial means test to ensure they are receiving the correct income and refers them onto the appropriate organisation where necessary.
- Partnership Working - A Service Level Agreement with Sanctuary Housing is facilitated through Care and Repair and there is additional funding of £100,000

from The Sanctuary Group for housing association tenants to access the Mandatory Disabled Facilities Grant.

- Panel Meeting - work in partnership with the Children's and Adults Occupational Therapy teams. Attend Panel meetings for assessing applications for the mandatory Disabled Facilities Grant.

3. Domestic Team

- Private Sector housing conditions/Housing grants and loans – The housing officers undertake statutory public health and housing functions, including HMO inspections and mandatory HMO licensing functions. They work with owner occupiers, private landlords and Social housing providers, to protect residents and visitors to the district They are also responsible for the approval of the Council's mandatory disabled facilities grants and private sector discretionary grant service.
- Environmental protection – the core function is statutory and relates essentially to the protection of public health and the environment by the regulation and support of individuals and businesses and other services in the following areas; Air quality review and Strategy/Contaminated land/Drainage investigation on private systems/ Environmental Pollution Prevention Control Permits/Pest control advice and enforcement/Private water supply monitoring/ Statutory Nuisance investigation and enforcement (noise, smoke, dust, odour, artificial light)/acting as statutory consultee for larger planning applications and licensing, and stray dog investigations, including out of hours stray dog contract procurement and monitoring.
- Waste Enforcement-The officers undertake statutory waste functions to ensure a clean and safe environment. These include the enforcement of flytipping, littering, dog fouling and abandoned vehicles. Our approach is to work with residents and businesses to ensure compliance and this is primarily achieved through targeted promotions, education and advice. However, where necessary, enforcement will be undertaken.
- Energy Efficiency - the energy officer advises homeowners and private landlords about thermal insulation, minimum energy standards, fuel poverty advice and the availability of grants and incentives. This post is externally funded.

All activities stem from legislative requirements, however it is recognised that partnership working with a wide range of external organisations, the provision of advice and guidance, educational and promotional activities, as well as traditional enforcement actions are all designed to; reduce the regulatory burden for

businesses, ensure fair trading, support economic recovery and prosperity and protect the public and local environment.

Environmental Services is uniquely positioned to improve individual and public health & wellbeing. It helps reduce health inequalities and provides a lead and coordination on actions by the Council to tackle the wider determinants of health such as; poor housing conditions, environmental quality, working conditions and economic prosperity.

Cost of service

The cost to run the service totals £534,307 this amount includes staffing costs, contract costs for the stray dog warden service.

Staffing information

Post	Full/Part time	Area of Department
Environmental Services Manager- Liz Knox	Full time	All
Senior Environmental Health Officer (EHO) – Karen See/Julia Atkins	Full time (Job Share)	Domestic Team
Trainee Environmental Health Officer)-Christopher Smith	Full time	Domestic Team
3 x Technical Officer: Richard Warren Annie Chitambo Vacant post	3 x Full time	Domestic Team
Scientific Officer-Peter Ord	Full time	Domestic Team
Dog Warden- Jenessa Springhall	Full Time	Domestic Team
Administration Officer -Barbara Mitcham	Full time	Domestic Team
Senior EHO (Commercial) Jenny Winslet	Full time	Commercial Team
EHO (Commercial)- Louise Wright	Part time	Commercial Team
Graduate EHO-Jenny Clare	Full time	Commercial Team
Food Safety Officer- Patricia Christie	Full Time	Commercial Team
Administration Officer-Wendy Page	Part time	Commercial Team
Senior Case Worker- Marie Beaumont	Full time	Care and Repair
Case Worker-Martine D'Antonio	Part time	Care and Repair
Technical Officer –Stephen Presland	Part Time	Care and Repair
Administration Officer-Wendy Gammon	Part time	Care and Repair

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
May/June	Countywide adaptations Policy	Environmental Services (Domestic)	Carol Sennitt	Regulatory Services
July	Warmer Homes Bid	Environmental Services (Domestic)	Carol Sennitt	Regulatory Services
September	Revised Housing Enforcement Policy to include the extended HMO Licensing regime	Environmental Services (Domestic)	Carol Sennitt	Regulatory Services
June/July	Public Space protection Order	Environmental Services (Domestic)	Carol Sennitt	Regulatory Services
May/June	Health and Safety Enforcement Policy	Environmental Health (Commercial)	Carol Sennitt	Regulatory Services



Commitments towards our Vision

Environmental Services Service Delivery Plan 18/19



Performance Measure	Link to Corporate Plan Priority	2018/19 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year (17/18)	Owner and co-owners
To consider opportunities to increase income through the provision of added value services to	A Fantastic Place to Live, Work and Visit	To Continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock. By the 1 st April 2018	£100,000	Marie Beaumont- Senior Case Worker Liz Knox- Environmental Services Manager
		To Increase fee income for Care and Repair by £10,000. To increase fee income to £93,000 by 1 st April 2019.	£120,000 (estimated at this stage)	Marie Beaumont – Senior Case Worker Martine D’Antonio- Case Worker Stephen Presland-Technical Officer (Care and Repair) Wendy Gammon- Administration Officer
To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees	A Fantastic Place to Live, Work and Visit	To Introduce a charge of £130 to food businesses for re-rating visits. Estimated target income .£1,500	N/A	Senior Environmental Health Officer -Food Safety Officer Environmental Health Officer Graduate EHO
		The % of regulatory compliance and monitoring inspections of aspects of the built and natural environment that can have an adverse impact on the quality of the environment or the health and welfare of the population (for the following);		Karen See/Julia Atkins - Senior Environmental Health Officer Domestic Team Officers
		<ul style="list-style-type: none"> 100 % of all permitted industrial processes inspected 	100%	
		<ul style="list-style-type: none"> 100 % of large mobile home sites inspected 	100%	
		<ul style="list-style-type: none"> 100 % Private water supplies inspected 	100%	
		<ul style="list-style-type: none"> 96% of total air quality data capture obtained 	97%	
<ul style="list-style-type: none"> 75 % of potentially contaminated land that has been remediated 	73%			
		Demonstrate the Council’s compliance with statutory requirements for which the Local Authority is the enforcing authority by undertaking at least 1 project from the Health and Safety Executive’s priorities.	New	Jenny Winslet- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer Graduate EHO

Performance Measure	Link to Corporate Plan Priority	2018/19 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year (17/18)	Owner and co-owners
		Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of (the following);		Jenny Winslet- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer Graduate EHO Administration Officer
		<ul style="list-style-type: none"> 100% of all A and B rated food premises 	100% (47/40)	
		<ul style="list-style-type: none"> 90% of C and D rated food premises 	92% (201/218)	
		<ul style="list-style-type: none"> 90% low risk E food premises sent out questionnaires 	100% (131/131)	
		<ul style="list-style-type: none"> 100% of Approved food businesses inspected 	100% (7 inspected)	
		<ul style="list-style-type: none"> 100% of food businesses contacted within 7 days of sample results being received from the laboratory 	100% (101 samples)	
To reduce the incidence and effects of pollution and to promote environmental stewardship		The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days and within 180 days;		Karen See/Julia Atkins - Senior Environmental Health Officer Domestic Team Officers
		94% within 90 days	87%	
		98% within 180 days	94%	
To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs		Undertake a targeted environmental crime promotional campaign aimed at reducing the incidence of fly tipping, littering and dog fouling. By December 2018.		Karen See/Julia Atkins – Senior Environmental Health Officer Domestic Team Officers
		Issue 100% of Fixed Penalty Notices in cases where the evidence is sufficient to do so.	New target	
		65 of Disabled Facilities Grants delivered (DFG's)	110	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Domestic Team Officers
		100% of Minor works Grants approved within 28 days	100% 28	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Domestic Team Officers

Performance Measure	Link to Corporate Plan Priority	2018/19 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year (17/18)	Owner and co-owners
To provide education/advice and information to businesses and ensure compliance	Delivering a Financially Sound and Well Managed Council	The average time from referral to grant approval for DFG's under £10,000 to be within 16 weeks	29 weeks	Marie Beaumont- Senior Case Worker (Care and Repair) Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Workier Domestic Team Officers
		The average time from referral to grant approval for DFG's over £10,000 to be within 32 weeks	48 weeks	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and repair) Martine D'Antonio- Case worker Domestic Team Officers
		Prior to commencement of the new HMO licensing regime provide advice and liaise with landlords to ensure full understanding of the forthcoming statutory changes, to help achieve good compliance levels within required timescales, and reporting to Committee by December 2018 on actions and progress.	New Target	Karen See/Julia Atkins - Senior Environmental Health Officer
		To submit a bid under the warmer homes grant by September 2018	New target	Nick Wyatt Sustainability Officer
		To provide energy efficiency advice to 75 households by March 2019	50	Nick Wyatt Sustainability Officer
		To ensure a high standard of service is delivered to all our customers by ensuring that appropriate and timely responses are provided to all formal consultations and enquiries for advice or assistance (for the following)		Karen See/Julia Atkins -Senior Environmental Health Officer Domestic Team Officers
		<ul style="list-style-type: none"> 96% of customer enquiries responded to within 5 days 	98%	
		<ul style="list-style-type: none"> 96% of Planning/Building Regulation consultations responded to within 21 days 	97%	
		<ul style="list-style-type: none"> 94% of Temporary Event Notice consultations responded to within 3 days 	??%	
		<ul style="list-style-type: none"> 97% of general Licensing consultations responded to within 28 days 	97%	
		Support our customers by organising or being involved in 5 promotional activities that engage with local businesses and the public, to build on and encourage good working relationships and assist people to have a better understanding of the role of the Domestic Team.	4 (stall on market square, radio appearance for Dog Warden, careers fair at Ely Cathedral, attendance at 3 safety zone events in Oct)	Karen See/Julia Atkins - Senior Environmental Health Officer Domestic Team Officers

Performance Measure	Link to Corporate Plan Priority	2018/19 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year (17/18)	Owner and co-owners
Trained staff and comprehensive understanding of service by Service Delivery Champions		Evaluate customer needs to assist with meaningful development of procedures to improve customers experience of our delivery of statutory services. Use survey results to inform future planning of what our customers require. Future action plan by December 2018 for implementation in 2019/20.	Survey currently in place but insufficient responses at this time, to evaluate general views or to identify priorities.	Karen See/Julia Atkins - Senior Environmental Health Officer
		Responding to complaints/ enquiries/ requests for advice/ Reporting of Injuries, Diseases and Dangerous Occurrence Statutory Notifications/skin piercing registrations/infectious diseases notifications. Issue of Export Certificates <ul style="list-style-type: none"> 100% First contact in 3 working days 100% Export certificates issued in 7 working days Provide advice requested to 100% of businesses within 3 working days (food and health and safety) 	98% (666/679) 100% 100% (197)	Jenny Winslet- Senior EHO Jenny Clare- Food safety officer Louise Wright- EHO (Commercial) Wendy Page- Administrator
		Respond to our customer survey (<u>What do our customers want?</u>) Use this information to inform future planning. <ul style="list-style-type: none"> Undertake a "Poor Performer" Project to work intensely with premises rated 0-2 by June 2018 	1	Jenny Winslet- Senior EHO Jenny Clare- Food Safety Officer Louise Wright- EHO
		100% of Appraisals undertaken	100%	Liz Knox- Environmental Services Manager Karen See/Julia Atkins - Senior Environmental Health Officer Jenny Winslet- Senior EHO Marie Beaumont- Senior Case Worker
		To update Service Delivery Champion with progress within Environmental Services, how the service is being operated and budgetary updates. Service Delivery Champion to act as critical friend to meet at least bi-monthly	6	Liz Knox- Environmental Services Manager