

Environmental Services – Service Delivery Plan 2019/2020

Overview of the service

The activities of Environmental Services are 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– The housing officers undertake statutory public health and housing functions, including investigating house condition complaints, HMO, mobile home site inspections, and mandatory HMO and mobile home licensing. They work with owner occupiers, private landlords and Social housing providers, to protect residents and visitors to the District.
- 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 Linda Thompson James Hobson | 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) Richard Garnett | Full time | Commercial Team |
| EHO (Commercial)- Louise Wright | Part time | Commercial Team |
| EHO (Commercial) –Jenny Winslet | 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 | Committee |
|---------------------------|---|-----------------------------------|-----------|
| April | Countywide adaptations Policy | Environmental Services (Domestic) | |
| April | Adoption of Housing Enforcement Policy | Environmental Services (Domestic) | |
| June/July | Health and Safety and Food Safety service plans | Environmental Health (Commercial) | |



Commitments towards our Vision

Environmental Services- Service Delivery Plan 2019-2020

| Performance Measure | Link to Corporate Plan Priority | 2019/20 Target and reporting timescale (i.e. 6 monthly or annually) | Baseline from previous year/output from previous year (18/19) | 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 2019 | £100,000 | Marie Beaumont- Senior Case Worker Liz Knox- Environmental Services Manager |
| | | To maintain fee income of £120,000 by 1 st April 2020. | £120,696.53 | 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 | 11x requests £1430.00 | 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 |
| | | • 100 % of all permitted industrial processes inspected | 100% (12 sites) | |
| | | • 100 % of large mobile home sites inspected | 100% (10 sites) | |
| | | • 100 % Private water supplies inspected | 100% (12 completed) | |
| | | • 97% of total air quality data capture obtained | 100% | |
| • 69% of potentially contaminated land that has been remediated | 75.4% | | | |
| | | 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. | 79 visits | Richard Garnett- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer x2 |

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|--|---------------------------------|---|---|---|
| | | Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of (the following); | | Richard Garnett- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer x2 Administration Officer |
| | | <ul style="list-style-type: none"> 100% of all A and B rated food premises | 100% (50/50) | |
| | | <ul style="list-style-type: none"> 90% of C and D rated food premises | 92% (222/189) | |
| | | <ul style="list-style-type: none"> 90% low risk E food premises sent out questionnaires | 87% 107/124 | |
| | | <ul style="list-style-type: none"> 100% of Approved food businesses inspected | 66% (6 inspected) | |
| | | <ul style="list-style-type: none"> 100% of food businesses contacted within 7 days of sample results being received from the laboratory | 90% (60 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 |
| | | 94% within 90 days | 91% | Domestic Team Officers |
| | | 98% within 180 days | 96% | |
| | | Undertake 3 targeted promotional campaigns aimed at increasing public awareness of Environmental Crime to reduce the incidence of fly tipping, littering and dog fouling. By December 2019. | 1 | 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. | 100% (20) | |
| To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs | | 75 of Disabled Facilities Grants delivered (DFG's) | 69 completed 95 approved | Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker |
| | | 100% of Minor works Grants approved within 28 days | 100% 20 | Domestic Team Officers 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 | 2019/20 Target and reporting timescale (i.e. 6 monthly or annually) | Baseline from previous year/output from previous year (18/19) | Owner and co-owners |
|--|---------------------------------|--|---|---|
| | | The average time from referral to grant approval for DFG's under £10,000 to be within 16 weeks | 30 weeks | Marie Beaumont- Senior Case Worker (Care and Repair) Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Domestic Team Officers |
| | | The average time from referral to grant approval for DFG's over £10,000 to be within 32 weeks | 33 weeks | Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and repair) Martine D'Antonio- Case worker Domestic Team Officers |
| | | Provide 3 targeted housing advice campaigns for HMO's, Housing Disrepair, Mobile Homes etc. with regards to licensing and enforcement to achieve a good standard of housing | New Target | Karen See/Julia Atkins - Senior Environmental Health Officer Linda Thompson- Technical Officer Barbara Mitcham-Admin Officer |
| | | Process 100% HMO license applications within 1 year from valid application (statutory requirement is within 3 years). | New Target | Karen See/Julia Atkins - Senior Environmental Health Officer Linda Thompson- Technical Officer Barbara Mitcham-Admin Officer |
| | | To apply for 5 external funding sources for energy efficiency measures by March 2020 | New target | Nick Wyatt Sustainability Officer |
| | | To organize and/or attend 8 promotional events relating to energy efficiency/fuel poverty. By March 2020 | New Target | Nick Wyatt Sustainability Officer |
| | | To provide energy efficiency advice to 120 households by March 2020 | 90 | 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% (335) | |
| | | <ul style="list-style-type: none"> 97% of Planning/Building Regulation consultations responded to within 21 days | 99% (472) | |
| <ul style="list-style-type: none"> 94% of Temporary Event Notice consultations responded to within 3 days | 88% (451) | | | |
| To provide education/advice and information to businesses and ensure compliance | | | | |

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|--|---|--|---|---|
| <p>Trained staff and comprehensive understanding of service</p> <p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact</p> | Delivering a Financially Sound and Well Managed Council | <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 6 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. | 10 | Karen See/Julia Atkins - Senior Environmental Health Officer Domestic Team Officers |
| | | 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 | 99% (891/902) 100% (50) | Richard Garnett- Senior EHO Jenny Winslet- EHO Patricia Christie - Food safety officer Louise Wright- EHO (Commercial) Wendy Page- Administrator |
| | | To Work with 3 "Poor Performer" businesses to improve star rating | 3 | Richard Garnett- Senior EHO Jenny Winslet- EHO Patricia Christie- Food Safety Officer Louise Wright- EHO |
| | | 100% of Appraisals undertaken | 100% | Liz Knox- Environmental Services Manager Karen See/Julia Atkins - Senior Environmental Health Officer Richard Garnett- Senior EHO Marie Beaumont- Senior Case Worker |
| | | To regularly review risks associated with Environmental Services, including: <ul style="list-style-type: none"> Ensuring that the Council's statutory and legislative requirements within Environmental Services are fully met | On going | Liz Knox- Environmental Services Manager Karen See/Julia Atkins - Senior Environmental Health Officer Richard Garnett- Senior EHO Marie Beaumont- Senior Case Worker |