

# **Environmental services – service delivery plan 2022/2023**

## **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 - agreement with Sanctuary Housing is facilitated through care and repair for them to cover 40% of the cost towards adaptations to their stock. This

provides in excess of £100,000 additional funding 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— officers undertake a range of public health and housing functions, including investigating house condition complaints, hmo inspections, inspection of unsanitary or hoarded properties, empty property complaints, mobile home site inspections, and mandatory hmo and mobile home licensing. The aim is to develop strategies and procedures that address and improve housing standards and to work with owner occupiers, private landlords and social housing providers, to protect residents and visitors to the district. Formal enforcement action is taken to secure compliance with standards when required.
- Environmental protection – the core function is statutory and relates 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 and stray dog services. The department is a statutory consultee for planning and licensing applications.

Environmental crime\_ -officers undertake statutory functions to ensure a clean and safe environment. These include the enforcement of fly tipping, littering, dog fouling and abandoned vehicle\_ offences, through the use of a wide range of enforcement options for example fpn's and cpn's right through to prosecutions for the more serious waste offences. In addition, enforcement officers work with residents, businesses and local groups to provide education and advice to help improve understanding of the impacts and penalties of environmental crime.

- Energy efficiency - the home energy team advises homeowners and private landlords about thermal insulation and minimum energy standards. The officers also engage with fuel providers and third parties to help resolve energy debt problems and assist residents experiencing fuel poverty access short term grants. Officers also access and administer government funding to provide energy improvement measures such as fabric insulation and clean heating & hot water systems. Half of the fte 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 £694,863 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	Full time	Domestic team
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/Nicola Doherty	Full time (job share)	Domestic team
Senior Environmental Health Officer (Commercial) - Richard Garnett	Full time	Commercial team
Environmental Health Officer (Commercial) - Louise Wright	Part time	Commercial team
Environmental Health Officer (Commercial) – Jenny Winslet	Full time	Commercial team
Food Safety Officer - Oi-Wa Whitmore	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	Full time	Care and repair

Administration Officer - Wendy page	Part time	Care and repair
Business Support Officer – Sara Austen	Part time	Care and repair
Home Energy Officer – Claire Finch	Part time	Home energy
Home Energy Officer – Lisa Eves	Part time	Home energy

### Forward planning for councillors

Proposed date of decision	Item	Service area	Committee
March 2022	Private sector housing strategy seminar	Environmental health	Operational services
June 2022	Private sector housing strategy	Environmental health	Operational services
June 2022	Health and safety and food safety service plans	Environmental health (commercial)	Operational services



# Commitments towards our Vision

## Environmental Services- Service Delivery Plan 2022-2023

Performance Measure	Link to Corporate Plan Priority	2022/23 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	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 40% of the cost towards disabled adaptations in their stock.  By the 1 <sup>st</sup> April 2022	£152,000	Marie Beaumont- Senior Case Worker Liz Knox- Environmental Services Manager
		To maintain fee income of £120,000 by 1 <sup>st</sup> March 2023.	£120,000	Marie Beaumont – Senior Case Worker Martine D’Antonio- Case Worker Stephen Presland-Technical Officer (Care and Repair) Wendy Page- Administration Officer Sara Austen – Business Support Officer
		To Introduce a charge of £136 to food businesses for re-rating visits. Estimated target income £1,500	New target	Senior Environmental Health Officer Food Safety Officer Environmental Health Officer Graduate EHO
To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees		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/ - Senior Environmental Health Officer  Domestic Team Officers
		<ul style="list-style-type: none"> <li>100 % of all permitted industrial processes inspected</li> </ul>	100% (7 sites)	
		<ul style="list-style-type: none"> <li>100 % of large mobile home sites inspected</li> </ul>	100% (10 sites)	
		<ul style="list-style-type: none"> <li>100 % Private water supplies inspected</li> </ul>	100% (9 completed)	
		<ul style="list-style-type: none"> <li>97% of total air quality data capture obtained</li> </ul>	94.5%	
<ul style="list-style-type: none"> <li>80% of potentially contaminated land that has been remediated</li> </ul>	77.8%			
	Demonstrate ECDC’s compliance with Statutory requirements of official controls for food and food hygiene.		Richard Garnett- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer x2	

Performance Measure	Link to Corporate Plan Priority	2022/23 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
		Due to the Covid Lockdowns food businesses have been unable to trade and programmed inspections have been delayed. The Food Standards Agency have produced a national recovery plan to have all food inspections up to date by March 2023. This will equate to 30 inspections per month. This recovery roadmap encompasses all food businesses in Categories A - D		Administration Officer
		<ul style="list-style-type: none"> <li>30 A-D food business inspections per month</li> </ul>	New Target	
		<ul style="list-style-type: none"> <li>90% low risk E food premises sent out questionnaires</li> </ul>	100% (113/113)	
		<ul style="list-style-type: none"> <li>100% of Approved food businesses inspected</li> </ul>		
To reduce the incidence and effects of pollution and to promote environmental stewardship		<ul style="list-style-type: none"> <li>100% of food businesses contacted within 7 days of sample results being received from the laboratory</li> </ul>	91% (43 samples)	
		The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days.  90% within 90 days	89%	Karen See - Senior Environmental Health Officer  Domestic Team Officers
		Undertake 3 targeted promotional campaigns or press releases aimed at increasing public awareness of Environmental Crime to reduce the incidence of fly tipping, littering and dog fouling. By March 2023.  Percentage of Fixed Penalty Notices served in relation to annual number of environmental offence investigations.  5% target	4  New target	Karen See – Senior Environmental Health Officer Domestic Team Officers
To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs		75 Disabled Facilities Grants delivered (DFG's)	105 completed 131 approved	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker
		To implement the Framework for contractors to be fully operational by March 23	New Target	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker
		The average time from referral to grant approval for DFG's under £10,000 to be within 16 weeks	17 weeks	Marie Beaumont- Senior Case Worker (Care and Repair)

Performance Measure	Link to Corporate Plan Priority	2022/23 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
				Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker
		The average time from referral to grant approval for DFG's over £10,000 to be within 32 weeks	13 weeks	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and repair) Martine D'Antonio- Case worker
		Risk assess all HMO licensed premises and undertake inspections of 100% of those identified as higher risk within 12 months.	New target	Karen See - Senior Environmental Health Officer Linda Thompson- Technical Officer Barbara Mitcham-Admin Officer
		Bid for Government Funding or other sources targeted at improving the energy efficiency of homes for residents who are low income and suffer high fuel cost.	New target	Claire Finch & Lisa Eves
		Undertake regular marketing activity (min 2 per quarter) to communicate funding/grant opportunities & energy advice available to residents via ECDC website, Facebook and Twitter, Parish Clerks and newsletters and local charities/ 3 <sup>rd</sup> party groups.	New target	Claire Finch & Lisa Eves
		To respond to all queries raised by customers within 3 working days.	New target	Claire Finch & Lisa Eves
		Supporting residents to make their homes warmer and more energy efficient through accessing funding via the via the ECO-Flex initiative (financed by Energy Companies). 100% of eligible applications to be processed	New target	Claire Finch & Lisa Eves
To provide education/advice and information to businesses and ensure compliance		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 -Senior Environmental Health Officer  Domestic Team Officers
		<ul style="list-style-type: none"> <li>100% of first stage customer enquiries responded to within 5 working days</li> </ul>	97% (274)	
		<ul style="list-style-type: none"> <li>98% of Planning/Building Regulation consultations responded to within 21 days</li> </ul>	98% (433)	
		<ul style="list-style-type: none"> <li>98% of general Licensing consultations responded to within 28 days</li> </ul>	92% (13)	



Performance Measure	Link to Corporate Plan Priority	2022/23 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
	Delivering a Financially Sound and Well Managed Council	Support our customers by organising or linking to 3 promotional activities related to the Domestic Team role, that engage with local businesses, partner agencies, schools or the public.	6	Karen See - 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"> <li>100% First contact in 3 working days</li> <li>100% Export certificates issued in 7 working days</li> </ul>	100% (768/768)  100% (36)	Richard Garnett- Senior EHO Jenny Winslet- EHO Patricia Christie - Food safety officer Louise Wright- EHO (Commercial) Wendy Page- Administrator
		100% of Appraisals undertaken	100%	Liz Knox- Environmental Services Manager Karen See - 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"> <li>Ensuring that the Council's statutory and legislative requirements within Environmental Services are fully met</li> </ul>	On going	Liz Knox- Environmental Services Manager Karen See - Senior Environmental Health Officer Richard Garnett- Senior EHO Marie Beaumont- Senior Case Worker
Undertake activities which help to mitigate / adapt to climate change	Cleaner, Greener East Cambridgeshire	To contribute to the preparation of, and subsequent implementation of, the Council's Climate and Environment Action Plan.	New target	Cross-council activity