

## **Environmental Services – 2017/18**

### **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. 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) and stray dog investigations.
- 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

<b>Post</b>	<b>Full/Part time</b>	<b>Area of Department</b>
Environmental Services Manager-Liz Knox	Full time	All
Senior EHO (commercial)-Karen See	Full time	Commercial team
Senior EHO (Domestic)- Julia Atkins	Full time (job share)	Domestic Team
EHO (Commercial)-Claire Braybrook	Full time	Commercial Team
Senior EHO (Operations) Jenny Winslet	Full time	Commercial Team
EHO (Commercial)- Louise Wright	Part time	Commercial Team
Food Safety Officer-Jenny Clare	Full time	Commercial Team
Administration officer	Part time	Commercial Team
EHO (Domestic)-Barbara Mitcham	Full time	Domestic Team
Technical officer x 3	Full time	Domestic Team
Scientific Officer-Peter Ord	Full time	Domestic Team
Dog Warden- Jenessa Springhall	Part time	Domestic Team
Administration Officer-Wendy Page	Full time	Domestic Team
Senior Case Worker- Marie Beaumont	Full time	Care and Repair
Case Worker-Martine D'Antonio	Full time	Care and Repair
Technical Officer- Chris Smith	Part time	Care and Repair
Administration Officer-Wendy Gammon	Part time	Care and Repair

### Forward planning for Councillors

<b>Proposed date of decision</b>	<b>Item</b>	<b>Service Area</b>	<b>Service Delivery Champion</b>	<b>Committee</b>



# Commitments towards our Vision

## Service Delivery Environmental Services



Performance Measure	Link to Corporate Plan Priority	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 customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer.  Making East Cambridgeshire an event better place to live.	To Continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock.  By the 1 <sup>st</sup> April 2018	£100,000	Marie Beaumont- Senior Case Worker Liz Knox- Environmental Services Manager
		To Increase fee income for Care and Repair by £20,000.  To increase fee income to £83,000 by 1 <sup>st</sup> April 2018.	£63,000	Marie Beaumont – Senior Case Worker Martine D'Antonio- Case Worker Stephen Presland-Technical Officer (Care and Repair) Wendy Gammon- Administration Officer
		Introduce cost recovery from food businesses for some non-statutory functions as part of a consultancy service by the Commercial Team (amount unknown at this stage but any cost recovery obtained will be used as a baseline for subsequent years).	N/A	Jenny Winslet- Senior Environmental Health Officer Jenny Clare- Food Safety Officer Louise Wright- Environmental Health Officer
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 Julia Atkins- Senior Environmental Health Officer Peter Ord- Scientific Officer Claire Braybrook- Environmental Health Officer Rick Warren-Technical Officer
		• 100 % of all permitted industrial processes inspected	100%	
		• 100 % of large mobile home sites inspected	100%	
		• 100 % Private water supplies inspected	100%	
		• 100 % of all licensed Houses of Multiple Occupation inspected	100%	
		• 95% of total air quality data capture obtained	96%	

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
To reduce the incidence and effects of pollution and to promote environmental stewardship		<ul style="list-style-type: none"> <li>68 % of potentially contaminated land that has been remediated</li> </ul>	71%	
		<p>Demonstrate The Council's compliance with statutory requirements for the health and safety in premises for which the Local authority is the enforcing authority.</p> <ul style="list-style-type: none"> <li>100% of all A rated businesses for health and safety</li> </ul>	100% (ECDC does not currently have any A rated premises)	Jenny Winslet- Senior Environmental Health Officer Jenny Clare- Food Safety Officer Louise Wright- Environmental Health Officer
		<p>Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of (the following);</p> <ul style="list-style-type: none"> <li>100% of all A and B rated food premises</li> </ul>	100% (47/40)	Jenny Winslet- Senior Environmental Health Officer Jenny Clare- Food Safety Officer Louise Wright- Environmental Health Officer Wendy Page- Administration Officer
		<ul style="list-style-type: none"> <li>90% of C and D rated food premises</li> </ul>	92% (201/218)	
		<ul style="list-style-type: none"> <li>90% low risk E food premises sent out questionnaires</li> </ul>	100% (131/131)	
		<ul style="list-style-type: none"> <li>100% of Approved food businesses inspected</li> </ul>	100% (7 inspected)	
		<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>	100% (101 samples)	
		<p>The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days and within 180 days;</p> <p>93% within 90 days</p> <p>98% within 180 days</p>	91%	Karen See- Senior Environmental Health Officer Julia Atkins- Senior Environmental Health Officer Peter Ord- Scientific Officer Claire Braybrook- Environmental Health Officer Rick Warren-Technical Officer
			98%	
		To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs		62 of Disabled Facilities Grants delivered (DFG's)
100% of Minor works Grants approved within 28 days	100% 19			Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Karen See- Senior EHO

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
To provide education/advice and information to businesses and ensure compliance				Julia Atkins- Senior EHO Karen Flack-EHO Barbara Mitcham- EHO
		The average time from referral to grant approval for DFG's under £10,000 to be within 8 weeks	46 weeks(This baseline wasn't reflected within the last Service Delivery Plan but the outcomes for the target are recorded by the team)	Marie Beaumont- Senior Case Worker (Care and Repair) Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Workier Karen See- Senior EHO Julia Atkins- Senior EHO Karen Flack-EHO Barbara Mitcham- EHO
		The average time from referral to grant approval for DFG's over £10,000 to be within 20 weeks	63 weeks (This baseline wasn't reflected within the last Service Delivery Plan but the outcomes for the target are recorded by the team)	Marie Beaumont- Senior EHO Stephen Presland- Technical Officer (Care and repair) Martine D'Antonio- Case worker Karen See- Senior EHO Julia Atkins- Senior EHO Karen Flack- EHO Barbara Mitcham- EHO
		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 EHO Claire Braybrook-EH) Julia Atkins- Senior EHO Chris Smith-Technical Officer
		<ul style="list-style-type: none"> <li>95% of customer enquiries responded to within 5 days</li> </ul>	99%	
		<ul style="list-style-type: none"> <li>96% of Planning/Building Regulation consultations responded to within 14 days</li> </ul>	97%	
		<ul style="list-style-type: none"> <li>92% of Temporary Event Notice consultations responded to within 3 days</li> </ul>	100%	
		<ul style="list-style-type: none"> <li>96% of general Licensing consultations responded to within 14 days</li> </ul>	97%	
	Support our customers by organising or being involved in 4 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.	2 talks by dog warden, 1 involvement in "safety zone" promotion regarding anti-social behaviour.	Karen See- Senior EHO Julia Atkins- Senior EHO Peter Ord- Technical Officer (care and repair) Claire Braybrook- EHO Rick Warren- Technical Officer	

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
Trained staff and comprehensive understanding of service by Service Delivery Champions				Chris Smith- Technical Officer Karen Flack-EHO Jenessa Springhall- Dog Warden
		Improve service: Evaluate customer needs; What do our customers want? Use this information to inform future planning. By September 2017	N/A	Karen See- Senior EHO Julia Atkins- Senior EHO
		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 5 working days</li> </ul>	96.6% (374/387) 100%	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> ) by providing at least one bespoke seminar on for food businesses. Use this information to inform future planning.	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- Senior EHO Julia Atkins- Senior EHO 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	