

Service: Environmental Health

Service Statement:

Working across services linked by their predominantly public health emphasis, with the Council as well as external partners, the Environmental Health service aims to deliver its statutory duties and priorities to protect the health, safety and welfare of those who live, work in and visit Mid Suffolk.

This will be achieved by:

- Enforcing public health legislation.
- Protecting the human environment.
- Improving private sector housing standards
- Ensuring food safety standards are being maintained and improved
- Ensuring workplace health and safety standards are being maintained and improved
- Providing a pest and dog control service.
- Working with others to improve public health

The delivery of this wide range of services will be, so far as is possible, within the budget set by the Council and according to approved policies and procedures including the enforcement policy.

We are committed to the principles of fairness and respect at Mid Suffolk District Council and therefore seek to embed statutory guidance and policy relating to Equality and Diversity into all activities.

All aims and objectives strive for providing the best possible service to our community in the ways most appropriate for them. We pride ourselves on this approach and regularly review our procedures to ensure that they are continually inclusive and effective.

As a statutory requirement under S17, we embed and mainstream our contribution to reducing crime in all our activities.

We ensure that safeguarding children and young people and improving their outcomes (being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic wellbeing) are included as guiding principles for all policies and activities.

All services and facilities of Mid Suffolk District Council are required to comply with the Disability Discrimination Act. Service objectives are required to determine the suitability of all processes conducted by the Council for people with disabilities.

KEY	
Ref: 1 2 3 4 5 6 7 8	Actions 2007/08 Improve planning control delivery performance Promote the rural economy through the planning process Prioritise the supply of affordable housing and homes for first time buyers Increase the provision of leisure and recreation services through the accrual of developer funding Improve litter clearance, enforcement and street cleanliness within the district Revise the medium term financial strategy in preparation for a three-year financial settlement Develop and agree a regeneration plan for Stowmarket Work with partners to secure primary health care at the former Hartismere Hospital site
Ref: 1 2 3 4 5 6 7 8 9 10 11	Council Priorities: Minimise waste maximise recycling Reduce the Authority's environmental impact Increase the supply of affordable housing Meet the decent homes standard Work in partnership to reduce opportunities for crime and seek to reduce the fear of crime Improve our engagement with and understanding of local communities Maintain the financial stability of the council Provide equal access to key service Recognise and value diversity Implement the regeneration and development plans for Stowmarket Make MSDC's planning service the best in Suffolk
Ref: 1.1a 1.1d 1.2a 1.2b 2.1b 2.2c 2.3a 2.3c 2.4a 2.4b 3.3b 3.4a 4.1a 4.2b 6.2b 7.1a 7.2b 7.3b 8.1b 8.1c 8.2a 8.2c 8.3a 8.3c 8.3d 8.4a 8.4b	Service Aims: Increase security in the home Deal robustly with anti-social behaviour Ensure a safe environment Maintain contingency plans to deal with emergencies and major incidents Support lifelong learning for good health Maintain and improve private sector housing standards Provide support for vulnerable people Address the special needs of older people Improve public wellbeing through enforcement and education Ensure a clean environment Bring empty homes back into use for housing Implement a corporate approach to development contributions Support the provision of information and services electronically Provide health and other key services locally Ensure that services are equally accessible to all sections of the community Reduce the risk to the environment through responsible planning Develop the built environment in a sustainable way Promote energy efficiency Ensure appropriate provisions for risk management and internal control Ensure that staff welfare and development are priorities for the Council Maximise the amount of income available to support the Council's operations Implement an efficient and effective budget management system Implement an effective performance management framework Improve effectiveness by identifying and implementing best practice Develop partnership working to improve service delivery Engage with the community to develop customer focused services Engage with staff to ensure effective internal communications

Ref	Planned actions that will result in efficiencies:
1.2a, 2.4a, 4.2b, 8.3c.	1. Combining food safety and health and safety inspections and animal welfare licensing and health and safety inspections to improve service delivery and address better regulation issues. Non-cash

Service Delivery Areas	Service Objectives	Service Measures	Link to Service Aim	Link to Action	Link to Council Priority	Risk (Events that could affect the achievement of objectives)	Owner	Estimated Spend 06/07	Budget
Whole service - Development of quality procedures	1. Core Environmental Health procedures incorporating Acolaid in place for Environmental Health services in 2007	Progress against milestones. To achieve consistency of approach	4.1a 8.3c			A.	Leads to be assigned through PDR		
Whole service – Service user survey	2. Create ongoing consultation process for service users	Process in place, return data captured and reviewed – Review possible by year end	8.4a		6? 8?	A, C, D.	Service Mgr.		
Whole service - Enforcement	3. Ensure procedures in place to carry out enforcement duties effectively	BV166a Score against a checklist of best practice – Target 95%	2.4a 8.3c				Service Mgr.		
Whole service – Service Standard	4. Respond to service requests and complaints (except for pest control) within one working day of receipt by back office	%age of complaints responded to within one working day – Target 95%	8.3a 8.4a			A, B, C, D.	Leads to be assigned through PDR		
Whole service	5. Work with CSD to improve access to Environmental Health services	Monthly review panel held and issues reported to CSD public access managers for CSD action.	4.1a 6.2b 8.3c 8.3d 8.4a	-	8	A, F.	Service Mgr.		

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Whole service/ Environmental Protection – Out of office hours	6. To provide appropriate out of hours cover for core services	Service as agreed by Members available Measure requires clarification No. of calls can't deal with (MB minutes)	1.1d 1.2b 2.4a 4.2b 6.2b 8.3c 8.3d 8.4a		- 5	A, B , C, D.	Service Mgr		
Corporate Health and Safety	7. Implementation of new smoke free workplace policy	Policy in place before end of June 2007. Implementation of policy through remainder of year (progress against milestones)	1.2a 8.1b 8.1c		-	A.	Corporate Health and Safety Officer		
Corporate Health and Safety	8. Amendment of health and safety arrangements to fit the new Council workplace arrangements following refurbishment at Needham Market	Progress against milestones.	1.2a 8.1b 8.1c		4 8 -	A.	Corporate Health and Safety Officer		
Private sector housing	9. Improve private sector housing standards through investigation and intervention. Targeting of intervention through data gathered in house conditions survey.	Reduce category 1 hazards – Target 90% of those identified	1.2a 2.2c 2.3a 2.3c 2.4a		4	A, C, D, E.	Leads to be assigned through PDR		
Private sector housing	10. Manage assigned housing capital budgets within approved limits	%age DFG spent – Target 100% %age discretionary housing renewal assistance spent – Target 100%	2.2c 2.3a 2.3c 4.2b 8.2c 8.3d 8.4a		4 8 7 -	A, C, D, E, F.	Leads to be assigned through PDR		

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Private sector housing	11. Promote and provide handyperson services under the caretaker scheme	Number of eligible clients assisted – Target 100/yr	2.2c 2.3a 2.3c 4.2b 8.3d 8.4a		8	A, C, D, E, F.	Leads to be assigned through PDR		
Private sector housing	12. Promote empty homes initiative to owners of long-term vacant properties	Number of empty homes restored to use. BV64 – Target 10/yr	2.2c 3.3b 4.2b 8.3d	3	3	A, C, D, E, F.	Leads to be assigned through PDR		
Private sector housing	13. Promote energy efficiency	%age improvement in energy efficiency – Target 10% Number of households provided financial assistance – Target 120/yr	2.2c 2.4b 4.2b 7.2b 7.3b 8.3c 8.4a		4 2	A, C, D, E, F.	Leads to be assigned through PDR		
Private sector housing	14. Home security and crime reduction	Number of domestic properties security improved – Target 120/yr	1.1a 1.2a 2.2c 8.3d 8.4a		5	A, C, D, E, F.	Leads to be assigned through PDR		
Private sector housing	15. Provide a caravan site licensing service	%age of multiple residential sites inspected – Target 100%	1.2a 2.4a		?	A, C, D.	Leads to be assigned through PDR		
Food safety	16. Improve food hygiene standards by inspecting food premises and engaging in the Suffolk authorities Safer Food Better Business (SFBB) project	%age of inspections carried out in accordance with FSA CoP's and LACORS guidelines against programme – Target 100%	2.4a 4.2b 8.3d		-	A, C, D.	EHO (FS)		

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Food Safety	17. Implement Safer Food Better Business (SFBB)	Full implementation by 50 more businesses.	2.4a 4.2b 8.3d		-	A, C, D.	EHO (FS)		
Food Safety	18. Raising food safety awareness with key stage 2 pupils and their families	Delivery of "Mission Possible" to 400 key stage 2 pupils measured by assessment at start and finish.	2.1b 2.4a 4.2b 8.3d		-	A, F.	EHO (FS)		
Food safety	19. Carry out a food and water sampling programme	%age of samples taken – Target 100%	2.4a 4.2b		-	A, C, D.	EHO (FS+C)		
Food safety	20. Develop mechanisms of online self-assessment, by businesses, to assist the process of risk assessment prior to inspection.	System in place by December 2007?	2.4a 4.1a 8.3c 8.4a		-	A, C, D.	EHO (FS)		
Health and safety	21. Improve health and safety standards by inspecting businesses and engaging in the FIT3 programme in partnership with the HSE	%age of premises with a reduced risk rating – Target 10%/yr	2.4a 4.2b 8.3d		8	A, C, D.	EHO (H+S)		
Health and safety	22. Carry out targeted inspections in relation to: Slips and Trips; Falls from Heights; Workplace Transport and Backs	%age of targeted inspections to FIT3 topics carried out – Target 50%	2.4a 4.2b 8.3d		-	A, C, D.	EHO (H+S)		
Health and safety	23. Implement the Workplace Smoking legislation	Appoint dedicated Technical Officer (Central Govt funding) Progress against milestones	1.1d 2.4a 4.2b 8.3c 8.3d 8.4a		-	A, C, D.	EHO (H+S)		

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Health and safety	24. Develop online mechanism of self-assessment, by businesses, to assist the process of risk assessment prior to inspection.	System in place by December 2007	2.4a 4.1a 8.3c 8.4a		-	A, E.	Leads to be assigned through PDR		
Environmental protection	25. Provide a statutory nuisance investigation and enforcement service	Existing service request response target	1.1d 2.4a 4.2b 6.2b 8.3c		- 5	A, C, D.	Leads to be assigned through PDR		
Environmental protection	26. Implement the revised contaminated land strategy	Six high risk rated sites investigated and condition determined. BV216a+b Target a) 1113.00 b) 9.00	1.2a 2.4a 2.4b 4.2b 7.1a 7.2b 8.3c		-	A, C, D.	EHO (EP) Program med		
Environmental protection	27. Provide an PPC and IPPC permitting and enforcement service	Pollution control improvements achieved in line with the requirements of BV217 Target 100%	2.4a 2.4b 4.2b 8.3c		-	A, C, D.	EHO (EP) Program med		
Environmental protection	28. Respond to planning consultations (including pre-application)	%age response within 10 working days – Target 85% Review target (MB Minutes)	1.2a 2.4b 7.1a 7.2b		-	A, C, D.	Leads to be assigned through PDR		
Pest control	29. Provide a pest control service	%age response to service requests within 5 working days – Target 85%	2.4b 4.2b 6.2b 8.3d 8.4a		-	A, C, D, F.	Pest Operative s		

Service Delivery Areas	Service Objectives	Service Measures	Link to Service Aim	Link to Action	Link to Council Priority	Risk (Events that could affect the achievement of objectives)	Owner	Estimated Spend 06/07	Budget
Public health	30. Provide a dog warden service Assess the provisions of the CNEA and implement as appropriate.	Service available Report to Members. Act on decision	1.2a 2.4a 2.4b 4.2b			A, C, D.	Leads to be assigned through PDR		
Animal welfare	31. Provide an animal welfare licensing service	Service available	8.2a			A, C, D.	Technical Officers (EP)		
Environmental health promotion	32. Promote key areas of the service	Completion of 6 campaigns per year	2.1b 2.4a 4.2b 6.2b 7.3b 8.3d 8.4a 8.4b		6 8	A.	EHO (FS +C)		
Environmental protection	33. Manage the enforcement issues relating to Rookery farm including public nuisance undertaking, IPPC permit and planning injunction	Determine the IPPC permit application and if refused take appropriate action to enforce legislation Provide an appropriate service to respond to complaints	2.4a 7.1a			A.	Service Mgr.		
Service Management	34. Implement performance management system & timely collection of data to produce BVPI reports	% Performance targets met (Target 80%)	8.3a 8.3c	7	6	A, C, D.	Service Mgr.		
Service Management	35. Effective internal and external communication	Number of team briefs delivered (Target – 1/month) Number of team briefs evaluated (Target – 1/month)	8.4b		7	A, C, D.	Service Mgr.		

RISK TEMPLATE

Service:

Service Objectives	Risk (Events that could affect the achievement of objectives)	Current rating		EXISTING CONTROLS	CONTROL GAP	FURTHER ACTION TO BE TAKEN	BY WHEN
		Impact	Frequency				
1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37.	A. Failure to deliver services in a timely manner results in public dissatisfaction and potential complaints to the local government ombudsman and claims against the Council.	3	1	Skills not concentrated with individuals. Workforce planning.	Some skill areas still individually based. This may not be possible to change in some areas. Workforce planning not fully in place. National shortage of relevant staff.	Workforce planning work to be undertaken jointly with the other Suffolk district and borough Councils. Target for completion of initial work December 2006. Other work likely to be ongoing.	Ongoing
4, 6.	B. Failure of out of hours' telephony support service to provide adequate service results in loss of service to the public.	3	4	None	Current provider apparently unable to provide adequate service.	Tender of contract for work for new provider. Housing Manager lead.	April 2007
2, 4, 6, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 24, 25, 26, 27, 28, 29, 30, 33, 34, 35, 36.	C. Failure of backup systems resulting in loss of electronic data leads to inability to operate service resulting in service delays, failure and complaints against the Council.	3	1	CSD ICT arrangements.	None known.	Corporate issue addressed through MSDC/CSD contract.	N/A
2, 4, 6, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 24, 25, 26, 27, 28, 29, 30, 33, 34, 35, 36	D. Failure of IT services resulting in temporary loss of access to electronic data leads to delays in service provision resulting in service standard failure and complaints against the Council.	2	2	CSD ICT arrangements.	IT hardware regularly malfunctioning at present possibly due to lack of routine maintenance or planned replacement.	Corporate issue addressed through MSDC/CSD contract.	N/A
9, 10, 11, 12, 13, 14.	E. Failure of MSDC to adequately fund service plan objectives leads to loss of or	3	1	Corporate prioritisation	None at present.	None	N/A

Service Objectives	Risk (Events that could affect the achievement of objectives)	Current rating		EXISTING CONTROLS	CONTROL GAP	FURTHER ACTION TO BE TAKEN	BY WHEN
		Impact	Frequency				
	reduced quality service provision resulting in service delays, failure and complaints against the Council.						
5, 10, 11, 12, 13, 14, 18, 28.	F. Failure of partner organisations to provide service leads to loss of or reduced quality service provision resulting in service delays, failure and complaints against the Council.	2	1	Careful selection of partners	None at present	None	N/A
All	G. Failure to manage budgets leads to over or under-spend potentially resulting in non-achievement of service objectives	2	1	Formal monthly monitoring	None at present	None	N/A
All	H. Failure to adopt the corporate approach to performance monitoring could lead to delays in the observation of exceptions and result in a reduction in the level or quality of services provided	2	1	Formalised approach to data collection	None	None	N/A
All	I. Ineffective communications leads to a lack of understanding of organisational priorities possibly resulting in failure to achieve desired outcomes	2	1	Monthly service meetings scheduled	None	None	N/A
37.	J. Failure to reduce the environmental impact of the service results in a failure to meet the continuous	2	2	None	Lack of information	Audit of environmental impact of services	June 2007

Service Objectives	Risk (Events that could affect the achievement of objectives)	Current rating		EXISTING CONTROLS	CONTROL GAP	FURTHER ACTION TO BE TAKEN	BY WHEN
		Impact	Frequency				
	improvement aims of ISO 14001, to maintain the reputation of MSDC and potentially, compliance with legislation.						

Risk Impact values are: Minimal = 1, Noticeable = 2, Bad = 3, Disaster = 4.
 Risk Frequency values are: Never/Rare = 1, Occasional = 2, Often = 3, Frequent = 4.