

Service – Environmental Health

1. Introduction

The service has two distinct sections – Food and Safety and Environmental Protection. The key roles and activities are listed below with a description of the aims and objectives of that team.

Food and Safety Team (Tel. CSD 0845 606 6067)

Food Safety sustains and improves the standards of safety and quality of food manufactured, prepared and supplied in Mid Suffolk. This is achieved by inspection, complaint investigation, sampling and business- support. In addition we aim to exercise control and surveillance of communicable disease. This is achieved, working closely with the Health Protection Agency Consultant for Communicable Disease Control, by monitoring and investigating cases and outbreaks of communicable disease and by increasing awareness of prevention methods. A Scores on the Doors scheme has been introduced and following every food inspection a star rating certificate is sent to the food business and details are published on the MSDC website. More detail is included in the Statutory Food Safety Service Plan available on infoweb and the MSDC website.

Health and Safety works in partnership with the Health and Safety Executive, and Local Authorities in Suffolk, to protect people's occupational health, safety and welfare by ensuring that risks in the workplace are properly and proportionally managed. This is achieved by inspection, complaint investigation, investigation of accidents and dangerous occurrences and business – support. We participate in a joint warranting scheme that allows officers to engage with businesses throughout Suffolk irrespective of local authority boundaries. More detail is included in the Statutory Health and Safety Service Plan available on infoweb and MSDC website.

Private Water Supplies are risk rated and sampled to ensure that they do not pose a threat to health. We will work with you to ensure that supplies are properly protected and treated in order to prevent contamination with bacteria, protozoa, parasites and viruses or other substances. Many of these are harmless, but some may cause serious illness or even death in vulnerable people.

SERVICE PLAN 2010/11



EU Services Directive aims to make it easier for service providers to set up or offer their services anywhere in the EU. The Department for Business, Innovation and Skills estimates that the UK economy could benefit by £4 to £6 billion each year and up to 80 000 new jobs could be created. The Directive covers a wide variety of service sectors, including accountants, builders, food services and leisure services. The Environmental Health Service is taking the lead on this on behalf of MSDC and this workload impacting on the management of the service.

Corporate Health and Safety is a statutory function providing health and safety assistance to the Council and aims to protect the health, safety and welfare of employees, and to safeguard others, principally the public, who may be exposed to risk from the Council's activities. We provide specialist advice and guidance on the application of health and safety law in the workplace and practical support in assessing the risks to health and safety inherent in work activities.

Babergh Integration and the associated workstreams are already having a considerable impact on the management of the Service and this impact is likely to increase during the course of the year.

Environmental Protection (Tel. CSD 0845 606 6067)

Nuisance Investigation – the service has a statutory duty to investigate complaints of statutory nuisance, including noise, smoke and odour, and aims to bring all complaints to a satisfactory conclusion. During 2009/10 we investigated 1070 complaints and service enquiries.

Land Contamination – the service has identified all potentially contaminated land within the district and will continue to adopt a risk-based approach to determining the current status of those identified sites. We will also work alongside the planning team to ensure that development only takes place when issues relating to land contamination have been fully assessed and addressed. Nineteen sites were determined during 2009/10.

Regulation of Industrial Processes – the service issues Environmental Permits in compliance with national legislation and will enforce the conditions on those permits to minimise emissions to atmosphere. There are currently 26 premises holding MSDC

SERVICE PLAN 2010/11



environmental permits in the district and during 2009/10 all were inspected in accordance with central government guidance on inspection rates.

Planning Consultation – the service will act as an internal environmental consultant on planning applications which may have an impact upon the environment or upon residential amenity. We responded to 375 consultations during 2009/10

Dog Control – the service has a statutory duty to provide a service for the collection of stray dogs. The Dog Warden will also investigate complaints relating to dog barking and dog fouling. When the dog warden is not available we will liaise with local kennels to collect stray dogs.

Pest Control – the service provides a chargeable pest control service for the treatment of pests of Public Health significance. This service will be available to both domestic and commercial customers and will provide a valuable resource for the treatment of land and property in the Council's ownership. During 2009/10 we attended 820 requests for pest control treatment.

Animal Welfare – the service enforces legislation relating to animal welfare licensing. This includes dog breeders, boarding kennels, pet shops, dangerous wild animal establishments, horse-riding establishments and zoos.

Air Quality – the service will undertake an annual air quality assessment in accordance with DEFRA requirements to assess air quality against prescribed limiting values.

Anti-social Behaviour – the service liaises with both internal and external agencies in the investigation of incidents of anti-social behaviour. This will include attendance at the JAAG committee and meeting the public at Police Safer Neighbourhood Team meetings.

Land Drainage and Flooding – the service liaises with consultant drainage engineers in the investigation and resolution of land drainage and flooding incidents which fall under the jurisdiction of the Land Drainage Act 1991.

SERVICE PLAN 2010/11



2. Resources available to provide this service

Staffing

| | 2009/10 | 2010/11 |
|--|---------|---------|
| Number of full time equivalents (from salary spreadsheets) | 17.88 | 17.43 |

Financial

| REVENUE | | |
|---------------------------|-----------------------|-----------------------|
| Costs (from EWP's) | 2009/11 Budget | 2010/11 Budget |
| Staff | 723,000 | 694,941 |
| Non staff | 150,805 | 148,048 |
| Total Expenditure | 873,865 | 842,989 |
| Income | -126,706 | -107,586 |
| Net Expenditure | 747,159 | 735,403 |

SERVICE PLAN 2010/11



Unit Costs

| Activity | Net Cost (2010/11 budget) £ | Number of Units (estimated) | Unit Cost |
|--------------|--------------------------------------|-----------------------------------|-----------|
| Pest Control | 45,000 | 1000 | £45 |
| Dog Control | 12,273 | 250 | £49 |
| | | | |
| | | | |

3. KEY ACTIVITIES 2010/11

| Key Activity resulting in change in 2010/11 | What prompted this activity e.g. consultation (internal/external) feedback, council policy, statutory,?) | Link to Annual Strategic Priority Action | Link to Strategic Plan (4 yr Plan) | Expected Outcome (what difference will this make to the customer?) | Who is the customer? | Task (what will be done to achieve the expected outcome?) | Indicate with (✓) if environmental target | Link to performance (see next section quote |
|---|--|--|------------------------------------|---|---------------------------|---|---|---|
| Review of Pest Control Service to determine whether service is viable and to consider suitable alternatives | Costs to local authority. External competition. | | 6 | A positive financial impact is anticipated as the service cost approximately £45,000 in 2009/10. There is however a potentially negative impact upon service users and other Council services, should the service be discontinued or the scope of the service be reduced. | All Mid Suffolk residents | Review of current service, assessment of alternative service providers and recommendations to Environment Policy Panel for a service at reduced cost to the Council. Target date for completion 31.12.2010 | ✓ | |
| Re-establishment of multi-agency Anti-Social Behaviour Groups | Statutory requirements and identification of a service shortfall | 3.1a | 3 | A joined up approach to identifying and dealing with incidents of Anti-social Behaviour. Acting as a conduit for all Council related issues arising from Safer Neighbourhood team meetings and addressing any Environmental Health issues. | All Mid Suffolk residents | Representatives from the section will attend monthly JAAG (Joint Agency Action Group) meetings to discuss and address individual ASB cases. Members of the section will attend monthly meetings of the 5 Police Safer Neighbourhood Teams in Mid Suffolk. | | |
| Customer profiling | A lack of customer satisfaction information and customer profiling. | 6.1a | 3,6 | To implement the findings of the customer survey and address any shortfall in service provision to any identified service user group. | EP service users | Design questionnaire. Monitor service satisfaction and service delivery, assess whether the service meets expectations and | | |

3. KEY ACTIVITIES 2010/11



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|---|--|--|---|--|--|--|---|--|
| | | | | | | what improvements can be found. Target date for completion 31.12.2010 | | |
| Environmental Permit for Rookery Farm, Drinkstone. | Statutory requirements and customer complaints. | | 2 | An improvement in odour emissions from the site based on action for failing to apply for a permit, or failing to comply with the conditions in a permit. | Local residents | Determine requirements for an application. If received then determine whether to grant. If granted then enforce compliance with conditions. Target date for completion 31.12.2010 | √ | |
| Review of Air Quality monitoring and assessment. | Current service under-performance and statutory requirement | | 2 | Confidence that air quality in the district has been properly assessed | | Complete an Updating and Screening Assessment for submission to DEFRA in 2010. Evaluate current monitoring sites and determine whether monitoring is sufficient. Target date for completion 30.9.2010 | √ | |
| Introduce a focused, project based health and safety inspection programme | It is more cost effective, for both businesses and MSDC, to carry out inspections focused on particular high risk areas rather than full inspections | | | Provide a higher level of assistance to businesses in complying with their health and safety obligations by concentrating on the major hazards. | Businesses, their employees and the public | Work with businesses to improve their health and safety performance. | | |

3. KEY ACTIVITIES 2010/11

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|---|--|-----|-----|--|---|---|--|--|
| Risk rating and sampling of private water supplies | New private water supply regulations came into force on 1 January 2010 | | | Ensure that private water supplies in Mid Suffolk are safe and wholesome and do not constitute a risk to health whilst ensuring that the sampling programme is proportionate to the risk | Consumers of water from private water supplies. This includes national and international customers of some of our largest food manufacturers. | Risk rate all private water supplies in Mid Suffolk and set up sampling programme | | |
| Service integration with Babergh. | Decision of both Councils to work towards integrating services in the wake of the LGR process. | N/A | N/A | Work with MSDC and Babergh colleagues towards the best possible outcomes for service integration | All residents of MSDC and Babergh | Work with Babergh officers to integrate services and overcome barriers such as location, ICT and procedures | | |
| Corporate Action Plans Complete tasks assigned to the service included in Corporate Action Plans | Council Policy | N/A | N/A | The completion of Action Plans will allow strategies and policies to be delivered or improve results from an assessment e.g. Equality and Diversity | N/A | Work with various lead officers to complete tasks assigned in various corporate action plans by the agreed time scales. | | |
| Operational Risks to be identified and addressed. | Council Policy | N/A | N/A | The identification of risks to the service will highlight potential problem areas at an early stage to allow remedial action to be taken. | N/A | Assess operational risks on an ongoing basis with a formal review each quarter. Discussion will take place with Performance & Audit Services as to those that require escalation into the | | |

3. KEY ACTIVITIES 2010/11

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|--|----------------|-----|-----|--|-----|---|--|--|
| | | | | | | Strategic register which is reported to MB and Members. | | |
| Ensure Mission Critical Activities are identified and procedures in place. | Council Policy | N/A | N/A | Procedures to address any Mission Critical Activities within Environmental Health will be robust | N/A | Pollution Control Notes to be updated. Target date for completion 30.9.2010 | | |

4. PERFORMANCE



| NATIONAL INDICATORS | | | | | | | |
|----------------------------|------------------|---|----------------------|-----------------------|--------------------------------------|-----------------------|---|
| Line | NI Number | Brief Description | 2008/9 Actual | 2009/10 Target | National Top Quartile 2008/09 | 2010/11 Target | LAA Link (to be completed by OD) |
| 1 | 182 | Satisfaction of business with local authority regulation services | 56.% | 90% | | 90% | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |

| LOCAL INDICATORS – Including Strategic Priorities | | | | |
|--|--|----------------------|-----------------------|-----------------------|
| Line | Brief Description | 2008/9 Actual | 2009/10 Target | 2010/11 Target |
| 5 | Respond to Nuisance Complaints within 24h | 82.3% | 95% | 95% |
| 6 | Respond to Planning Consultations within 14 days of receipt. | 82.5% | 85% | 85% |
| 7 | Attendance at Local Police Safer Neighbourhood Team meetings | N/A | N/A | 75% |
| 8 | Carry out Environmental Permit Inspections in accordance with a published schedule | N/A | N/A | 100% |
| 9. | Determine the status of 10 Potentially Contaminated Land sites | 27 | 10 | 10 |
| 10 | Respond to Service Requests within one working day | 83% | 95% | 95% |
| 11 | % of due Food Inspections completed | 93% | 100% | 100% |
| 12 | % of due Health and Safety Inspections completed | 95% | 100% | 100% |
| 13 | % of Infectious Disease notifications responded to within one working day | 100% | 100% | 100% |

4. PERFORMANCE



| BENCHMARKING | | |
|--|--|---|
| Benchmarking Group | Results 2009/10 | Actions 2010/11 |
| Compared fees for Animal Welfare licenses to other Suffolk LA's. | Average Initial Fee – 109.25 Average Annual Renewal Fee – 97.75 | Average Initial Fee – 124.75 Average Annual Renewal fee – 124.75 |
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