

SERVICE PLAN
2009/10 – 2011/12

**Environmental Health &
Licensing**

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Service Plan – Environmental Health & Licensing

What we do and why we do it

The Environmental Health and Licensing service covers a wide range of statutory, enforcement-based provisions. Within the service there are five distinct yet integrally linked areas of provision these are: Food Safety, Health and Safety (External), Environmental Protection, Licensing and Private Sector Housing. Private Sector Housing forms part of the Strategic Housing service plan but it should be recognised that it is closely linked to the remainder of the service. The main duties of the remaining four areas are described below:

Food Safety

The service covers all aspects of food hygiene within a Standard laid down by the Food Standards Agency. This includes:

- Food complaints
- Inspection of food premises
- Food sampling
- Infectious disease control – outbreaks and individual cases
- Dealing with Food alerts
- Provision of proactive advice, training and education.

Feeding stuffs legislation and food standards issues are primarily dealt with by Somerset County Council, Trading Standards Unit.

Health and Safety (external)

This covers all aspects of Health and Safety enforced by the council. This includes:

- Targeted inspections of premises to ensure compliance with Health and Safety legislation
- Initiatives to deliver improvements in line with South West priorities
- Response to complaints about health, safety and welfare,
- Responding to and investigating accidents/incidents at work
- Provision of advice to businesses and the public through specific and general activity.

Environmental Protection

This element of the service covers a range of legislation relating to public health. These services are mainly statutory. They include:

- Dealing with statutory nuisances such as noise, premises
- Identification and remediation of contaminated land in accordance with the Councils Contaminated Land Strategy.
- Provision of a reduced costs Pest Control Service to residents and, where there is no conflict of interest, businesses in the District through contractors.
- Provision of a Dog Warden Service to residents in relation to dog fouling, strays and associated statutory duties through contractors.
- Carrying out the Council's statutory duties in relation to destitute burials.
- Carrying out the statutory requirements in association with the assessment of Air Quality.
- Monitoring private water supplies and meeting statutory requirements.

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Licensing

The service covers a wide range of licenses and consents these can be broadly grouped into the following categories:

- Animal welfare
- Gaming, lotteries and collections
- Street Trading
- Caravan and moveable dwellings
- Taxis
- Licensing Act 2003 (alcohol)
- Miscellaneous e.g. ear piercing

This amounts to approximately 1350 licenses with a significant majority being subject to annual renewal.

The services are in place to safeguard the health and well being of the residents of West Somerset.

Our Customers and their demands

Our Customers:

- Businesses and other commercial organisations
 - Food
 - Local authority enforced premises for Health and Safety
 - Premises requiring licenses
 - Industrial premises – air pollution legislation
- Individual members of the community
 - Public health issues
 - Issues with businesses
- Organisations Including partnerships
 - Delivery of services

Customer demands vary across the range of services.

- Businesses. Government has shifted the focus onto assisting businesses away from the traditional enforcement approach. Whilst formal enforcement still remains as a last resort business demands focus around improving the business and ultimately profitability. A significant number of the businesses are within the tourism sector and so poor businesses impact on the overall image of the area by visitors and the public.
- Individual members of the community. The demand usually relates to a problem that needs to be resolved. These problems range from food complaints to noisy neighbours.
- Organisations including partners. These require information to assist in delivery of joint aims.

Contribution to LAA Targets (WSC leading/key partner)

- **NI 4** - % of people who feel they can influence decisions in their locality
- **NI 179** – Value for money

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Contribution to Corporate Objectives

The service contributes to the Council's Corporate Priorities in the following way:

Economic Development and Tourism

- Provides legislative and non legislative support to the business community particularly in the catering and tourism sectors
- Provision of statutory services that contribute to overall environment.

Community Including Leisure Culture and Well being

- Promotes a healthier lifestyle through implementation of smoking legislation and involvement in smoking alliance.
- Applies legislation and schemes such as Scores on the doors to provide improvements in food businesses.

Housing and Well being

- General Housing Service Improvements – Action plan that forms priority seven of corporate improvement plan – Service contributes
- Private Sector Housing Conditions through environmental Protection

The Environment

- Protect the natural environment through application of legislation.
- Facilitate the delivery of the climate change strategy through Air Quality work and permitted processes

Implementation of the Improvement Plan

- To improve the quality of life for the community – Delivering statutory services through the application of legislative requirements.

Service Priorities for 2009/12

Objective	Actions	Lead Officer	Date (Year)
Ensure permitted processes meet legal requirements	Carry out 14 compliance inspections	Julie Payne	2009/10
Review sites in line with contaminated land strategy	Complete 72 risk assessments of sites	Julie Payne	2009/10
Meet Defra requirements for assessment of Air quality	Complete and return Updating Screening assessment (USA) to Defra	Julie Payne	2009/10
Adopt the requirements of the Clean Neighbourhoods and Environment Act with particular regard to dogs.	Consultation with parishes Consultation s with public Adopt through political mechanisms	Julie Payne/ Ian Timms	2009/10
Comply with requirements of private water supply legislation to ensure benefits to public health	Carry out 50 risk assessments Take water samples in accordance with new legislation	David Alford	2009/10
Ensure food premises comply with Food safety legislation	Carry out 250 inspections	Erica Lake	2009/10
Ensure safety of food supplied from food premises	Take 100 Samples. Follow up unsatisfactory results to ensure improvements.	Erica Lake	2009/10
Assist businesses to comply with Health and safety legislation	Carry out projects to ensure compliance:	Erica Lake	2009/10

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	Care Home Safety awareness Nursery project Work at height –installation digital receivers Christmas retail visits Recruitment agencies Regulators supporting businesses		
Ensure all application forms are available for completion electronically	Review existing forms to ensure all are “e enabled” Make all forms compliant	Erica Lake/Julie Payne	2009/10
Introduce standardised forms or letters to increase efficiency	Review existing procedures, forms and systems. Apply appropriate changes	Erica Lake/Julie Payne	2009/10

Resources

Staff

The Council’s staff operate in a completely flexible environment and as such are, in a lot of instances, expected to assist with the delivery of a number of services. The table below provides an estimation of the proportion of time spent delivering the services referred to in this plan.

Name	%	F.t.e.'s.
Kay O`Sullivan	100	1.00
Julie Payne	50	0.50
David Alford	80	0.80
Kimberley Lewington	50	0.50
Erica Lake	100	0.43
Nicola Sambells	100	1.00
Lisa Plenty	100	0.65
TOTAL	580%	4.88

Budget

The budget figures detailed below are those directly related to service delivery and do not include estimated salary costs or projected internal recharges.

Service Element	Budget		
	2009/10 (£)	2010/11 (£)	2011/12 (£)
REVENUE			
Health Licences & Fees	-104,300		
Pest & Dog Control	38,800		
Environmental Monitoring	-1,100		
Food Health & Safety External	500		
Internal Health & Safety	15,000		
Salaries	166,738		
GRAND TOTAL	115,638		
CAPITAL			
None	-		
GRAND TOTAL	-		

Service Contribution to Reducing Inequalities

- ▶ Information provided to businesses in a range of formats and languages. Access provided to training opportunities for all businesses based on their individual needs.
- ▶ Visits are mad dependant on needs of the client

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Performance

Indicators

There are national indicators (NI) and local performance indicators (LPI) for this service
The service also contributes to corporate national indicators, NI 14 and NI 179.

Indicator	Description	Actual	Targets		
		2008/09	2009/10	2010/11	2011/12
National Indicators:					
NI 184	Food establishments in the area which are broadly compliant with food hygiene law				
NI 194 a (i) & (ii) b (i) & (ii)	Air Quality: % reduction in NOx and primary PM10 emissions through a local authority's estates and operations				
Local Performance Indicators:					
EhLPI 1	Food Premises moving from non-compliant to compliant				
EhLPI 2	Food samples taken against sampling programme				
EhLPI 3	Number of sites risk assessed as part of Contaminated land strategy				
EhLPI 4	Number of Pollution Prevention Control inspections undertaken				
Corporate National Indicators:					
NI 14	Avoidable Contact: The average number of customer contacts per resolved request				
NI 179	Total net value of ongoing cash-releasing value for money gains				

Achievements Against Previous Years Service Objectives

Being the first year that service plans in this format have been produced this section has been left blank and will be completed next year.

Business Risks

Risk Description	Likelihood	Impact	Overall	NEW Mitigating Actions
Loss of Key Staff	M	H	H	Suitable terms and conditions, training, flexible working environment, managerial support