

People Select Committee Overview Meeting 2016

21st November 2016

Report from Interim Director of Public Health

Environmental Health Service

1. Context

Members are well aware that as a Council we have had to adapt to funding reductions of £52 million over the last five years and that we are still confronted with having to find further savings. In relation to Environmental Health services this has meant delivering efficiencies and savings through a programme of service reviews across all areas of the Environmental Health Service.

Whilst we acknowledge that we have a strong track record of sound financial management and we have been dealing with these problems successfully for many years, it will not be easy to address the additional loss of government funding of over £20 million by 2019/20. Moving forward, expectations will need to be realistic as many more difficult decisions will need to be made.

It is both acknowledged and accepted that we can't continue to do all the things we currently do and that we won't be able to work in the same way. For Environmental Health services this may require, making further savings through further reviews which are likely to affect completion of our statutory duties.

The challenge for all Members is to ensure that decisions about the basis on which services will be delivered are within the resources available, taking account of a number of factors such as reduced budget allocation, changing demographics, increasing demand, new national legislation and policy direction. Members are reminded of the four policy principles that support our decision-making:

- **Protecting the vulnerable through targeted intervention**, particularly those people in our communities who are subject to, or at risk of harm, people who are homeless or at risk of becoming homeless and those who are financially excluded or whose circumstances make them vulnerable.
- **Promoting equality of opportunity through targeted intervention**, specifically in relation to tackling health inequalities, meeting the skills gap and improving access to job opportunities, tackling fuel poverty, improving education and training opportunities, access to affordable housing and financial and digital inclusion.
- **Developing strong and healthy communities** through the provision of mainstream and preventive services that are available to all those who choose to access them.
- **Creating economic prosperity** across the Borough

It is within this context that the select committee is invited to undertake their overview duties.

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WHAT HAS BEEN ACHIEVED?

1. The Environmental Health Service consists of a broad range of duties aimed at protecting the health of the public through both statutory and non-statutory responsibilities in the field of Environmental Health enforcement and various aspects of public protection. These are:
 1. Food Safety
 2. Occupational Health and safety
 3. Air quality
 4. Noise pollution
 5. Contaminated Land
 6. Public Nuisance investigation
 7. Pest Control
 8. Animal Welfare
 9. Animal Health

Statutory Duties

Food Safety

2. We have responsibility for the inspection of about 1400 Food Premises in Stockton, which are visited in accordance with risk and are allocated a Food Hygiene Rating based on the inspection. Officers also visit to investigate reported food poisoning, public complaint, food sampling programmes, food hazard warnings and to offer advice on request and to new businesses. In 2015/16 the team working in conjunction with Public Health England, investigated two significant food poisoning outbreaks linked to premises in the Borough.

Occupational Health and safety

3. Responsibility for enforcement of health and safety legislation in about 4000 workplaces, mainly commercial and retail businesses. Inspection programmes are limited to high risk premises. Enforcement in other premises is mainly through investigation of accidents and complaints and response to requests or advice by businesses, particularly on start up. Enforcement role also includes dealing with related regulation including Smokefree enforcement, asbestos removal and Sunday trading.

Air Quality

4. Responsibility for inspection of about 70 industrial Processes to control emissions through the issue of permits. Air quality monitoring is carried out on a continuous basis at three air quality monitoring stations in the Borough the information from which feeds into the National monitoring network and our Annual Report. Our sites at Cowpen depot and Eaglescliffe school were added to by a facility on Nelson Terrace, Stockton centre in 2015. Investigation of complaints relates mainly to odour and smoke complaints.

Noise pollution

5. Investigating officers deal with about 900 noise complaints each year. Although the role is mainly reactive investigation of domestic noise complaints, it also includes

providing advice through Planning, Licensing and Noise mapping to avoid noisy environments.

Contaminated Land

6. We maintain a risk based register of about 1,300 potentially contaminated sites. Implementation of the Contaminated Land Strategy in the Borough to deal with these sites during the development of land, following complaint or land contamination incidents. The team also manages closed landfill sites including Cowpen Leachate Plant which has been upgraded and monitoring taken in house to ensure cost effective operation in the future.

Public Nuisance Investigation

7. This is the traditional role of the Environmental Health team dealing with about 900 of a range of environmental nuisance complaints including filthy and verminous premises, waste accumulations, pollution of watercourses, defective drainage, light pollution, empty buildings, pest infestations, etc.

Pest Control

8. We currently provide a free service for the treatment of rats, mice, bedbugs and cockroaches and a free advice service on all pest issues. The service charges for other pest treatments such as wasps, fleas and other non-public health pests and charges for all commercial premises. The Pest Control service provides a cost effective means of dealing with about 3,000 service requests a year to help safeguard the community and in its absence would require investigation and enforcement by the Public nuisance team. The Pest team carried out a successful

Animal Welfare

9. The team fulfils the Council's statutory role in providing the 24/7 responsibility for dealing with stray dogs. In addition they enforce animal welfare legislation in relation to microchipping, dangerous dogs, dog fouling and welfare related issues. They actively promote responsible pet ownership by undertaking and promoting microchipping, neutering, handover/ rehoming service, education and advice. The team achieved a Gold Stray Dog Footprint Award from the RSPCA for work with Stray Dogs in 2015.

Animal Health

10. Inspection on a risk basis of farms and other establishments with livestock to ensure compliance with legislation related to the health and welfare of the animals, their identification, movement restrictions and control of infectious disease, such as foot and mouth.

Further Environmental Health Activity

11. In addition to fulfilling its statutory enforcement duties, other activities in relation to improvement of the environment or public health include the following:
 - Food Advice and training service – provide a self-funded food safety related advice and training service to local businesses.

- Better Health at Work Award scheme administration to utilise our links to local workplaces and the Public Health team.
- Smoking Reduction – Support to Stockton’s smokefree alliance to promote smoking cessation, focussing on enforcement of secondary smoking controls.
- Horse grazing enforcement – Management of horse grazing on council owned land.
- Port Health – Management of the River Tees Port Health budget and provision of support and cover for Port Health duties.
- Major Incidents – Involvement in planning and advising on Environmental Health issues in major incidents such as Food poisoning outbreaks, rabies plans, foot and mouth, air pollution incidents etc.

Environmental Health Data and Performance Information

Appendix 1 details the key performance activities of Environmental Health in 2015/16

Appendix 2 shows yearly trends in Environmental Health workload.

CHALLENGES

12. Continuing to ensure the Environmental Health service operate in the most efficient and effective manner to address the needs of the area, in a climate of financial challenge.
13. Ensuring services are provided on a risk needs basis for effective targeting of resources whilst fulfilling the statutory duties of the Local Authority.
14. Dealing with new legislation or emerging issues without provision of additional resource. E.g. compulsory microchipping of dogs or smoking in cars with children.
15. Maintaining competency, expertise and enforcement skills in light of a reduced training budget and loss of experienced officers.
16. Continuing to work with a broad range of Partners to optimise effectiveness of the service. E.g. with the Health and Wellbeing board, Environment Agency, Food Standards Agency, Health and Safety Executive, Animal and Plant Health Agency, DEFRA, Dogs Trust and other Local Authorities.
17. Dealing with increasing number and complexity of Enforcement cases related to serious breaches of legislation, whilst continuing to provide quality advice and support to majority of businesses in the Borough.

EMERGING ISSUES

18. Working with other Local authorities through
 1. Mutual Aid
 2. Cover for niche technical areas
 3. Joint working
19. Charging for non-statutory services

POSSIBLE AREAS FOR IN DEPTH REVIEW

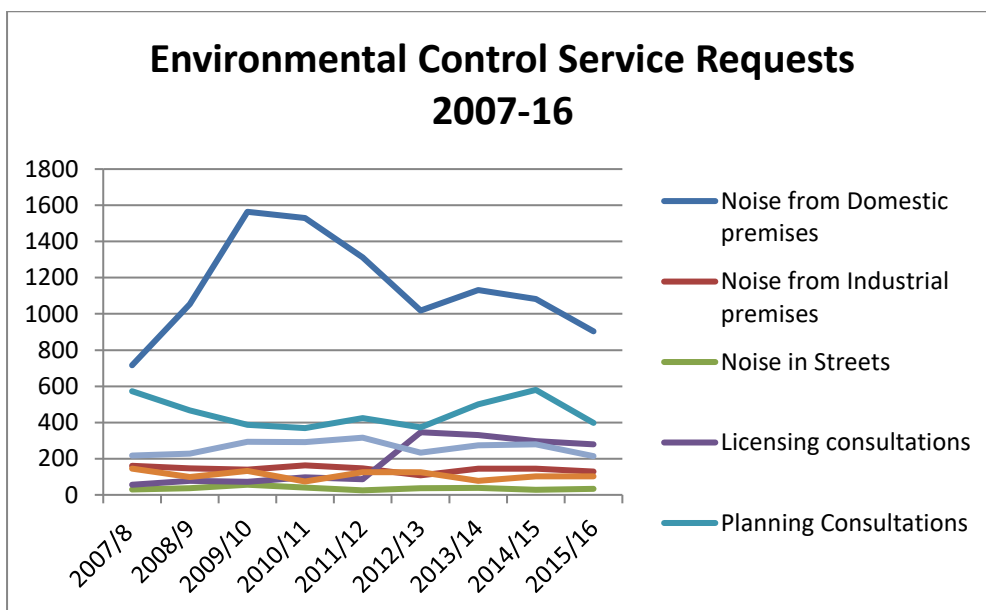
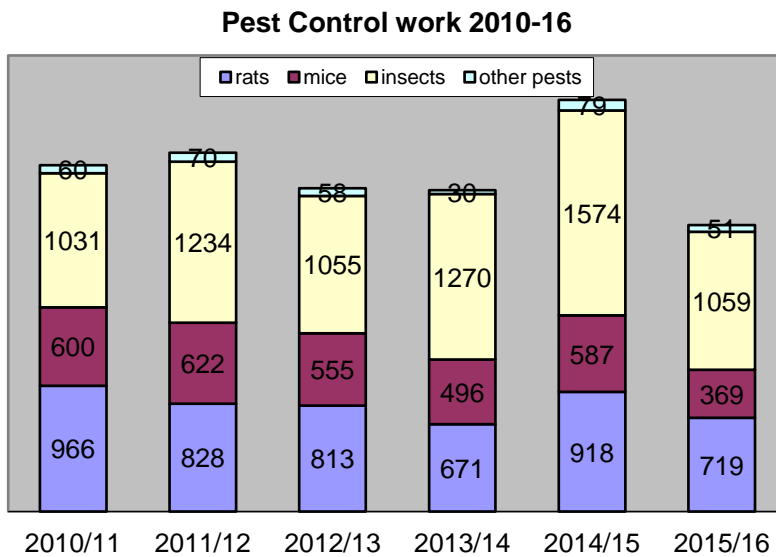
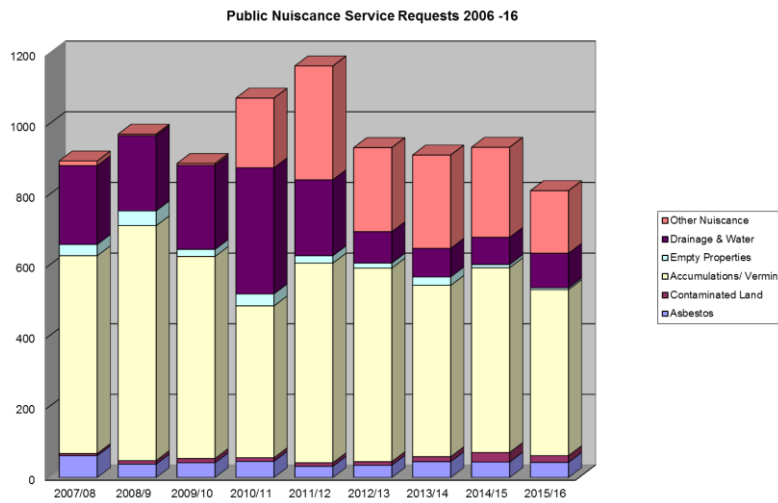
20. Dog fouling enforcement is currently being reviewed by the Crime and Disorder select Committee.

Appendix 1	ENVIRONMENTAL HEALTH PLAN	2015/2016		
Environmental Protection	Objective	Target/ Anticipated workload	2015/16 Actual	Comments
1. Public Nuisance service requests.	<ul style="list-style-type: none"> • Asbestos • Accumulations / Vermin • Empty Properties • Drainage / Water • Other (light, insect, general) • Contaminated Land • Total Nuisance Service Requests • <i>Respond within 5 days</i> • <i>Monitor Level of complaints for trends</i> 	40 500 20 80 250 20 920 95% N/A	43 470 5 98 177 19 812 92% -10.6% (812/908)	Response dates are generally down on the 95% target which is a consequence of workload pressures resulting in lower risk complaints having lower priority. These will be non-statutory nuisance complaints that in future will not be investigated.
2. Air Pollution service requests	<ul style="list-style-type: none"> • All Air Pollution Service Requests • <i>Respond within 5 days</i> 	240 95%	214 93%	
3. Noise Service Requests	<ul style="list-style-type: none"> • Domestic Service Requests • Industrial / Commercial SRs • Environmental Noise Service Requests • All Noise Service Requests • <i>Respond within 5 days</i> 	1100 160 40 1300 95%	903 128 34 1065 91%	
4. Respond to consultation requests	<ul style="list-style-type: none"> • Planning Consultations • Licensing Consultations • Cont. Land Consultations • Other Advice and Consultations • Complete consultations within 21 days 	500 300 50 80 95%	397 279 67 102 77%	
5. Enforcement	<ul style="list-style-type: none"> • Public Nuisance Notices issued • Air pollution Notices issued • Noise Notices issued • Prosecutions / Cautions 	No target No target No target No target	11 7 8 2	
6. Regulate permitted processes	<ul style="list-style-type: none"> • Inspections according to risk based on DEFRA guidance. • Process new applications in time • Processes closed • Total number of processes 	100% (51/51) 100% No target 72	100% (51/51) 100% (2/2) 0 73	
7. Monitor Air Quality	<ul style="list-style-type: none"> • Local Air Quality Report • Air Quality monitoring data capture (3 sites) 	July 2015 95%	July 2015 100%	

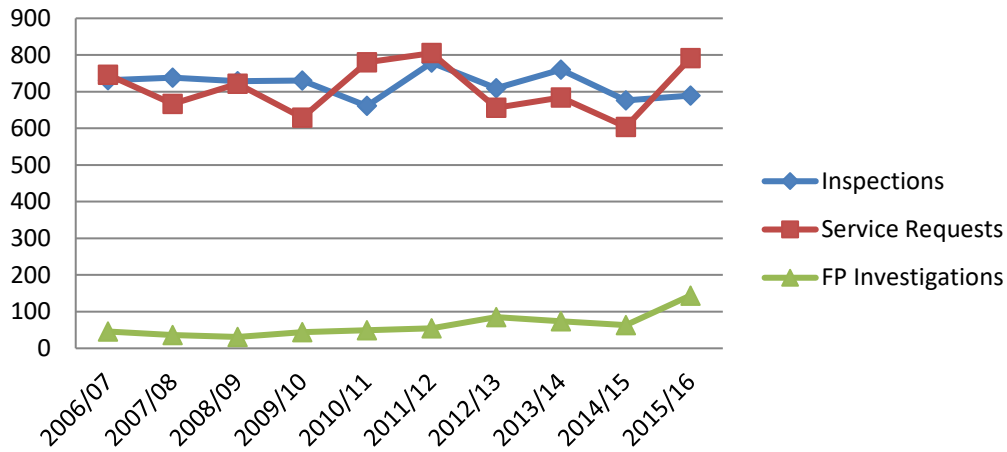
Appendix 1	ENVIRONMENTAL HEALTH PLAN	2015/2016		
Pest Control	Objective	Target/ Anticipated workload	2015/16 Actual	Comments
1. Respond to pest request for service	<ul style="list-style-type: none"> Total number of Service requests % of Chargeable service requests Respond within 5 days Monitor rat complaints 	3000 30% (900) 95% Reduction	2219 34.3% (762) 100% -21.4% (722/918)	Reduction in Rat complaints mainly due to Thirteen group tenancy treatments being carried by Middlesbrough Pest Control Service rather than ourselves since September 2015.
2. Provide Commercial contract service	<ul style="list-style-type: none"> Visit all premises due Contracts renewed of those due Contracts lost of those due New Contracts Total Number of contracts Proofing works contract 	100% ≥ 90%(42/47) ≤ 10% (5/47) 6 47 5	100% 91.5% (43/47) 8.5% (4/47) 8 51 7	
3. Maintain debt collection	<ul style="list-style-type: none"> Domestic pre-payment Issue all invoices within 1 month. 	90% 100%	95.5% 100%	
Animal Health & Welfare	Objective	Target/ Anticipated workload	2015/16 actual	
1. Respond to all animal complaints	<ul style="list-style-type: none"> Total Service Requests Respond within 5 days Prosecutions/ Formal Cautions Sec 10 Improvement notices 	3000 95% No target No target	2769 94% 1 0	
2. Stray Dogs	<ul style="list-style-type: none"> Number of Strays Monitor number of stray dogs % of stray dogs returned to owner 	600 Reduction 75%	511 -16.6% (511/613) 78.7%	Stray dogs returned to owner increasing due to increasing number of microchipped dogs.
3. Dog Fouling Enforcement	<ul style="list-style-type: none"> Public area dog fouling complaints Monitor dog fouling complaints Patrols Warning letters (based on public info.) Fixed penalty notices Prosecutions 	600 Reduction 800 40 20 0	508 -6.8%(508/545) 435 58 5 0	Dog fouling patrols and fpn's issued down due to absence of 1/3 officers for most of the year
4. Increase the number of identifiable animals.	<ul style="list-style-type: none"> Dogs microchip requests Other animals microchip requests 	250 40	502 23	Microchipping greatly increased building up to mandatory microchipping requirement April 2016
5. Neutering partnerships	<ul style="list-style-type: none"> Dogs neutering requests Other Animals neutering requests 	300 100	179 111	
6. Animal Health premises visits.	<ul style="list-style-type: none"> New Premises inspected Premises due inspected Premises closed Total premises 	No target 100% (29/29) No target 120	0 44.8% (13/29) 0 120	No requirement to do low risk premises.
7. Respond to Animal Health service requests	<ul style="list-style-type: none"> Animal Health Service requests Horses Service requests Horses seized Prosecutions / simple cautions 	100 100 No target No target	64 145 1 0	

Appendix 1	ENVIRONMENTAL HEALTH PLAN	2015/2016		
Commercial	Objective	2015/16 Target	2015/16 Actual	Comments
1. Inspect all food premises	<ul style="list-style-type: none"> Total inspections completed No. inspections due not completed Premises broadly compliant (NI 184) 	700 0/630 Over 90%	689 142/630 93.6%	Level of Food Hygiene in premises is generally improving as broadly compliant figure is highest it has ever been
2. Enforcement	<ul style="list-style-type: none"> Notices Issued Prosecutions Cautions 	No target No target No target	4 8 5	small number of food premises continue to ignore advice and allow unacceptable conditions to prevail resulting in a relatively high level of enforcement activity
3. Sampling	<ul style="list-style-type: none"> Bacteriological sampling: River Tees Water Sampling 	700 50	896 43	
4. Respond to Food safety requests for service.	<ul style="list-style-type: none"> Complaints about premises Food Complaints Food Safety Advice <i>Respond to all within 5 days</i> 	400 100 150 95%	537 152 102 96%	
5. Co-ordinate and Investigate notified Infectious Diseases.	<ul style="list-style-type: none"> All ID Notifications Food poisoning notifications % FP cases investigated <i>Monitor food poisoning</i> 	300 50 100% -2%	397 144 100% +228%(144/63)	Food poisoning incidents greatly increased due to outbreak at one premises involving 99 confirmed cases
6. Provide Food Training	<ul style="list-style-type: none"> Level 2 Catering Courses Level 3&4 courses Hygiene Awareness Allergen training Other courses Total	400 attendees 10 attendees 50 attendees 40 attendees 40 attendees 540 attendees	518 attendees 14 attendees 63 attendees 35 attendees 54 attendees 684 attendees	
7 Health and Safety Inspections of premises	<ul style="list-style-type: none"> Inspections Petroleum License Visits 	150 7/7	11 7/7	Minimal proactive inspections due to prioritisation of Food work.
8. Enforcement	<ul style="list-style-type: none"> Informal notices Notices Issued Prosecution/Formal Cautions 	No target No target No target	3 1 0	
9. Investigate work place accidents and ill health.	<ul style="list-style-type: none"> Number of reported accidents Accidents investigated 	130 15% (20/130)	87 16.1% (14/87)	
10. Respond to health and safety requests for service	<ul style="list-style-type: none"> Anticipated H&S complaints Anticipated H&S advice <i>Respond within 5 days</i> 	150 50 95%	160 26 99%	
11. Smokefree Enforcement	<ul style="list-style-type: none"> Inspections for compliance Service requests advice Service requests complaints FPN's issued Prosecutions 	700 10 30 No target No target	507 0 11 0 0	
12. Workplace Health Award	<ul style="list-style-type: none"> Engage Businesses not on BH@W Businesses registered on scheme New Businesses signed up Businesses left scheme Teeswide Assessments carried out (Q3) Business Forums/ training 	12 20 5 <3 20 8 events	13 18 4 3 19 7 events	

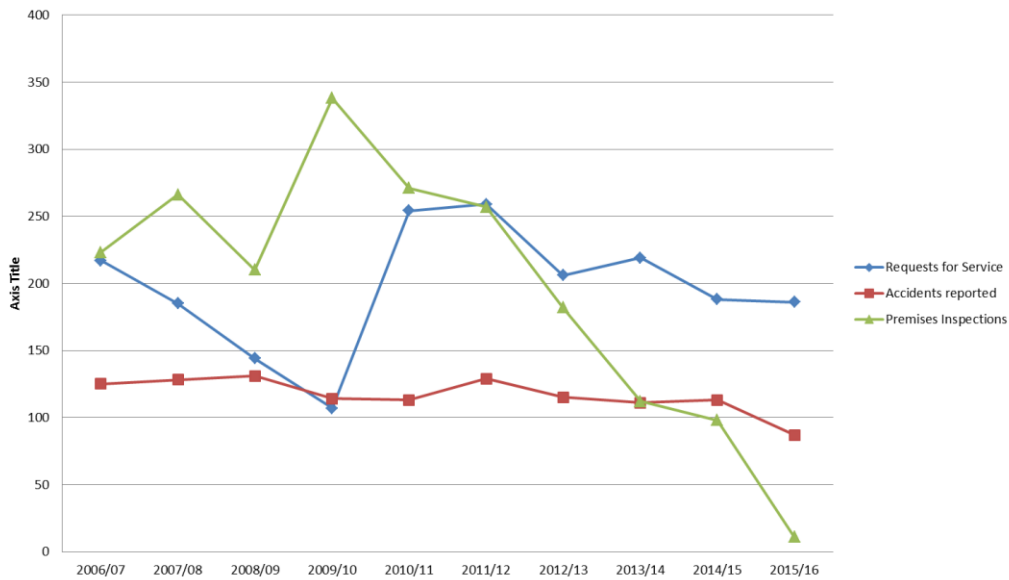
Appendix 2 Environmental Health – Annual Performance



Food Safety Interventions 2006 - 2016

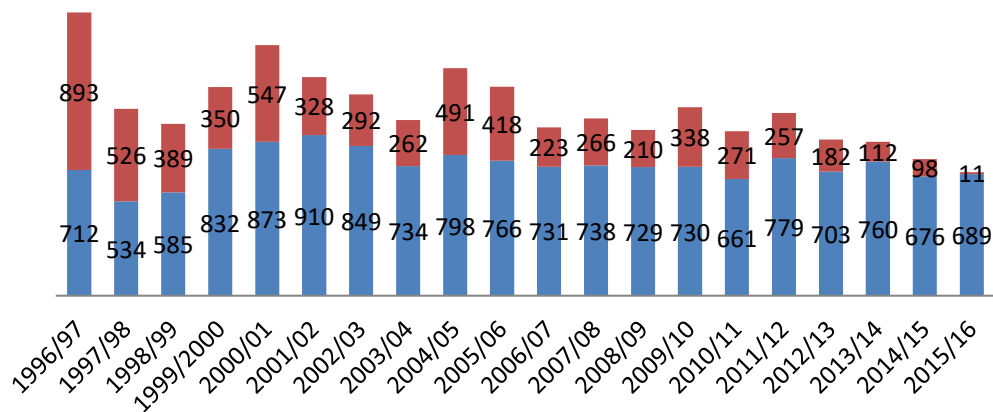


Health & Safety Enforcement 2006-2016



Commercial Inspections 1996-2016

■ Food Safety Inspections ■ Health & Safety inspections



Total Dogs Dealt With

