



Service Plan for 2007/08 (covering April 2007 – March 2010)

Service Plan for: Environmental Health & Trading Standards

Directorate: Neighbourhood Services

Service Plan Holder: Colin Rumford

Workplans: Animal Health, Environmental Protection, Food Safety and Standards, Health and Safety Enforcement, Trading Standards and Consumer Advice

Director: Terry Collins

Signed off

Date:

EMAP : Neighbourhoods

Signed off

Date:

Section 1: The service

Service Description

Environmental health and trading standards enforce a wide range of legislation that regulates public safety, protects the environment, protects the financial well-being of York residents and businesses, promotes public health and which contributes to reducing anti-social behaviour. We aim to achieve compliance through providing advice and support to legitimate business, delivering a range of targeted educational initiatives and take formal enforcement action (including prohibiting activities from taking place and prosecution) against businesses and individuals in appropriate cases. Some key functions are:

Animal Health

- Issue animal movement licences, inspect livestock farms, animal hauliers and markets to ensure animal welfare and prevent the spread of disease.
- Licence, pet shops, riding establishments, boarding kennels and catteries.
- Provide a dog warden service dealing with stray dogs, dog fouling, dangerous dogs, noise nuisances caused by dogs, dog cruelty and neglect and promote responsible dog ownership.

Environmental Protection

- Investigate complaints of nuisance (these include noise, bonfires and odours), assess planning and licensing applications, monitor air quality, regulate certain industrial processes and assist in cleaning up contaminated land.
- Operate a noise patrol enforcement service on a Friday and Saturday night.
- Sample private water supplies to ensure that they are safe to drink.

Food Safety and Standards

- Inspect food businesses to ensure food safety and standards legislation is complied with.
- Investigate all food safety and standards related complaints and sample and test food to ensure it is safe to eat and correctly described.

Health and Safety Law Enforcement

- In partnership with the Health and Safety Executive, inspect places of work to ensure health and safety standards are met for York's workforce and people who visit these businesses.
- Investigate complaints and workplace accidents.

Trading Standards and Consumer Advice

- Investigate complaints of unfair and unsafe trading, inspect high risk businesses and remove counterfeit and unsafe consumer goods from the market place.
- Operate fair trading schemes in the home services and motor trade sectors.
- Enforce legislation concerned with underage sales and licence certain activities including dealers in second hand goods and the storage of fireworks and petrol.
- Help vulnerable residents to pursue their consumer rights.

Service objectives

- To protect residents and local businesses from unfair and unsafe practices.
- To protect residents and our environment from pollution and other public health and safety hazards.
- To promote healthy living in the city.

Section 2: The Drivers

Driver type	How might this affect our service	Sources
<p>External drivers</p> <ol style="list-style-type: none"> 1. The Legislative and Regulatory Act 2006. 2. New national local authority regulatory priorities. 3. The impact of new legislation e.g. Unfair Commercial Practices Directive and statutory guidance e.g. the Food Law Enforcement Code. 4. CPA and other BVPIs. 5. Section 18 requirements from the Health and Safety Executive, such as the need for increased partnership working. 6. Respect programme 	<ol style="list-style-type: none"> 1. A new enforcement policy will be required to meet the requirements of the statutory Regulators Compliance Code. 2. New national priorities are to be introduced (backed by performance measures) which may entail significant revision of workplans. 3. Will require new ways of working. More emphasis on the use of intelligence to target those businesses and trade sectors that pose the greatest risk of non compliance. 4. Workplans will need to ensure they make adequate provision to meet targets set within relevant performance measures. 5. More delegation of enforcement activity by HSE may result in increased workloads. 6. Greater accountability to the public on ASB action. Swifter action on complaints and enforcement procedures. New powers, including housing closures for noise nuisance. 	<ol style="list-style-type: none"> 1. The Act/Code and guidance from the Better Regulation Executive. 2. The Rogers Review of Local Authority Regulatory Priorities. 3. DTI/ Office of Fair Trading and Food Standards Agency. 4. Audit Commission 5. Health and Safety Executive Fit 3 programme. 6. Respect programme.
<p>Corporate drivers</p> <ol style="list-style-type: none"> 1. Corporate priority to: improve the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York. 2. The Local Area Agreement 3. LPSA 2 4. Corporate priority to: improve the health and lifestyles of the people 	<ol style="list-style-type: none"> 1. By prioritising work aimed at achieving 2 and 3 below. 2. To maximise the contribution services can make to the agreement outcomes. Specifically to reduce crime, to build respect in communities and reduce anti-social behavior, to modernize the city's economy and increase 	<ol style="list-style-type: none"> 1. Corporate Priorities. 2. Local area Agreement. 3. LPSA2.

<p>who live in York. (smoke-free/healthy eating)</p> <p>5. Corporate priority to : increase the use of public and other environmentally friendly modes of transport</p>	<p>its competitiveness, to improve nutrition, to reduce smoking prevalence and to reduce alcohol related harm.</p> <p>3. Stretched targets for improving perceptions about noise nuisance and illegal underage sales of alcohol.</p> <p>4. Implementation of the smoke-free agenda will improve the health of York residents, by reducing their exposure to second hand smoke. We will also be working with schools on healthy eating projects.</p> <p>5. By implementing measures in the second air quality action plan</p>	<p>4 & 5. Corporate Priorities</p>
<p>Directorate drivers</p> <ul style="list-style-type: none"> To integrate effectively into the new Neighbourhoods Directorate. 		
<p>Service drivers</p> <ol style="list-style-type: none"> Customer satisfaction surveys. Changes to qualification and CPD regimes of professional officers. Response to internal and external audits (Charter Mark, QMS, FSA, TS Peer Review etc). 	<ol style="list-style-type: none"> To conduct annual surveys and incorporate improvements into the workplans. Need to keep developments under review and incorporate any changes to any structural changes to ensure appropriate mix of officers is maintained to meet Council’s needs. Ensure necessary improvements are implemented and where necessary incorporated into workplans. 	<ol style="list-style-type: none"> BV 166, CPA and Charter Mark. FSA, TSI and CIEH Various external framework agreements and external accreditation bodies.

Section 3: Critical Success Factors (CSFs)

CSFs for 2007/08	Why a CSF?
To develop an enforcement policy that meets the requirements of the Regulators Compliance Code.	Lawful enforcement activities will not be possible without this in place by 31 st March 2008
To achieve the stretched targets for noise control and reducing underage sales of alcohol set out in LPSA2.	The service will be making an effective contribution to reducing anti-social behaviour and the council's reward grant will be at risk if targets not met.
Meet external stakeholder framework requirements: DEFRA, FSA, HSE and DTI.	Necessary to provide effective services and maintain CPA/BVPI scores.

Section 4: Links to corporate priorities

Improvement Statement (IS)	Contribution
Improve the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York	More effective enforcement/education activity to reduce noise nuisance and illegal sales of alcohol.
Improve the health and lifestyles of the people who live in York.	Implementing the smoke-free agenda and raising awareness about healthy eating.
Increase the use of public and other environmentally friendly modes of transport.	Implement the measures within the second air quality action plan to reduce air pollution.
Links to other plans <ul style="list-style-type: none"> • DEFRA animal health & welfare framework agreement service delivery plan • CYC anti social behaviour strategy/Safer York Partnership crime and disorder steering group action plan • CYC air quality action plan/CYC local transport plan 2 • FSA food law enforcement service plan • HSC section 18 (health and safety enforcement) service plan/Fit 3 • Local Area Agreement 	

Section 5: Balanced Scorecard of outcomes and measures

Customer based improvement

Outcomes	Measures					Actions
<ul style="list-style-type: none"> High levels of customer satisfaction. Less concern about domestic noise amongst York residents. 	Measure	Current	2007/08 Target	2008/09 Target	2009/10 Target	<ul style="list-style-type: none"> Review customer feedback and implement improvements in workplans. Maintain customer 'service user' management by regular monitoring of open complaints and enquiries. Introduce more enforcement measures to deal with noise nuisance.
	New CPA PI: Consumer satisfaction with the trading standards service.	80%	85%	90%	92%	
	New CPA PI: Business satisfaction with the trading standards service.	87% (projected)	88%	90%	92%	
	The percentage of residents reporting that 'noisy neighbours or loud parties represent a problem in the local area'	Awaiting 'Talk About' Results	9	9	9	
	Telephone calls are answered within Customer First standards	Awaiting Out turn	95%	95%	95%	
	Correspondence replied to within 10 days	Awaiting Out turn	95%	95%	95%	

Process based improvement

Outcomes	Measures					Actions
<ul style="list-style-type: none"> Complete 100% of A, B and C category food safety inspections, 100% of high and medium risk food standards inspections and 100% of trading standards high risk inspections. Score businesses as complaint/non-compliant as appropriate. Reduce the number of businesses that sell alcohol to under 18s. 	Measure	Current	2007/08 Target	2008/09 Target	2009/10 Target	<ul style="list-style-type: none"> Review processes and incorporate EIA improvements. Extend the responsible retailer scheme in conjunction with SYP and implement an intensive enforcement and education programme.
	BV166a: Scoring against a checklist of enforcement best practice for environmental health.	100%	100%	100%	100%	
	BV166b: Scoring against a checklist of enforcement best practice for trading standards.	100%	100%	100%	100%	
	BV 216a: Number of sites of potential concern, with respect to contaminated land	1800	1800	1800	1800	

<ul style="list-style-type: none"> Implement improvements identified in the EIA. 	BV 216b: Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a % of all sites of potential concern.	Awaiting DEFRA guidance				
	BV 217: % of pollution control improvements to existing installations completed on time.	90%	90%	90%	90%	
	New CPA PI: Trading Standards levels of business compliance	95% (projected)	95%	95%	95%	
	New CPA PI: Trading Standards visits to high risk premises.	100% (projected)	100%	100%	100%	
	The % of businesses that sell alcohol to under 18s	14%* (projected)	6%*	10%	10%	
*LPSA2 target is an average of 10% measured over these two years						

Finance based improvement

Outcomes	Measures	Actions										
<ul style="list-style-type: none"> Ensure maximum SCE funding for contaminated land site investigation and air quality monitoring. Maximise external funding opportunities To deliver all existing budgets on target. 	<table border="1"> <thead> <tr> <th>Measure</th> <th>Current</th> <th>2007/08 Target</th> <th>2008/09 Target</th> <th>2009/10 Target</th> </tr> </thead> <tbody> <tr> <td>F1: Number of landfill site intrusive investigations</td> <td>3</td> <td>3</td> <td>3</td> <td>3</td> </tr> </tbody> </table>	Measure	Current	2007/08 Target	2008/09 Target	2009/10 Target	F1: Number of landfill site intrusive investigations	3	3	3	3	<ul style="list-style-type: none"> Maintain a program of intrusive investigations at landfill sites.
Measure	Current	2007/08 Target	2008/09 Target	2009/10 Target								
F1: Number of landfill site intrusive investigations	3	3	3	3								

Staff based improvement

Outcomes	Measures	Actions															
<ul style="list-style-type: none"> Ensure effective development of officers. Ensure that officer 	<table border="1"> <thead> <tr> <th>Measure</th> <th>Current</th> <th>2007/08 Target</th> <th>2008/09 Target</th> <th>2009/10 Target</th> </tr> </thead> <tbody> <tr> <td>S1: % staff in EHTS appraised in the last 12 months</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>S2: Number of staff days lost to sickness (and</td> <td></td> <td>10.5</td> <td>10.5</td> <td>10.5</td> </tr> </tbody> </table>	Measure	Current	2007/08 Target	2008/09 Target	2009/10 Target	S1: % staff in EHTS appraised in the last 12 months	100%	100%	100%	100%	S2: Number of staff days lost to sickness (and		10.5	10.5	10.5	<ul style="list-style-type: none"> Complete 100% of PDRs and personal development plans by end of May each year. Develop a centralised training database and programme,
Measure	Current	2007/08 Target	2008/09 Target	2009/10 Target													
S1: % staff in EHTS appraised in the last 12 months	100%	100%	100%	100%													
S2: Number of staff days lost to sickness (and		10.5	10.5	10.5													

Annex 1

have the right level of competency (and authorisation) to undertake their tasks.	stress) across EHTS (days/full time)absence		days	days	days	considering the needs across the service.
	S3: Days lost for stress related illness as a percentage of sickness days taken		2.2 days*	2.2 days*	2.2 days*	
	S4: % of staff expressing satisfaction with their job (AD level)		75%	75%	75%	
	S5: % of nominated staff passing relevant managing safety course (PI Under review)		100%	100%	100%	
* This indicator is not target based.						

Section 6: Corporate Issues

Actions/Evidence	Deadline
Equalities action/s	
<ol style="list-style-type: none"> 1. Introduce recording of requests for interpreters. 2. Equalities monitoring to be introduced into customer satisfaction survey procedures to aid with non service user identification and other issues. A report on the issues to address will be produced to determine further improvement action 	<ol style="list-style-type: none"> 1. 31/3/2008 2. 31/3/2008
Operational Risk – red risk action/s	
<ol style="list-style-type: none"> 1. The red risk issue is the risk of not responding to customer feedback (Charter Mark accreditation and CPA scores are dependant on this). This is managed through monitoring of customer survey responses and complaints and incorporating improvements into processes etc through team meetings and work planning. 2. A review of Operational Risk will be undertaken in 2007/08 	<ol style="list-style-type: none"> 1. Ongoing 2. 31/3/2008
Gershon – Efficiency improvement	
<ol style="list-style-type: none"> 1. Trading Standards will be restructured w.e.f . from 1st April 2007. Performance levels and PI's will be maintained in 2007/08: <ul style="list-style-type: none"> • Cashable saving £61K. 2. Engage contractors to undertake medium risk food safety inspections: <ul style="list-style-type: none"> • Non cashable saving £17K. 3. Contract out our animal feed inspections. <ul style="list-style-type: none"> • Cashable saving £5K 	<ol style="list-style-type: none"> 1. 31/3/2008 2. Ongoing 3. Ongoing
<u>Competitiveness statement</u>	
<ul style="list-style-type: none"> • Environmental Health and Trading Standards have had a VFM review carried out by CYC Internal Audit. The outcome was that whilst CYC costs are similar to benchmarked local authorities a higher workload is undertaken. • External Services (Metrology, Analytical Services, Contracted out inspections) will continue to be subject to 3 yearly tendering arrangements. 	

Section 7: Resources (1 page max)

Please provide details of your resources:

- Staff numbers and budget to support your service improvements.
- Increases/decreases in capacity (financial and/or staffing) to support your service level objectives
- Recruitment issues

Budget

	<u>2006/07</u>	<u>2007/08</u>
Employees	£ 555	£ 635
Premises	£ 215	£ 218
Transport	£ 3	£ 2
Supplies and Services	£ 594	£ 555
Miscellaneous		
– Recharges	£ 338	£ 360
– Other	£ 0	£ 0
Capital Financing	£ 112	£ 137
Gross cost	£ 1817	£ 1907
Less Income	£ 351	£ 337
Net cost	£ 1466	£ 1570

There has been a net 7.1% increase in our budget since last year. This is due to pay award & increments £+31k, changes to capital financing £+25k and increased overheads £+22k.

Please contact your directorate accountant for these figures.

Section 7: Monitoring and reporting arrangements

Team performance targets will be reviewed quarterly at EHATS meetings and outcome communicated to team meetings. Individual officer performance will be addressed through 1 to 1s with their manager on at least a quarterly basis.