



Service Plan Template for 2008/09 (covering April 2008 – March 2011)

Service Plan for: Environmental Health and Trading Standards

Directorate: Neighbourhood Services

Service Plan Holder: Colin Rumford

Workplans: Animal Health, Environmental Protection, Food Safety & Standards, Health & Safety, 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.
- To reduce noise nuisance and anti social behaviour in York

Section 2: The Drivers

Driver	How might this affect our service
<p>External drivers</p> <ul style="list-style-type: none"> • New national priorities for environmental health and trading standards services. • New national performance framework. • New regulatory reform legislation. • New key functional legislation such as a new food safety COP and the unfair commercial practices directive. • Climate change agenda <p>Corporate drivers</p> <ul style="list-style-type: none"> • New local priorities for environmental health and trading standards services as set by EMAP • Ensure that LAA review process takes account of national priorities around regulatory services. • Engage with corporate priority champions to maximise our impact on corporate key issues. <p>Directorate drivers</p> <ul style="list-style-type: none"> • To extend the night time noise patrol service. • To evaluate and extend the Cold Calling Controlled Zones. • To continue with the illegal underage sales test purchase programme. • To improve lone working arrangements. <p>Service drivers</p> <ul style="list-style-type: none"> • To implement 'smarter' time recording. • To take part in the government's Retail Enforcement Pilot to improve routine interaction with business. • To reduce sickness absence levels. • To establish an accurate training database 	<p>The government is modernising the way in which local authorities 'deliver' regulation to business and their communities. These changes are to be backed by a number of new performance measures for 2008/09 – the definition of these indicators is unknown at the time of writing (November 2007). The priority for 2008/09 will be to make sure CYC environmental health and trading standards services are 'fit for purpose' throughout this period of significant legislative and other change.</p> <p>Many of the other changes are driven by the need to introduce new ways of working that will be required in the move to Hungate in 2010.</p>

Section 3: Critical Success Factors (CSFs)

CSFs for 2008/09	Why a CSF?
To successfully engage with the new national performance framework for regulatory services.	CYC will be deemed to be a failing local authority if challenges are not met.
To maximise contribution to the Local Area Agreement.	To ensure that activities are focused on key priority areas.

Section 4: Links to corporate priorities

Improvement Statement (IS)	Contribution
Reduce the environmental impact of council activities and encourage, empower and promote others to do so	<p>Work with the sustainability team via the Air Quality Action Plan steering group (AQSG) to investigate ways to reduce greenhouse gas and NOx emissions:</p> <ul style="list-style-type: none"> • sustainable energy in council buildings • reducing carbon emissions from York's housing • planning guidance for sustainable development
Increase the use of public and other environmentally friendly modes of transport	<p>Through the AQSG, we will promote:</p> <ul style="list-style-type: none"> • car clubs, alternative fuels and smaller vehicles • incentives for and information on walking, cycling and other environmentally friendly modes of transport via the council website • green travel plans for all York's schools • support measures on Fulford Road to reduce air pollution • a Low Emission Zone feasibility study
Reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York	<ul style="list-style-type: none"> • Work with the police, housing department and others to reduce noise and anti social behaviour • Work with the police, licensing and others to reduce noise and anti social behaviour from licensed premises • Operate a weekend Noise Patrol to investigate noise and anti social behaviour. • Plan enforcement activity to prevent and detect breaches of consumer law around the principles of the National Intelligence Model. • Support the extension of Cold Calling Controlled Zones throughout the city. • Maximise the use of Proceeds of Crime legislation in criminal investigations, in particular against traders engaged in counterfeiting. • Promote responsible retailing of alcohol and other age restricted products used in anti-social behaviour such as fireworks and spray paint. • Operate the 'Home Services Directory' - a list of traders vetted by the police and trading standards – and promote to older and vulnerable people.

<p>Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are poorest</p>	<ul style="list-style-type: none"> • undertake annual campaigns to raise awareness about emissions from bonfires and smoke control areas • provide air quality information to members of the public, including children, via a new air quality website. • develop supplementary planning guidance on air quality to ensure air quality considerations are taken into account in planning decisions. • Prevent and detect sales of alcohol and cigarettes to children. • Help older and vulnerable people pursue their rights in civil law where they have been breached. • We are engaged with projects such as healthy eating, sampling school meals and looking at nutrition in CYC care homes. • Through our health and safety work we deal with smoke-free and also work to reduce accidents and ill health that can affect those in low paid work.
<p>Increase peoples skills and knowledge to improve future employment prospects.</p>	<ul style="list-style-type: none"> • Provide education and advice to businesses in the city on trading standards obligations, tackle businesses trading unlawfully to support legitimate businesses. • The food and safety team are providing training to members of the Enterprise in Food initiative which aims to improve the success rate of new food businesses, thereby improving employment prospects.
<p>Improve the way the council and its partners work together to deliver better services for the people who live in York.</p>	<ul style="list-style-type: none"> • Work in partnership with organisations such as the Police, Safer York Partnership, Consumer Direct, and Age Concern to plan and deliver the service. • Share 'intelligence' and 'best practice' with other trading standards services in the region. • Seek OFT approval for Home Services Directory and Motor Traders Fair Trading Scheme.
<p>Improve the life chances of the most disadvantaged and disaffected children, young people and families in the city.</p>	<ul style="list-style-type: none"> • Our healthy eating and smoke-free work impact upon these areas.

Section 5: Balanced Scorecard of outcomes and measures

Customer based improvements

Customer Measures				
Measure	Current	2008/09 Target	2009/10 Target	2010/11 Target
Business Satisfaction with Regulatory Services – NI182	N/A	New national performance framework targets		
Fair Trading Environment – NI183	N/A			
Food Premises Broadly Complaint – NI184	N/A			
The percentage of residents reporting that 'noisy neighbours or loud parties' in their area represent either a 'very big problem' or a 'fairly big problem'	14% (06/07 out-turn)	9%	9%	9%
Customer Actions				
Improvement action	Deadline			
Continue the night time noise enforcement service	31 st March 2009			
Extend the introduction of cold calling controlled zones	31 st March 2009			
Trial the Retail Enforcement Pilot for routine EH, TS (and other agency) inspections	31 st March 2009			
Implement 'Scores on the Doors' for food premises to improve standards	1 st July 2008			
Provide air quality information to members of the public, including children, via a new air quality website	31 st May 2008			

Process based improvements

Process Measures				
Measure	Current	2008/09 Target	2009/10 Target	2010/11 Target
Control of Systems for Animal Health – NI190	N/A	New national performance framework targets		
Level of Air Quality – NI194	N/A			
Process Actions				
Improvement action	Deadline			
Reviewing/improving our approach to customer satisfaction surveys	1 st July 2008			
Undertake Charter Mark audit and implement improvements as necessary	1 st July 2008			
Undertake strategic National Intelligence Model assessment for TS	1 st May 2008			
Maximise the use of proceeds of crime legislation	Ongoing			
Extend the use of document scanning (inc legal processes)	Devise plan by 1 st July 2008			
Establish H & S Forum	30 th September 2008			
Develop new interim planning guidelines for Air Quality	31 st May 2008			

Resource management improvements

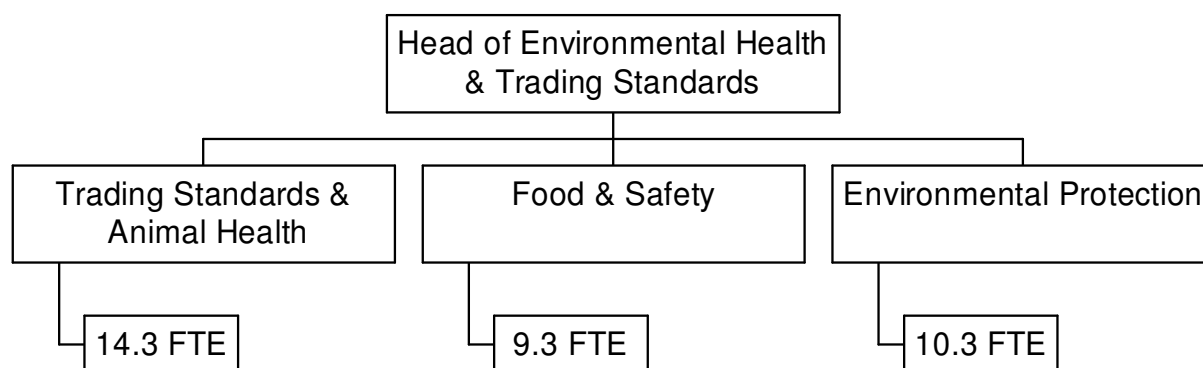
Resource Measures				
Measure	Current	2008/09 Target	2009/10 Target	2010/11 Target
Staff appraisals	100% (07/08 estimate)	100%	100%	100%

No of days lost to sickness	16.9 (07/08 estimate)	11	11	11
No of days lost to stress	6.9 (07/08 estimate)	1.8	1.8	1.8
Variance of budgets +/- 0%	+1.9% (06/07 out-turn)	+/-0%	+/-0%	+/-0%

Customer Actions

Improvement action	Deadline
Improve Management of Sickness Absence	Ongoing
Embed time/task recording monitoring	31 st March 2009
Aligning training to authorisation needs/development (within PDR process)	From 1 st April 2008
Pilot IT lone working solution	1 st July 2009
Complete H & S audit and implement recommendations	1 st July 2008

Section 6: Resources



The overall establishment has reduced by 2 FTE from 2006/07
 Recruitment continues to be an issue in relation to qualified Trading Standards Officers.

Budget (figures in £000s)

	<u>2007/08</u>	<u>2008/09</u>	
Employees	£1,431	£XXXX	There has been a XX% increase/decrease in our budget since last year. This is due to.....
Premises	£2	£XXXX	
Transport	£55	£XXXX	
Supplies and Services	£181	£XXXX	
Miscellaneous			
– Recharges	£414	£XXXX	
– Other	£0	£XXXX	
Capital Financing	£126	£XXXX	
Gross cost	£2,209	£XXXX	
Less Income	£144	£XXXX	
Net cost	£2,065	£XXXX	