



Service Plan 2007/08 (Stage 1 Template)

**Service Plan for:
Environmental Health and Trading Standards**

Directorate: Neighbourhood Services

Service Plan Holder: Andy Hudson

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

Director: Terry Collins

EMAP: Neighbourhood Services

1. Service description & objectives

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.

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2. Significant drivers for change and improvement	
Driver	Effect on service delivery
<p>1. More partnership working with the Health and Safety Executive (HSE).</p> <p>2. Changes to the Food Standards Agency framework agreement</p> <p>3. The new 'Unfair Commercial Practices Directive' in December 2007 will have a significant effect on enforcing breaches of trading standards legislation.</p>	<p>1. More delegation of enforcement activity by HSE may result in increased workloads.</p> <p>2. There will increased emphasis on the use of intelligence to target those businesses and trade sectors causing 'harm' to consumers and measures in place to gauge the effectiveness of our actions/intervention.</p> <p>3. Much of trading standards enforcement will be through civil law orders (injunctions). There will be significant training implications for staff on the use of these new powers to ensure business compliance with the law.</p>
3. Priority improvement for 2007/08 & beyond	
Performance improvement	Reason why improvement is required
Reduce the number of businesses making illegal sales of alcohol to children to fewer than 10%.	LPSA2 stretched target.
Continue to monitor trading standards satisfaction levels and ensure improvement targets are maintained.	Failure to meet improvement targets will affect CPA indicator.
To reduce the percentage of residents reporting that 'noisy neighbours or loud parties represent a problem in the local area' to 9%.	LPSA2 stretched target.
To increase the percentage of people feeling that York is a safe city in which to live to 68%.	LPSA2 stretched target.
To increase the number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.	New BVPI - 216b, for which are current figure is 0.3% and we aim to investigate a further 3 sites in 2007/08.
Other comments to note	

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4. New or changed actions for 2007/08 and beyond				
Action	Service plan outcome	New? / Change?	Links to note	Comments
Review how we regulate food businesses.	Move towards an outcome driven approach to regulation.	Review needed due to changes in the way our performance will be monitored by the FSA.		The FSA is looking to monitor LA performance based on outcomes.
Assist food businesses implement the Safer Food Better Business (SFBB) initiative.	Businesses implementing SFBB will allow us to demonstrate outcome-based achievements.	A new action.		Businesses will be coached by officers to help them implement SFBB.
Deliver the York Safer Working Community programme.	Improve H&S in York businesses and build on working relationships with the HSE.	A new action.		Provide H&S training, support and mentoring for York businesses.
Implement smoke-free legislation.	Implement and regulate forthcoming smoke-free workplace legislation.	A new action.		Smoke-free legislation is expected to be phased in during 2007.
Introduce the 'National Intelligence Model' NIM to develop strategic enforcement themes and work actions/priorities.	To ensure more effective deployment or enforcement resources.	Part of a national roll out of NIM.		Should ensure better compliance amongst York businesses.
Increase DEFRA grant funding for contaminated land site investigation.	Increase number of sites to be investigated.	BVPI 216b requirement.		Increased levels of grant would provide much needed staffing resources so that the site investigation programme could be accelerated.
Increase effectiveness of Noise Patrol	Develop service in response to customer needs.	Improved service.		May have financial implications.