

Environmental Health and Pest Control Business Plan, 2019-2023



Vision

Environmental Health and Pest Control's Mission Statement:

'Locally accountable and responsive, fair regulation for all – achieving a safe, healthy, clean, green and fair trading city for residents, businesses and visitors.'

Priorities for 2019-23

Priority	Why is this important?
<p>To investigate complaints of matters that affect the health of the public (residents, visitors and workers in Birmingham)</p>	<p>The public rely on Environmental Health to be their advocate in instances where they are adversely affected by matters which may harm their health e.g. noise nuisance from neighbours, offensive odours, accumulations of hazardous materials, emissions from bonfires and chimneys, etc.</p> <p>This is a statutory duty incumbent on the local authority and failing to undertake this leaves the public vulnerable, whilst the local authority is at risk of challenge via the Ombudsman.</p>
<p>Promote and ensure Food Safety for everyone who lives or visits Birmingham and to enable manufacturers to trade on national and international markets</p>	<p>Safe food protects the health of individuals from food borne illnesses and enables our businesses to trade locally, nationally and internationally. It is a national priority to prevent food related incidents that damage the trading reputation of the UK.</p>
<p>Promote Health and Safety in relevant businesses to protect workers from accidents and businesses from claims and reputational damage</p>	<p>Ensuring businesses are compliant with Health and Safety legislation protects workers from unnecessary injury and long term ill health.</p>

Priorities for 2019-23

Priority	Why is this important?
<p>To improve air quality within the city through the delivery and supporting of strategic outcomes</p>	<p>Clean air is a national priority for the Government, evidenced through the National Clean Air Strategy and impending changes to primary legislation.</p> <p>Clean air is a Council priority under Priority 4 of Outcome 4 of the Council Plan 2018-22.</p> <p>The adverse health outcomes from poor air quality are well documented and remain priorities for Public Health and Public Health England.</p> <p>Local Air Quality Management is a statutory duty incumbent on the local authority whilst the Clean Air Zone is a mandated activity under Ministerial Direction.</p>
<p>To provide an effective and efficient pest control service</p>	<p>There is a statutory duty to rid council land of rodents and to cause others to do so under the Prevention of Damage by Pests Act 1949. Eradicating vermin reduces transmission of diseases as well as the fear of rodents that many people suffer from.</p>
<p>Animal Welfare and Stray Dogs</p>	<p>Removing stray dogs from the street prevents road traffic accidents and reduces harassment, alarm and distress to the public caused by roaming dogs. Providing licences for Zoos, pet shops and other establishments ensure animals are not badly treated and checking on importation and pet passports reduces the risks of zoonotic diseases e.g. rabies.</p>

Objectives

Objective	Description
Requests for Assistance	To support the strategic priorities such Birmingham is an entrepreneurial city to learn, work & invest in and a great city to live in by offering advice to and responding to requests for assistance from residents, businesses and elected Members on Environmental Health issues including the resolution of neighbourhood issues, statutory nuisances and advice to businesses.
Food Safety	To support the strategic priorities such Birmingham is an entrepreneurial city to learn, work & invest in and a great city to live in by promoting and ensuring Food Safety, including a programme of food inspections and the investigation of food related complaints, food fraud and minimising the incidences of food poisoning.
Health and Safety	To support the strategic priorities of an entrepreneurial city to learn, work & invest in and a great city to live in by Promoting and ensuring healthy and safe working environments via a programme of health and safety inspections and focussed visits, investigation of serious accidents and complaints concerning working conditions.
Air Quality	Support and assist strategic priorities such as the CAZ and CAS, whilst undertaking monitoring and reporting on the state of the air in Birmingham and proactively inspecting the most polluting industries, both in line with Government guidance and legislative duties.
Pest Control	To provide an effective and efficient pest control service to support the strategic priority of making Birmingham a great place to grow up in.
Animal Welfare	To Undertake inspections and issue licences to relevant animal establishments and to remove stray dogs from the street to support the strategic priority of making Birmingham a great place to grow up in.

What will success look like in 2022-23?

Objective	Outcomes
Requests for Assistance	<p>The Service will;</p> <ul style="list-style-type: none"> • To protect the health and wellbeing of citizens and visitors and safeguard businesses • To support compliant businesses from unfair competition
Food Safety	<p>The Service will;</p> <ul style="list-style-type: none"> • comply with the Food Standards Agency’s Statutory Guidance • discharge the local authority’s duty in meeting the Food Law Enforcement Plan • protect the health and wellbeing of citizens, employees of businesses and visitors • maintain a high level of consumer confidence in food businesses in Birmingham • take appropriate enforcement action against food businesses where the health of the public is put at risk • protect good businesses from being disadvantaged by non-compliant traders • assist businesses to remain competitive • assist food businesses to remain competitive • ensure that resources are targeted to the poorest performing businesses
Health and Safety	<p>The Service will;</p> <ul style="list-style-type: none"> • ensure that the Local Authority complies with the Section 18 Health and Safety at Work etc Act 1974. • protect employees and members of the public from unsafe practices. • ensure that employers meet their statutory responsibilities in relation to health and safety
Air Quality	<p>The Service will;</p> <ul style="list-style-type: none"> • have assisted in delivering the councils priority of Clean Air • there will be quantifiable measurements of air quality in the CAZ to inform changes if required • emissions from the most polluting businesses will be minimised via an inspection programme

What will success look like in 2022-23?

Objective	Outcomes
Pest Control	The Service will; <ul style="list-style-type: none">• protect the health and wellbeing of citizens, employees of businesses and visitors.• improve the environmental quality of local areas.
Animal Welfare	The Service will; <ul style="list-style-type: none">• To protect the health and wellbeing of the public• To reduce the incidence of road traffic accidents and dog bites involving stray dogs• To protect and promote animal health and welfare

KEY WORK PROGRAMMES & PROJECTS



Summary of Key Initiatives

Request for Assistance	Description	RO / SRO	Governance	Reporting Frequency
Respond to all requests for advice and assistance (RFA)	Percentage of all RFAs responded to within the performance target deadline (normally 5 days)	Head of Environmental Health	Licensing & Public Protection Committee	Annual – Annual report to LPPC

Food Safety	Description	RO / SRO	Governance	Reporting Frequency
To develop the statutory Food Law Enforcement Plan (FLEP)	To produce a plan as to how the city will meet its statutory food inspection programme for 2019/20	Head of Environmental Health Operations Manager (Food Lead)	Licensing & Public Protection Committee Food Standards Agency	Monthly to FSA Annually
To undertake a statutory food intervention programme to ensure that new and existing food businesses comply with food safety legislation	Undertake Food hygiene and Food standards Inspections and respond to food complaints.	Head of Environmental Health Operations Manager (Food Lead)	Licensing & Public Protection Committee Food Standards Agency	Monthly to FSA Annually

Summary of Key Initiatives

Health and Safety	Description	RO / SRO	Governance	Reporting Frequency
To develop the Health and Safety Law Enforcement Plan (HSLEP)	Produce a health and safety inspection plan in line with Health and Safety Executive guidance.	Head of Environmental Health Operations Manager (H&S Lead)	Licensing & Public Protection Committee Health and Safety Executive	Annual – Annual report to LPPC
Investigation of work place related accidents and incidents, including those resulting in serious injuries and fatalities.	100% of mandatory (serious) incidents investigated.	Head of Environmental Health Operations Manager (H&S Lead)	Licensing & Public Protection Committee Health and Safety Executive	Annual – Annual report to LPPC
To undertake a programme of targeted inspections of high risk activities, in accordance with the National Local Authority Enforcement Code.	100% of high risk health and safety risk activities inspected. To take appropriate action in line with the departmental Enforcement Policy.	Head of Environmental Health Operations Manager (H&S Lead)	Licensing & Public Protection Committee Health and Safety Executive	Annual – Annual report to LPPC

Summary of Key Initiatives

Air Quality	Description	RO / SRO	Governance	Reporting Frequency
Monitoring & Evaluation (M&E) of the CAZ	CAZ M&E in line with Government guidelines	Mark Wolstencroft / Phil Edwards	Brum Breathes Programme Board / Defra	Quarterly
Local Air Quality Management (LAQM) function	Review and assessment of air quality under the LAQM regime including coordinating outputs for action	Mark Wolstencroft / Mark Croxford	Brum Breathes Programme Board / Defra	Annual return - Defra
Environmental Permitting Inspection programme	Inspecting industries who pollute to atmosphere under the Environmental Permitting Regulations, enforcing to deliver compliance and formal reporting to Government	Mark Wolstencroft / Mark Croxford	Licensing & Public Protection Committee	Annual return - Defra

Pest Control	Description	RO / SRO	Governance	Reporting Frequency
To respond to all requests for assistance (RFA) and advice regarding pest control	Percentage of all RFAs responded to within the performance target deadline (normally 5 days)	Head of Environmental Health Pest Control Team Leader	Licensing & Public Protection Committee	Annual – Annual report to LPPC

Summary of Key Initiatives

Animal Welfare	Description	RO / SRO	Governance	Reporting Frequency
To provide a dog warden service to seize and detain stray dogs	95% of all RFAs to be responded to within the performance deadline target	Animal Welfare Team Leader Head of Environmental Health	Licensing and Public Protection Committee Defra	Annually
To respond to requests for assistance regarding welfare issues, dog fouling, conduct inspections, erect signage, issue FPNs and undertake proactive dog fouling exercises	95% of all RFAs to be responded to within the performance deadline target 100% of proactive exercises undertaken (40 planned)	Animal Welfare Team Leader Head of Environmental Health	Licensing and Public Protection Committee Defra	Annually
Undertake a programme of inspections of licensed animal establishments	100% of licensed animal establishments inspected	Animal Welfare Team Leader Head of Environmental Health	Licensing and Public Protection Committee Defra	Annually
To enforce legislation in relation to dog control, including the Public Space Protection Orders and Microchipping of Dogs Regulations.	Numbers of enforcement activities (Fixed Penalty Notices served, Notices served, level of compliance, number of prosecutions taken)	Animal Welfare Team Leader Head of Environmental Health	Licensing and Public Protection Committee Defra	Annually

Environmental Health and Pest Control Objectives



RFAs and Food Safety: Key Programmes & Projects

Project	Description	2019-20	2020-21	2021-22	2022-23	Outcomes
Requests for assistance	Investigation of matters affecting the health of the public					Citizens and businesses protected from public health issues

Project	Description	2019-20	2020-21	2021-22	2022-23	Outcomes
Food Safety	Comply with Statutory Food Programme					Inspection Programme completed Compliance with FSA requirements Consumer confidence

Health and Safety: Key Programmes & Projects

Project	Description	2019-20	2020-21	2021-22	2022-23	Outcomes
Health and Safety	Provision of a competent work force to undertake inspections and investigations in Local Authority enforced businesses					<p>Health of workers and reputation of businesses protected</p> <p>Reduction in work days lost to Health and Safety Accidents; Healthier workforce; businesses protected from litigation</p>

Air Quality: Key Programmes & Projects

Project / Description	2019-20	2020-21	2021-22	2022-23	Outcomes
Monitoring & Evaluation (M&E) of the CAZ	Scoping and preparation. Commencement at 01/01/20	Quarterly reporting on calendar year schedule.	Quarterly reporting on calendar year schedule.	Quarterly reporting on calendar year schedule.	Report effectiveness of CAZ and provide evidence to direct further action as appropriate.
Local Air Quality Management (LAQM) function	Monitor & review AQ and reporting. Update AQAP	Monitor & review AQ and reporting.	Monitor & review AQ and reporting.	Monitor & review AQ and reporting.	Contribution to compliance with AQ limits
Environmental Permitting Inspection programme	Annual inspection programme & reporting	Annual inspection programme & reporting	Annual inspection programme & reporting	Annual inspection programme & reporting	Industry compliance with legal duties

Pest Control & Animal Welfare: Key Programmes & Projects

Project	Description	2019-20	2020-21	2021-22	2022-23	Outcomes
Pest Control	Investigation of matters affecting the health of the public	Efficiently responding to all rat complaints and other pests in the city				Protection of health of citizens Reduced environmental dissatisfaction by citizens Reduced damage by pests

Project	Description	2019-20	2020-21	2021-22	2022-23	Outcomes
Animal Welfare	Stray dogs	Seize stray dogs; investigate animal welfare complaints and illegal importation of animals from abroad				Reduced Road accidents and control of diseases transmitted by animals outside of quarantine rules Protect animals and compliant businesses from unfair competition Complete national statutory inspection regime
		Inspect all animal establishments and issue licences as appropriate				

Risks

Risk Title	Category	Description	Score	Mitigating Actions
Inability to complete Statutory Food Programme	Statutory duty	<p>Insufficient resources to undertake food programme</p> <p>Year on year Increased numbers of premises in statutory food programme each year</p> <p>No resource to deal with new requirements such as allergen intervention</p>	High/High	<p>Inspections are being risk rated and prioritised however there is an increasing number of inspections that are overdue.</p> <p>Some inspections are outsourced however these inspectors will not undertake enforcement or food standards inspections</p>
Pest Control Fleet	Financial	The pest control fleet is not compliant with the CAZ requirements	High/High	<p>Consider relocation from city centre</p> <p>Purchase a new fleet without sufficient resource to deliver</p>

Risks

Risk Title	Category	Description	Score	Mitigating Actions
Staffing	Resources	<p>Insufficient suitably qualified officers to deliver increased work demand due to BREXIT and Commonwealth Games</p> <p>Changes to national EHO qualification will lead to newly qualified officers not being able to deliver full role</p>	Low/high	<p>Bid for extra resources</p> <p>Consideration being given to “intern” or “student apprentices”</p>

SUMMARY OF SAVINGS



Summary of savings 2019/20

PL 115a - Reduction of £300k and move of Waste Enforcement Unit to Waste Management – Complete, saving delivered

PL 110 – Charging for rat treatments - Saving Reversed - Complete