

BIRMINGHAM CITY COUNCIL
REGULATION AND ENFORCEMENT

ENVIRONMENTAL HEALTH SERVICE PLAN
2016/2017

2. **Introduction to Environmental Health Services and the Service Plan**

The diverse and holistic nature of the Environmental Health section offers a unique service to Birmingham's residents, traders and visitors. It protects their health, safety and environment including the air they breathe, the food they buy and their safety in the workplace. Our business knowledge and approach helps businesses succeed from a compliance and economic viewpoint. We reduce the harm from everyday living by ensuring that pests, refuse and noise nuisances are controlled.

The majority of our work is statutory that is to say the Council has a responsibility to deliver a service. We respond to intelligence received and emerging new challenges to our living environment to prevent and reduce escalation of potential harms. We have a strong tradition of joint working with many partners, both from within and outside the Council, to maximise our impact efficiently and to bring about shared outcomes and positive impacts for Birmingham. Our prevent, protect, comply approach requires officers to use a set of tools to change irresponsible or unthinking behaviour. These tools include education and advisory means, but where necessary and in line with our Enforcement Policy, we use the legislative powers invested with us by the City Council to ensure compliance.

2.1 **The work of the Section derives from five origins:**

- I. Statutory regulatory work includes food and health and safety inspections of premises, dealing with requests for assistance, carrying out the Air Quality Reviews, providing a Dog Warden Service.
- II. Discretionary regulatory work such as the advancement of waste from domestic properties.
- III. Formal consultation responses to other City Council service areas, such as Licensing and Planning Management.
- IV. Educational work such as providing information to businesses and residents, running the Healthy Choices Award Scheme and carrying out responsible dog ownership initiatives.
- V. With the joint funding from the Director of Public Health for Birmingham, we will also need to tackle Health Priorities in the City that overlap with environmental health service delivery.

2.2 **Service Delivery**

We continue to work with Wards and Districts as appropriate to enable them to identify their priorities so that we can bring about environmental improvements to their local areas by proactive joint working with communities and other agencies. Officers regularly respond to Member led requests for assistance and attend Ward Committee meetings to ensure effective engagement and distribution of information for residents, local traders and Members to be empowered to improve their own area. We further encourage community engagement by looking after the environment in their local area and, through joint working, to bring about real and sustainable improvements.

2.3 **The core elements of the Environmental Health service are:**

- To respond to requests for assistance, including noisy neighbours, stray dogs, rats and other pests, food complaints, work-related accidents, flytipping, and dangerous private trees (approximately 34,647 requests in 2015/2016).
- To assess and take action in respect of potential statutory nuisances.
- To support the agenda for a cleaner City in respect of fly-tipping and littering through both proactive and reactive programmes including enforcement action where appropriate.
- To provide a Pest Control Service.
- To undertake statutory inspection programmes for food safety, food hygiene, health and safety standards, environmental protection and animal licensing (approximately 1,945 inspections in 2015/2016).
- To investigate and prevent further illness from food poisoning incidents and outbreaks, food contamination and food fraud.
- To investigate and prevent further harm from workplace incidents leading to serious personal injuries, death, ill health and dangerous occurrences (e.g. structural collapse, unguarded machinery, trips, slips and falls and escapes of hazardous substances).
- To progress the delivery of actions identified to improve air quality contained within the Air Quality Action Plan and other strategic documents (local and national).
- To maintain and manage the strategy for the assessment and remediation of contaminated land.
- To make an active contribution in delivering the Health and Well Being Strategy focusing on public health outcomes for Birmingham.
- To educate, advise and support Birmingham's businesses and residents.

2.4 **Saving Tracker (New and On-going)**

The outcomes of the Service Review carried out in 2014 for 2015/2016 made a number of recommendations affecting Environmental Health and Pest Control. The outcome for each was:

Environmental Health:

There will be a saving of £1m from core funding with £1m from the Director of Public Health coming into the budget for 3 years. 2016/2017 is the second of the 3 year period. Overall this has a neutral impact on the EH budget.

A £24k saving has been identified through the cessation of Dog Welfare Investigations (0.75 FTE reduction) and an additional £10k has been added to the income generation target totalling £34k for 2016/2017.

Pest Control:

The pest control income target has been reduced from £2.2m to £0.9m in 2016/2017.

2.5 Planned Service Improvements for 2016/2017

- Following the success of the pilot project on focused waste enforcement we will make this business as usual within a Waste Enforcement Unit.
- To exercise the powers in the new Anti-social Behaviour, Policing and Crime Act to protect residents and the city as a whole.
- To build on existing and create more Primary Authority Partnerships with regional and national companies. As well as providing a single point of contact for business support and advice, these also help to reduce regulatory burdens by ensuring other local authorities apply consistent standards. This work is funded by the partner business and is part of a national programme.
- We will continue to deliver the service improvements and projects agreed within the service level agreement with the Director of Public Health to deliver services to meet health priorities:
 - ◆ Continue to develop alcohol and tobacco strategies in Birmingham by providing a dedicated officer.
 - ◆ Provision of a business support officer funded by Markets to assist Market Traders in compliance with food and health and safety requirements.
 - ◆ The provision of air quality data into a mapped format to support the development of a range of public health indicators at a local level.
- To work with colleagues from other service areas and in partnership with Defra to scope out the extent of a Clean Air Zone and determine which vehicle types need be captured. To further determine what other interventions are necessary to ensure compliance with the legislative limits in the shortest time possible.
- To commence the review of the Air Quality Action Plan to build in new and developing measures incorporating the Clean Air Zone study, the *Birmingham Connected* policy and the *City Blue Print for Low Carbon Fuel Refuelling Infrastructure*.
- To review and update the Contaminated Land Inspection Strategy.
- To review and update the Joint Protocol on Managing Unauthorised Encampments in partnership with West Midlands Police.
- We will continue to work in partnership with Birmingham's Housing Void Team to offer a holistic service for removal of waste from void premises; treatment of rodents or insects in the premises; to undertake pest proofing; and to return gardens into a usable state before they are re-tenanted.
- We shall seek to extend our partnership with Birmingham's property services through the restoration of their properties / land back to an acceptable standard to permit their being re-let.

2.6 **Key Performance Indicators**

These include the:

Place Directorate Performance indicators:

100% of planned Food inspections undertaken.

% of food premises that score 3 or more on the food hygiene rating system – target 80%

Regulation and Enforcement Indicators

100% of planned Health and Safety inspections undertaken.

100% of planned Environmental Protection inspections undertaken.

Percentage of RFAs responded to in 5 working days 95%

Customer satisfaction with the overall quality of our services 80%

2.7 **National Returns**

Environmental Health is required to make a number of statutory/national returns and plans including:

- Waste Data Flow [formerly Flycapture] return to the Department of the Environment, Food and Rural Affairs (Defra).
- Food Law Enforcement Plan (Food Standards Agency).
- Annual Returns (Food Standards Agency).
- Review and Assessment reports and Air Quality Action Plan reports (Defra).
- Pollution Prevention and Control returns (Defra).
- Review Contaminated Land Strategy (Defra).
- Health & Safety Law Enforcement Plan (Health & Safety Executive).
- Health and Safety statistics (LAE1) (Health & Safety Executive).
- National Pest Control Survey.
- Animal Health and Welfare prosecutions to Defra.
- Private Water Supply Regulations 2009 (DWI).

2.8 **Organisational Assessment**

This section details the service's current performance and other indicators, showing trends where applicable. Section 2.17 details the resources available during 2016/2017.

- Despite a reduction in officers available to carry out the core and additional activities, we have continued to provide an excellent service by concentrating resources where they are needed most; by focusing on statutory rather than discretionary work; by engendering a 'more for

less' approach to performance; and by officers working flexibly and taking on more responsibility and higher workloads.

- Environmental Health is once again set to achieve 100% of the inspection programmes, but is unlikely to achieve its target of responding to 95% of requests for assistance within 5 days. This due to the significant number of RFAs verses the available staff in compared to previous years. This is also being reflected in a reduction in customer satisfaction rates.

2.9 **Performance against KPI**

Type of Indicator	Indicator	Performance	
Place Directorate Indicators – Inspection Programmes	Percentage of programmed food inspections undertaken	2015-2016*	77.5%
		2014-2015	100%
		2013-2014	100%
		2012-2013	100%
		2011-2012	100%
		2010-2011	100%
Regulation and Enforcement	Percentage of programmed Health and Safety inspections undertaken	2015-2016*	71%
		2014-2015	100%
		2013-2014	100%
		2012-2013	100%
		2011-2012	100%
		2010-2011	100%
	Percentage of programmed EPU inspections undertaken	2015-2016*	97.9%
		2014-2015	100%
		2013-2014	100%
		2012-2013	100%
		2011-2012	100%
	% of food premises that score 3 on the Food Hygiene Rating Scheme	2015-2016*	87%
		2014-2015	86%
		2013-2014	85%
		2012-2013	88%
2011-2012		92%	
Regulatory Services' Local Indicators – response times to customer requests	We will respond to 95% of Requests for Assistance within 5 working days	2015-2016*	72% EH 95% PC
		2014-2015	90% EH 92% PC
		2013-2014	95% EH 94% PC
		2012-2013	99% EH 98% PC
		2011-2012	99% EH 86% PC
		2010-2011	98% EH 97% PC

Regulatory Services Local Indicators – customer satisfaction	80% Customer satisfaction with reactive services – requests for assistance	2015-2016*	76% EH 93% PC
		2014-2015	68% EH 91% PC
		2013-2014	64% EH 85% PC
		2012-2013	87% EH 98% PC
		2011-2012	88% EH 93% PC
		2010-2011	85% EH 97% PC
	We will receive more compliments than justified complaints (ratio of compliments to complaints)	2015-2016*	5:1 EH 1:1 PC
		2014-2015	10:1 EH 0.5:1 PC
		2013-2014	10:1 EH 0.5:1 PC
		2012-2013	5:1 EH 1:1 PC
		2011-2012	4:1 EH 1:3 PC
		2010-2011	29:1
Environmental Health Local Indicators – speed of dealing with customer requests	We will respond to Planning Applications from Planning Committee in the target time	2015-2016*	92%
		2014-2015	94%
		2013-2014	95%
		2012-2013	97%
		2011-2012	98%
		2010-2011	99%

2.10 Quantity of work

Year	Number of Requests for Advice and Assistance	Number of Prosecutions (including FPN's for littering)	Number of Simple Cautions	Number of special projects e.g. proactive surveys/ investigations
2015-2016	34,647 *	312 **	9 **	236 *
2014-2015	45,829	366	7	605
2013-2014	41,492	368	14	1,095
2012-2013	38,036	434	3	1,605
2011-2012	48,585	225	12	1,995
2010-2011	45,545	134	8	Not available

*April 2015 – February 2016

**April 2015 – January 2016

Year	Number of Food premises inspected / intervened	Number of programmed Health and Safety premises Inspected	Number of EPU premises inspected	Number of incidents found on district (by officers)	Notifications
2015-2016*	1,600	203	142	5,786	2,567
2014-2015	2862	354	171	8,350	2,501
2013-2014	2752	318	196	7,235	2,660
2012-2013	3284	296	205	8,700	3,357
2011-2012	4032	141	262	15,731	4,323
2010-2011	4233	141	260	26,387	4,927

*April 2015 – February 2016

2.11 Customer Research

The Environmental Health section undertakes regular customer satisfaction questionnaires encourage customers to make suggestions for service improvements. The corporate 'Your Views' system provides further information on customer needs and expectations. Environmental Health is part of the Customer Services Excellence Standard awarded to Regulation and Enforcement. The retention of the Customer Service Excellence Standard demonstrates that we are identifying our customers together with their needs from our services.

Environmental Health's customer satisfaction levels with the overall service have remained fairly constant since October 2013 when surveys have been carried out on-line. Satisfaction levels with the helpfulness, knowledge and courtesy of staff remain high, as does information received being clear and easy to understand and most people feel that they have been treated fairly.

Customer satisfaction: (Environmental Health)

- 61% satisfied with the overall quality of our service
- 54% satisfied with the outcome of their request
- 85% satisfied with the courtesy of our staff
- 73% satisfied with the helpfulness of our staff
- 82% satisfied with the knowledge of our staff
- 86% felt that information provided was clear and easy to understand
- 74% felt that they had been treated fairly
- 80% would use our service again
- 76% thought our service is value for money

Customer satisfaction: (Pest Control)

- 90% satisfied with the overall quality of our service
- 84% satisfied with the outcome of their request
- 98% satisfied with the courtesy of our staff
- 94% satisfied with the helpfulness of our staff
- 98% satisfied with the knowledge of our staff

92% felt that information provided was clear and easy to understand
96% felt that they had been treated fairly
98% would use our service again

In addition, specific questions are asked on the questionnaires relating to consumer confidence in the food they buy and eat in Birmingham and also on the knowledge and use of the national Food Hygiene Rating Scheme. This year has seen consumer's confidence in food premises fall to 71%. Consumers knowledge of the national Food Hygiene Rating Scheme continues to rise standing at 87% with 77% reporting that they would consider checking the scores before using a business

2.12 **Needs of Stakeholders**

General

In addition to the desire to support the City's priorities, stakeholder needs are also identified through other sources such as the Birmingham Annual Opinion Survey and the Community Safety Partnerships' Strategic Assessment as well as intelligence from RFAs, meetings and other data sources. This indicates that:

- Rubbish and litter (litter and household/commercial waste).
- Dog fouling.
- Noisy neighbours/parties/dogs.
- Fear of Crime.

We will continue to respond to requests for assistance from members of the public, including the following types for which most requests are made:

- Flytipping.
- Domestic noise.
- Food hygiene.
- Pest control.
- Air Pollution.

We make our services available to the public by a variety of routes to ensure that they can engage with us, tell us about problems they would like us to solve and keep informed about the services we provide. Our officers respond to residents in their preferred way by telephone, email or personal visits.

Environmental Health will review and update the streamlined pages it has on the City Council's website. We receive between 85,000 and 90,000 'hits' per year on our information and e-form pages.

We also utilise social media routes wherever possible to ensure that the public is kept up to date with topical issues in both their local area and city wide e.g. we regularly provide information via our Twitter account and have nearly 1,900 followers, a number which is growing each month.

Food Safety

The Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement imposes requirements on Birmingham City Council as a Food Authority. Compliance with this agreement is essential in demonstrating competency as a food authority.

Primary Authority Partnerships have been developed with leading food businesses, these partnerships support businesses operating on a regional or national scale and enhance the reputation of the authority.

The key findings of the Food Standards Agency's Audit of April 2015 have informed our continued focus of resource on our approach to food safety:

- Ensure that future service plans include a clear and realistic comparison of the resources required to carry out the **full** range of statutory food law enforcement activities at **all** relevant food businesses in the area against the resources available to the Service. The Plan should contain a detailed and reasoned intervention strategy and intervention programme which includes arrangements for all historic overdue interventions and unrated businesses on a risk basis. The plan should also include an estimate of the resource required to monitor its implementation and to carry out suitable risk based monitoring across all areas of the Service.
- Carry out interventions at all relevant food premises in the area at a frequency which is not less than that determined under the intervention rating scheme set out in the Food Law Code of Practice (FLCoP) and other centrally issued guidance.
- Maintain up to date accurate records in retrievable form on all food establishments in its area, in accordance with the Food Law Code of Practice and centrally issued guidance. These records shall include reports of all interventions/inspections, the determination of compliance with legal requirements made by the authorised officer, details of action taken where non-compliance was identified, details of any enforcement action taken, results of any sampling, details of any complaints and any action taken, and also relevant food registration and approval information. The authority should also record, with reasons, any deviations from set procedures.

Smoke Free

In Birmingham, deaths attributable to smoking have been estimated as 302 per 100,000 population, significantly higher than the national (292) average (2014). Every year in Birmingham, early deaths due to smoking result in 3,153 years of lost productivity which costs the local economy approx. £59M (Dec 2015). The adult smoking prevalence in Birmingham is significantly higher than the national average with around 1 in 5 adults smoking regularly. Smoking rates are highest in those that earn the least, and estimates show that within the lowest income groups an average smoker could spend a 10th of the total household expenditure on tobacco. Local businesses in Birmingham also lose approx. 213,020 days of productivity every year due to smoking-related sick days. This costs about £19M (Dec 2015). This

demonstrates the need for the service to ensure workplaces, work vehicles and enclosed public places, including those dealing in shisha smoking within premises, comply with the smoke-free legislation thereby reducing the frequency in which persons can smoke in the environment, thereby increasing the likelihood of the person quitting smoking and reducing the exposure to cigarette smoke in the environment.

Air Pollution / Air Quality

Air pollution is widely recognised to damage human health, especially where fine particles are considered, the primary source being from road transport. The evidence base for this has been developed further during 2015 with the increasing evidence base around the health effects arising from exposure to nitrogen dioxide. Consideration of the health burdens arising from nitrogen dioxide (NO₂) suggest that in Birmingham alone there were approximately 371 equivalent lives lost in 2011. When combined with the mortality burden arising from fine particles the figure rises to around 850, and whilst the numbers reduce in future projections, the combined value for 2020 is around 600.

Furthermore, the West Midlands region is projected to have the greatest number (in km) of roads that exceed the legislative limit for NO₂ pollution, outside of London. Insofar as Birmingham is concerned the largest area of concern is the city centre within the ring road, which comprises the inner city wards of Ladywood, Nechells, and Aston. Whilst the burden is borne mostly by residents of these wards, surrounding wards are also impacted as key arterial routes enter the city from all directions.

Put together, this informs our response to air quality in Birmingham. In addition to the statutory duty to monitor air quality and take steps to improve it through the Air Quality Action Plan in order to demonstrate compliance with national levels, we are also working regionally to deliver compliance through the Low Emissions Towns and Cities Programme, part funded by Defra, and also working closely with other stakeholders such as transport planners, public health, and sustainability experts to deliver cross service outcomes. A key partner going forward in 2016 will be Defra as work commences to scope out a Clean Air Zone and other key interventions that may be required to secure legislative compliance in the shortest time possible.

Health & Safety

We continue to work in partnership with co-regulators including the Health & Safety Executive, Ofsted and the Care Quality Commission. By maintaining these communication streams between organisations, it encourages the sharing of intelligence and improves the overall safety and welfare of employees and residents.

2.13 Likely Future Developments

Environmental Health is involved locally and nationally within professional bodies and governmental groups looking at potential future development that

may impact on our services. Key developments facing Environmental Health in the coming year include:

Food Safety

The Food Safety Act revised code of practice will be implemented during 2015/2016, this will place greater emphasis on competency requirements for inspecting officers. This may potentially impose additional pressures on the service, but may also allow for greater flexibility where competency can be demonstrated.

- Significant new labelling rules were implemented over the previous 12 months under the Food Information Regulations. This was the most comprehensive review of labelling rules for over 20 years and has provided challenges across all food business sectors. Officers will continue to support businesses, particularly with new allergen rules, but now take appropriate enforcement action for continued non-compliance.

Health & Safety

Based on local intelligence we will continue to look at machinery guarding in business premises in Birmingham. As projects in 2014/2015 and 2015/2016 which were prompted by accidents, found this to be unsatisfactory in many premises. In addition, once national priorities have been identified by the Health & Safety Executive we will look to run further projects which investigate any high risk practices or premises which are relevant to Birmingham and are regulated by the Local Authority.

Air Pollution / Air Quality

It is anticipated that local air quality will remain a high priority for Government as the threat of fines from the EU remain. The strategy being developed involves the deployment of Clean Air Zones (CAZ) across key cities, one of which is Birmingham. The requirement for a CAZ has been announced by Government and will be mandated through primary legislation during 2016/2017. Work will commence this year to scope out the extent of a CAZ and likely vehicles to be considered.

The review of Local Air Quality Management is expected to be concluded, providing a future framework for the delivery of a streamlined process which takes into account budgetary constraints. This will necessitate the completion of the new Annual Status Report and a revision to the Air Quality Action Plan. Partly in response to the risk of EU fines, Government will continue with the process for rolling out funding for the wider deployment of cleaner vehicle technologies under the funding programme established by the Office for Low Emission Vehicles (OLEV). It is anticipated that Birmingham and the wider West Midlands region will continue to seek funding under this and similar schemes.

Other

The Department for Environment, Food and Rural Affairs launched a revised Waste Strategy in Autumn 2010 which focuses on waste minimisation and

recycling, but regulatory drivers remain in place relating to National Indicator 196 (Performance in dealing with fly-tipping). This has been reinforced through the introduction of statutory guidelines from the Sentencing Council for waste offences and new seizure powers for vehicles involved in fly-tipping.

Environmental Health has both direct and indirect involvement in a number of anti-social behaviour issues. Closer working with colleagues across the City Council and partner agencies will continue to be an increasingly important prerequisite to tackling anti-social behaviour in a coordinated and integrated way. Environmental Health is continuing to work closer with colleagues managing the public realm which is providing an ever increasing challenge with anti-social behaviour and environmental health related issues at both a strategic and operational view point.

Pest Control are looking to maximise the commercial offer for end to end treatments of void premises to help landlords re-let their premises. This work includes removal of waste, environmental cleans, treatment of rodents and insects, and undertaking pest proofing as necessary. This is an ongoing process. Pest Control are also expanding this to working with internal departments to assist in their pest control needs.

Compulsory dog microchipping comes into effect in April 2016

Changes to sentencing legislation and guidelines, which are being applied by the courts to all offences committed on or after 12 March 2015 may increase the number of defendants entering early guilty pleas, and may affect the level of fines imposed. This is a result of the removal of the magistrate's court fine limit and better defined penalties which are based on a company's annual turnover.

2.14. **Potential to maximise funding for service provision**

With the ongoing budgetary pressures in the current financial climate, it is important that services are reviewed regularly and that new ways of providing them are sought.

We will continue to take opportunities to work with regional and national companies, with a Birmingham presence, to set up Primary Authority Partnerships for both Food and Health & Safety.

2.15 **Service Delivery**

Environmental Health contributes to each of the City Council's Strategic Outcomes. It is our declared strategy to ensure that all of the work that we undertake and all of the services that we provide clearly support these. The services that will be delivered are contained in Appendix 2A to this Service Plan. More detailed plans relevant to specific service areas, together with outturns on delivery will be reported to Committee over the next few months as required by law and statutory codes of practice:

- Food Law Enforcement Plan.
- Health and Safety Law Enforcement Plan.
- Annual Animal Welfare Plan.
- Air Quality Action Plan.

We will continue to provide a range of interventions set out in our statutory duties and powers delegated through the Licensing and Public Protection Committee. Processes will be reviewed to ensure that services are delivered in as effective and efficient way as possible in order to minimise any effect on customer needs and satisfaction. It should be noted, however, that the additional savings and loss of posts to meet these may have an effect on the range of services provided as well as the response times.

With regard to Pest Control they have a reduced earnings target of £0.9m from last years £2.2m. It is still a difficult and challenging target but more achievable than before.

Due to the impact of food fraud and the resources needed to investigate this, the overall number of food inspections will be reduced to allow resources to be balanced across the wide range of food service provision. This will be detailed in the Food Law Code of Practice, but we will continue to ensure that all food businesses which produce or prepare high risk foods or where there are or have been concerns about food hygiene standards are inspected to ensure that standards are safe and all requests for assistance concerning poor hygiene will be investigated. The Food Standards Agency will be advised of this approach.

If resources allow, we will implement the following additional services:

- Inspection of all low risk food premises.
- Continued provision of the Healthy Choices scheme to encourage food businesses to offer healthy choices to their customers.
- Delivery of the Safe@Work scheme to help young people stay safe at work.
- We will look to reduce costs by trying to return dogs to their owners rather taking them to Birmingham's Dogs Home.

2.16 **Financial And Resource Planning And Management**

Revenue budget for 2016/2017 is shown below (in 000's), with figures for 2013/2014, 2014/2015 and 2015/2016 included for comparison. The savings targets are included, although it should be noted that in 2013/2014, the corporate recharges and asset depreciation has been removed from the base budget at the start of the year, unlike previous years.

There are no step ups for 2016/2017, however, there are new savings for Animal Welfare (£0.024m) and Business Advice (£0.010m):

ENVIRONMENTAL HEALTH	2013/2014	2014/2015	2015/2016	2016/2017
	£'000	(Budget Report)	(Budget Report)	(Budget Report)
		£'000	£'000	£'000
Employees	3,447	3,844	3,763	3,659
Non Employees	1,738	1,026	579	944
Capital Finance Costs	16	16	16	0
Savings Targets	(685)	(170)	(172)	(24)
TOTAL EXPENDITURE	4,516	4,716	4,186	4,579
Income	(625)	(680)	(654)	(1,037)
Grants	0	0	0	
Savings Targets	(55)	0	0	(10)
TOTAL INCOME	(680)	(680)	(654)	(1,047)
NET EXPENDITURE	3,836	4,036	3,532	3,532
Recharges removed and non-employee budget reduced (net nil)	(447)	0	0	0
Depreciation removed and non-employee budget reduced	16	0	0	0

PEST CONTROL	2013/14	2014/15	2015/16	2016/17
	£'000	(Budget Report)	(Budget Report)	(Budget Report)
		£'000	£'000	£'000
Employees	675	701	709	728
Non Employees	308	296	223	207
Capital Finance Costs	0	0	0	0
Savings Targets	0	0	0	0
TOTAL EXPENDITURE	983	997	932	935
Income	(956)	(1,052)	(1,352)	(938)
Grants	0	0	0	0
Savings Targets	(46)	(300)	(1,300)	0
TOTAL INCOME	(1,002)	(1,352)	(2,652)	(938)
NET EXPENDITURE	(19)	(355)	(1,720)	(3)
Recharges removed and non-employee budget reduced (net nil)	(21)	0	0	0
Depreciation removed and non-employee budget reduced	0	0	0	0

2.17 People Resources

There has been a further reduction in staffing levels. For 2016/2017 there are now full time equivalent posts within Environmental Health available to deliver the Service Plan during 2016/2017.

Total FTEs on 1st April each year			
	2014/2015	2015/2016	2016/2017
Environmental Health	68.2	54	58
Pest Control	23	22	21
Admin Support	17.37	15.37	10.3
Total	108.57	91.37	89.3

To account for the reduction in resources, we will continue to find more effective ways of working, including joint and partnership working where appropriate, to ensure that our key performance indicators are met and that essential, statutory and mandatory services are provided.

The Section is structured by functional teams, as illustrated in the organisation chart, shown as Appendix 2B.

There has been little in the way of training outside of in-house/cascade training in the last 2 years. We intend to put all enforcement staff through competency training in enforcement to increase efficiencies and improve assurance for this work. We will be seeking, continued accreditation to the 'Investors in People' standard will ensure confidence in our ability to deliver the plan and address matters of competency amongst our work force.

Environmental Health and Pest control use corporate email system and a job management system called M3 (Mapss) for recording and managing work. The Environmental Protection Unit uses some non-standard systems for its specialised air pollution work which is not on the corporate intranet.

2.18 **Partners**

The Environmental Health service acknowledges that maintaining and developing its services can be achieved more efficiently through selected partnership working. We work closely with neighbouring Local Authority Environmental Health services who form a number of West Midlands Joint Working Groups on specific topics including Food Safety, Health and Safety, Air Pollution, Animal Welfare and Environmental Health Chief Officers to ensure consistency in the delivery of services across the region.

Environmental Health enters into partnerships when we have assessed, using a decision matrix, the desirability of the working in terms of increased efficiency, synergy and commonality of priorities. This table details the significant partnership working that we currently undertake to provide financial support, joint working and delivery of jointly agreed interventions.

Activity	Description	Partners
Embracing new public health responsibilities	Working to bring about public health outcomes for Birmingham.	Public Health England Birmingham Public Health, BCC Service Commissioners
Tackling obesity	Through the Healthy Choices Awards initiatives.	Birmingham Public Health
Improving Health and Safety of the workforce and those visiting places of work	Involvement in specific projects aimed at delivering national and regional strategies.	Health and Safety Executive, West Midlands Metropolitan Authorities

Activity	Description	Partners
Scoping and delivery of a Clean Air Zone	Working with partners to identify the likely extent of a CAZ and the vehicles most likely to be affected to secure legislative compliance	Defra, Centro, WM ITA, Combined Authority
Dealing with air pollution on a regional level	The coordination of effort and sharing of best practice at a regional level, including the securing of external funding, to provide for air quality improvements.	West Midlands Metropolitan Authorities, Defra, Low Emission Strategies Ltd
Dealing with unauthorised encampments	The provision and delivery of a joint protocol between BCC and WMP on managing unauthorised encampments.	West Midlands Police
Managing the impacts arising from the night time economy	The provision of officers to support a pan Birmingham task force to manage nuisance and crime arising from the night time economy.	West Midlands Police, BCC Planning, BCC Licensing, BCC Trading Standards, West Midlands Fire Service
Tackling food safety and food fraud issues	Through membership of forums and by acting as a consultee on ongoing and proposed food safety matters.	Food Standards Agency West Midland Food Liaison Group
Food inspections in premises supplying food to schools and residential homes. Improving food safety in school kitchens.	Conducting food inspections and engaging in regular liaison with key contacts.	BCC Procurement Citiserive
Shisha	Legislative compliance and communication campaign regarding health messages.	Fire service, HMRC, Stop smoking services, NHS, DoH, BCC planning, BCC licensing, BCC Trading Standards, BCC Public Health, Birmingham Tobacco Control alliance; CenTSA, other West Midlands local authorities, Public Health England and the Chartered Institute of Environmental Health.

Activity	Description	Partners
Research and voluntary work opportunities for student Environmental Health Practitioners.	By giving training and work based opportunities to students who wish to carry out work based projects which will be of value to Birmingham, helping the students to qualify and provide work experience to start them in their work careers.	Various University Establishments
Tackling sites blighted by litter and fly-tipping.	Engagement work with private and public land owners, supported by enforcement work in support of the 'Blooming Streets' and micro-composting initiatives aimed at creating sustainable options for problem locations.	Keep Britain Tidy, Community Safety Partnership, Fleet and Waste Management, Place Managers Residents Group representatives
Tackling litter and dog fouling	Enforcement work in support of the 'Love where you Live' national initiative aimed at reducing litter.	DEFRA, Keep Britain Tidy, Community Safety Partnership.
Tackling organised fly-tipping	To undertake intelligence led interventions, including use of warrants and seizure powers aimed at targeting organised criminality.	Partners to the Government Agency Intelligence Network (GAIN), including Police Regional Organised Crime Unit and other Local authority partners.
'Building Watch' initiative	To continue to work with Birmingham Fire Reduction Partnership and City Council Building Control team to secure void commercial/ industrial buildings that are assessed as posing a significant risk of injury or significant likelihood of attracting arson or other anti-social behaviour	Fire Service, Police
Responsible dog ownership	To continue to work with partners to raise awareness of responsible dog ownership issues such as	Police, national and local animal charities and where required with other agencies such as Keep

Activity	Description	Partners
	dog fouling, and helping children and young people to stay safe around dogs.	Britain Tidy, Defra.
Counterfeit and fake alcohol	To remove counterfeit and fake alcohol from Birmingham's shops.	HMRC, Trading Standard, Fire Service, Police.
Problem bird egg replacement project	To reduce the population of problem gulls	SAS rope access and Birmingham Airport

2.19 **Information management**

Our IT system ensures the validity of our performance management information. It provides controls for the gathering and review of customer and other stakeholder feedback and ensures this feedback is acted upon. We are able to monitor our performance via the corporate system that provides a 'dashboard' view of our progress against declared targets and objectives. Corporate Data Quality Assurance templates will be used to assure the robustness of our performance figures.

SERVICE DELIVERY

All activities are focused on ensuring public health outcomes for Birmingham.

Each section details how the work contributes to the:

Sustainable Community Strategy Birmingham 2026 Priorities:

- Enjoying a high quality of life
- Social Cohesion

Supported by 4 themes:

- Succeed economically
- Stay safe in a clean green City
- Be Healthy
- Make a Contribution

Council Business Plan 2015+ Priorities:

- **A Fair City** – where people are safe; people are not excluded from opportunities or services because of their background or where they live; older people are cared for with dignity in their own community
- **A Prosperous City** – where local entrepreneurs can thrive; inward investment is attracted; there is a highly skilled workforce. A smart, green and sustainable city with excellent connectivity
- **A Democratic City** – where everyone has a duty to contribute to civic life and a right to be heard as equals; where public services are accountable and focus on the ‘whole place’ and the ‘whole person’; where citizens work together to look after each other
- **Council of the Future**

Values

- Putting residents first
- Acting courageously
- Being true to our word
- Achieving excellence

Format of the Service Objective

Service Objective Number Details of the service objective		Mission Statement – Regulation & Enforcement Mission Statement		
Council Plan Strategic Outcomes <ul style="list-style-type: none">Relevant aspects from the Council Plan Strategic Outcomes		Sustainable Community Strategy Birmingham 2026 Priorities <ul style="list-style-type: none">Relevant priorities from the Sustainable Community Strategy Birmingham 2026 Priorities	Lead Officer Senior officer with responsibility for the Service Objective	
Task	Measure	Target	Method	Outcome(s)
# Specific task number and details of the task	<ul style="list-style-type: none"> The criteria by which the task will be measured and from which the target will be drawn <p>Specific comments relating to the measure</p>	Actual target value or other measurable	<p>Information source from which the measure and target will be drawn</p> <p>A further table, sitting outside of this plan, will contain the metadata for the measure and target to allow consistency and transparency of the reporting</p> <p>e.g. EH MI refers to Management Information held by Environmental Health – Excel, Access, Word documents, etc.</p>	<ul style="list-style-type: none"> Relevant outcome(s) from the task

Service Objective 1 Offer advice to and respond 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.		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.’		
Council Plan Strategic Outcomes <ul style="list-style-type: none"> • A Fair City – Safe and inclusive • A Prosperous City – Supporting business in a green and sustainable city • A Democratic City – Accountable public services focussing on the ‘whole place’ 		Sustainable Community Strategy Birmingham 2026 Priorities <ul style="list-style-type: none"> • Enjoy a high quality of life • Promote social cohesion • Succeed economically • Stay safe in a clean, green city • Be healthy • Make a contribution 		Lead Officer Head of Environmental Health
Task	Measure	Target	Method	Outcome(s)
1.1 Respond to all requests for advice and assistance (RFA)	<ul style="list-style-type: none"> • Percentage of all RFAs responded to within the performance target deadline (normally 5 days) 	95%	Departmental computer system (MAPPS)	<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
1.2 Provide a good service to our customers (new)	<ul style="list-style-type: none"> • Percentage of customers satisfied with overall quality of service provided 	80%	Customer satisfaction surveys	

Service Objective 2 Improve the environment through working with Ward and District Committees, local businesses and residents to ensure that areas of concern relating to fly-tipping, illegal dumping of refuse, advancement of waste and other issues causing detriment to the environment, are addressed		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.’		
Council Plan Strategic Outcomes <ul style="list-style-type: none"> • A Fair City – Safe and inclusive • A Prosperous City – Supporting business in a green and sustainable city • A Democratic City – Accountable public services focussing on the ‘whole place’ 		Sustainable Community Strategy Birmingham 2026 Priorities <ul style="list-style-type: none"> • Enjoy a high quality of life • Promote social cohesion • Succeed economically • Stay safe in a clean, green city • Be healthy • Make a contribution 		Lead Officer Head of Environmental Health
Task	Measure	Target	Method	Outcome(s)
2.1 Conduct proactive surveys to deal with areas of land blighted by environmental crime	<ul style="list-style-type: none"> • Percentage of sites found to have environmental problems, subsequently cleared <p>Respond to local community’s concerns about blighted areas Take enforcement action where appropriate. Where practicable, to involve local communities and partners in reducing the levels of environmental crime issues in local areas.</p> <p>Where sites suffer repeated problems, to scope additional methods of prevention.</p>	100%	Waste Enforcement Unit Management Information (WEU MI)	<ul style="list-style-type: none"> • To improve the environmental quality of local areas

<p>2.2 Programme to ensure that Birmingham's businesses dispose of their waste legally</p>	<ul style="list-style-type: none"> Percentage of commercial businesses that are inspected which are deemed compliant <p>Conduct duty of care inspections at all premises inspected or otherwise visited by officers Carry out inspections and visits in 'hot spot' areas Undertake follow up visits to check compliance and maintain standards Conduct enforcement activity to promote compliance and to deter anti-competitive avoidance of legal duties</p>	<p>100%</p>	<p>Departmental Computer System (MAPSS) WEU MI</p>	<ul style="list-style-type: none"> To promote compliance with environmental legislation and protect compliant businesses To reduce the likelihood of fly-tipping and associated environmental impact from fly-tipping To prevent the Council from underwriting waste disposal costs from non-compliant businesses
<p>2.3 Programme of litter enforcement exercises</p>	<ul style="list-style-type: none"> Percentage of planned exercises completed <p>Partnership working with other involved parties Robust enforcement against people found littering</p>	<p>90%</p>	<p>WEU MI</p>	<ul style="list-style-type: none"> To improve the cleanliness of streets and open spaces in the city To dissuade people from littering
<p>2.4 To work with the Association of Chief Police Officers (ACPO) on a national metal task force (tackling metal theft)</p>	<ul style="list-style-type: none"> Percentage of planned interventions completed in partnership with the Police <p>Identify waste carriers involved in the transport of scrap metal Establish a joint information sharing protocol with the Police Take part in joint working such as vehicle stops, securing of void properties and to engage with scrap metal dealers and itinerant collectors</p>	<p>100%</p>	<p>WEU MI</p>	<ul style="list-style-type: none"> To reduce the number of unregistered waste carriers associated with the transport of scrap metal. To assist the Police in taking enforcement action associated with metal theft.

	To take appropriate enforcement action			
2.5 Enforcement action – Waste Data Flow Return	<ul style="list-style-type: none"> Improvement on year-on-year enforcement trends <p>Intelligence led approach to realise an understanding of the true nature of dumped waste across the city. Statistical return to Defra Focus on work tackling cleanliness across the city</p>	Increase in number	WEU MI	<ul style="list-style-type: none"> To improve the cleanliness of streets and open spaces in the city

Service Objective 3 Promote and ensure Food Safety, including a programme of food inspections and the investigation of food related complaints, food fraud and food poisoning.		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.’		
Council Plan Strategic Outcomes <ul style="list-style-type: none"> • A Fair City – Safe and inclusive • A Prosperous City – Supporting business and promoting a skilled workforce • A Democratic City – Accountable public services focussing on the ‘whole place’ 		Sustainable Community Strategy Birmingham 2026 Priorities <ul style="list-style-type: none"> • Enjoy a high quality of life • Promote social cohesion • Succeed economically • Stay safe in a clean, green city • Be healthy • Make a contribution 		Lead Officer Head of Environmental Health
Task	Measure	Target	Method	Outcome(s)
3.1 To develop the statutory Food Law Enforcement Plan	<ul style="list-style-type: none"> • Plan developed <p>To undertake a review of last year’s food safety service and develop a food hygiene intervention programme in line with statutory code of practice</p>	Plan reported to LPPC	Committee database	<ul style="list-style-type: none"> • To ensure that the Local Authority complies with the Food Standards Agency’s Statutory Guidance
3.2 To undertake a statutory food intervention programme to ensure that new and existing food businesses comply with food safety legislation	<ul style="list-style-type: none"> • Percentage of planned inspections undertaken <p>Inspections in line with the statutory Food Law Code of Practice Inspections ensure that all food businesses requiring approval under specific EU legislation are able to maintain their approval To work with food business operators where possible to</p>	100%	Departmental computer system (MAPPS)	<ul style="list-style-type: none"> • To protect the health and wellbeing of citizens, employees of businesses and visitors • To maintain a high level of consumer confidence in food businesses in Birmingham • To take appropriate enforcement action against food businesses where the health of the public is put

	ensure that they comply with their legal responsibilities as well as scoring as highly as possible on the Food Hygiene Rating Scheme			<p>at risk</p> <ul style="list-style-type: none"> To discharge the local authority's duty in meeting the Food Law Enforcement Plan
3.3 To target all food businesses scoring 0 - 2 on the Food Hygiene Rating Scheme to raise their standards	<ul style="list-style-type: none"> Percentage of targeted businesses that are rated as 0 – 2 (as of 1st April 2015) in which interventions are undertaken <p>Inspection in line with Food Law Code of Practice. To carry out revisits and other interventions, including enforcement action where necessary. To ensure food businesses are operating to a safe standard.</p>	100%	Departmental computer system (MAPPS)	<ul style="list-style-type: none"> To protect the health and wellbeing of citizens, employees of businesses and visitors To protect good businesses from being disadvantaged by non-compliant traders To assist businesses to remain competitive To ensure that resources are targeted to the poorest performing businesses
3.4 To tackle food fraud in Birmingham	<ul style="list-style-type: none"> Percentage of planned food fraud investigations completed 	100%	Departmental computer system (MAPPS)	<ul style="list-style-type: none"> To protect the health and wellbeing of citizens, employees of businesses and visitors To protect good businesses from being disadvantaged by non-compliant traders
3.5 To develop a food and water sampling programme in line with national and regional priorities	<ul style="list-style-type: none"> Percentage of surveys completed <p>Dependent upon sufficient budget being available</p>	100%	Environmental Health Management Information (EH MI)	<ul style="list-style-type: none"> To ensure the safety and quality of food produced and sold in Birmingham

3.6 To provide additional support and training to food businesses through securing external funding	<ul style="list-style-type: none"> Percentage of food businesses which receive additional support and training being satisfied that this has helped them understand the legal requirements (Survey to demonstrate satisfaction) 	80%	EH MI	<ul style="list-style-type: none"> To assist food businesses to remain competitive
3.7 To promote the Healthy Choices initiative across the city and particularly in deprived areas	<ul style="list-style-type: none"> Number of food businesses with a healthy choices aware 	Increase on previous year (2014-15)	EH MI	<ul style="list-style-type: none"> To promote the health and wellbeing of citizens, including young people

Service Objective 4 Promote and ensure healthy and safe working environments including a programme of health and safety inspections and focussed visits, investigation of serious accidents and complaints concerning working conditions.		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.’		
Council Plan Strategic Outcomes <ul style="list-style-type: none"> • A Fair City – Safe and inclusive • A Prosperous City – Supporting business and promoting a skilled workforce • A Democratic City – Accountable public services focussing on the ‘whole place’ 		Sustainable Community Strategy Birmingham 2026 Priorities <ul style="list-style-type: none"> • Enjoy a high quality of life • Promote social cohesion • Succeed economically • Stay safe in a clean, green city • Be healthy • Make a contribution 		Lead Officer Head of Environmental Health
Task	Measure	Target	Method	Outcome(s)
4.1 To develop the Health and Safety Law Enforcement Plan	<ul style="list-style-type: none"> • Produce a health and safety inspection plan in line with Health and Safety Executive guidance. 	Plan reported to Public Protection Committee	Committee database	<ul style="list-style-type: none"> • To ensure that the Local Authority complies with the Section 18 Health and Safety at Work etc Act 1974.
4.2 Investigation of work place related accidents and incidents, including those resulting in serious injuries and fatalities.	<ul style="list-style-type: none"> • Percentage of mandatory (serious) incidents investigated. 	100%	Departmental computer system (MAPPS)	<ul style="list-style-type: none"> • To protect employees and members of the public from unsafe practices. • To ensure that employers meet their statutory responsibilities in relation to health and safety

<p>4.3 To undertake a programme of targeted inspections of high risk activities, in accordance with the National Local Authority Enforcement Code.</p>	<ul style="list-style-type: none"> Percentage of high health and safety risk activities inspected. <p>To take appropriate action in line with the departmental Enforcement Policy.</p>	<p>100%</p>	<p>Departmental computer system (MAPPS)</p>	<ul style="list-style-type: none"> To protect employees and members of the public from unsafe practices. To protect the wellbeing of vulnerable people in care environments. To ensure that employers meet their statutory responsibilities in relation to health and safety
<p>4.4 To undertake a programme of targeted inspections of cooling towers which are regulated by the Local Authority.</p>	<ul style="list-style-type: none"> Percentage of businesses with cooling towers inspected <p>To ensure that businesses meet their statutory responsibilities in relation to health and safety.</p>	<p>100%</p>	<p>Departmental computer system (MAPPS)</p>	<ul style="list-style-type: none"> Increase Businesses awareness of the dangers associated with poorly managed cooling towers. Protect employees and the wider public from the health risks associated with poorly managed cooling towers.
<p>4.5 Maintain current Primary Authority Partnerships and where possible develop future partnerships.</p>	<ul style="list-style-type: none"> Percentage of enquiries from Local Authorities and Company Partnerships responded to within 5 working days <p>Support businesses in Health & Safety compliance and Local Authorities in Health & Safety related enforcement.</p>	<p>100%</p>	<p>BRDO – Primary Authority Partnership Portal</p>	<ul style="list-style-type: none"> To protect employees and members of the public from unsafe practices. To ensure that employers meet their statutory responsibilities in relation to health and safety

Service Objective 5 Improve the environment and protect the public from environmental hazards arising from air and land and in the form of noise.		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.’		
Council Plan Strategic Outcomes <ul style="list-style-type: none"> • A Fair City – Safe and inclusive • A Prosperous City – Supporting business in a smart, green and sustainable city with excellent connectivity • A Democratic City – Accountable public services focussing on the ‘whole place’ 		Sustainable Community Strategy Birmingham 2026 Priorities <ul style="list-style-type: none"> • Enjoy a high quality of life • Promote social cohesion • Succeed economically • Stay safe in a clean, green city • Be healthy • Make a contribution 		Lead Officer Head of Environmental Health
Task	Measure	Target	Method	Outcome(s)
5.1 Undertake inspections of regulated facilities in line with the Defra inspecting protocol	<ul style="list-style-type: none"> • Percentage of premises inspected 	100%	EPU EPR Access database	<ul style="list-style-type: none"> • To protect the health and well-being of citizens, employees of businesses and visitors. • To support businesses in the community by providing regulatory advice, proportionate enforcement and a consistent and level playing field.
5.2 To review the Air Quality Action Plan (AQAP) and issue the new version (following consultation)	<ul style="list-style-type: none"> • AQAP reviewed and issued, building in consultee comments Heavily dependent on resources	AQAP re-issued	AQAP approved by LPPC and Cabinet Member and uploaded on website	<ul style="list-style-type: none"> • To protect the health and well-being of citizens, employees of businesses and visitors.

<p>5.3 Development and deployment of a Clean Air Zone</p>	<ul style="list-style-type: none"> Progress made on CAZ 	<p>Extent of CAZ and vehicles affected, scoped out</p>	<p>Monitoring, modelling, partnership working, agreement from partners</p>	<ul style="list-style-type: none"> To protect the health and well-being of citizens, employees of businesses and visitors. To promote the local economy through supporting the development of low emission technologies
<p>5.4 To work towards improvements of air quality within the city in partnership with other City Services and other partners</p>	<ul style="list-style-type: none"> Percentage of road expected to be non-compliant by 2020, 2025, 2030 based on Defra projections <p>Include completing the BRUM project as funded by Defra</p> <p>Heavily dependent on resources</p>	<p>Reduction in the percentage</p>	<p>Modelling outputs</p>	<ul style="list-style-type: none"> To protect the health and well-being of citizens, employees of businesses and visitors. To promote the local economy through supporting the development of low emission technologies
<p>5.5 To review the Contaminated Land Inspection Strategy (CLIS) and issue the new version (following consultation)</p>	<ul style="list-style-type: none"> CLIS reviewed and issued, building in consultee comments <p>Heavily dependent on resources</p>	<p>CLIS re-issued</p>	<p>CLIS approved by LPPC and Cabinet Member and uploaded on website</p>	<ul style="list-style-type: none"> To protect the health and well-being of citizens, employees of businesses and visitors.
<p>5.6 To undertake the role of responsible authority for Environmental Health under the Licensing Act 2003</p>	<ul style="list-style-type: none"> Percentage of all applications for premises licences responded to within the consultation period (28 days) 	<p>90%</p>	<p>Environmental Protection Unit Management Information (EPU MI)</p>	<ul style="list-style-type: none"> To protect the health and well-being of citizens, employees of businesses and visitors To promote compliance with the objectives of the Licensing Act in Birmingham by the licence trade.

<p>5.7 To respond to planning applications as a non-statutory consultee on behalf of Planning Management</p>	<ul style="list-style-type: none"> Percentage of all planning consultations responded to within the consultation period (28 days) 	<p>85%</p>	<p>EPU MI</p>	<ul style="list-style-type: none"> To protect the health and well-being of citizens, employees of businesses and visitors To promote the local economy by providing for sustainable development
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Service Objective 6 Tobacco Control		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.’		
Council Plan Strategic Outcomes		Sustainable Community Strategy Birmingham 2026 Priorities		Lead Officer
<ul style="list-style-type: none"> • A Fair City – Safe and inclusive • A Prosperous City – Supporting business in a green city • A Democratic City – Accountable public services focussing on the ‘whole place’ 		<ul style="list-style-type: none"> • Enjoy a high quality of life • Promote social cohesion • Succeed economically • Stay safe in a clean, green city • Be healthy • Make a contribution 		Head of Environmental Health
Task	Measure	Target	Method	Outcome(s)
6.1 Undertake smokefree inspections	<ul style="list-style-type: none"> • Percentage of premises subject to a food hygiene or health and safety inspection to have a smokefree inspection 	100%	Departmental computer system (MAPPS)	<ul style="list-style-type: none"> • To protect the health and wellbeing of citizens, visitors and employees of businesses. • To take appropriate enforcement action against premises which do not comply with legislation.
6.2 Undertake inspections to ensure legislative compliance and provide advice to Shisha premises in Birmingham	<ul style="list-style-type: none"> • Percentage of planned inspections undertaken <p>Partnership working with other agencies including HMRC, Stop Smoking Services, NHS, BCC Planning, BCC Trading Standards, WM Fire Authority, Tobacco Control Alliance, DoH, and CentTSA</p>	100%	Departmental computer system (MAPPS)	<ul style="list-style-type: none"> • To protect the health and well-being of citizens, businesses and visitors • To provide advice to Shisha users on the dangers of smoking Shisha • To provide advice to Shisha premises owners on their legal obligations. • To take appropriate enforcement action against premises which do not comply with legislation.

<p>6.3 Partnership working with the Birmingham Tobacco Control Alliance to deliver the 2010-2015 Strategy to promote smoke-free living, tackle illicit tobacco and reduce the harm caused by smoking across the city</p>	<ul style="list-style-type: none"> • Report activities to the Licensing & Public Protection Committee 	<p>LPPC report during 2015/16</p>	<p>Committee database</p>	<ul style="list-style-type: none"> • To protect the health and well-being of citizens, businesses and visitors • Provision of training and guidance for enforcement officers across the West Midlands region on the control of shisha • Enforcement action taken as required against non-compliant business owners
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Service Objective 7 To provide an effective and efficient pest control service		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.’		
Council Plan Strategic Outcomes		Sustainable Community Strategy Birmingham 2026 Priorities		Lead Officer
<ul style="list-style-type: none"> • A Fair City – Safe and inclusive • A Prosperous City – Supporting business and promoting a skilled workforce • A Democratic City – Accountable public services focussing on the ‘whole place’ 		<ul style="list-style-type: none"> • Enjoy a high quality of life • Promote social cohesion • Succeed economically • Stay safe in a clean, green city • Be healthy • Make a contribution 		Head of Environmental Health
Task	Measure	Target	Method	Outcome(s)
7.1 To respond to all requests for assistance (RFA) and advice regarding pest control	<ul style="list-style-type: none"> • Percentage of RFAs responded to within the designated performance timescale <p>Monitoring of work and appointment system to ensure that requests are responded to within the designated timescales Treatment carried out in line with relevant codes of practice</p>	95%	Departmental computer system (MAPPS)	<ul style="list-style-type: none"> • To protect the health and wellbeing of citizens, employees of businesses and visitors. • To improve the environmental quality of local areas.
7.2 Provide proactive rat treatments in the city where ‘hotspots’ are identified.	<ul style="list-style-type: none"> • Number of proactive treatments within a postcode area where pest problems have been identified <p>Implementation of proactive exercises aimed at identifying hotspots and monitoring of results</p>	5 treatments	<p>Departmental computer system (MAPPS)</p> <p>Pest Control Management Information (PC MI)</p>	<ul style="list-style-type: none"> • To protect the health and wellbeing of citizens, businesses and visitors.

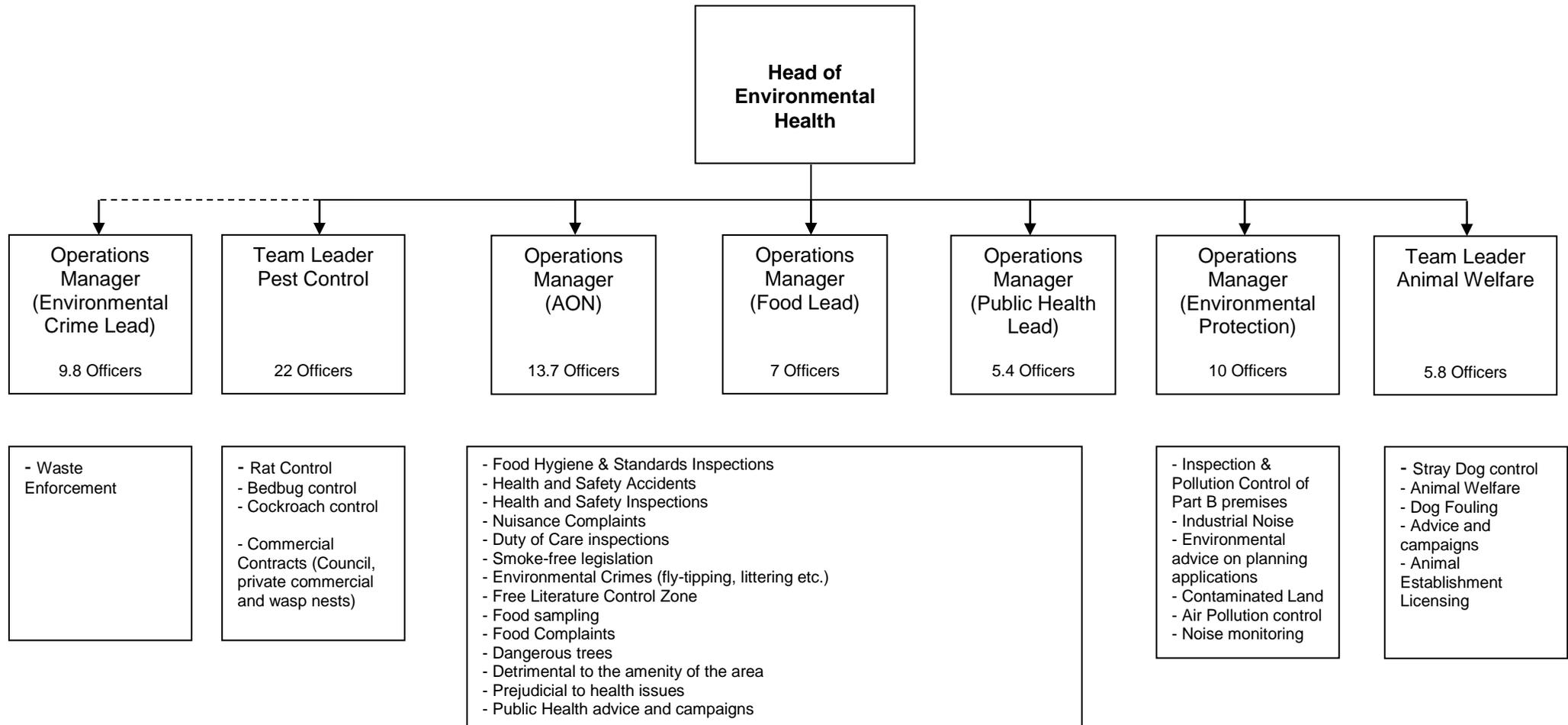
<p>7.3 Offer a commercial pest control service to generate income to support the provision of free rat treatments in domestic properties.</p>	<ul style="list-style-type: none"> Income generation target <p>Market a competitive commercial pest control service.</p>	<p>Income generation target achieved</p>	<p>Market a competitive pest control service for domestic and commercial customers</p>	<ul style="list-style-type: none"> To protect the health and wellbeing of citizens, businesses and visitors. To enhance officers' skill base and to move into other areas of Pest Control which concern the public
<p>7.4 Focus work to tackle property owners who do not carry out pest proofing works (new).</p>	<ul style="list-style-type: none"> Number of RFA during 2015/16 which relate to premises confirmed as proofed during 2014/15. <p>Through education and information, advise property owners where pest proofing works are required. Where necessary to work with enforcement colleagues to bring about necessary repairs to prevent reinfestation. Demonstrate the benefit of proofing to prevent pest reinfestation.</p>	<p>No target 2015/16</p> <p>To provide a baseline for the likely reduction in calls this approach will create.</p>	<p>PC MI</p> <ul style="list-style-type: none"> Number of premises confirmed as proofed in 2015/2016 Number of the above premises which make a return call in 2015/16 to report pest ingress Number of the premises making a return call where pest ingress is due to a failure of the proofing 	<ul style="list-style-type: none"> To reduce the number of repeat calls where lack of suitable proofing creates re-infestation of pests.

Service Objective 8 To provide an effective and efficient Animal Health and Welfare service, including the seizure of stray dogs		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.’		
Council Plan Strategic Outcomes <ul style="list-style-type: none"> • A Fair City – Safe and inclusive • A Prosperous City – Supporting business • A Democratic City – Accountable public services focussing on the ‘whole place’ 		Sustainable Community Strategy Birmingham 2026 Priorities <ul style="list-style-type: none"> • Enjoy a high quality of life • Promote social cohesion • Succeed economically • Stay safe in a clean, green city • Be healthy • Make a contribution 	Lead Officer Head of Environmental Health	
Task	Measure	Target	Method	Outcome(s)
8.1 To provide a dog warden service to seize and detain stray dogs	<ul style="list-style-type: none"> • Percentage of all RFAs to be responded to within the performance deadline target 	95%	Departmental computer system (MAPPS)	<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 biting involving stray dogs • To protect animal health and welfare
8.2 To respond to requests for assistance regarding dog fouling, conduct area inspections, erect signage and issue FPN where offender identified	<ul style="list-style-type: none"> • Percentage of all RFAs to be responded to within the performance deadline target 	95%	Departmental computer system (MAPPS)	<ul style="list-style-type: none"> • To protect the health and wellbeing of the public • Stay safe in a clean, green city

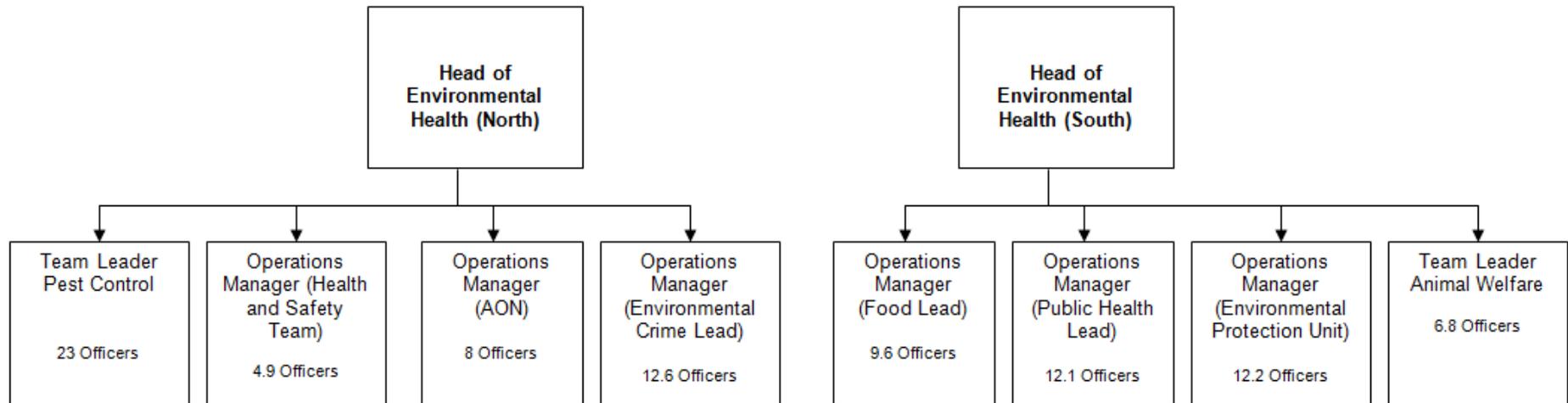
8.3 To undertake a programme of dog fouling surveillance exercises	<ul style="list-style-type: none"> Percentage of proactive exercises undertaken (40 planned) 	100%	Animal Welfare Management Information (AW MI)	<ul style="list-style-type: none"> To protect the health and wellbeing of the public and to improve the cleanliness of streets and open spaces in the city
8.4 Undertake a programme of inspections of all licensed animal establishments	<ul style="list-style-type: none"> Percentage of licensed animal establishments inspected 	100%	AW MI	<ul style="list-style-type: none"> To protect animal welfare within Birmingham and to support businesses publicly trading in Birmingham
8.5 To promote responsible dog ownership and enforce legislation in respect of the same through a programme of planned initiatives	<ul style="list-style-type: none"> Percentage of planned initiatives undertaken (5 planned) <p>Initiatives to cover microchipping and legal responsibility awareness raising</p>	100%	AW MI	<ul style="list-style-type: none"> To protect the health and wellbeing of the public and to promote animal welfare within Birmingham
8.6 To respond to requests from the People Directorate to undertake assessments on dogs or animals kept by individuals looking to adopt or foster children	<ul style="list-style-type: none"> Percentage of all RFAs to be responded to within the performance deadline target 	95%	Departmental computer system (MAPPS)	<ul style="list-style-type: none"> To protect the health and wellbeing of the public, in particular young people and children Income generation for the service
8.7 To promote the Dog Warden Service to assist with an eviction or forced entry process, to restrain or remove dogs as required	<ul style="list-style-type: none"> Log all requests and income generated 	Log of requests and income generated	AW MI	<ul style="list-style-type: none"> To protect the health and safety of individuals involved with forcing entry to premises where dogs are kept To protect animal welfare Income generation for the service

<p>8.8 To issue discounted animal neutering vouchers provided by national animal charities to promote the neutering of cats and dogs in order to reduce the numbers of stray and unwanted animals</p>	<ul style="list-style-type: none"> • Number of discounted neutering vouchers issued by officers 	<p>Identify those animals at risk and log numbers issued</p>	<p>AW MI</p>	<ul style="list-style-type: none"> • To protect animal health and welfare • To protect the health and wellbeing of the public • To reduce the numbers of stray dogs
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ENVIRONMENTAL HEALTH STRUCTURE CHART 2016/2017



ENVIRONMENTAL HEALTH STRUCTURE CHART 2014/15



ENVIRONMENTAL HEALTH STRUCTURE CHART 2015/16

