

BIRMINGHAM CITY COUNCIL
REGULATION AND ENFORCEMENT

ENVIRONMENTAL HEALTH SERVICE PLAN
2018/2019

2.0 **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 day to day approach helps businesses succeed from a compliance and economic viewpoint. We reduce the harm to 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 that service. We use 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 advice, 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 & 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, 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 within all Wards 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.

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 35,233 requests in 2017/2018)

- To assess and take action in respect of potential statutory nuisances.
- To support the City ambition around clean air, through supporting the developing Clean Air Zone and the revision of the Air Quality Action Plan, whilst continuing to deliver on existing air quality related tasks.
- 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 permitting and animal licensing (approximately 5,000 inspections in 2017/2018).
- To investigate and prevent further illness from food poisoning incidents and outbreaks, food contamination and food fraud and to investigate and prevent further illness from other communicable diseases
- 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 & falls and escapes of hazardous substances).
- To continue to provide support to Planning Management through advising on the environmental merits of planning applications and to provide the function of the Responsible Authority for Environmental Health under the Licensing Act 2003.
- 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)**

Environmental Health:

The Public Health funding has ceased in 2018/2019 which is a net reduction of £1m. This money was ring fenced to work that assisted the Director of Public Health but also overlapped into Environmental Health as a win/win.

An additional £155k has been added for 2018/2019 to operate a waste team tackling placarding and waste issues. A team of 2 enforcement officers and 2 on street officers to remove placards and identify where they are being displayed will be recruited to the waste enforcement team. Monthly reports will be made to committee on this activity.

Pest Control:

The pest control income target has been reduced by £300k to £0.7m for 2018/2019.

2.5 **Planned Service Improvements for 2018/2019**

- Waste Enforcement Unit is now embedded in Environmental Health and an additional £155K funding has been identified for 2018/19 to support their work.
- Waste Enforcement Unit will prioritise RFAs that evidence that enables a criminal investigation to ensue and thereby improve the numbers of prosecutions taken.
- To exercise the powers in the new Anti-social Behaviour, Policing and Crime Act to protect residents and the city as a whole. Five injunctions have been sort and made by the County Court to control unauthorised encampments and violent threats to staff. We will continue to exercise these powers where it is proportional to do so.
- 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.
- Support the transfer of food businesses from the existing wholesale market to the new market in Witton. Provide continued support and appropriate supervision at the new market to ensure food safety is maintained.
- To continue to work with colleagues from other service areas and in partnership with Defra / DfT 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 progress and complete 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*.
- We will expand the network of real time monitoring sites in the city centre with a new station being installed at St Mark's Crescent to measure background levels of pollution in the city centre and two smaller sites on St Chads and Lower Severn Street to assess nitrogen dioxide levels from the A38 in the areas of exceedance identified by Government. It is planned all three stations will be up and running by late spring / early summer at the latest.
- To work with partner services and organisations to manage incidences of unauthorised encamping to ensure land is returned to public use in the shortest time possible, within a comprehensive strategic framework.
- To work with partner services to bring forward planning applications for sites for GRT use (permanent and transit) as identified in the BDP and to assist in identifying further sites for transit purposes in line with existing evidence and an updated needs assessment.
- The 5 Dog Control Orders were replaced by 5 Public Space Protection Orders in October 2017. These will continue to be applied to irresponsible dog owners who fail to control or clear up after their pets.

- The Animal Welfare Team will provide a Dog Warden Service to collect stray dogs for Solihull Metropolitan Council. Officers will also assist with public protection issues surrounding uncontrolled dogs in Solihull. This follows successfully securing a 2 year contract to undertake this work.
- The Animal Welfare Team will support colleagues in Social Services and Funerals and Protection of property in a new Agreement involving the emergency removal and boarding of animals where their owners have passed away, or have been taken into hospital or detained for mental health reasons.
- 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 continue 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.
- Through funding through the Birmingham Community strategic partnership, we will manage a small Antisocial behaviour Team tackling homelessness, rough sleeping and begging issues and other ASB type behaviours including noise nuisance impacts associated with Buskers and street speaking.
- To support a programme for Interns to invest in youngsters from University backgrounds to assist in them gaining experience and permanent work.

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).
- Air quality Annual Status Reports (Defra).
- Pollution Prevention and Control returns (Defra).
- Review Contaminated Land Strategy (Defra).
- Clean Air Zone progress outputs (Joint Air Quality Unit, Defra / DfT).
- 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 2018/2019.

- Despite on-going resource pressures in terms of 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; by the employment of interns to support core services and deliver Public Health based project work; and by officers working flexibly and taking on more responsibility and retaining higher workloads.
- Environmental Health is set to achieve 100% of the Food Safety and Health & Safety inspection programmes, but is unlikely to achieve 100% in the Environmental Protection inspection programme due to two vacancies unfilled until October and a number of long term sicknesses. These inspections will be undertaken in the first quarter of the 2018/2019 financial year. The target of responding to 95% of requests for assistance within 5 days is not being met, this being due to the increased number of RFAs and additional work around waste enforcement and public health work. This inability to respond quickly is also being reflected in a reduction in customer satisfaction rates. It is also thought that customer satisfaction is adversely affected where non-statutory matters were resolved by negotiations and these are no longer being investigated by us. This has led to an increase in complaints against service and ombudsman's enquires (the latter of which have found no maladministration).

2.9 **Performance against KPI**

Type of Indicator	Indicator	Performance	
Place Directorate Indicators – Inspection Programmes	Percentage of programmed food inspections undertaken	2017-2018	100%
		2016-2017	100%
		2015-2016	100%
		2014-2015	100%
		2013-2014	100%
		2012-2013	100%
Regulation and Enforcement	Percentage of programmed Health and Safety inspections undertaken	2017-2018	100%
		2016-2017	100%
		2015-2016	100%
		2014-2015	100%
		2013-2014	100%
		2012-2013	100%
	Percentage of programmed EPU inspections undertaken	2017-2018	91%
		2016-2017	91%
		2015-2016	100%
		2014-2015	100%
		2013-2014	100%
		2012-2013	100%
	% of food premises that score 3 on the Food Hygiene Rating Scheme	2017-2018	86%
		2016-2017	85%
		2015-2016	86%
		2014-2015	86%
		2013-2014	85%
		2012-2013	88%
Regulatory Services' Local Indicators – response times to customer requests	We will respond to 95% of Requests for Assistance within 5 working days	2017-2018	76% EH 95% PC
		2016-2017	93% EH 98% PC
		2015-2016	71% EH 95% PC
		2014-2015	90% EH 92% PC
		2013-2014	95% EH 94% PC
		2012-2013	99% EH 98% PC

Regulatory Services Local Indicators – customer satisfaction	80% Customer satisfaction with reactive services – requests for assistance	2017-2018	Not collated
		2016-2017	64% EH 87% PC
		2015-2016	60% EH 94% PC
		2014-2015	68% EH 91% PC
		2013-2014	64% EH 85% PC
		2012-2013	87% EH 98% PC
	We will receive more compliments than justified complaints (ratio of compliments to complaints)	2017-2018	Not collated
		2016-2017	2:1 EH 0.25:1 PC
		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
Environmental Health Local Indicators – speed of dealing with customer requests	We will respond to Planning Applications from Planning Committee in the target time	2017-2018	74%*
		2016-2017	90%
		2015-2016	93%
		2014-2015	94%
		2013-2014	95%
		2012-2013	97%

* The reduction in the % response to Planning Applications was due primarily to the team responsible carrying two vacancies for 6 months of the year. These accounted for 40% of the resource allocated to this function.

2.10 Quantity of work

Year	Number of Requests for Advice and Assistance	Number of finalized Prosecutions / FPN's for littering*	Number of Simple Cautions	Number of special projects e.g. proactive surveys/ investigations
2017-2018	35,233	149 / 597 Total: 746	14	1041
2016-2017	38,356	580	12	398
2015-2016	37,468	312	9	316
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

* Data for 2016-17 and earlier contains totalled data only.

Year	Number of Food premises inspected / intervened	Number of programmed Health and Safety premises Inspected	Number of premises holding Env. Permits inspected	Number of incidents found on district (by officers)	Notifications
2017-2018	3,080	436	129	3,979	2,901
2016-2017	2,626	197	138	3,953	3009
2015-2016	3145	269	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

2.11 **Customer Research**

The Environmental Health section ordinarily undertakes regular customer satisfaction questionnaires, encouraging customers to make suggestions for service improvements. No such surveys have been undertaken this year due to resource issues and with the departure of the support officer who normally undertakes this function it is presently uncertain as to how the service will gather this information going forward.

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.

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.
- Stray dogs.

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 1900 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.

We will 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.

We will 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.

We will 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

Smoking is the primary cause of preventable illness and death. Exposure to other peoples tobacco smoke is also a cause of ill health¹. In Birmingham, deaths attributable to smoking aged 35+, have been estimated as 308 per 100,000 population, significantly higher than the national (272) average (2014 - 16)². The adult smoking prevalence in Birmingham is 14% (2016) which is lower than the national average of 15.5% (2016). Within the routine and

¹ <http://ash.org.uk/category/information-and-resources/fact-sheets/>

² <https://fingertips.phe.org.uk/profile/tobacco-control/data#page>

manual occupations, 26% are reported as current smokers in Birmingham (26.4% for England)². Smoking rates are, therefore, 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. A 20 a day smoker of a premium brand will spend about £3,600 a year on cigarettes¹.

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). 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, the primary pollutants being fine particles and oxides of nitrogen, the primary source for which at a local level is road transport. Consideration of the health burdens arising from air pollution suggest that there are approximately 900 deaths linked to man-made air pollution each year (see following page).

The West Midlands region is recognised as having the greatest extent (in km) of roads that exceed the legislative limit for nitrogen dioxide (NO₂) pollution, outside of London. In Birmingham the largest area of concern is the city centre both within and around the ring road, comprising 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.

In recognition of the challenge faced by the city around air quality the Council have established an Air Quality Members Steering Group comprising key politicians³ to respond to the challenge, cutting across portfolios and putting the needs of the citizens first. This Member Group is supported by a managerial level cross service officer led steering group incorporating public health and transportation experts to ensure air quality is embedded in all key decisions affecting the City and the developing Combined Authority.

³ Cabinet Member for Clean Streets, Recycling and Environment, Cabinet Member for Transport, Cabinet Member for Health and Social Care, Chair Licensing & Public Protection Committee, Chair Planning Committee

Officers from Environmental Health continue to work closely with colleagues to scope out the developing Clean Air Zone (CAZ), incorporating regular discussions with the Joint Air Quality Unit from Defra / DfT. The CAZ feasibility study is expected to be completed this year and will incorporate consultation with the public on the identified options.

The service also maintains a close working relationship with neighbouring local authorities through a West Midlands wide Environmental Protection Group and also the Low Emissions Towns & Cities Programme (LETCP) to ensure that air quality initiatives are considered at a regional level and that they link into aims and goals of the Combined Authority.

EFFECTS OF AIR POLLUTION



Up to

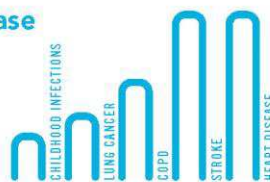
900 DEATHS



per year linked to man-made air pollution

LINKED TO

Heart disease
Diabetes
Asthma
Obesity
Cancer
Dementia



Deaths due to air pollution worldwide per year

LINKED TO

Still births
Infant deaths
Low birth weight
Organ damage
Premature deaths



CHILDREN IN HIGH POLLUTION AREAS

x4

more likely to have reduced lung function when they become adults



61%

OF JOURNEYS TO WORK ARE BY CAR OR VAN

Exposed to **21%** higher levels of pollution



Affects the

VULNERABLE & DEPRIVED

areas most



BUS & TAXI DRIVERS

are exposed to

3x



more pollution than anyone else

#BrumBreathes

Numbers have been rounded. Evidence provided by Public Health Birmingham, May 2017; birminghampublichealth.co.uk

Birmingham City Council

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 has been implemented; this places greater emphasis on competency requirements for inspecting officers. We are developing a comprehensive competency framework to ensure all our officers meet those requirements.

- Significant new labelling rules were implemented 3 years ago 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 are now taking appropriate enforcement action for continued non-compliance using new powers. This includes carrying out an increased amount of sampling to ensure consumers are not put at risk from unlabelled allergenic substances.

In 2017 The Food Standards Agency (FSA) released a new vision that states the existing system of food regulation has not kept pace with technological changes and is not flexible enough to adapt to the changing environment, with the view that "one size doesn't fit all". The paper, 'Regulating our Future' was released in 2017 and contains a number of radical changes that could potentially weaken regulatory control further. We will continue to thoroughly evaluate the FSA's proposals as they are developed to ensure our commitment to effective food safety controls.

Health & Safety

Based on local intelligence we will continue to look at machinery guarding in business premises in Birmingham. 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

Air quality remains a high priority for Government, especially given the European Union has commenced stage 2 infringement proceedings against the UK Government for continued breach of the Air Quality Directive and

ClientEarth, a group of environmental lawyers are taking Government to court for the third time on the grounds of continued breaches and the pace of action. Government's latest Air Quality Plan (July 2017) saw an increase in the number of areas of exceedence, both in terms of local authority areas and actual areas within Birmingham resulting in increased challenges for compliance delivery through the Clean Air Zone study.

Government's strategy to deliver compliance continues to revolve around Clean Air Zones (CAZ) and Birmingham have received a Ministerial Direction to complete a Clean Air Zone study by 15 September 2018. This study is ongoing and it is anticipated a preferred option will be ready for consultation early summer.

Given the emphasis on CAZ there has been professional interest and lobbying of Government to bring other air quality legislation up to date, starting with a new Clean Air Act. Government are now gathering evidence on the use of solid fuel in domestic heating and it is likely that the new Act will contain provisions around domestic wood burning. Whether this will be completed in 2018 is at present unclear.

Animal Health & Welfare

The legislative provisions surrounding the licensing of pet shops, boarding kennels and catteries, including 'home dog boarders' and dog day care centres, riding establishments and performing animals is currently under government review and new regulations are likely to come into effect in October 2018.

Whilst the full details are not known, it is believed that the level at which dog breeders will require a licence will be reduced from 5 litters per year to 3, the performing animals – certificate of registration system is likely to change to a new licensing system and measures will hopefully put in place to aid enforcers to tackle traders who sell pets over the internet without a pet shop licence in place.

Other

Pest Control continue 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.

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.

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

- Inspection of all low risk food premises.
- 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 2018/19 is shown below (in 000's), with figures for 2014/15, 2015/16, 2016/17 and 2017/18 are also included for comparison. The savings targets are included.

ENVIRONMENTAL HEALTH	2014/15 (Budget Report) £'000	2015/16 (Budget Report) £'000	2016/17 (Budget Report) £'000	2017/18 (Budget Report) £'000	2018/19 (Budget Report) £'000
Employees	3,844	3,763	3,659	4,227	3,870
Non Employees	1,026	579	944	1,696	799
Capital Finance Costs	16	16	0	0	8
Savings Targets	(170)	(172)	(24)	0	0
TOTAL EXPENDITURE	4,716	4,186	4,579	5,923	4,677
Income	(680)	(654)	(1,037)	(1,866)	(870)
Grants	0	0		0	0
Savings Targets	0	0	(10)	(10)	0
TOTAL INCOME	(680)	(654)	(1,047)	(1,876)	(870)
NET EXPENDITURE	4,036	3,532	3,532	4,047	3,807
Recharges removed and non-employee budget reduced (net nil)	0	0	0	0	0
Depreciation removed and non-employee budget reduced	0	0	0	0	0

PEST CONTROL	2014/15 (Budget Report) £'000	2015/16 (Budget Report) £'000	2016/17 (Budget Report) £'000	2017/18 (Budget Report) £'000	2018/19 (Budget Report) £'000
Employees	701	709	728	740	751
Non Employees	296	223	207	208	200
Capital Finance Costs	0	0	0	0	0
Savings Targets	0	0	0	0	0
TOTAL EXPENDITURE	997	932	935	948	951
Income	(1,052)	(1,352)	(938)	(944)	(644)
Grants	0	0	0	0	0
Savings Targets	(300)	(1,300)	0	0	0
TOTAL INCOME	(1,352)	(2,652)	(938)	(944)	(644)
NET EXPENDITURE	(355)	(1,720)	(3)	4	307
Recharges removed and non-employee budget reduced (net nil)	0	0	0	0	0
Depreciation removed and non-employee budget reduced	0	0	0	0	0

2.17 **People Resources**

For 2018/2019 there has been a slight reduction in full time equivalent Officers within Environmental Health available to deliver this plan.

Total FTEs on 1 st April each year					
	2014/15	2015/16	2016/17	2017/18	2018/19
Environmental Health	68.2	54	58	60.3	54.7
Pest Control	23	22	21	17	24.8
Admin Support	17.37	15.37	10.3	9.7	8.66
Total	108.57	91.37	89.3	87	88.16

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 4 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 public health responsibilities through the use of environmental Health legislation and practice	Working to bring about public health outcomes for Birmingham.	Public Health England Birmingham Public Health, BCC Service Commissioners
Tackling obesity	Exploring initiatives through contracts, inspection and environmental health legislation.	Birmingham Public Health; West midlands local Authorities; BCC Commissioning
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
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	JAQU (Defra / DfT Joint Air Quality unit), 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
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 Citiserve
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

Activity	Description	Partners
		Health, Birmingham Tobacco Control alliance; CenTSA, other West Midlands local authorities, Public Health England and the Chartered Institute of Environmental Health.
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. The Dogs Trust (Big Scoop)
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.
Responsible dog ownership	To continue to work with partners to raise awareness of responsible dog ownership issues such as dog fouling, and helping children and young people to stay safe around dogs.	Police, national and local animal charities and where required with other agencies such as Keep Britain Tidy, Defra. The Dogs Trust
Provision of a Dog Warden Service for Solihull Metropolitan Council.	Collecting stray dogs and providing patrols or visits to deal with community protection issues	Solihull Metropolitan Council. Contracted stray dog kennels.

Activity	Description	Partners
	surrounding uncontrolled dogs.	
Emergency Removal and Boarding of animals where owners are deceased, or have been taken to hospital or detained for mental health reason.	To arrange for the safe removal and boarding of animals and to act a single point of contact with the agencies involved.	Social Services, Funerals and Protection of Property, private animal boarding establishments. NHS staff.
Animal Health – disease control.	To continue to work with livestock keepers, transporter and abattoirs in the city to ensure legislative compliance, involving bio-security and animal identification. Continued investigations into the illegal importation of puppies and dogs.	Defra / Other local authorities / private quarantine kennels and transporters.
Counterfeit and fake alcohol	To remove counterfeit and fake alcohol from Birmingham's shops where intelligence is received.	HMRC, Trading Standard, Fire Service, Police.

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.

Environmental Protection intends to switch monitoring the inspection programme from the current Access database to the MAPPS system. This should make tracking simpler, and slightly ease data entry requirements for officers.

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

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 proactive and reactive enforcement measures in respect of tackling fly-tipping, illegal dumping of refuse, advancement of waste and other issues causing detriment to the environment			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 Officers Head of Waste Enforcement Unit Head of Environmental health	
Task	Measure	Target	Method	Outcome(s)
2.1 Conduct proactive enforcement to deal with areas of land blighted by environmental crime	<ul style="list-style-type: none"> • Prioritise referrals for proactive enforcement where residents are willing to provide evidence Respond to local community’s concerns about blighted areas Take enforcement action where proportionate, practicable and appropriate. Where practicable, to involve local communities and partners in reducing the levels of environmental crime issues in local areas. Where sites suffer repeated problems, to scope additional methods of prevention.	100%	Waste Enforcement Unit Management Information (WEU MI)	<ul style="list-style-type: none"> • To improve the environmental quality of local areas

2.2 Programme to ensure that Birmingham's businesses dispose of their waste legally	<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>	100%	Departmental Computer System (MAPSS) WEU MI	<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
2.3 Programme of litter enforcement exercises	<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>	90%	WEU MI	<ul style="list-style-type: none"> To improve the cleanliness of streets and open spaces in the city To dissuade people from littering
2.4 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 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	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 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 ensure that they comply with their	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 at risk

	legal responsibilities as well as scoring as highly as possible on the Food Hygiene Rating Scheme			<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 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

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
4.3 To undertake a programme of targeted inspections of high risk activities, in accordance with the	<ul style="list-style-type: none"> • Percentage of high health and safety risk activities inspected. To take appropriate action in line	100%	Departmental computer system (MAPPS)	<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

National Local Authority Enforcement Code.	with the departmental Enforcement Policy.			environments. <ul style="list-style-type: none"> To ensure that employers meet their statutory responsibilities in relation to health and safety
4.4 To undertake a programme of targeted inspections of cooling towers which are regulated by the Local Authority.	<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>	100%	Departmental computer system (MAPPS)	<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.
4.5 Maintain current Primary Authority Partnerships and where possible develop future partnerships.	<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>	100%	BRDO – Primary Authority Partnership Portal	<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 Transition to MAPPS 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 Review and assess the air quality in the area, compare against legal limits, designate AQMA and prepare, issue and update AQAP.	<ul style="list-style-type: none"> • Maintain a suitable network of monitoring sites • Complete ASR return • AQAP reviewed and issued, building in consultee comments 	Ensure data capture rate >90% Complete ASR in time AQAP re-issued	Laboratory results Confirmation from Defra AQAP approved by LPPC and AQ Quartet and uploaded on website	<ul style="list-style-type: none"> • To protect the health and well-being of citizens, employees of businesses and visitors.

5.3 Development and deployment of a Clean Air Zone	<ul style="list-style-type: none"> Progress made on CAZ 	Extent of CAZ and vehicles affected, scoped out	Monitoring, modelling, partnership working, agreement from partners	<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
5.4 To review the Contaminated Land Inspection Strategy (CLIS) and issue the new version (following consultation)	<ul style="list-style-type: none"> CLIS reviewed and issued, building in consultee comments <p>Heavily dependent on resources</p>	CLIS re-issued	CLIS 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.
5.5 To undertake the role of responsible authority for Environmental Health under the Licensing Act 2003	<ul style="list-style-type: none"> Percentage of all applications for premises licences responded to within the consultation period (28 days) 	90%	Environmental Protection Unit Management Information (EPU MI)	<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.
5.6 To respond to planning applications as a non-statutory consultee on behalf of Planning Management	<ul style="list-style-type: none"> Percentage of all planning consultations responded to within the consultation period (28 days) 	85%	EPU MI	<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

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 <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’ 		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)
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 CentSA</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.

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 <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)
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	Departmental computer system (MAPPS) Pest Control Management Information (PC MI)	<ul style="list-style-type: none"> • To protect the health and wellbeing of citizens, businesses and visitors.

7.3 Offer a commercial pest control service to generate income to support the provision of free rat treatments in domestic properties.	<ul style="list-style-type: none"> Income generation target <p>Market a competitive commercial pest control service.</p>	Income generation target achieved	Market a competitive pest control service for domestic and commercial customers	<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
--	---	-----------------------------------	---	--

signage, issue FPNs and undertake proactive dog fouling exercises	exercises undertaken (40 planned)		Management Information (AW MI)	of streets and open spaces in the city
8.4 To respond to enquiries regarding the welfare of dogs and take appropriate action	<ul style="list-style-type: none"> Percentage of all RFAs to be responded to within the performance deadline target 	95%	AW MI	<ul style="list-style-type: none"> To protect and promote animal health and welfare
8.5 Undertake a programme of inspections of licensed animal establishments	<ul style="list-style-type: none"> Percentage of licensed animal establishments inspected 	95%	AW MI	<ul style="list-style-type: none"> To protect animal welfare within Birmingham and to support businesses publicly trading in Birmingham
8.6 Promote responsible dog ownership through a programme of planned initiatives	<ul style="list-style-type: none"> Percentage of planned initiatives undertaken (5 planned) 	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
8.7 To enforce legislation in relation to dog control, including the Public Space Protection Orders and Microchipping of Dogs Regulations.	<ul style="list-style-type: none"> Numbers of enforcement activities (Fixed Penalty Notices served, Notices served, level of compliance, number of prosecutions taken) 	No target, log of activities	AW MI	<ul style="list-style-type: none"> To protect and promote animal health and welfare To protect the health and wellbeing of the public To reduce the numbers of stray dogs
8.8 To respond to requests from the People Directorate to undertake assessments on dogs or animals kept by those looking to adopt or foster children	<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 wellbeing of the public, in particular young people and children Income generation for the service
8.9 To provide a professional dog handling service to assist the private and	<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 those involved with forcing entry to

public sector with evictions, forced entries or to restrain dogs for any works to be carried out.				premises where dogs are kept <ul style="list-style-type: none"> To protect animal welfare Income generation for the service
8.10 To promote the neutering of cats and dogs by the issue discounted animal neutering vouchers provided by national animal charities.	<ul style="list-style-type: none"> Number of discounted neutering vouchers issued by officers 	Identify those animals at risk and log numbers issued	AW MI	<ul style="list-style-type: none"> To protect and promote animal health and welfare To protect the health and wellbeing of the public To reduce the numbers of stray dogs and cats
8.11 To satisfy a new Agreement with Social Services and Funeral Protection of Property to undertake the emergency removal and boarding of animals from properties where the owner has been hospitalised or is deceased.	<ul style="list-style-type: none"> Log all requests and income generated 	Log requests and income generated	AW MI	<ul style="list-style-type: none"> To protect the health and wellbeing of the pet owner and in particular the health and welfare of the animals. Income generation for the service
8.12 To action and record information provided by Street Cleansing in respect of deceased animals found.	<ul style="list-style-type: none"> Log all requests 	Log all requests	Departmental computer system (MAPSS)	<ul style="list-style-type: none"> To inform owners that their lost pet has been found and to provide closure.
8.13 To ensure animal health legislation is complied with in respect of animal transportation.	<ul style="list-style-type: none"> Percentage of livestock vehicles to be inspected (12 planned) 	100%	AW MI	<ul style="list-style-type: none"> To protect and promote animal health and welfare in transport.

ENVIRONMENTAL HEALTH STRUCTURE CHART 1st April 2018

