

BIRMINGHAM CITY COUNCIL
REGULATION AND ENFORCEMENT

ENVIRONMENTAL HEALTH SERVICE PLAN
2017/2018

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 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 & 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 38,356 requests in 2016/2017)

- 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 protection and animal licensing (approximately 4,000 inspections in 2017/2018).
- 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 & 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:

There will be £1m from the Director of Public Health coming into the budget for 3 years. 2017/18 is the third and final period. Overall this has a neutral impact on the EH budget.

An additional £10k has been added in 2017/18 to the income generation target reflecting the further expansion and development of the business advice.

Pest Control:

The pest control income target has been kept stable at £0.9m in 2017/18.

2.5 **Planned Service Improvements for 2017/2018**

- Waste Enforcement Unit is now embedded in Environmental Health and an additional £320K funding has been identified for 2017/18 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.
- 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.
- 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.
 - ◆ 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 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*.
- To progress the on-going review of the Contaminated Land Inspection Strategy.
- 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.
- The Dog Control Orders 2014 have proved to be quick and effective tools in tackling irresponsible dog ownership. As these will cease to be in effect in October 2017, it is proposed to maintain the provisions of the Orders in 5 new Public Space Protection Orders.
- 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.
- Through funding through the Birmingham Community strategic partnership, Retail Bid and Colmore Row Bid 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%
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Customer satisfaction with the overall quality of our Services	80%
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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)
- 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 2017/2018.

- 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 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 an officer being on secondment to Waste Management. Furthermore, the target of responding to 95% of requests for assistance within 5 days is unlikely to be met, this being due to the significant number of RFAs verses the available staff compared to previous years. 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 negotiated settlements were achieved for some minor issues where it was inappropriate to use legal powers, now these matters are not resolved by us.

2.9 **Performance against KPI**

Type of Indicator	Indicator	Performance	
Place Directorate Indicators – Inspection Programmes	Percentage of programmed food inspections undertaken	2016-2017	100%
		2015-2016	100%
		2014-2015	100%
		2013-2014	100%
		2012-2013	100%
		2011-2012	100%
Regulation and Enforcement	Percentage of programmed Health and Safety inspections undertaken	2016 -2017	100%
		2015-2016	100%
		2014-2015	100%
		2013-2014	100%
		2012-2013	100%
		2011-2012	100%
	Percentage of programmed EPU inspections undertaken	2016-2017	73.2%*
		2015-2016	100%
		2014-2015	100%
		2013-2014	100%
		2012-2013	100%
		2011-2012	100%
	% of food premises that score 3 on the Food Hygiene Rating Scheme	2016-2017	85%
		2015-2016	86%
		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	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
		2011-2012	99% EH 86% PC

Regulatory Services Local Indicators – customer satisfaction	80% Customer satisfaction with reactive services – requests for assistance	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
		2011-2012	88% EH 93% PC
	We will receive more compliments than justified complaints (ratio of compliments to complaints)	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
		2011-2012	4:1 EH 1:3 PC
Environmental Health Local Indicators – speed of dealing with customer requests	We will respond to Planning Applications from Planning Committee in the target time	2016-2017*	90%
		2015-2016	93%
		2014-2015	94%
		2013-2014	95%
		2012-2013	97%
		2011-2012	98%

* To 28 February 2017

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
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
2010-2011	45,545	134	8	Not available

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
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
2010-2011	4233	141	260	26,387	4,927

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)	64% satisfied with the overall quality of our service 55% satisfied with the outcome of their request 82% satisfied with the courtesy of our staff 64% satisfied with the helpfulness of our staff 64% satisfied with the knowledge of our staff 81% felt that information provided was clear and easy to understand 61% felt that they had been treated fairly 79% would use our service again 79% thought our service is value for money
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Customer satisfaction: (Pest Control)	87% satisfied with the overall quality of our service 82% satisfied with the outcome of their request 91% satisfied with the courtesy of our staff 88% satisfied with the helpfulness of our staff 89% satisfied with the knowledge of our staff 88% felt that information provided was clear and easy to understand 88% felt that they had been treated fairly 93% would use our service again
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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 65%. Consumers knowledge of the national Food Hygiene Rating Scheme fell to 78% with 74% 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.
- 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

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, 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 is are approximately 891 deaths linked to man-made air pollution each year.

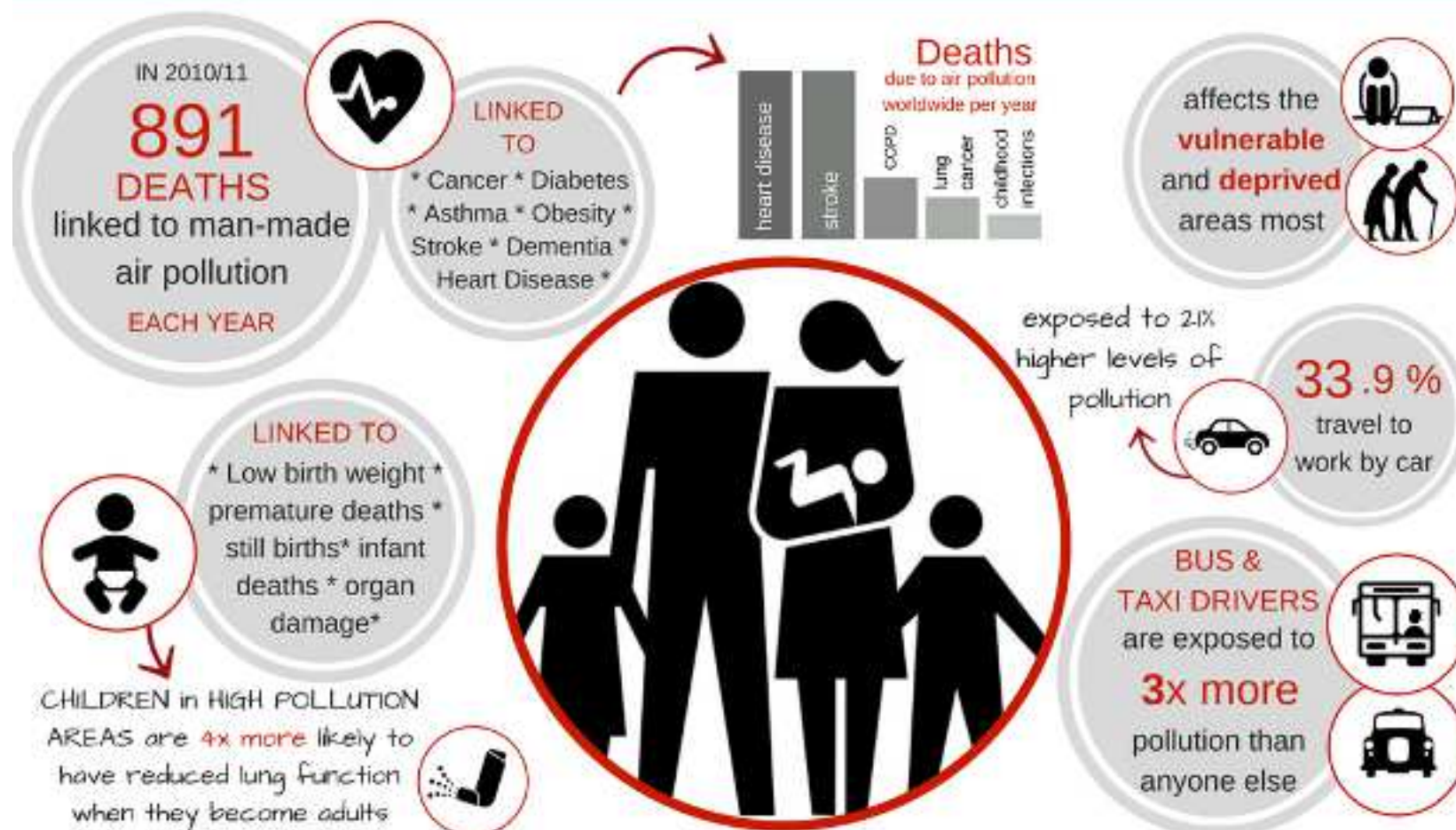
BIRMINGHAM

WORKING TOWARDS A HEALTHY CITY, HEALTHY PLACE



Public Health, August 2016
Not to be used without permission.
Numbers have been rounded

EFFECTS OF AIR POLLUTION



Data sourced from: Public Health Outcomes Framework (PHE), "Every Breath We Take - the lifelong impact of air pollution" (2016 RCP & RCPCH), Marmot Cold Homes, Active Travel Survey 2015

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 a Quartet of key politicians¹ to respond to the challenge, cutting across portfolios and putting the needs of the citizens first. This Quartet is supported by a managerial level cross service officer led steering group incorporating public health and transportation experts from outside the Council to ensure air quality is embedded in all key decisions affecting the City and the developing Combined Authority.

Officers from Environmental Health continue to work closely with Defra / DfT to scope out the developing Clean Air Zone. The service also maintains a close working relationship with neighbouring local authorities under the auspice of 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.

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.

- Significant new labelling rules were implemented 2 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. In

¹ Cabinet Member for Clean Streets and Environment, Cabinet Member for Transport, Cabinet Member for Health and Social Care, Chair Licensing & Public Protection Committee

addition further staged labelling rules have now come into force involving mandatory nutritional labelling. We will work with food manufacturers to ensure compliance with these new rules.

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 infraction proceedings against the UK Government for continued breach of the Air Quality Directive. Government are expected to produce a new Air Quality Plan in April which is anticipated to see an increase in cities and towns deemed non-compliant and also an increase in the areas of exceedence within Birmingham.

Government's strategy to deliver compliance continues to revolve around Clean Air Zones (CAZ) and it is expected that Government will mandate such a zone for Birmingham, the details of which will be determined by the on-going scoping study.

The review of Local Air Quality Management has completed and the new framework is now streamlined, necessitating the submission of an Annual Status Report, the first submitted in 2016 and accepted by Defra. Progressing from this will be the development of a new Air Quality Action Plan, towards which work has already commenced.

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. The existing legislation is under review and it is hoped that a new Act will be issued in 2017, replacing the 2003 Act and introducing measures to control the increasing trend to biomass burning including domestic wood burners.

Animal Health & Welfare

The 5 Dog Control Orders which came into effect in 1 March 2014 will cease to be in effect in October 2017, due to changes imposed by the Anti-Social Behaviour Crime and Policing Act 2014. It is proposed to retain the provisions of the Orders, in 5 new Public Space Protection Orders.

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 and agencies 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.

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. In last year there were increased demands in officer attendance to sentencing hearings. We will monitor how to respond to this demand.

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 & 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 the income target for 2017/18 remains stable at £0.9m, similar to 2016/17. It is still a difficult and challenging target but more achievable than two years ago.

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.
- 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 2017/18 is shown below (in 000's), with figures for 2013/14, 2014/15, 2015/16 and 2016/17 included for comparison. The savings targets are included, although it should be noted that in 2013/14, the corporate recharges and asset depreciation has been removed from the base budget at the start of the year, unlike previous years.

There is one Step-Up saving of £0.010m for 2017/18, this is to reflect the further expansion of Business Advice (now totals £0.020m).

ENVIRONMENTAL HEALTH	2013/14	2014/15	2015/16	2016/17	2017/18
	£'000	(Budget Report)	(Budget Report)	(Budget Report)	(Budget Report)
		£'000	£'000	£'000	£'000
Employees	3,447	3,844	3,763	3,659	4,227
Non Employees	1,738	1,026	579	944	1,696
Capital Finance Costs	16	16	16	0	0
Savings Targets	(685)	(170)	(172)	(24)	0
TOTAL EXPENDITURE	4,516	4,716	4,186	4,579	5,923
Income	(625)	(680)	(654)	(1,037)	(1,866)
Grants	0	0	0		0
Savings Targets	(55)	0	0	(10)	(10)
TOTAL INCOME	(680)	(680)	(654)	(1,047)	(1,876)
NET EXPENDITURE	3,836	4,036	3,532	3,532	4,047
Recharges removed and non-employee budget reduced (net nil)	(447)	0	0	0	0
Depreciation removed and non-employee budget reduced	16	0	0	0	0

PEST CONTROL	2013/14	2014/15	2015/16	2016/17	2017/18
	£'000	(Budget Report)	(Budget Report)	(Budget Report)	(Budget Report)
		£'000	£'000	£'000	£'000
Employees	675	701	709	728	740
Non Employees	308	296	223	207	208
Capital Finance Costs	0	0	0	0	0
Savings Targets	0	0	0	0	0
TOTAL EXPENDITURE	983	997	932	935	948
Income	(956)	(1,052)	(1,352)	(938)	(944)
Grants	0	0	0	0	0
Savings Targets	(46)	(300)	(1,300)	0	0
TOTAL INCOME	(1,002)	(1,352)	(2,652)	(938)	(944)
NET EXPENDITURE	(19)	(355)	(1,720)	(3)	4
Recharges removed and non-employee budget reduced (net nil)	(21)	0	0	0	0
Depreciation removed and non-employee budget reduced	0	0	0	0	0

2.17 People Resources

For 2017/2018 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
Environmental Health	68.2	54	58	60.3
Pest Control	23	22	21	17
Admin Support	17.37	15.37	10.3	9.7
Total	108.57	91.37	89.3	87

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 3 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 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
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	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
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

Activity	Description	Partners
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.
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	Police, national and local animal charities and where required with other agencies such as Keep Britain Tidy, Defra. The

Activity	Description	Partners
	children and young people to stay safe around dogs.	Dogs Trust (Big Scoop)
Animal Health premises	To continue to work with livestock keepers, transporter and abattoirs in the city to ensure legislative compliance; Bio- security, livestock Identification, welfare, movement records. 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.

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	<ul style="list-style-type: none"> • Percentage of commercial 	100%	Departmental	<ul style="list-style-type: none"> • To promote compliance

that Birmingham's businesses dispose of their waste legally	<p>businesses that are inspected which are deemed compliant</p> <p>Conduct duty of care inspections at all premises inspected or otherwise visited by officers</p> <p>Carry out inspections and visits in 'hot spot' areas</p> <p>Undertake follow up visits to check compliance and maintain standards</p> <p>Conduct enforcement activity to promote compliance and to deter anti-competitive avoidance of legal duties</p>		Computer System (MAPSS) WEU MI	<p>with environmental legislation and protect compliant businesses</p> <ul style="list-style-type: none"> 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</p> <p>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.</p> <p>Statistical return to Defra</p> <p>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 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 	80%	EH MI	<ul style="list-style-type: none"> To assist food businesses to remain competitive

	understand the legal requirements (Survey to demonstrate satisfaction)			
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
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	<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 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.
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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 <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
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8.3 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
8.4 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 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) 	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 enforce legislation in relation to dog control, including The Dog Control 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
8.7 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
8.8 To promote the Dog Warden Service to assist with an eviction or forced entry process, to restrain or remove dogs as	<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 premises where dogs are kept To protect animal welfare

required				<ul style="list-style-type: none"> Income generation for the service
8.9 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
8.10 To ensure animal welfare in transport	<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 2016/2017

