

SAFER STRONGER COMMUNITIES OSC - 1ST APRIL 2008

ACHIEVEMENT OF HIGH NATIONAL STANDARDS FOR ENVIRONMENTAL HEALTH

Head of Service: Keith Parker, Head of Leisure and Environmental Services

Report Author: Jackie O'Reilly, Environmental Health Officer

Recommendation: that the report be received.

1. BACKGROUND

To date the performance of Environmental Health has been measured by the national Best Value Indicator 166a – Environmental Health checklist. The checklist requires compliance for food safety, health and safety, environmental protection, and licensing with the following:

- Enforcement policies
- Risk based enforcement programmes
- Risk based inspection and sampling programmes
- Risk based and reactive responsive investigation policies
- Complaints against service
- Customer satisfaction
- Targeted education and information programmes
- Consultation with stakeholders

The current level of compliance with 166a is 91%.

The actions of the section to achieve the highest standards are outlined in section 2.

There have been significant staff limitations in Environmental Health with the retirement of the Environmental Health Manager in September 2007. A new Environmental Health Manager was appointed in September 2007 but the section has also been managing with the following vacancies:

- Food, Health & Safety Team Leader (Sept 07 – Feb 08)
- Environmental Protection Team Leader (x – April 2008)
- Flooding & Coastal Defence Engineer (Sept 07 – Dec 07)

2. ACTIONS

- 2.1 Review and amend the general enforcement policy for Environmental Health to take account of reorganisation changes **Completed**
- 2.2 Reintroduce customer evaluation questionnaires. **Not completed**

System in place for customer evaluation from 1st April 2008

2.3 Introduce targeted education and information programmes – work completed to date includes: **Completed**

- Health and safety business support – free advice and information sessions
- Free food safety management training and 1 to 1 advice
- Mission: Possible! – food safety and information project for junior schools
- Noise at Work – advice and information to the entertainment industry
- Smokefree advice and support.

2.4 Consultation with stakeholders – informal consultation occurs through officer contacts with businesses, those requesting advice or a service. However there is no formal method of consultation and further work is required. **Not completed**

2.5 Identify and work in partnership with relevant internal and external organisations – established and effective working partnerships maintained. **Completed**

Organisations include:

- Planning
- Building Control
- Other local authorities
- Primary Care Trust
- Health Protection Agency
- South Copeland Public Health Partnership
- Local strategic Partnerships for Local Area Agreement
- Police
- Fire and Rescue Service
- Health and Safety Executive
- Food standards Agency
- Environment Agency

Areas to develop – links with South Whitehaven neighbourhood Partnership.

3. FUTURE

Maintain a high level of compliance with the requirements of 166a (Environmental Health Checklist) and incorporate these requirements into the Environmental Health Service Plan.

Contribution to corporate objectives and reducing health inequalities will also remain a priority and will include:

- 3.1 Maintain education and promotion programme
- 3.2 Develop education and promotion programme
- 3.3 Maintain existing levels of partnership working
- 3.4 Develop new partnership working
- 3.5 Reintroduce customer satisfaction surveys

3.6 Develop website information

List of Appendices

None

List of Background Documents:

None
