



COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public

Date of Meeting: 21ST NOVEMBER, 2002

Title: ENVIRONMENTAL SERVICES DIVISION SERVICE PLAN

Report of: DIRECTOR OF ENVIRONMENT AND DEVELOPMENT

Report reference: EN.107/2002

Summary:

The report presents the 2002/03 Service Plan and seeks Members' observations.

Recommendations:

Members are recommended to receive and approve the plan.

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Report to Chairman and Members of Overview and Scrutiny, Community, Committee

Environmental Services Division

Service Plan – 2002/03

1. This report presents the targets and work programme for the Environmental Services Division for the current financial year. Many of the targets are reportable to external agencies such as Defra, The Audit Commission, The Food Standards Agency and the Health and Safety Commission who scrutinise and assess performance in several areas of work.
2. Much of the work of the division relates to statutory functions such as planned and re-active inspections to around 3,000 premises in respect of Food Safety or workplace Health and Safety. A significant and increasing element relates to re-active work in the investigation of alleged public health nuisances such as noise, abandoned vehicles, drainage and pollution incidents.
3. The division is also responsible for ensuring standards in privately rented property, the approval and supervision of home repair and disabled facility grants and the operation of a successful Energy Efficiency Advice Centre. As a client function the division oversees and manages the Council's contracts for building cleaning, refuse collection and street cleaning. Services provided by the division include Pest Control, kerbside and bring site recycling facilities and an accreditation service for student accommodation.
4. The service plan attempts to cover the major areas of the very diverse functions which are the responsibility of the division. The respective targets are either set by external agencies or developed and supervised within the division through the Best Value and Team Improvement Review processes. All the targets are scrutinised twice per year as part of Team Improvement Review whilst those forming part of the Corporate Plan are reported to Members on a quarterly basis.

5. Recommendation

- 5.1. Members are recommended to receive and approve the Service Plan.

M. BATTERSBY

Director of Environment and Development

Environmental Services Division

Business Plan 2002/2003

Introduction

1. This Business Plan outlines the major duties of the Environmental Services Division and identifies the principal targets and performance indicators for 2002/2003. These form part of the Council's Vision and Corporate Objectives. The individual objectives are identified within the service plan.
2. The majority of work undertaken within the Division is based on Statutory Duties which are imposed on the Council by Central Government.

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Manager & Budget Holder

Richard Speirs, Head of Environmental Services.

Major issues Facing the Unit

Each section of the Division has major issues facing it during 2001/2002 and beyond.

- **Environmental Protection**

During the past 10 years the number of general public health complaints received has nearly doubled to over 1700 in 2000/2001. The rate of increase is reducing the section's response times and performance.

Health and Safety at work is receiving increasing national attention and the section will have to meet increased performance targets.

The contaminated land regime is creating a larger than forecast pressure. This is mainly due to concern about contamination issues expressed by land developers and the purchasers/sellers of property.

The section is required to continue monitoring local air quality and reporting findings to Government by December 2003.

- **Food Safety**

The Food Standards Agency (FSA) has required all local authorities to develop and work towards nationally audited performance plans and standards. The section has to develop and introduce many new performance standards and protocols during this year.

- **Housing and Sustainability**

Changes in housing funding and the impact of the potential transfer of the public sector stock will affect the work of the section. Private sector housing in certain areas of the City will need to be carefully considered to help counter the negative effect of new build starter homes. National targets for both recycling and energy efficiency will have to be addressed during the year

- **Waste management and public conveniences**

The Best value Review of these services and the introduction of high recycling targets means that significant changes will have to be planned and developed during 2002/2003 and subsequent years.

Divisional Structure

The Business Plan contains a family tree and staff contact numbers for the Division.

Within the Division the work load is split between 3 specialist sections;

1. Environmental Protection
2. Food Safety
3. Housing and Sustainability

The principal work areas for each section are identified in the following pages.

ENVIRONMENTAL PROTECTION

This section covers a very wide range of duties which can be listed as follows.

1. Receipt and investigation of public complaints on health issues with the exception of food and housing conditions. Complaints have steadily increased and currently stand at over 1,700 per year. The types of complaint dealt with are many and varied but can be broken down into the following main categories.
 - a. **Noise** - From factories, construction sites, barking dogs and neighbours. Neighbour noise however is often a private matter between individuals and the Division may only be able to act in an advisory role.
 - b. **Refuse** - Unauthorised tipping and litter in conjunction with the Division's waste management function.
 - c. **Dog Fouling** - Enforcement of the Dogs (Fouling of Land) Act 1996 which makes it an offence not to clean up after a dog has fouled any public space. The section has 1 full time and 2 part time enforcement officers for this function.
 - d. **Drainage** - Blocked private drains, overflowing or obstructed septic tanks,
 - e. **Atmospheric Pollution** - Smoke from chimneys, bonfires, Industrial Pollution and odours. Monitoring & assessment of local air quality.

2. Contaminated Land investigation and Registration.
3. Authorisation of processes under the Environmental Protection Act for emissions to air.
3. Removal of abandoned vehicles referred by the Police.
4. Health and Safety at Work Act enforcement in non-food premises.
5. Investigation of non-food related infectious disease cases.
6. Monitoring of public and private water supplies.
7. Monitoring of public and private swimming pools.
8. Licensing of animal boarding and breeding kennels, pet shops, caravan sites, skin piercing premises (tattooist's etc.).
9. Unauthorised caravans i.e., travellers.
10. Pest Control. The section has 4 full time pest control officers.

The majority of work within this section falls under the Corporate Objectives of "Improving Social well – being, Health and Education" and "Protecting and Improving our Environment"

FOOD SAFETY

This section embraces a very wide range of duties concerned with the safety of the food we eat and the working conditions of people employed in the majority of food premises.

Because the definition of food also includes Beer, the section is involved in every licensed premise.

The major aspects of this section are as follows.

1. The inspection and registration of food factories and any premises in which food is stored, prepared or sold.
2. The approval of certain food processes and licensing of butcher's shops.
3. Routine sampling of milk, cooked meats & other high risk foods.
4. Investigation of all cases of food related infectious disease.
5. Liaison with developers and planners to ensure that all proposed or altered food premises comply fully with hygiene requirements.
6. Investigation of complaints relating to the quality of food.

7. Ensuring compliance with the Health and Safety at Work Act in all food premises.
8. Education of the public and food workers in all aspects of health and hygiene relating to food.
9. Advising Magistrates and the Members of Licensing Panel on the condition and suitability of licensed premises as regards food hygiene and facilities for the public.
10. Investigation of noise complaints relating to food premises and Places of Entertainment and Late Night Refreshment Houses.

All the functions of this section come within the Corporate Objective of "Improving social well – being, health and education"

HOUSING AND SUSTAINABILITY

This section focuses on the health aspects of private housing and works to ensure that both existing and proposed private sector houses comply with Housing Law standards and are fit for human habitation. The section is also the base for the Council's Environment Officer and the Carlisle Energy Efficiency Advice Centre (CEEAC).

The main duties are as follows.

1. Securing the maintenance and repair of privately tenanted properties.
2. Surveying houses for potential group or block repair schemes.
3. Inspection of all types of private housing and application of the required standards for flats, houses in multiple occupation and underground rooms.
4. Liaison with the Fire Officer to ensure adequacy of fire precautions.
5. Assessment of the suitability of a house for Renovation, Home Repair or Disabled Facilities Grants.
6. Processing, issuing and administration of Housing Grants.
7. Investigating public sector housing complaints.

8. Undertaking rural and urban house condition surveys to enable the Council to formulate housing policy.
9. Working with other Council Departments and external Agencies to develop and deliver area based regeneration schemes.

ENVIRONMENT OFFICER

This post was specifically created to enable the Council to give adequate attention to the rapidly increasing demands for environmental initiatives associated with Local Agenda 21 and other sustainability strategies.

The Environment Officer is also responsible for the Council's recycling programme and the promotion and support of the Carlisle Environment Forum which brings together organisations and individuals to pursue local environmental initiatives.

RECYCLING

The responsibility for the Council's Recycling programme rests within the Housing and Environmental Education Section and is operated by the Council's Environment Officer who is involved in the development and promotion of both recycling and composting.

There are currently over 70 recycling centres in the Carlisle district. The locations of these together with details of all other recycling facilities available are contained within the Council's recycling directory. Copies of which are obtainable from the Division.

With the assistance of other partners the Council operates a kerbside waste paper collection covering nearly 75% of all households in the District. The Division has also developed "Second Nature" compost produced from recycled garden waste which has been taken to the Bousteads Grassing Civic Amenity Site in Carlisle.

ENERGY CONSERVATION

Under the Home Energy Conservation Act the Council is responsible for ensuring that national targets for reduction in energy consumption and associated emissions of the "greenhouse" gas carbon dioxide are achieved.

The Council appointed a part time Energy Conservation Officer who is based within the Housing and Environmental Education Section. The officer, together with a team of part time assistants, funded through external sources, has developed a significant range of energy saving initiatives for Carlisle.

The value of these schemes, which have been recognised by way of substantial awards of external funding, offer home energy checks, loft and cavity wall insulation and condensing boiler grants. The various energy conservation

initiatives also fit in well with the Division's drive to achieve affordable warmth for all householders and tenants which also helps to secure health benefits through improved housing.

These areas of work contribute to the Council's Corporate Objectives for "Satisfying Housing Need", "Reducing Crime and Disorder", "Improving Social well-being, Health and Education" & "Protecting and Improving our Environment".

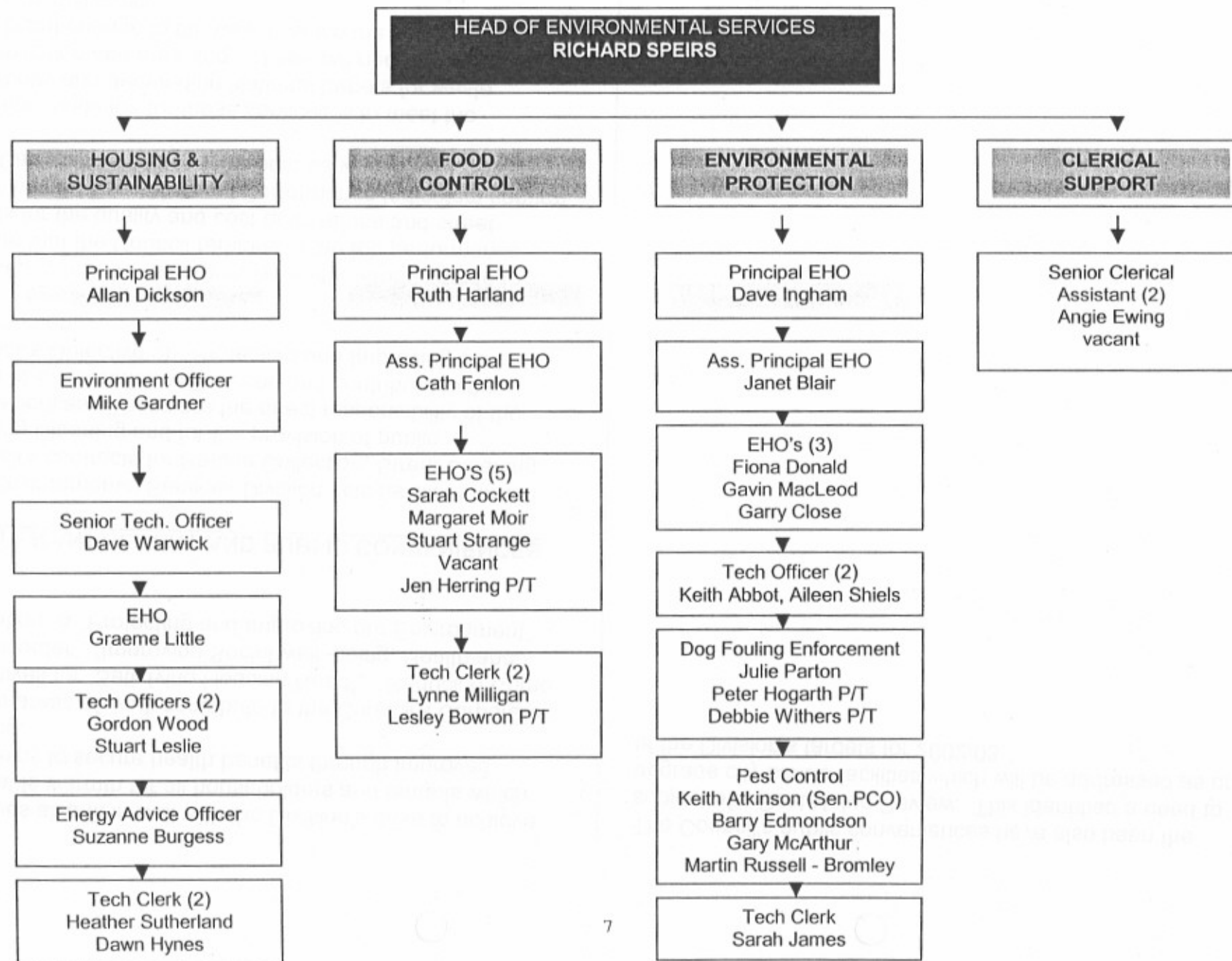
WASTE MANAGEMENT AND PUBLIC CONVENIENCES

The Environmental Services Division acts as client for the Council's contracts for Refuse Collection, Street Cleaning, Building Cleaning and for the provision of public conveniences. These are the direct responsibility of the Head of Environmental Services and contribute to the Council's Objective of "Protecting and Improving our Environment".

Through the Best Value process every effort is made to ensure that the Council remains in the top performance bands for the quality and cost of its refuse and street cleaning services. National Performance Indicators confirm that Carlisle has some of the best services in the country.

A major challenge for these services is to meet the ambitious and demanding National targets for waste minimisation and recycling. These will necessitate a significant change to the way in which the services are currently delivered.

The Council's public conveniences have also been the subject of a Best Value Review. This identified a need to upgrade city centre facilities which will be addressed as one of the Division's targets for 2002/03.



Budgetary Resources

The following tables summarise the Division's budgets for 2001/2002.

Environmental Protection Section

Controllable budget

BUDGET HEADING	Estimate 2001/2002
Employee costs	£189,290
Transport costs	£14,980
Supplies and Services	£1,960
Establishment costs	£6,940
Water Sample Analysis	£1,350
Environmental Protection Act	£6,000
Dog Fouling Salaries	£25,070
Dog Fouling Establishment	£22,230
Stray Dog Warden Service	£48,230
Travellers Management	£6,920
Pest Control Employee costs	£72,770
Pest Control Transport costs	£12,030
Pest Cntrl. supplies/services	£8,860
Pest Control Establishment	£1,240
TOTAL	£417,870

Environmental Protection Section

Uncontrollable Costs

BUDGET HEADING	Estimate 2001/2002
EXPENDITURE	
Personnel recharges	£2,550
Insurances	£580
Departmental Administration	£99,870
Pest Cntrl. Personnel recharge	£1,270
Pest Cntrl. Insurances	£60
Pest Cntrl. Rates	£570
Pest Cntrl. Central Admin.	£2,990
TOTAL	£107,890
INCOME	
Licence Fees	£1,160
Land Charges	£8,030
Authorisation fees	£22,510
Dog Policy fees & charges	£3,530
Traveller site recharge	£1,880
Pest Control charges	£63,290
Pest Control recharge	£4,400
TOTAL	£104,800

Senior Staff Contact Details

Name	Job Title	Telephone Number	e-mail Address
Richard Speirs	Head of Environmental Services	01228 817325	richards@carlisle-city.gov.uk
Allan Dickson	Principal EHO Housing & Sustainability	01228 817339	alland@carlisle-city.gov.uk
David Warwick	Senior Technical Officer Housing & Sustainability	01228 817340	Davidw@carlisle-city.gov.uk
Mike Gardner	Environment Officer Housing & Sustainability	01228 817344	mikeg@carlisle-city.gov.uk
Suzanne Burgess	Energy Advice Officer Housing & Sustainability	01228 817497	SuzanneB@carlisle-city.gov.uk
David Ingham	Principal EHO Environmental Protection	01228 817328	davidi@carlisle-city.gov.uk
Janet Blair	Assistant Principal EHO Environmental Protection	01228 817329	janetb@carlisle-city.gov.uk
Ruth Harland	Principal EHO Food Safety	01228 817334	ruthh@carlisle-city.gov.uk
Cath Fenlon	Assistant Principal EHO Food Safety	01228 817335	Cathf@carlisle-city.gov.uk

ENVIRONMENTAL PROTECTION SECTION
SERVICE PLAN 2002- 2003

OBJECTIVE:- To monitor and control air pollution and assess local air quality				
CORPORATE OBJECTIVE: Protect and Improve our Environment				
INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To monitor local air quality to assess levels of smoke and particles, sulphur dioxide, oxides of nitrogen and lead.	Monitored	Carry out real time analysis of levels of Nox, NO2 and PM10 at an urban location. To continuously monitor SO2, smoke and lead. To carry out diffusion tube monitoring at 21 sites for Nox at monthly intervals.		
To meet DEFRA targets for review and assessment under the Local Air Quality Strategy and accordingly prepare to complete the review timetabled for 2002.	Ongoing preparations and assessment	Prepare for review to meet statutory deadline.	Carry out a review of Local Air Quality and produce a report on the findings by 31.12.03. (statutory requirement)	

To control emissions from prescribed processes by the seeing, monitoring and enforcement of conditions of Authorisation.	100%	Process 100% of applications for Authorisation under the Environmental Protection Act within the required period.		
To carry out preparatory work for the introduction of the new L.A.P.C regime.				
To review all the Authorisations held by processes on a 4 yearly basis.	Annual	Annual	Annual	
To respond to complaints from the public regarding smoke, dust and effluvia from commercial premises.	98% response in 2 days	Respond to 90% of complaints within 2 working days.	92%	
To undertake chimney height calculations for new installations.	100%	Respond to 95% of applications for approval within 5 working days.	95%	

OBJECTIVE:- To monitor background levels of Gamma Radiation in the local environment and advise on problems associated with radon gas in the home				
CORPORATE OBJECTIVE: Protect and Improve our Environment				
INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
	Standard Achieved	Measurements made on	100%	

To carry out radiation measurements at 9 locations throughout the district at 1 month intervals.		a monthly basis.		
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OBJECTIVE:- To control noise and vibration and promote a quiet living environment to reduce health impacts caused by noise.

CORPORATE OBJECTIVE: Improve social well-being health and education

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To respond to service requests relating to noise nuisance and carry out investigation, monitoring and enforcement to maintain peaceful coexistence between neighbours and the absence of industrial noise nuisance.	94%	To respond to 90% of representations and service requests within 2 working days.	92%	
To undertake noise surveys relating to commercial premises, industry and traffic sources in connection with planning application consultations.	96%	To respond to 95% planning application consultations within 20 working days.	95%	

OBJECTIVE:- To enforce Public Health Licence controls and ensure relevant standards are met in the premises regulated by way of licence issued by the council.

CORPORATE OBJECTIVE: Improve social well-being health and education

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
<p>To inspect and enforce standards with respect to caravan and camping sites, pet shops, skin piercing activities, dog breeding establishments, animal boarding establishments, dangerous wild establishments, zoos and hairdressers.</p> <p>(i.e. all premises regulated by by-laws or by licence conditions)</p>	<p>100%</p> <p>100%</p>	<p>To respond to 85% of complaints from the public regarding licensed establishments within 2 working days.</p> <p>To make a minimum of 1 inspection visit to each premise per year.</p> <p>Pet Shops – 12</p> <p>Dog Breeding Establishments – 7</p> <p>Animal Boarding Establishments – 12</p> <p>Caravan Sites – 24</p> <p>Skin Piercing Establishments – 20</p> <p>Dangerous Wild Animal Establishments – 2</p> <p>Zoo – 1</p> <p>Riding Establishments – 6</p> <p>Hairdressers – 87</p>	<p>85%</p> <p>100%</p>	

OBJECTIVE:- To identify and remedy public health nuisances under the provisions of the Environmental Protection Act.

CORPORATE OBJECTIVE: Improve social well-being health and education

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To abate, control and prevent statutory nuisance and enforce action to prevent reoccurrence. To survey the district to identify nuisances and respond to public complaint regarding nuisance.	97%	To respond to 90% of complaints regarding nuisance within 2 working days.	90%	

OBJECTIVE:- To enforce statutory powers relating to public health issues.

CORPORATE OBJECTIVE: Improve social well-being health and education

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To enforce statutes relating to private drainage defects, filthy and verminous premises/persons unsecured premises and other public health matters.	New indicator	Respond to 90% of representations within 2 working days.	90%	

OBJECTIVE:- To use powers to deal with abandoned vehicles.

CORPORATE OBJECTIVE: Protect and Improve our Environment

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
Respond to complaints and representations regarding abandoned vehicles and initiate statutory action to secure their removal.	New indicator	Respond to 90% of notifications within 2 working days (approx 600 per year)	90%	

OBJECTIVE:- To contain the spread of non-food borne notifiable infectious diseases in the community.

CORPORATE OBJECTIVE: Improve social well-being health and education

INDICATOR	PERFORMANCE	TARGET	TARGET	REPORTING PROCESS
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	2001-02	2002-03	2003-04	MONITORING & EVALUATION COMMENTS
To investigate the epidemiology of infectious illness caused by agents transmitted by air, water and physical contact and to take action to contain spread, To respond to all notified cases of Leptospirosis, Psittacosis, Dysentery, Giardiasis, Legionellosis and Cryptosporidiosis etc.	100%	Respond to 90% of notification and commence investigation within 2 working days.	90%	

OBJECTIVE:- To ensure the wholesomeness and sufficiency of drinking water supplies.

CORPORATE OBJECTIVE: Improve social well-being health and education

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
Ensure the quality of private and public water supplies. Carry out sampling of public and private water supplies and act to remedy where quality failures are identified.	100%	Respond to 95% of water quality complaints within 1 working day.	95%	
Sample private water supplies in accordance with the statutory frequency. Respond to complaints regarding drinking water quality and investigate.	Sample programme completed except for inaccessible properties due to Foot & Mouth epidemic.	Meet the statutory sampling frequency for each private water supply undertaking 150 samples per year in accordance with a written sampling	100%	
Liaise with United Utilities and the Drinking Water				

Inspectorate to ensure quality failure of public water supplies remedied.		programme.		
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OBJECTIVE:- To ensure safe water quality of recreational bathing waters.

CORPORATE OBJECTIVE: Protect and Improve our Environment

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To investigate the quality of all public bathing water in spas and swimming pools by water quality monitoring and bacteriological sampling.	100%	Check water quality at all spas and swimming pools at least once per month and carry out annual samples for chemical and bacteriological analysis.	100%	
To investigate complaints regarding bathing water quality and take action to ensure remedy where	100%		100%	

problems encountered.				
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OBJECTIVE:- To operate a service for the seizure of stray dogs.

CORPORATE OBJECTIVE: Protect and Improve our Environment

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To enforce the law relating to stray dogs and operate a service for the seizure of stray dogs including contract management of the contract dog warden service.	78%	To manage the dog warden service and refer 85% complaints regarding stray dogs to the dog warden within 1 working day.	85%	

OBJECTIVE:- To enforce the law relating to dog fouling and promote responsible dog ownership.

CORPORATE OBJECTIVE: Protect and Improve our Environment

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
Bring about a reduction in the incidence of dog fouling in public areas and thus reduce the quantity of dog waste on the highways, footways and public open space.	173 Fixed Penalty Notices. 2 Successful prosecutions.	Issue fixed penalty notices and prosecute offenders under the Dogs (Fouling of Land) Act 1996.		

Investigate complaints regarding dog fouling.	78%	Respond to 85% of service requests within 2 working days.	85%	
Promote responsible dog ownership.	26 presentations to groups/schools etc (new initiative).	Initiate and maintain an educational programme relating to responsible dog ownership and the legal requirements. 24 presentations. To introduce and operate a neighbourhood Dog Watch Scheme within communities. Introduce 2 new schemes.	24 presentations. Introduce 2 new schemes	

OBJECTIVE:- To enforce the law relating to contaminated land.

CORPORATE OBJECTIVE: Protect and Improve our Environment

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
Survey the district to identify contaminated sites in accordance with the Council's adapted strategy. Control development on contaminated land and prevent significant harm or pollution of controlled waters from contaminated sites. Initiate an inspection programme and investigate	Contaminated Land Strategy Produced and adopted by Council.			

<p>suspect sites.</p> <p>Refer details of 'special sites' identified to Environment Agency. Carry out risk assessments on all sites where contamination is present.</p> <p>Establish a course of remediation for land determined as contaminated, serving remediation notices where appropriate.</p> <p>Compile a contaminated land register.</p> <p>To respond to requests for site specific information regarding contaminated land.</p>				
		Respond to 90% of requests for information within 5 working days.	Respond to 90% of requests for information within 5 working days.	

OBJECTIVE:- To enforce the law relating to public health pest control and provide a pest control service.				
CORPORATE OBJECTIVE: Improve social well-being health and education				
INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
<p>To control public health pests and operate an effective pest control service.</p> <p>To meet the statutory obligations of the Prevention of Damage by Pests Act and enforce its provisions.</p> <p>Respond to service requests for treatment of pests.</p> <p>Provide guidance to householders regarding pest species.</p>	91%	Respond to 90% of service requests within 2 working days.	92%	

OBJECTIVE:- To manage the Cumbria County Council Emergency Gypsy site and deal with unauthorised encampments.				
CORPORATE OBJECTIVE: Improve social well-being health and education				
INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
<p>To act as agents to the Cumbria County Council for the management of the Emergency Gypsy Site.</p> <p>To supervise the operation and the maintenance of the gypsy site and keep it fully operational and in good repair.</p>				

To exert control measures relating to unauthorised encampments taking appropriate measures to prompt their removal.	100%	To respond to 85% complaints within 2 working days.	85%
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OBJECTIVE:- To investigate notifiable accidents at work				
CORPORATE OBJECTIVE: Improve social well-being health and education				
INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To investigate notifiable accidents at work to identify the cause and examine the work systems employed.	100%	Respond to 90% notifications within 2 working days.	90%	
To take informal or enforcement action to ensure safe systems of work.				

OBJECTIVE:- To promote environmental issues to improve local environment				
CORPORATE OBJECTIVE: Protect and Improve our Environment				
INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To promote public awareness of issues relating to the protection and improvement of the local environment and increase public awareness of the Council's involvement.				
Promotions and involvement within communities to foster partnership co-ordination from the public to facilitate efficient application of enforcement powers and targeting of resources.				

To participate in national promotional campaigns at local level.				
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HEALTH AND SAFETY ENFORCEMENT SERVICE PLAN:

The primary aim of this Service Plan is to ensure that workplaces within Carlisle operate to the highest standards to ensure the wellbeing of employees and customers alike.

The Environmental Services Division will undertake its duties under the Health and Safety at Work etc. Act 1974 and associated guidance in respect of all premises for which Carlisle City Council is the enforcing authority. All issues of enforcement will comply with the Council's adopted Enforcement Policy which is available on the Council's web site, WWW.carlisle.gov.uk or as copies obtainable from the Environmental Services Division, Civic Centre Carlisle CA3 8QG.

Enforcement responsibility rests within 2 sections of the Division, Food Safety covering all food premises and Environmental Protection for all non-food premises. The responsibility has been split in this way to ensure continuity of knowledge specifically in respect of food premises. Inspections within food premises will be based on a separate risk assessment for Health and Safety and will be independent of any inspection frequency for Food Safety.

Health and Safety enquiries can be made by calling at the 7th floor reception point in the Civic Centre Carlisle, or by telephoning (01228) 817336 for food premises or (01228) 817330 for all other premises.

Enforcement is based upon the assessed risk rating of businesses and will take account of national standards for assessing the levels of risk. The Division operates a database of all premises for which it has an enforcement responsibility and we will make every effort to ensure that the database is accurate and up to date.

In addition to local enforcement priorities, based upon risk assessment, the Division is also responsive to national Health and Safety priorities and these are reflected in the Service Plan through specific targets for action.

We will respond to notifications of accidents and dangerous occurrences in premises for which have responsibility in accordance with the Accident Investigation Policy agreed by Cumbria Health and Safety Liaison Group.

We will also encourage local employers, employees and their customers to contact the Division for advice and guidance on issues of Health and Safety.

In delivering our Health and Safety enforcement role we will, where possible, consult with users of the service to seek their views as to its quality and effectiveness.

In assessing the quality of our service we will also work with neighbouring enforcement authorities to audit and compare our work and to constructively seek ways of improving performance.

The targets within this Service Plan will be reviewed at no less than 6 monthly intervals and any variance from performance will be addressed.

OBJECTIVE:- To enforce Occupational Health and Safety legislation				
CORPORATE OBJECTIVE : Improve Social well-being Health and Education				
INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
<p>KEY OBJECTIVES</p> <p>To enforce the provisions of the Health and Safety at Work etc. Act 1974 in accordance with the Council's approved enforcement policy.</p> <p>To formulate and conform to an annual inspection plan for the programmed routine inspection of workplaces at a frequency determined by the HSE Risk Assessment Priority Rating System.</p> <p>To promote health and safety in the work place and the provision of a safe and healthy work environment.</p> <p>To respond to complaints regarding Health and Safety at work.</p> <p>To investigate notifiable accidents and dangerous occurrences in accordance with the Accident Investigation Policy agreed with the Cumbria Health & Safety Liaison Group.</p> <p>To ensure that the Health and Safety Premises database is fully updated and that all relevant premises are risk assessed within 1 month.</p> <p>Develop and operate a protocol to ensure that, as far as practicable, the premises database is accurate and up to date.</p>		<p>Respond to 85% of complaints and RIDDOR notifications within 2 working days</p> <p>All known premises to be risk assessed by</p>		

<p>Participate in inter-authority auditing through the Cumbria Health & Safety Technical Working Group</p> <p>Pursue a proactive role by participating fully in the HELA Strategic Plan 2001-04 and other appropriate initiatives.</p> <p>During 2002/03 this will be specifically through the support of programmes to address "Slips & Trips", "Working at Heights", "Workplace Transport" and "Occupational ill health".</p>		<p>31/03/03</p> <p>Produce protocol by 01/09/02</p> <p>Undertake an inter-authority audit by 31/03/03</p> <p>Participate with H&S Technical Working Group to produce seminar on slips and trips by 30/06/02</p> <p>Incorporate advice on working at heights & transport in correspondence.</p>		
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FOOD SECTION BUSINESS PLAN 2002-2003

OBJECTIVE:- To ensure the safety of foodstuffs which are manufactured, processed, stored or sold within the City and to ensure compliance with relevant Codes of Practice, Industry Guides and good working practice for Food and Health and Safety Matters.

CORPORATE OBJECTIVE : Improve Social Well Being, Health and Education

INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
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To produce a risk assessment score for each registered premises within one month registration/opening	100%	100%	100%	
To inspect each registered premises at intervals determined by Code of Practice 9	82%	85%	85%	Monitored and reported each quarter
To identify %age premises achieving an improved risk rating.	27% improved 13% poorer			Monitored and reported each quarter
To reduce the number of food premises classified as "high risk" (cat A-C)	New Indicator			3 Year target
To re-inspect premises as required.				
OBJECTIVE:- To assure importers of production conditions through the provision of export certificates				
CORPORATE OBJECTIVE : Improve Social Well Being, Health and Education				
INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS

To issue certificates within 2 working days	100%	100%	100%	
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OBJECTIVE:- To sample on a pre-planned basis in accordance with the local agreement with Public Health Laboratory Service (PHLS) and National Sampling Programmes.

CORPORATE OBJECTIVE : Improve Social Well Being, Health and Education

INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To produce and publish local sampling plan in accordance with FSA Guidance on an annual basis.				
To contact sampled premises within 1 week of receipt of results or	100%	90%	90%	
Where notified verbally by PHLS within 24 hours.	100%	100%	100%	

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OBJECTIVE:- To identify common sources of and prevent the spread of infectious disease within the City

CORPORATE OBJECTIVE : Improve Social Well Being, Health and Education

INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
Contact all notified cases within 2 working days	100%	100%	100%	
To complete relevant questionnaire and liase with NCHA/LA's/PHL	87%	85%	85%	
To investigate any common sources identified via questionnaires	100%	100%	100%	

OBJECTIVE:- To prevent unfit/unsound food from reaching the public via voluntary surrender/formal seizure/trade withdrawal of suspect food as per Code of Practice 16 (revised)

CORPORATE OBJECTIVE : Improve Social Well Being, Health and Education

INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
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To ensure removal from sale of suspect food as per Code of Practice or FSA advice via Food Hazard Warnings within 1 day of identification or notification.	100%	100%	100%	
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OBJECTIVE:- To respond to RFS in order to investigate the cause of food, health and safety and general complaints and to identify and remedy Statutory Nuisance.

CORPORATE OBJECTIVE : Improve Social Well Being, Health and Education

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To respond to urgent* RFS within 2 working days and to others within 5 working days	100%	90%	90%	
To provide written response to requestor within 1 week of completion of investigation.	100%	90%	90%	

- defined in procedure document.

OBJECTIVE:- To ensure compliance with relevant legislation and avoidance of potential nuisance through liaison with Planning and Building Control Services.

CORPORATE OBJECTIVE : Improve Social Well Being, Health and Education

INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To respond to planning/building control within 1 month of notification	100%	95%	95%	

OBJECTIVE:- To carry out inspections for the purpose of licensing and registration of activities, persons or premises and where necessary, to liaise with the Licensing Section of the Authority and/or Magistrates Court..

CORPORATE OBJECTIVE : Improve Social Well Being, Health and Education

INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To respond to licensing/magistrates court within 5 working days	100%	100%	100%	
To determine all licence applications from relevant butchers within 28 days.	100%	100%	100%	

OBJECTIVE:- To undertake promotional activities through liaison with public and trade to raise awareness of food safety and health and safety matters.

CORPORATE OBJECTIVE : Improve Social Well Being, Health and Education

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To participate in local and national campaigns	2 National 1 local	3 National campaigns plus 2 local campaigns	100%	
To respond to requests to provide education/instruction as necessary.				

HOUSING AND SUSTAINABILITY SECTION - BUSINESS PLAN 2002/2003

OBJECTIVE:-MAINTAIN AND IMPROVE HOUSING STANDARDS IN THE PRIVATE SECTOR				
CORPORATE OBJECTIVE : SATISFY HOUSING NEED				
INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To produce a comprehensive housing strategy document annually, fulfilling all the requirements of the Department of the Environment, Transport and the Regions and incorporating the Housing Investment Programme bid for private sector housing	100%	100%	100%	
To provide specific advice and assistance to owners of empty properties helping to bring 16 properties back in to use per year.	69%	100%	100%	
To operate an accreditation scheme inspecting every accredited property annually and responding to requests for inspection within 1 week	100%	100%	100%	
To update stock condition information reflecting statutory requirements including changes to the fitness standard and available resources				
To provide adequate and relevant staff training on the new Housing Health and Safety Rating System.				

INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To conduct regular and appropriate programmes to assess and evaluate customer satisfaction for all services.	100%	100%	100%	
To carry out a Local House Condition Survey of the Private Sector Housing in the area.	100%	N/A	N/A	
To maintain and improve housing standards by fully utilising available resources for the provision of renovation grants for those eligible	100%	100%	100%	
To produce sufficient, targeted publicity on the availability of grant assistance for improvement/repair and adaptation.	100%	To undertake publicity campaign each year	100%	
To inspect houses and Houses in Multiple Occupation and take enforcement action when necessary and respond to complaints within 2 working days.	100%	100%	100%	
To utilise Home Repair Assistance to provide grant for minor repairs, energy efficiency, safety and security etc as decided by Council Policy providing over 150 Safe, Secure and Warm grants per year.	100%	100%	100%	

INDICATOR	PERFORMANCE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
To strategically target and prioritise action on blocks of properties in disrepair through group repair schemes as resources permit	100%	To complete Group Repair Schemes to a maximum value of £75,000/year	N/A	
To fully utilise available resources in the provision of disabled facilities grants, and to approve full applications received within 5 working days. Participate in the NCHA and Historic Cities Benchmarking groups to compare for Best Value.	100%	100%	100%	
OBJECTIVE:-ENSURE THAT PEOPLE LIVE IN SATISFACTORY HOUSING CONDITIONS				
CORPORATE OBJECTIVE : SATISFY HOUSING NEED				
Inspect all known registered HMOs on an annual basis and in response to complaint To seek out and investigate unregistered HMOs To liaise with local accommodation officers to promote better standards in privately rented accommodation	100% 100%	100% To hold 3 meetings each year	100% 100%	

INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
OBJECTIVE:-MAINTAIN AND IMPROVE HOUSING STANDARDS IN THE PRIVATE SECTOR				
CORPORATE OBJECTIVE : SATISFY HOUSING NEED				
<p>To review monitor and evaluate the Home Energy Conservation Act strategy and report on action taken. Generate 4000 DIY home energy checks.</p> <p>To formulate a Fuel Poverty Strategy and continually update this document, based on information generated from public feedback</p>	<p>16739</p> <p>Formulated a draft Fuel Poverty Strategy</p>	<p>10000</p> <p>To formulate a final Fuel Poverty Strategy by Jan 03 approved by Executive Committee</p>	10000	
OBJECTIVE:-ESTABLISH AND MONITOR A REPEAT VICTIMISATION SCHEME				
CORPORATE OBJECTIVE : REDUCE CRIME AND DISORDER				
To deal with up to 25 referrals per annum, through liaison with Cumbria Constabulary and Care and Repair	17	25	25	

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				REPORTING PROCESS MONITORING & EVALUATION COMMENTS
OBJECTIVE- TO RAISE AWARENESS OF THE IMPORTANCE OF HOUSING AND THE ENVIRONMENT				
CORPORATE OBJECTIVE: PROJECT AND IMPROVE OUR ENVIRONMENT				
To provide 4000 Energy Information Packs To work with other organisations to highlight and minimise environmental factors affecting health. To implement a scheme to promote Home improvement and maintenance. To encourage both financially and professionally the Home Improvement Agency to ensure the elderly, disabled and infirm receive a high standard of service and assistance.	4500	100%	100%	

INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
OBJECTIVE- TO LIASE WITH OTHER ORGANISATIONS AND TO FORM RELEVANT PARTNERSHIPS				
CORPORATE OBJECTIVE: SATISFY HOUSING NEED				
To liase with partners to promote good standards in housing and to ensure compliance with relevant statutory provision.				
To hold two landlord's forum per annum.	100%	100%	100%	
To consult with the Fire Authority on HMO's.	100%	100%	100%	
To assist Care and Repair in the promotion of home improvement.				

OBJECTIVE- LOCAL AGENDA 21				
CORPORATE OBJECTIVE: PROTECT AND IMPROVE OUR ENVIRONMENT				
To facilitate partnership working to enable environmental objectives to be met.				
To hold a minimum of four Environmental Forum per annum.	100%	100%	100%	

To attract external funding for specific environmental projects				
To support and develop the landfill tax credit scheme.				

INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
OBJECTIVE- DEVELOP WASTE MINIMISATION AND RECYCLING INITIATIVES				
CORPORATE OBJECTIVE: PROTECT AND IMPROVE OUR ENVIRONMENT				
Identify and develop new initiatives and promote Council schemes and ensure their effective delivery.	Developed and implemented a Pilot Kerbside Recycling Scheme	Expand the Recycling Scheme in Carlisle and Eden by 31/3/03		
<p>To produce a new recycling plan as required under new Government guidelines.</p> <p>To maximise % of materials recycled from 12% to 30%.</p> <p>To promote environmental management awareness.</p> <p>To develop best practice on environmental management</p>				

within the Authority. To continue to promote the Council's composting scheme, selling more than 100 tonnes of recycled compost.	100%	100%	100%	
INDICATOR	PERFORMAN CE 2001-02	TARGET 2002-03	TARGET 2003-04	REPORTING PROCESS MONITORING & EVALUATION COMMENTS
OBJECTIVE:-TO PROVIDE AN ADEQUATE TRAINING REGIME FOR ALL STAFF				
CORPORATE OBJECTIVE : SPEND THE COMMUNITY'S MONEY WISELY				
To ensure training needs analysis of all staff within the Section is completed and kept up to date and that appropriate training is facilitated.	Carried out 2 T.I.R's & all staff PDI's	To carry out 2 Team Improvement Reviews and all Staff Professional Development Interviews each year.	100%	

OBJECTIVE:- TO PROVIDE A SATISFACORY SEARCH FACILITY

CORPORATE OBJECTIVE : SPEND THE COMMUNITY'S MONEY WISELY

Respond to all land charge requests. Inspecting property when necessary

100%

100%

100%

INDICATOR

**PERFORMAN
CE**
2001-02**TARGET**
2002-03**TARGET**
2003-04REPORTING PROCESS
MONITORING &
EVALUATION COMMENTS**OBJECTIVE:- TO DEAL WITH ALL LARGE SCALE VOLUNTARY TRANSFER RESIDUAL FUNCTIONS**

CORPORATE OBJECTIVE : SATISFY HOUSING NEED

Deal with homelessness:
Annual Development Programme:
The Housing Register:
DFG's:
HRA's:
Hostels etc
Tenants complaints

WASTE MANAGEMENT BUSINESS PLAN 2002 – 2003

Objective: Provide an effective and efficient waste management and recycling service to all households.

Corporate Objective: Protect & Improve our Environment

Indicator	Performance (Previous year)	Target 2002/2003	Target 2003/2004	Reporting Process	Monitoring & Evaluation Comments
To increase the total tonnage of household waste arisings which have been: a) recycled b) composted c) used to recover energy d) landfilled	9.6% 3.3% 0 87%	11.5% 7% 0 81.5%	15% 8% 0 77%		Monitored and reported each quarter
To reduce the Kg of household waste collected per head as a % of Kg collected in the previous year	105%	103%	101%		Monitored and reported annually
To minimise the No. of collections missed per 100,000 collections of household waste	2.1	1	1		Monitored and reported annually
To increase the % population served by kerbside collection or within 1km of a	80	80	80		Monitored and reported annually

recycling centre.					
To control the cost of waste collection per household		£19.50	£20.00		Monitored and reported annually

Objective: To provide a street cleaning service which meets the standards of the Code of practice on litter & refuse

Corporate Objective: Protect & Improve our Environment

Indicator	Performance (Previous year)	Target 2002/2003	Target 2003/2004	Reporting Process	Monitoring & Evaluation Comments
To maintain pavements & highways in a clean condition	100%	100% to be maintained to a high or acceptable standard	100%	Monitored & reported quarterly	
To remove fly tipping within 1 working day of notification	89%	100%	100%	Monitored & reported quarterly	
To ensure that the service continues to provide Best Value performance.		To control annual costs to £18.81 per household & £492 per km of highway		Monitored & reported annually	

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