



Civic Centre,
Crook,
County Durham.
DL15 9ES
Tel: 01388 765555 Fax: 01388 766660
Minicom: 01388 761515 e-mail: i.phillips@wearvalley.gov.uk

Iain Phillips Chief Executive

31st October 2006

Dear Councillor,

I hereby give you Notice that a Meeting of the **COMMUNITY SERVICES COMMITTEE** will be held in the **COUNCIL CHAMBER, CIVIC CENTRE, CROOK** on **WEDNESDAY, 8TH NOVEMBER 2006 at 6.00 P.M.**

AGENDA

1. Apologies for absence.
2. To consider the Minutes of the last Meeting of the Committee held on 20th September 2006 as a true record – copies previously circulated.
3. To receive information regarding the granting of an award for conservation.
4. To consider a proposal to include local councils as consultees under the Licensing Act 2003.
5. To consider information relating to the effects of introducing charges for pest control in domestic premises.
6. To receive an update on work done to complete a gap analysis of the Key Lines of Enquiry.
7. To consider such other items of business which, by reason of special circumstances so specified, the Chair of the meeting is of the opinion should be considered as a matter of urgency.

Yours faithfully

Chief Executive

Members of this Committee: Councillors Dobinson, Ferguson, Gale, Grogan, Harrison, Hayton, Mrs Jones*, Kay, Kingston, Murphy*, Nevins, Perkins, Mrs. Pinkney, J. Shuttleworth, Stonehouse, Strongman and Zair.

*ex-officio, non-voting capacity.

Chair: Councillor Kingston

Deputy Chair: Councillor Nevins

TO: All other Members of the Council for information
Management Team

(i)

COMMUNITY SERVICES COMMITTEE

8TH NOVEMBER 2006

Report of the Strategic Director for Environment and Regeneration
CONSERVATION AWARD

purpose of the report

1. To inform Members of the granting of an award for conservation and seek approval to provide continued support.

background

2. Members will be aware that the Council owns the fishing rights to a stretch of the River Wear in Bishop Auckland known as the Town Water. To ensure that only licence holders fish the water we have the services of a volunteer River and Countryside Warden. In addition to those duties he has provided a valuable service to the dales community by forming the River and Countryside Group.
3. The group is a co-operation between landowners, gamekeepers and angling clubs who work with schools and landowners to promote conservation awareness. The group has been supported by a grant from the Community Chest which has allowed the production of the "Otter Spotter's Guide".
4. The group is supported and co-ordinated by the River and Countryside Warden and has received an award from Durham Wildlife Trust in recognition of outstanding accomplishment in conservation.
5. The group has also recently received a grant from the Council's Crime and Disorder Prevention Fund to purchase ten fishing rods and equipment to enable children from local schools to learn about angling through coaching and free access to local angling clubs.

proposal

6. The Council has been approached to provide access to the Town Water as part of the scheme. It is proposed that two free fishing passes are provided to Howden-le-Wear Primary School and Witton-le-Wear Primary School to allow supervised children to access and learn the sport of angling.

financial implications

7. The granting of passes will not affect the income from fishing licences.

legal implications

8. The schools will be responsible for ensuring the passes are given to supervised children.

human resource implications

9. The River and Countryside Warden carried his duties on a voluntary basis.

it implications

10. There are no IT implications.

crime and disorder implications

11. One of the anticipated benefits of the scheme is to encourage children to participate in diversionary activities.

timescale

12. The passes will be provided as soon as possible.

conclusion

13. That the Riverside and Country Warden be congratulated on his award and the voluntary service given to the Council.

RECOMMENDED

1. that Members note the award granted to the River and Countryside Group and congratulate the River and Countryside Warden for his role in its success.
2. that two free passes are granted to Howden-le-Wear Primary School and Witton-le-Wear Primary School to allow supervised fishing on the Town Water.

Officer responsible for the report
Robert M. Hope
Strategic Director of Environment & Regeneration
Ext. 264

Author of the report
Tom Carver
Head of Public Protection
Ext. 377

COMMUNITY SERVICES COMMITTEE

8TH NOVEMBER 2006

Report of the Strategic Director for Environment and Regeneration **LICENSING ACT 2003 CONSULTATIONS**

purpose of the report

1. To seek Members' approval to include local councils as consultees under the Licensing Act 2003.

background

2. The Licensing Act 2003 transferred all licensing of premises used for the sale of alcohol or provision of entertainment to the Council. As part of the application process we are required to seek the views of certain statutory consultees. These currently include:

The Police Service
Fire and Rescue Service
The Planning Authority
Environmental Health
Trading Standards
Social Services

3. The application must also be advertised in the press and on the premises by the applicant to enable residents and businesses who may be affected to make representations. Representations may be made in relation to the licensing objectives which are:

Prevention of crime and disorder
Protection of children from harm
Public safety
Prevention of public nuisance

4. Representations from the local area is dependant on those affected seeing the advertisement. There is currently no requirement placed on the Licensing Authority to actively seek the views of local people.

proposal

5. A request has been received from the County Durham Association of Local Councils for the Council to voluntarily include the local council on the list of consultees. This would enable all applications to be brought to the attention of local councils who can then seek the views of local people and, where necessary, make representations to the Licensing Authority.

financial implications

6. There are no financial implications.

legal implications

7. There are no legal implications.

human resource implications

8. Staff currently notify statutory consultees of all applications. To include local councils would not add significantly to their workload. Wider consultation on applications may result in a greater number of representations being made resulting in more hearings by the Licensing Committee.

it implications

9. There are no IT implications.

crime and disorder implications

10. One of the aims of the Act is the reduction of crime and disorder.

timescale

11. The recommendation can be implemented immediately.

conclusion

12. Adding local councils to the list of consultees will strengthen the aims of the Council's licensing policy.

RECOMMENDED

1. That local councils be included as consultees for Licensing Act 2003 applications.

Officer responsible for the report
Robert Hope
Strategic Director for Environment and
Regeneration
Ext. 264

Author of the report
Tom Carver
Head of Public Protection
Ext. 377

COMMUNITY SERVICES COMMITTEE

8TH NOVEMBER 2006

Report of the Strategic Director for Environment and Regeneration
PEST CONTROL CHARGES

purpose of the report

1. To provide for Members' consideration, information relating to the effects of introducing charges for pest control in domestic premises.

background

2. Members will recall that as part of last year's budget process, charges were imposed for the treatment of rats and mice in domestic properties. Historically charges had been made for the treatment of non public health pests such as wasps, ants and silverfish but rats and mice had been treated free in domestic properties.
3. As part of the drive to provide value for money services it was agreed that charges be introduced for treating all pests in domestic property. It was agreed that a charge of £20 be introduced for treating such pests and that the charge be waived for those households on income support.
4. At a Special Community Services Committee on 13th February 2006 it was agreed that the policy would be reviewed in the light of experience. The system has been in operation for six months and we are now entering the budget process for 2007/08. It is, therefore, felt to be appropriate to review the process now.
5. The table below compares the number of treatments carried out for rats and mice in 2005 and 2006.

	April - September 2005	April - September 2006
Rats	372	259 (69.6%)
Mice	132	60 (25.45%)

6. It can be seen from the figures that there has been a significant decrease in the number of treatments carried out. For rats the number has fallen by approximately one third and for mice by more than half.
7. Of the treatments carried out 95% have been for residents on income support which have brought no income to the Council. The estimated income for 2006/07 from pest treatments was £17,000 but is currently standing at £3,600.

8. It can be seen that the introduction of a charge has led to a reduction in the number of treatments carried out. It is not possible to determine whether those residents affected by rodents are carrying out their own treatment or are ignoring the problem. If they are not carrying out their own treatments then it is possible that a number of infestations are going untreated resulting in an increase in the background level of rodents.

proposal

9. The numbers of rodent treatments carried out has fallen significantly. The imposition of a charge for a service that was previously free will inevitably lead to resistance to paying the charge. It is considered that there are three possible options for Members.

- (i) Maintain the charge at its current level

This would give another year to see whether treatments return to their previous level and to monitor the number of complaints and sightings of rodents.

- (ii) Reduce the level of charge

In setting the current fee of £20 a balance was struck between the actual cost of treatment and a desire to provide a value service to residents. It is possible that the level was set above that which residents consider to be value for money. It may be that resistance to the charge could be overcome by reducing it to £10.

- (iii) Removing the charge completely

This would ensure that there would be no barrier to having a treatment carried out and would ensure that all infestations were treated.

10. It is proposed that the charge be removed and a free service restored in order to ensure that the district is kept free from rodents.

financial implications

11. In the current financial year there will be an estimated shortfall of approximately £13,000. One of the pest control posts is currently unfilled. It is anticipated that the salary savings made until the appointment of a replacement will offset the expected loss of income.

legal implications

12. There are no legal implications.

human resource implications

13. There are no human resource implications

it implications

14. There are no IT implications.

crime and disorder implications

15. There are no crime and disorder implications.

timescale

16. Charges would continue to be applied until the end of the current financial year.

conclusion

17. The introduction of a charge for rodent treatments has led to a significant fall in the number of treatments carried out.

RECOMMENDED

1. Members agree to not charging for treating rats and mice in residential properties and that the proposal be submitted to the Policy and Strategic Development Committee for consideration during the budget process for 2007/08.

Officer responsible for the report
Robert Hope
Strategic Director for Environment &
Regeneration
Ext. 264

Author of the report
Tom Carver
Head of Public Protection
Ext. 377

COMMUNITY SERVICES COMMITTEE

8TH NOVEMBER 2006

Report of the Strategic Director for Environment and Regeneration **KEY LINES OF ENQUIRY PUBLIC PROTECTION**

purpose of the report

1. To update Members on work done to complete a gap analysis of the Key Lines of Enquiry (KLOEs).

background

2. The Audit Commission, following a review of local authority performance inspection practices introduced the Key Lines of Enquiry (KLOEs) in 2004. The KLOEs set out detailed questions about performance.
3. The inspectors base their judgement on services on two key questions:
Judgement 1 – ‘How good is the service?’ with a score of excellent, good, fair or poor given.

Judgement 2 – ‘What are the prospects for improvement?’ with a score of excellent, promising, uncertain or poor given.

4. The KLOE for Public Protection is :
 - Environmental Health
5. KLOEs contain a number of key questions regarding the service and descriptions of a service that provides above the minimum requirements and one which describes a service providing only the minimum requirements for users.

6. The full KLOE sets are available at on the Audit Commission website:

Environment KLOEs

<http://www.audit-commission.gov.uk/kloe/environmentkloe.asp>

proposal

7. Staff in the Environmental Health Section have been working on a gap analysis of activity against the KLOE criteria for the Food Safety and Health and Safety service areas. The Public Protection service including Licensing will be making an additional input to the gap analysis to be reported in the future.

8. This work will contribute to the development of a new service plan for the department by identifying areas for improvement. From this, action plans, detailing key milestones and targets will help the department to deliver its service objectives.
9. Annex 1 shows the gap analysis of the KLOE for Environmental Health.

key findings – environmental health

10. Some of the key issues highlighted in Annex 1 are as follows:
11. Access, customer care and user focus
 - Effective delivery of accessible, risk based planned inspection programmes for food and health and safety.
 - Quality, up to date written guidance given to businesses from experienced inspectors.
 - Planned inspection service users consulted on their satisfaction with the service.
 - Feedback from users to be better utilised as a performance management tool.
 - Improve communication with service users on enforcement policy and where long follow up required.
12. Diversity
 - Continue the work started supporting vulnerable small businesses located in super output areas from lifelong learning funding.
 - Find partners to improve microbiological water safety for tenants on private water supplies in rural areas.
 - Work with groups to ensure full inclusion in the service provided.
13. Service Outcomes – Food Safety
 - High quality food safety service offered to businesses in 2006 with free manual, training and business support to implement written food safety management systems.
 - Success in attracting additional funding from Lifelong Learning to benefit local businesses. Free workshop training delivered throughout Wear Valley for 200 local food handlers spring 2006.
14. Service Outcomes – Health and Safety
 - Small initial number of revitalised health and safety topic based inspections started in 2006 for interventions on slips, trips and falls in the catering industry, back injuries in the retail service sector and dermatitis in hairdressers.
 - Continue service developments into educational workplace interventions to make a wider contribution to improving the quality of life of local workers & reducing the costs of work related accidents and ill health to local businesses.

15. Service Outcomes – Infectious disease control
 - Prompt reaction by infectious disease control service to reports of infectious disease in partnership with the Health Protection Agency to prevent further spread of gastro-intestinal diseases in the community.
 - Develop range of information for the public on prevention of spread of notifiable diseases
 - Foster relationships with local GPs
16. Service Outcomes – Food/water sampling
 - Food sampling programme fully delivered validating good hygienic practices amongst local food businesses sampled.
 - Reactive sampling of private water supplies with limited success in securing works to protect rural households from poor water quality.
 - Strategy and resources needed to overcome problems in this challenging area
17. Service Outcomes – Enforcement
 - A clear scheme of delegation/authorisation needed followed by staff training to clarify what enforcement decisions they are authorised to take. (Food Standards Agency and Local Authority Co-ordinating Body for food nationally currently can't agree on detailed requirements for authorisations)
18. Service Outcomes – New areas of statutory responsibility in 2006
 - Vertebral Column Removal Authorisations for butchers has had minimal impact on the food service as only one butcher applied to be authorised.
 - Registration/enforcement responsibility for Egg Packing Stations is an emerging area information being collected to assess resource implications.
19. Value for Money
 - Analysis incomplete
 - Internal support needed to complete
20. Track Record
 - Analysis incomplete
21. Performance Management
 - Internal management systems need updating in light of recent restructure, changes in legislation and emerging service output areas on completion of the gap analysis.
 - Analysis incomplete

22. Capacity to improve

- Increase service output capacity by further identification of opportunities for collaboration with other services with common interests
- Analysis incomplete

next steps

23. Annex 1 is a first draft of the KLOE gap analysis. A senior management team has been established and part of its work will be to assess and develop the gap analysis. For example, the actions identified for excellence can be better defined once best practice has been identified against which the service can be compared. Timescales and resource implications can also become more focussed through this forum.

financial implications

24. The gap analysis will help the department focus on issues affecting Value for Money and highlight areas for improvement.

legal implications

25. The gap analysis will help the department focus on its legal duties and highlight areas for improvement.

human resource implications

26. The gap analysis will help the department focus on its personnel issues and highlight areas for improvement.

it implications

27. The gap analysis will help the department focus on its IT requirements and highlight areas for improvement.

crime and disorder implications

28. The gap analysis will help the department focus on its crime and disorder issues and highlight areas for improvement.

timescale

29. Once complete, the gap analysis will be reviewed on a six monthly basis.

conclusion

30. The department has started work on producing a gap analysis of the KLOEs for the Environment.

31. Once complete, the gap analysis will feed into the development of a new service plan. It will also contribute to the development of communication and performance management frameworks for the department.

RECOMMENDED

1. Committee recognises the progress made towards producing a gap analysis of the KLOEs and the implications for service development.
2. Committee instructs the Strategic Director for Environment and Regeneration to continue to work with service managers to complete the gap analysis.

Officer responsible for the report
Robert Hope
Strategic Director for Environment &
Regeneration
Ext. 264

Author of the report
Sue Blenkinsop
Senior Environmental Health Officer
Ext. 302

KLOE Environmental Health Generic – Access, Customer Care and User and/or Community Focus

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.1 Are the needs of citizens and users at the heart of the design and delivery of the service now and in the future?</p>	<p>U - Food, Health & Safety Inspection visits include written advice & are promptly followed up with a letter. There is a procedure for the inspection of food premises which requires a letter to be forwarded to the food business operator without delay. There is a procedure for dealing with food complaints requiring all complaints concerning food to be dealt with as soon as possible and always within 24 hours of receipt of the complaint except weekends.</p> <p>There is a documented management system for food safety inspections. This has been developed in collaboration with Durham Districts Food Group for consistency of approach. This sets targets of a maximum of 10 working days post inspection for a business to receive an informal letter.</p>	<p>Formal arrangements needed for keeping complainants up to date for more lengthy complaints.</p> <p>Performance indicator on MVM for Staff achieving target response rates set in policies.</p> <p>Evaluate customer satisfaction questionnaire Q.7 asks users if they received a written report within 14 days of inspection</p> <p>Update management system for food safety inspections in line with changes in food legislation and revised Food Law Code of Practice</p>	<p>December 2006</p> <p>2007</p> <p>2007</p> <p>2007</p>	<p>Durham Districts_Food Group Procedures</p>	<p>Staff time food health & safety team</p> <p>Performance manager time</p> <p>Performance manager time</p> <p>Principal Environmental Health Office/ Durham Districts Food Group</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.1 Are the needs of citizens and users at the heart of the design and delivery of the service now and in the future ?</p> <p>Cont.</p>	<p>Statutory notices to be sent out no later than 5 working days of an inspection.</p> <p>The authority has written and published enforcement policies that cover aspects of enforcement related to the food service including health and safety. This embraces the Enforcement Concordat (signed the Local Government Concordat on Good Enforcement Practice and the Code of Crown Prosecutors (2004) and endorsed by members.</p> <p>Customer satisfaction questionnaire to assess the efficiency & effectiveness of the inspection system</p> <p>Complaints regarding officers are investigated by the line manager. Formal complaints are investigated in accordance with the Council's corporate procedure.</p>	<p>In process verification to be fully implemented</p> <p>Performance indicator to check</p> <p>Environmental Services Enforcement Policy 2001 needs updating</p> <p>Communicate the enforcement policy to the public, local businesses and new staff.</p> <p>Put procedures in place to ensure the enforcement policy is followed.</p> <p>Collate information from Customer satisfaction questionnaires in line with performance indicators</p>	<p>Ongoing</p> <p>2007</p> <p>2007</p> <p>2007</p> <p>2007</p> <p>2007</p>	<p>Durham Districts Food Group</p> <p>Coventry City Council</p>	<p>Principal EHO</p> <p>Performance manager</p> <p>Officer time</p> <p>Officer time</p> <p>Officer time</p> <p>Performance Manager</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.2 Is the service accessible, responsive and based on a robust understanding of local need?</p>	<p>E- Operates risk assessment in all areas of activity food, health & safety and bases planned programmes on it.</p> <p>U- Extent of response to service requests/complaints based on risk assessment</p>	<p>Extent of response to service requests/complaints to be based on risk assessment.</p>	<p>2007</p>		<p>Officer time</p>
<p>2.3 Are service standards clear and comprehensive and have users been involved in setting them where appropriate?</p>	<p>U -There are clear written procedures for formal action in the Food Enforcement Policy.</p>	<p>Update Food Enforcement Policy 2001.Make written procedures more available to the public EG Re-stock & routinely give Food Standards Agency Leaflets "Food law inspections and your business"</p> <p>Design summary sheet of new enforcement policy</p> <p>Put evidence of reasoning behind enforcement decisions on enforcement files. Including reasons for inaction.</p> <p>All visits & actions to be evidenced on enforcement file record for continuity.</p>	<p>December 2006</p> <p>2007</p> <p>2007</p>	<p>Example Food and Health and Safety Criteria sheets posted on the LACORS website</p>	<p>Officer time</p> <p>Officer time</p> <p>Officer time</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
2.3 Are service standards clear and comprehensive and have users been involved in setting them where appropriate? Cont.		Training for health and safety enforcement staff on the revised health and safety enforcement policy agreed by the Durham Health and Safety Liaison Group.	2007		Staff time
		Staff to be encouraged to use the enforcement management model EMM to gain wider experience of model and enable it to be quickly applied.	2007		Staff time
		Address technical problems with the use of the web based EMM	2007		Staff time / IT

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
	<p>U There is a culture of consulting and collaborating with other food and health and safety enforcement agencies on a Durham County Council wide basis via the food and health and safety liaison groups. The current documented management system for food safety inspections has been developed in collaboration with Durham Districts Food Group for consistency of approach. Food liaison group currently working on joint procedures and policies for the 5 District Councils. For example: Authorisation Procedure, Training Programme, Calibration & Monitoring Procedure, Food Complaints Policy and Procedure, Procedure for ensuring database is accurate and up to date, sampling policy & procedure, food hazard warning procedure, enforcement policy, internal monitoring procedure, inspection procedure, imported foods policy, outbreak control plan</p>	<p>Continue to develop consult/ collaborate with a wide range of both other enforcement agencies and services with common interests.</p> <p>Agencies/services to be identified. For example private sector housing, the police, trading standards, DEFRA, Egg Marketing Inspectorate, Bishop Auckland College etc</p>	2007		Officer time

	<p>procedure, infectious disease investigation procedure. There is collaboration with the Food Standards Agency and the Health and Safety Executive (HSE) for example on enforcement monitoring and on priority work areas in line with national improvement objectives. For example the introducing Safer Food Better Business to 200 food handlers & contributing 70 hours of officer time to the Revitalising Health & Safety proactive intervention approach wanted by the HSE for the first time in 2006/2007.</p>				
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KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.4 Are there appropriate arrangements for consulting, engaging and communicating with users and non-users?</p> <p>Cont.</p>	<p>E- Visits to businesses for food and health and safety mainly during council office hours up until 6pm. Some food and health and safety inspections in catering premises for example takeaways and restaurants undertaken outside office hours by male consultant.</p> <p>U- Some coverage from the media on regulatory issues proactive press release issued for National Food Safety Week on the 4 Cs of food hygiene The coverage has been mainly in the Councils Wear Valley Matters.</p>	<p>Look at appropriate way of establishing relationship with media on regulatory issues.</p>	<p>2007</p>		<p>Officer time</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
	<p>U- Some involvement in the wider promotion of health and safety beyond more traditional boundaries and beyond statutory duties in health and safety proactive work & talks to schools but mainly has a traditional view of service boundaries.</p>	<p>Change the service boundaries to have a wider role in the promotion of health, safety and sustainability issues. See outcome of the current consultation on proposed changes to the Food Standards Agency (FSA) local authority food law enforcement monitoring system to begin measuring educational and advisory outcomes for local businesses to be implemented Nov 2007.</p>			

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.4 Are there appropriate arrangements for consulting, engaging and communicating with users and non-users?</p> <p>Cont.</p>	<p>E Have provided workshop based training for 200 food handlers from food business within Wear Valley this year in SFBB aimed at improving their written food safety management skills in line with new requirements of food legislation. The training was funded through the Lifelong Learning budget.</p>	<p>Mixed staff experience to do proactive work. Look at ways of increasing available staff time for gaps in council service provision for health and safety proactive issues of key importance in the community Plan 2005/2014 & Council Plan 2006/2009 .</p> <p>Access further funding from Lifelong Learning for training in super output areas of wear valley or for people from these areas.</p>	<p>2007 ongoing</p> <p>2007</p>	<p>Health & Safety liaison group</p> <p>Food Standards Agency</p>	<p>Officer time</p> <p>Officer time Consultant fees</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.5 Does the delivery of the service embrace equality, diversity and human rights and ensure that all users, or potential users, have fair and equal access?</p>	<p>U The food inspection service is targeted on businesses known to give rise to high levels of problems through its risk rating system. The worst premises are visited the most often.</p>	<p>Give additional support to businesses which give rise to high levels of problems and tackle practices that target the vulnerable and socially excluded. For example businesses in super output areas, start up businesses, tenants on rural private water supplies and ethnic groups involved in food businesses.</p>	<p>2007</p>		<p>Identify & work with partners</p> <p>Lifelong learning funding</p> <p>Identify further funding</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.6 Is the organisation delivering what it promised to?</p>	<p>E -The food service is having an impact in improving levels of compliance. For example the number of premises in the worst 'A' category has been reducing this year. Increasing confidence levels in food businesses implementing a written food safety management system should result in a continuing trend for improved compliance resulting in lower inspection frequencies for food businesses.</p> <p>E -Health & safety service on target for full delivery of its planned programmed inspections this year.</p> <p>U -Planned proactive programme for health and safety service in development phase</p> <p>E -Planned sampling programme for food on target for delivery this year.</p>	<p>Management system to be implemented to support new area of work</p>	<p>Ongoing</p>		<p>Officer time</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.6 Is the organisation delivering what it promised to?</p> <p>Cont.</p>	<p>U - Reactive sampling of private water supplies with limited success in securing works to protect rural households from poor water quality.</p> <p>E - Food inspections/health and safety inspections meet legal requirements and have regard to professional guidance and standards.</p> <p>U Most recent service plan was Community Services Department Service Plan 2005/2006 environmental health now in new department with new strategic director.</p>	<p>Strategy and resources needed to tackle this complex area and ensure wholesome water to properties on private supplies.</p> <p>New service plans needed after gap analysis linked with corporate and wider community goals, national and local priorities vision and objectives of the new Regeneration & Environment Department</p>	<p>2007 ongoing</p> <p>2007</p>		<p>Staff time, resources to subsidise sampling, identify partners with statutory responsibility in this area to aid enforcement. For example private sector housing joint approach with tenanted rural properties.</p> <p>Officer time</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.7 Is the service effective in meeting local, regional and national objectives?</p> <p>2.8 What is user experience of, and satisfaction with, the quality of the service?</p>	<p>U The existing scheme of delegation / authorisation needs updating.</p> <p>U - Air quality has been properly assessed. No Air Quality Management Areas need to be established. Except for the application of the statutory review and assessment process, nothing else is done.</p> <p>Contaminated land - This is not a responsibility of the Public Protection Services section of the Environment and Regeneration Department.</p>	<p>Ensure front line staff to have adequate authorisation/delegated powers to make necessary on the spot decisions (such as issuing enforcement notices) within their competence.</p> <p>An air quality strategy could be developed and established within the District. Up to date local air quality data and information could be published.</p>	<p>Food Standards Agency to clarify FSA</p> <p>Local Authority Coordinating Body for food and health and safety LACORS</p>	<p>FSA</p> <p>LACORS</p>	<p>Officer time</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.8 What is user experience of, and satisfaction with, the quality of the service?</p> <p>Cont</p> <p>Managing Environmental Health</p>	<p>E - An effective, risk based programme of inspection of prescribed industrial installations for compliance with permit conditions is in place. This includes noise pollution in respect of A2 installations.</p> <p>E - Good liaison with planning over new businesses, change of use and extensions to industrial/commercial and agricultural property.</p> <p>E - Well established robustly risk based food safety inspection programme on target for delivery this year</p> <p>U -Some coordination and joining up of food safety & health and safety inspections in food premises</p> <p>U - Enforcement action is being taken appropriately to deal with non compliance but attempts to prosecute without a correct authorisation will be open to legal challenge</p>	<p>Management system to allocate health and safety inspection as well as food inspection when both due</p> <p>Update authorisations</p>	<p>December 2006</p> <p>FSA / LACORS to clarify</p>		<p>Principal EHO time</p> <p>Officer time</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
<p>2.8 What is user experience of, and satisfaction with, the quality of the service?</p> <p>Cont</p> <p>Managing Environmental Health</p> <p>Cont</p>	<p>E - The food service is having an impact in improving level of compliance. For example the number of premises in the worst category A premises has been reducing this year. Food businesses with written food safety management systems should reduce frequencies of inspections needed.</p> <p>U - Good range of advice available for core businesses through the new Safer Food Better Business Food Safety Management File. This is free to food businesses. This file is given to businesses during their inspection.</p> <p>U - Good availability of health & safety advice on priority topic areas.</p>	<p>Advice tends to be wide ranging but given to businesses on a case by case basis after researching the query which is time consuming due to lack of advice on common queries off the shelf.</p> <p>Advice to be more easily available for local businesses by promoting existence of web based advice Develop an information library of reliable advice for small food manufacturers in Wear Valley to support them in their HACCP</p>	<p>Start made Ongoing</p> <p>November 2006</p>	<p>Health & Safety Executives (HSE) Xtranet web site Workplace Health Connect web site</p>	<p>Officer time initially then will save officer time</p> <p>Webmaster Officer time</p>

KLOE reference	Current position (E=excellent; U=uncertain)	Actions required for excellence	Approx. timescale	Identified best practice	Resource Implications
2.8 What is user experience of, and satisfaction with, the quality of the service?	U - There are effective processes for dealing with food complaints. There is a food complaints procedure.	Ensure food complaints procedure is up to date and off the shelf. Officers know the procedure	2007		Officer time
Cont	U - Unsure if approach to inspections & complaints is a proactive health improvement approach (rather than legalistic approach)	Culture of proactive health improvement approach (rather than legalistic approach) to inspections & complaints	2007		Officer time
Managing Environmental Health	U -There is a food hazard policy	Have a robust approach to dealing with food hazards.	2007		Officer time
Cont	E - Prompt reaction to reports of infectious disease. Infectious disease policy		Ongoing		Officer time
	U - Some information for the public about notifiable disease Good relationship with the Health Protection Agency	Build up further information for the public about notifiable disease on P Drive Infectious Disease Folder	Ongoing		Officer time
	U - Relationships not developed with local GPs	Develop relationship with local GPs	2007		Officer time

