



# Environmental Health Service Delivery Plan 2024 to 2025

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## Overview of the service

The activities of Environmental Health service are based on a number of Environmental Health “core functions”. The provision of the service impacts on public and environmental wellbeing, by the prevention, detection and control of environmental hazards and public behaviours.

The service is delivered by three operational teams. The key functions and responsibilities are listed below.

### Commercial team

- food safety – food safety is a statutory function, there are approximately 880 food premises registered within the district; inspections of food premises are carried out in line with nationally set risk-based frequencies ranging from a minimum of 6 months to 3 yearly internals
- issuing food hygiene ratings to businesses in the national scheme
- issuing of registration to skin piercers and establishments
- Health and Safety – health and safety inspections and enforcement of workplaces is a statutory function and includes investigation of workplace accidents and fatalities
- communicable disease control – investigation of infectious disease, food poisoning outbreaks

### East Cambridgeshire Home Improvement Agency

- housing grants – supporting the elderly, disabled and vulnerable to access mandatory disabled facilities and discretionary grants by organising and overseeing the building works to current building regulations and planning laws and submitting paper work on the client’s behalf through to completion of work
- sign posting – supporting clients to access other forms of help by liaising with charities, support groups and local contractors

- benefits checks – provides a benefit checks to all clients who are subject to a financial meant test to ensure they are receiving the correct income and refers onto appropriate organisations where necessary
- partnership working – agreement with Sanctuary Housing is facilitated through the service for them to cover the cost of 40% of the cost towards adaptations to their stock
- panel meetings – work in partnership with Children's and Adults Occupational Therapy teams; attending panel meetings for assessing applications for mandatory Disabled Facilities Grants.

## **Domestic Team**

- housing conditions – officers undertake a range of housing functions, the aim being to tackle poor housing conditions in all sectors and to develop strategies and procedures that address and improve housing standards. Formal enforcement action is taken to secure compliance with standards when required
- environmental protection – the core function is statutory and relates to the protection of public health and the environment by the regulation and support of individuals and businesses in areas such as air quality review and strategy, contaminated land, nuisance investigations, Environmental Pollution Prevention Control permits, pest control advice and enforcement and stray dog services; the department is a statutory consultee for planning and licensing applications
- environmental crime – officers undertake statutory functions to ensure a clean and safe environment, these include the enforcement of fly tipping, littering, dog fouling and abandoned vehicle offences, through the use of a wide range of enforcement options, for example, fixed penalty notices (FPN's) and Community Protection Notices (CPN's) right through to prosecutions for more serious waste offences; in addition enforcement officers work with residents, businesses and local groups to provide education and advice to help improve understanding of the impacts and penalties of environmental crime.
- energy efficiency – the Home Energy team advises homeowners and private landlords about thermal insulation and minimum energy standards; engage with fuel providers and third parties to help resolve energy debt problems and assist residents experiencing fuel poverty access short term grants; work with Cambridgeshire and Peterborough authorities to access government funding for householders to improve the energy efficiency of their homes

All activities stem from legislative requirements, however it is recognised that partnership working with a wide range of external organisations, the provision of advice and guidance, educational and promotional activities, as well as traditional enforcement actions are all designed to; reduce the regulatory burden for businesses, ensure fair trading, support economic recovery and prosperity and protect the public and local environment.

Environmental Health service is uniquely positioned to improve individual and public health and wellbeing. That is why our service takes the lead on health and wellbeing working with health partners such as, Cambridgeshire County Council, Integrated Care Partnership,

and local community organisations to reduce health inequalities and provide the lead and coordination on actions to tackle the wider determinants of health.

## **Cost of service**

The cost to run the service totals £835,698. This amount includes staffing cost, contracted services example kennelling and rehoming of stray dogs

## **Staffing Information**

Environmental Services Manager (full time)

Senior EHO Domestic team (full time)

Senior EHO Commercial team (full time)

EHO Domestic team (2 full time)

EHO Commercial (3 full time)

TO Domestic (3 full time)

Dog Warden (full time)

Scientific Officer (full time)

Admin Domestic (1 full time)

Admin Commercial (part time)

Admin HIA (part time)

Senior Case Worker HIA (full time)

Case Worker HIA (part time)

Technical Officer HIA (full time)

Business Support Officer (part time)

Home energy Officer (2 part time)

Home Energy admin support (full time/fixed term)

## Forward planning for Councillors

<b>Proposed item</b>	<b>Proposed date of decision</b>	<b>Committee</b>
Review of Caravan Site Licensing and HMO licensing fees	June 2024	Operational Services
Air Quality Strategy	September 2024	Operational Services
Health and Wellbeing Strategy Action Plan performance update	September 2024	Operational Services
Env Crime Action Plan Performance update	November 2024	Operational Services
Half year report 2024 to 2025	November 2024	Operational Services
End of year report 2024 to 2025	March 2025	Operational Services
Service Delivery Plan 2025 to 2026	March 2025	Operational Services

## Environmental Health Service Delivery Plan 2024 to 2025

This Service Delivery Plan describes what Environmental Health team will be doing to deliver continuous improvement (service objectives). Each performance measure relates to the Council's strategic outcomes and Corporate Plan 2023 to 2027.

**Council's strategic outcome:** Maintain sound finances. Improve systems and practices.

**Environmental Health services' strategic objective:** Consider opportunities to increase income through the provision of added value services.

**Link to Corporate Plan:** Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Continue to work with Sanctuary Housing and get commitment to provide 40% of the cost towards disabled facilities grants in their stock by 1 April 2023	£170,000 by end of March 2024, annually	£170,000	Senior case worker HIA Environmental Services Manager
Maintain fee income of £120,000 by 31 March 2024	£120,000 end of March 2024, annually	£121,400	Senior case Worker HIA Case worker HIA Technical Officer HIA Business support Officer HIA Administration Officer HIA
Support the Council's growth agenda and undertake a fees and charges review	By December Annually	Annual review complete by November 2024	Senior EHO Domestic/Commercial
Annual review of risk to ensure that the councils statutory and legislative requirements are fully met	By March Annually	Annual review complete by March 2025	Environmental Services Manager Senior EHO's x 2 Senior Case Worker (HIA)

**Council's strategic outcome:** Customers are at the heart of everything we do.

**Environmental Health services' strategic objective:** Regulatory compliance and monitoring inspections of aspects of the built and natural environment that can have an adverse impact on the quality of the environment or health and welfare of the population.

**Link to Corporate Plan:** Cleaner, greener East Cambridgeshire.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Meet all statutory duties relating to the protection of the natural and built environment	100%, annually	100%	Senior EHO Domestic EHO X 2 TO x 3 Scientific Officer Dog Warden Admin assistant

**Council's strategic outcome:** Customers are at the heart of everything we do.

**Environmental Health services' strategic objective:** Reduce the incidence and effects of pollution and to promote environmental stewardship

**Link to Corporate Plan:** Cleaner, greener East Cambridgeshire.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Undertake targeted promotional or press releases aimed at increasing public awareness to reduce incidence of Environmental Crime, littering and dog fouling	3 targeted campaigns by March 25	7 targeted campaigns	EHO X 2 Dog warden Technical officer x 2

**Council's strategic outcome:** Enhance the natural environment and build on our sustainability goals.

**Environmental Health Services' strategic objective:** Reduce Environmental Services carbon footprint where possible.

**Link to Corporate Plan:** Cleaner, greener East Cambridgeshire

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Reduce departmental paper use by 10%	By 10%, annually	Reduced by 15.22%	All officers

**Council's strategic outcome:** Customers are at the heart of everything we do.

**Environmental Health services' strategic objective:** Ensure that residents in ECDC are adequately housed in a dwelling that is safe and suited to their needs.

**Link to Corporate Plan:** Social and community infrastructure. Housing.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Deliver the Home improvement Agency service in line with contract requirements for Fenland District Council	100% KPI's within contract Annually	New measure	Senior Case worker Care and Repair
Work with Cambs retrofit partnership consortium to obtain funding to improve energy efficiency of homes for residents on low income and high fuel cost	As Identified Annually	HUG2 funding for April 23-25 was successful securing £10 M of funding for the partnership for residential retrofits for residents in ECDC, South Cambs, HDC, Cambridge City and Fenland	Home energy advisors x 2
Meet all statutory duties relating to the allocation of Disabled facilities Grants funding	100% Annually	100% funding committed	Senior case worker Case worker Technical Officer Business support Officer Admin support
Meet all statutory duties relating to official controls over poor housing standards in the private sector	100%	100%	Senior EHO Domestic Technical Officer x 1

**Council's strategic outcome:** Customers are at the heart of everything we do.

**Environmental Health services' strategic objective:** Demonstrate ECDC's compliance with Statutory requirements of official controls of food and food hygiene.

**Link to Corporate Plan:** Social and community infrastructure. Housing. Cleaner, greener East Cambridgeshire.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Meet all statutory duties relating to official controls of food and food hygiene	100%, annually	100%	Senior EHO Commercial EHO x 3 Administration Officer

**Council's strategic outcome:** Safe, vibrant and inclusive communities. Community sustainability.

**Environmental Health services' strategic objective:** Implement the Health and Wellbeing Strategy and action plan.

**Link to Corporate Plan:** Social and community infrastructure.

Performance measure	Target and reporting timescale	Baseline/output from 2022 to 2023	Owner and co-owners
To deliver the Health and wellbeing strategy and action plan	100% Bi annually	New performance measure.	Environmental Services Manager Health and Wellbeing Project Coordinator