



# Environmental Health Service Delivery Plan 2023 to 2024

---

## 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**

- private sector housing conditions – officers undertake a range of public health and housing functions, including investigating house condition complaints, HMO inspections, inspections of unsanitary or hoarded properties, empty property complaints, mobile home site inspections and mandatory HMO and mobile home licensing; the aim is to develop strategies and procedures that address and improve housing standards and to work with owner occupiers and private landlords and social housing providers, to protect residents and visitors to the district; 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 and other services in the following areas; air quality review and strategy, contaminated land, drainage investigation on private systems, 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 potions, for example, fixed penalty notices (FPN’s) and Community Protection notice (CPN) 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, contract for the stray dog warden service and Home Improvement Agency.

## **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 (2 part 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)

## Forward planning for Councillors

---

Proposed item	Proposed date of decision	Committee
Half year report 2023 to 2024	November 2023	Operational Services
Environmental Crime Enforcement Policy Review	November 2023	Operational Services
Health and Wellbeing Strategy and Action Plan review	January 2024	Operational Services
End of year report 2023 to 2024	March 2024	Operational Services
Service Delivery Plan 2024 to 2025	March 2024	Operational Services

---

## Environmental Health Service Delivery Plan 2023 to 2024

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 2022 to 2023.

**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

### 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

Senior case worker HIA  
Environmental Services Manager

Maintain fee income of £120,000 by 31 March 2024

£120,000 end of March 2024, annually

Senior case Worker HIA  
Case worker HIA  
Technical Officer HIA  
Business support Officer HIA  
Administration Officer 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:** Social and community infrastructure. Housing, greener East Cambridgeshire.

### Performance measure

### Target and reporting timescale

### Owner and co-owners

100% of all permitted industrial processes

100%, annually

Senior EHO Domestic  
EHO x2  
Technical Officer  
Scientific Officer

100% of large mobile home sites inspected

100%, annually

Senior EHO Domestic  
EHO x2  
Technical Officer  
Scientific Officer

100% of private water supplies tested

100%, annually

Senior EHO Domestic  
EHO x2  
Technical Officer

**Owner and co-owners**

**Baseline/output from 2022 to 2023**

**Target and reporting timescale**

**Performance measure**

		Scientific Officer
97% of air quality data capture obtained	97%, annually	98.6%
80% of potentially contaminated land that has been remediated	80%, annually	81%

Senior EHO Domestic EHO x2 Technical Officer Scientific Officer

Senior EHO Domestic EHO x2 Technical Officer Scientific Officer

**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.

**Owner and co-owners**

**Baseline/output from 2022 to 2023**

**Target and reporting timescale**

**Performance measure**

100% of A and B rated food premises	100%, annually	100%
90% of C and D rated food premises	90%, annually	60%
90 % of E rated premises sent a questionnaire	90%, annually	100%
100% of approved premises inspected	100%, annually	100%

Senior EHO Commercial EHO x 3 Administration Officer

Senior EHO Commercial EHO x 3 Administration Officer

Senior EHO Commercial EHO x 3 Administration Officer

Senior EHO Commercial EHO x 3 Administration Officer

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

**Environmental Health services' strategic objective:** Provide a high standard of service is delivered to all our customers by ensuring that appropriate and timely responses are provided to all formal consultations and enquiries for advice or assistance.

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

**Performance measure**

**Target and reporting timescale**      **Baseline/output from 2022 to 2023**

**Owner and co-owners**

<b>100 % of first stage customer enquiries responded to within 5 days</b>	100%, annually	95% (752 general service requests).	Senior EHO domestic Domestic Officers
<b>98% Planning/Building Regulation consultations responded to within 21 days</b>	98%, annually	98% (369 consultations with 362 within 21 days).	Senior EHO domestic Domestic Officers
<b>98% of general Licensing consultations responded to within 28 days</b>	98%, annually	100% (14 consultations).	Senior EHO domestic Domestic Officers

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

**Environmental Health services' strategic objective:** Respond to complaints/request for advice/reporting injuries, disease and dangerous occurrences statutory notifications/skin piercing registrations/infectious disease notifications. Issue of export certificates.

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

**Performance measure**

**Target and reporting timescale**      **Baseline/output from 2022 to 2023**

**Owner and co-owners**

<b>90% first contact within 3 working days</b>	90%, annually	93%	Senior EHO Commercial EHO's x 3 Administration Officer
<b>100% Export certificates issued within 7 working days</b>	100%, annually	100%	Senior EHO Commercial EHO's x 3 Administration Officer



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

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

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

<b>Performance measure</b>	<b>Target and reporting timescale</b>	<b>Baseline/output from 2022 to 2023</b>	<b>Owner and co-owners</b>
Review the Health and wellbeing strategy and update the action plan	As identified, annually	New performance measure.	Environmental Services Manager Health and Wellbeing Project Coordinator

**Council's strategic outcome:** Be an excellent employer.

**Environmental Health services' strategic objective:** Ensure the councils corporate risks are managed effectively and mitigations are put in place to reduce impact. Trained and competent staff who have a comprehensive understanding of the service.

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

<b>Performance measure</b>	<b>Target and reporting timescale</b>	<b>Baseline/output from 2022 to 2023</b>	<b>Owner and co-owners</b>
Annual review of risk to ensure that the councils statutory and legislative requirements are fully met	As required, annually	Ongoing.	Environmental Services Manager Senior EHO's x 2 Senior Case Worker
100% appraisal undertaken	100%, annually	100%	Environmental Services Manager Senior EHO's Senior Case Worker



**Council's strategic outcome:** A clean, green and attractive place.

**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.

<b>Performance measure</b>	<b>Target and reporting timescale</b>	<b>Baseline/output from 2022 to 2023</b>	<b>Owner and co-owners</b>
90% of requests for advice or statutory investigation and intervention by officers, resolved within 90 days	90% resolved in 90 days, annually	92% (666 cases resolved, 615 within 90 days).	Senior EHO Domestic EHO x 2 Technical Officer x 2 Scientific Officer
Undertake targeted promotional campaigns or press releases aimed at increasing public awareness to reduce the incidence of Environmental Crime, littering and dog fouling	3 targeted campaigns by March 2024, annually	7 targeted campaigns.	EHO x 2 Dog Warden Technical Officer x 2
5% of fixed penalty notices (FPN) served in relation to annual number of environmental offences investigated	5%, annually	6.8% (250 investigations and 17 FPN served).	Technical Officer x 2 Dog warden
Review Environmental Crime Enforcement Policy and Standard operating procedures (SOP's)	By 31 March 2024, annually	New performance measure.	Senior EHO Domestic
Reduce the departmental use of paper by 10%	By 31 March 2024, annually	New performance measure.	Environmental Health Department

**Council's strategic outcome:** A clean, green and attractive place.

**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:** Cleaner, greener East Cambridgeshire.

<b>Performance measure</b>	<b>Target and reporting timescale</b>	<b>Baseline/output from 2022 to 2023</b>	<b>Owner and co-owners</b>
Deliver Disability Facilities Grants (DFG)	75, annually	84 completed. 90 approved waiting for completion.	Senior Case Worker Case Worker Technical Officer Business Support Officer Administration Officer

Performance measure	Target and reporting timescale	Baseline/output from 2022 to 2023	Owner and co-owners
Risk assess all Houses in Multiple Occupancy (HMO's) licensed premises and undertake inspections of those identified as high risk within 12 months	100%, annually	57%	Senior EHO Domestic Technical Officer (Housing)
Bid for Government funding or other sources of funding targeted at improving the energy efficiency of homes for residents on low incomes and suffer high fuel costs	As identified, annually	HUG2 Funding applied for as part of the Cambs Energy Retrofit Partnership consortium made up of all Cambridgeshire Authorities. Awaiting a decision total funding C.£10million worth £2million earmarked for ECDC.	Home Energy Advisors x 2
Undertake regular marketing activity to communicate funding/grant opportunities and energy advice available to residents via ECDC website, Facebook and Twitter, Parish clerks and newsletters and local charities/third party groups	Minimum of 2 per quarter, annually	7 events attended. 1600 targeted letters sent out . Website reviewed. Keeping warm and well winter video made.	Home Energy Advisors x 2
Process grant applications for ECO-flex initiative	100% eligible grants, annually	New scheme introduced.	Home energy advisors x 2
Respond to all 'Here and Now' queries raised by customers, including debt advice, billing enquiries, immediate funding support, cost of living	Within 4 working days, annually	New performance measure.	Home Energy Advisors x 2
Respond to all future funding enquiries under CERP including HUG2 and ECO4 funding queries	Within 5 working days, annually	New performance measure.	Home Energy Advisors x 2