

BRENTWOOD BOROUGH COUNCIL

SERVICE PLAN 2017/18

Service Area	Planning and Environmental Health	Head of Service	Gavin Dennett
Title of Service	Environmental Health Pollution and Private Sector Housing	Manager	David Carter
Purpose of Service	<p style="text-align: center;">To seek to remove or control those adverse factors affecting health, safety and well being in the living and working environment that come within its remit by educating, advising, monitoring and enforcing relevant statutory duties and discretionary powers</p>		
Vision of the Service	<p style="text-align: center;">To work effectively to improve the quality of life for the Borough's residents, dealing with nuisance, anti-social behaviour and pollution and increasing the safety and quality of private sector housing in the area, working with responsible landlords, vulnerable tenants and owner occupiers to ensure homes are maintained to a decent standard and that poor housing conditions are minimised.</p>		
Date	29th May 2017	Version	2

Service Objectives and Delivery Table 2017/18

No.	Environmental Health Pollution & Private Sector Housing Service Objective	Outcomes / Measures of Success/Timescales	Actions / Outputs	Resources	Risk
1	Title: Environment and Housing Management - Cleaner and Safer Environment				
	<p>EHM3 – Enable communities to take a more active role in delivering a cleaner and safer environment</p> <p>EHM4 – Focus on reducing waste</p> <p>EHM5 – Encourage residents to work with us to take responsibility for the environment</p> <p>Improve enforcement actions and informal approaches to deal with environmental pollution, including fly-tipping and atmospheric pollution from industrial activities.</p>	<p>Quantity of fly-tipped waste being collected and disposed of by the Council by quarter (increase/decrease)</p> <p>Number of complaints received relating to environmental crime e.g. fly-tipping, waste disposal, industrial bonfires etc. relative to previous year(s)</p> <p>Number and type of outcomes of complaints resulting in positive action to investigate and carry out enforcement where practicable/appropriate having regard to the Council enforcement policy</p>	<p>Aim to reduce Council cost in waste disposal by action against fly-tipping and other environmental crime to prevent illegal deposit of waste</p> <p>Use of fixed penalty notices and other legal powers to deal with environmental crime, working with residents, parish councils and other agencies.</p> <p>Proportionate and effective enforcement against environmental crime ranging from fixed penalty notices to prosecution</p>	<p>No additional funding required above existing budget levels</p>	<p>Failure to meet targets for enforcement levels and statutory duties regarding investigation of complaints</p> <p>Reputation of Council</p>



Air Quality	Number of complaints received and investigated and number resolved within target standards Target 95% first response achieved within 5 days	Investigation of complaints made to EH service – target response within 5 working days of receipt of complaint and target resolution within 28 days where practicable	No additional funding required above existing budget levels	
	Number of joint operations carried out with Police to check waste carriers.	Stop & Search activities planned and carried out with Police and Trading Standards/Consumer Protection. Work with partners to target businesses disposing of waste illegally and improve compliance. Support and promotion of rogue trader and similar initiatives on a local level		
	Annual air quality reports submitted to Defra in accordance with the Local Air Quality Management (LAQM) requirements	Monitoring and control of atmospheric pollution in the Borough – continue partnership working with other Essex local authorities and EssexAir website Improve access to air quality data from BBC website		
	Number of inspections of permitted processes due/completed annually; issue of new or varied permits in accordance with relevant statutory time periods Target 100%	Local Authority Pollution Control (LAPC) permits issued and regulated in the Borough		

No.	Environmental Health Pollution & Private Sector Housing Service Objective	Outcomes / Measures of Success/Timescales	Actions / Outputs	Resources	Risk
2	Title: Community and Health - Public safety				
	<p>CH1 – Support businesses, safeguard public safety and enhance standards locally</p> <p>CH5 – Work with partners to reduce anti-social behaviour and ensure that Brentwood is a safe place to live</p> <p>Working proactively to reduce incidents of anti-social behaviour in the Borough and ensuring that businesses can operate effectively whilst minimising the unwanted impacts of their activities on residents</p>	<p>Work with partners through the Community Safety Partnership, Local Action Group and other groups to reduce anti-social behaviour incidents in the Borough</p> <p>Use of available powers to provide effective enforcement in cases of anti-social behaviour Actions taken – number and type</p> <p>Actively control businesses through Licensing and Planning conditions and appropriate enforcement to encourage responsible operation of commercial premises and night-time economy. Number of planning/licensing consultation responses</p>	<p>Active participation in the operation of CSP, LAG and collaboration with other services to deal with anti-social behaviour effectively</p> <p>Investigation of complaints and use of appropriate enforcement actions</p> <p>Liaison with Planning, Licensing and businesses to introduce practical and proportionate controls to enhance commercial activity in the Borough while maintaining public safety and preventing nuisance</p>	<p>Funding for EH services at levels sufficient to deliver outcomes</p>	<p>Reputational risk to the Council from failure to effectively control anti-social behaviour and nuisance; risk of anti-social behaviour case reviews being upheld against the Council</p>



No.	Environmental Health Pollution & Private Sector Housing Service Objective	Outcomes / Measures of Success/Timescales	Actions / Outputs	Resources	Risk
3	Title: Environment and Housing Management - Better Housing				
	<p>CH4 – Make Brentwood a Borough where people feel safe, healthy and supported</p> <p>Continue to provide assistance and access to financial support to the most vulnerable residents in the Borough to provide adaptations and/or repairs to maintain their homes to continue to live independently</p> <p>Support enforcement action to ensure that private rented property is safe and free from hazards and actively work with landlords and tenants to resolve issues</p>	<p>Provide support to residents to maintain independent living and target financial assistance to those most in need Number, type and value of assistance provided</p> <p>Number of homes assisted to enable independent living (KPI PHSLPI1 to be revised) – number of Disabled Facility Grants provided per quarter Budget allocated/spent per financial year</p> <p>Number of complaints investigated and enforcement outcomes</p> <p>Number of inspections planned/carried out New applications processed within statutory timescales</p>	<p>Work to continue to offer a Home assistance to elderly and disabled residents to access funding</p> <p>Provide assistance for disabled adaptations and access to loans to help vulnerable owner occupiers maintain their property</p> <p>Financial provision for private sector housing</p> <p>Investigate complaints related to private sector and social housing providers to ensure that good standards of repair and amenities are maintained in the Borough and use appropriate enforcement powers</p> <p>Annual inspections of licensed houses in multiple occupation (HMOs) in the Borough</p>	<p>Financial support to Disabled Facilities Grant and Emergency Home Repair Loan funding</p> <p>Continued staff funding to EH Pollution team and support</p>	<p>Risk of insufficient funding available to meet demand for mandatory grant applications</p> <p>Insufficient staff funding to enable effective enforcement and statutory investigation of complaints</p>



	Empty Homes	Annual Landlord's Forum meeting re-established Produce a draft Empty Homes Strategy for adoption and implementation of measures to actively reduce the number of long-term empty properties in the Borough	Closer liaison with Borough landlords Aim to produce and adopt Strategy working in partnership with Housing Services and other organisations where appropriate and commence work within the current financial year to reduce the number of long-term empty homes		
	Private Sector Housing Policy revision	Aim to update and revise Private Sector Housing Policy to complement the Council's Housing Strategy Publication within 2017/18	Private Sector Renewal Policy published in 2011 is due for update/revision		
	Private Sector House Condition Survey	Update information on quality and standards of housing within the private sector stock	Procure suitable proposals for undertaking house condition survey to inform Policy	Consultant's fees for undertaking survey exercise	Insufficient funds available in year – capital bid needed

Service Objectives and Delivery Table 2017-19

No.	Environmental Health Pollution & Private Sector Housing Service Objective	Outcomes / Measures of Success/Timescales	Actions / Outputs	Resources	Risk
	Title:				
	Above Objectives are intended to be continuing service objectives for the medium term				

Workforce Planning & Capability

Please identify any existing gaps in your current service structure or potential gaps that may arise as a result of future projects / circumstances in the financial year. Specify whether recruitment or reduction in staff will be necessary to right-size capability or whether other strategies will be put into place. Please give an indicative idea of resource planning for 2017 to 2019.

Identified Gap	Impact	Strategy/Action	Outcome
None identified			

Performance and Reporting

Performance Indicators

Indicator No.	Indicator Description	2014/15 Outcome	2015/16 Outcome	2016/17 Outcome	2017/18 Target	Comments (provide reason if to be deleted)
PHSLPI 1	Number of homes assisted to enable independent living	561	561	229 (to date)	60	Performance indicator measuring activity in private sector housing assistance for disabled adaptations and other support works including work by Papworth Home Improvement Agency – revised indicator to show homes adapted through grant aid and Council Housing adaptations
New						
CASE/2	No. of environmental crime complaints received				No.	
CASE/2a	% of environmental crime complaints resulting in formal action				10%	
CASE/3	Number of complaints received				No.	
CASE/3a	% of complaints responded within 5 working days				95%	
CASE/3b	% of complaints closed/resolved within 28 working days				75%	
BH/2	Number of complaints investigated				No.	
BH/2a	% of complaints resolved by enforcement outcome				10%	
BH/3	No. of licensed HMO inspections due				No.	
BH/3a	% of due HMO inspections carried out				95%	

Risk

Existing Risks

Please list any existing Service and Operational risks which should form part of a Corporate Risk Register.

		0-8 Low Risk	9-17 Medium Risk	18-25 High Risk
Risk Reference	Title / Brief Description	Initial Risk Level		Residual Risk Level

New / Anticipated Risks

Please identify any anticipated risks for 2016-19 not already identified as part of the Service Objectives and Delivery Table.

	0-8 Low Risk	9-17 Medium Risk	18-25 High Risk
Description of Anticipated Risks to Service Delivery	Initial Risk Level		Residual Risk Level
Long-term staff sickness/injury	5		

Data Quality and Sign Off

In order to properly plan and deliver our services we rely on information and data. This information and data must adhere to the Council's internal standards for data quality, these are:

- Accurate (in terms of correctness)
- Complete (in terms of all data being captured)
- Valid (necessary and in an agreed format which conforms to recognised Council and National standards)
- Relevant (and not excessive or out of date)
- Timely (captured quickly and available when needed)
- Reliable (stored securely and confidentially and in a consistent manner)

By signing this Service Plan, you are confirming that you have checked the performance indicator data and are satisfied that the information relating to your Service meets the Council's data quality protocol.

This Service Plan sets out the objectives and responsibilities of the Service. It has been completed by the relevant officers and all officers understand their role in the delivery of these objectives.

Agreed ☐

Date