

REPORT TO: HOUSING, DUNDEE CONTRACTS SERVICES AND ENVIRONMENT SERVICES COMMITTEE (24TH SEPTEMBER 2007)

REPORT ON: ENVIRONMENTAL HEALTH AND TRADING STANDARDS SERVICE PLAN 2004 TO 2007 PERFORMANCE REPORT

REPORT BY: HEAD OF ENVIRONMENTAL HEALTH AND TRADING STANDARDS

REPORT NO: 478-2007

1. PURPOSE OF REPORT

1.1 To inform the Committee of the progress made towards achieving the aims and objectives set out in the Environmental Health and Trading Standards Department Service Plan 2004-2007.

2. RECOMMENDATIONS

2.1 That the Committee notes the performance set out in this report.

3. FINANCIAL IMPLICATIONS

3.1 None

4. BACKGROUND

4.1 The Environmental Health and Trading Standards Service Plan 2004-2007 was intended to ensure that the department's services contributed to the achievement of Dundee City Council's aims and objectives.

4.2 The Environmental Health and Trading Standards Department was created in September 2003 and the departmental service plan was approved by Committee in December 2003.

4.3 A Service Plan Performance Report covering 2003 to 2004 was approved by Committee on 21st June 2004.

4.4 The Service Plan 2004-2007 contains sections covering.

- A leadership statement by the Head of Department.
- Department wide strategies and objectives.
- Programmes for carrying out the departmental objectives.
- Performance measures.

4.5 This report covers:-

Key achievements in the periods 2005 to 2007.

Statutory performance indicators covering the period 2004 to 2007. (Appendix 1)

Performance information from the Strategic Monitoring Database covering performance indicators, projects and commitments made in the service plan 2004 to 2007. (Appendix 2)

4.6 The Service Plan 2004 to 2007 is in its final year. A plan covering 2007 to 2011 will be prepared.

5. KEY ACHIEVEMENTS 2004-2007

5.1 Public health protection is fundamental to the Council's aim of assisting all Dundee's citizens to better health and wellbeing, and embraces all service provision to the community. Consumer Protection is essential to creating safe and confident communities where citizens are educated and empowered, and the economy is sustained through support for local business. The service plan leadership statement committed the department to using its professional skills to advance the Council's health, environmental and protection policies.

To this end we contacted thousands of people in various contexts in the period 2004 to 2007. Numerous actions were taken daily to

- protect people from actual or potential hazards to health.
- protect the environment which sustains city life.
- tackle factors in the physical environment which undermine quality of life and have the potential to impact on stress levels and general resilience.
- protect consumers from unfair and unsafe trading practices.
- support businesses and community organisations to achieve high environmental health and trading standards.

5.2 The significant achievements in this period are described in the next section.

6. SIGNIFICANT ACHIEVEMENTS 2004-2007

6.1 Public Health and the Environment

6.1.1 Smoking Prohibition

Dundee was probably the only Scottish town or city to introduce smoking restrictions in public houses in advance of national legislation. In October 2003 Dundee Licensing Board ruled that new Children's Certificates (which permits accompanied children to be served meals in public houses) would only be issued to publicans if a smoke free environment was provided when children were present. The success of this approach lent weight to the campaign for the introduction of national legislation to protect people from passive smoking.

The prohibition of smoking in most indoor places (other than private homes) and enclosed public spaces is now well established throughout Scotland. The new smoking legislation introduced by the Scottish Executive on the 26th March 2006 is proving to be one of the biggest public health achievements in decades. The ban has been well supported by the Dundee public. The Department's specialist smoking prohibition officers have found high compliance levels in their inspections of over 2000 premises and vehicles covered by the prohibition.

However action has been necessary to deal with a small minority of people caught breaking the law. So far 54 written warnings and 179 fixed penalty notices (requiring the payment of a fine) have been issued.

The department head chairs the multi-agency Dundee Tobacco Control Alliance the aim of which is to reduce the general prevalence of smoking. Our twin enforcement role of smoking prohibition and Trading Standard work on restricting under age sales is crucial in tackling this major public health problem.

6.1.2 Air Quality

In the early 1980s Dundee became the first Scottish city to be fully covered by a Smoke Control Area. Through the work of the Environmental Health Department domestic properties were assisted in converting to smokeless heating and strict rules on smoke emissions from factories were imposed.

Whilst the early smoke control programmes reduced pollution caused by the extensive and often inefficient burning of carbonaceous fuel, vigilance is required to track other less visible pollutants capable of harming health, corroding building structures and inhibiting plant life. Air quality is constantly monitored at our 10 sampling installations spread across Dundee. Detailed assessments of the sampling results led the Council in 2005 to use its statutory powers under the Environment Act 1995 and declare an Air Quality Management Area (AQMA) for nitrogen dioxide (NO₂) covering the city centre. This was extended in 2006 to cover the whole city for NO₂.

Further assessments of existing and future air quality in the city's AQMA are planned with a view to implementing a city wide Action Plan to improve air quality.

6.1.3 Contaminated Land

A legacy of Dundee's heritage is the presence of contaminants in the soil of former industrial sites. Contamination poses a risk to human health and all aspects of the water environment, underground water, ponds, streams, rivers etc and also affects the development of brownfield sites.

The department leads the Council's contaminated land strategy by investigating potentially contaminated sites and seeking remediation where necessary.

6.1.4 Pest Control Service

Dundee City Council boasts one of the most comprehensive pest control units in the country, widely recognised within the Industry for its knowledge and authoritative approach. Over the past 25 years, expertise has been developed by staff enabling the Council to keep pace with advances in the Pest Control Industry.

The Service has expanded from the traditional eradication of rodents and insects to provide a wide range of additional services, including acting as expert witnesses for food enforcement work, working closely with the Emergency Services in the treatment of blood spillages, bird proofing and other bird control measures, certified use of air weapons, pest prevention advice/talks, provision of written reports for the medical and architectural professions and free insect identification service.

In the period 2004-2007 the number of complaints from the public and business sector concerning urban birds, particularly in relation to the control of feral pigeons and seagulls escalated. The Service has gained an excellent reputation for the quality of its bird work activities, from the provision of simple anti-roosting devices on window ledges to the installation of sophisticated netting systems.

Significant support is given to the Dundee Red Squirrel Project which protects the city's native red squirrels by controlling the grey squirrel population.

6.1.5 Night Time Noise Team

The Department's Night-Time Noise Team is a key player in the partnership between Dundee City Council, Tayside Police and other Community Planning partners to tackle anti-social behaviour in the city. The specialist team compliments the existing interagency working, enhancing the success in tackling noise nuisance within the domestic sector. Consequently complaints are being handled more quickly with a greater uniformity of action thus releasing police resources for other priorities.

Since commencing on the 5th June 2006 the service has been well received by the public who have made over 4625 complaints resulting in 1920 Verbal Warnings, 291 Written Warnings and 39 Fixed Penalty Notices being issued. Most complaints are about music but can also involve DIY, TV and dog barking etc. The average response time for attendance on site is 17 minutes.

6.1.6 Environmental Wardens

With more domestic waste being produced, there is pressure to ensure that this is dealt with in a controlled manner. The disrespect of the environment is one of the most visible forms of antisocial behaviour, often manifesting itself in poor refuse storage and presentation in properties with multiple occupancy and ownership. As Dundee has a higher proportion of such properties, this creates an obvious issue for the city.

3 Environmental Wardens have been employed to tackle this problem using anti-social behaviour funding. The team deal mainly with the dumping of waste, irresponsible presentation of rubbish or the misuse of the wheelie bin system and investigate in excess of 1000 complaints per annum. Most are resolved informally but a small percentage require formal action to achieve short term improvements. The Environmental Wardens work with the Community Planning Partners to identify and secure long term solutions.

6.1.7 Animal Control

In 2003, the Dog Fouling (Scotland) Act 2003 was introduced to tackle dog fouling. The Council has actively enforced the provisions of the Act with 270 Fixed Penalty Notices served to date.

In addition to enforcement, the Council has secured external funding to enable the continuing proactive measures such as the provision of free dog waste bags and the repair, maintenance and expansion of dog waste bins across the city. In 2006/2007, the Council issued over 4 million dog bags and uplifted 169 tonnes of dog waste from the 1376 dog waste bins located across the city.

6.1.8 Rehoming of Dogs

Finding new homes for dogs handed to the Council for a variety of reasons remains an important animal control function. In the period 2004-2007 we rehomed 746 dogs (335 to homes outwith Dundee) making the service one of the biggest providers of dogs on the east coast.

6.2 **The Working and Trading Environment**

6.2.1 Food Safety

Assisting Dundee food businesses achieve high food safety standards remains a priority for the department. As the City's food authority the Council believes that prevention is better than cure thus the creation in 2002 of what was probably the biggest food safety training scheme in Scotland. In partnership with Dundee College, free food hygiene training was made available to the business, voluntary and community sectors.

Over 4,000 candidates representing 620 food operators took part up until April 2005. Then in the summer of 2005 a new course was launched offering training in food safety management known as "CookSafe". These courses were funded for two years from a Food Standards Agency Scotland (FSAS) grant.

Attendance was excellent with over 1200 candidates benefiting. There was a good response to the courses offered in the main ethnic languages. Successful bids for specialist food hygiene projects were also made by the department to FSAS. In 2004/5, £10,000 was granted for food hygiene education in the Urdu speaking community. In 2005/2006 a further £10,000 was awarded to pilot a new approach to food and health training for community/voluntary sector activists. A training package covering food hygiene, nutrition and a community version of CookSafe was offered.

Inspecting food premises to check on food hygiene standards is the mainstay of the Food Safety and Standards team's work.

During the period 2004-2007 the Food Team consistently reached high figures for the percentage of premises inspected on target time within the higher risk categories. Indeed in

2005 the department had the highest performance on Category A premises in comparison with other cities.

6.2.2 Corporate Food Safety

The Council is a substantial food provider (e.g. welfare meals, school meals service) and specialist advice is provided to Council Departments on food safety and standards.

Activities to date include:-

- Co-ordinating the implementation of documented food safety management systems known as HACCP for all Council food service providers.
- Strategy report to the Chief Executive on the way forward for Council Departments in developing management systems to meet legal standards on food safety, composition and content.

6.2.3 Health and Safety

A joint working partnership approach to health and safety enforcement is being piloted by the department in collaboration with its partner organisations, the Health and Safety Executive (HSE) and Tesco Stores Ltd.

The Large Organisation Partnership Pilot (LOPP) Plan was agreed in November 2006. USDAW, the main trade union for Tesco Stores Ltd, and other workplace representatives were consulted and they provided their support.

For Local Authorities and HSE, LOPP offers an opportunity to encourage a more consistent approach towards health and safety enforcement throughout multi-site operations, to target resources more effectively and to use large firms as exemplars of good health and safety practice.

6.2.4 Skin Piercing and Tattooing

The department was represented on a National Working Group which contributed to preparation of The Civic Government (Scotland) Act 1982 (Licensing of Skin Piercing and Tattooing) Amendment Order 2006, National Licence Conditions and best practice guidance.

The first fourteen applications were determined by the Licensing Committee on 29th March 2007. Inspections are ongoing to identify any other businesses in Dundee that may come under the scope of this legislation.

6.3 **Trading Standards**

6.3.1 Trusted Trader Scheme

The Council's unique Dundee Trusted Trader Scheme, launched by the department in March 2005 now has over 160 members. It aims to improve consumer confidence, promote good practice within local small businesses and protect communities from doorstep crime. The scheme has recently been endorsed by the Office of Fair Trading as part of the Local Authorities Assured Trader Scheme Network.

6.3.2 Under Age Sales

The department's Trading Standards Officers have been to the fore in Scotland in taking action against retailers who sell age restricted products to children, concentrating recently on tobacco sales. A multi stage approach has been used, with retailers receiving initial information and advice. Where test purchase operations have shown that sales have been made to young people, retailers are warned, and subsequent sales have resulted in reports to the Procurator Fiscal in three instances. Plans to extend operations to other areas such as the sale of fireworks, solvents and spray paints are being made. Discussions have taken place with Tayside Police with a view to a partnership arrangement to similarly tackle sales of alcohol to underage persons.

6.3.3 Centre of Excellence for Metrology

The department has successfully expanded its range of accredited metrological activities to include Notified Body status under the Measuring Instruments Directive, as well as the existing status under the Non-Automatic Weighing Instruments Directive. This entails the operation of a quality controlled calibration facility within the department's office at Claverhouse, and gives inspectors the ability to verify and approve the use of weighing and measuring equipment such as petrol pumps and shop scales, in Dundee and in fact right across the UK.

7. **POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty and Equality Impact Assessment.

There are no major issues.

8. **CONSULTATION**

- 8.1 The Chief Executive
Depute Chief Executive (Finance)
Depute Chief Executive (Support Services)
Head of Finance

9. **BACKGROUND PAPERS**

- 10.1 Environmental Health and Trading Standards Service Plan 2004 to 2007 Report No. 108-2004. Service Plan Performance and Report.

Albert Oswald
Head of Environmental Health & Trading Standards

Sept 2007

STATUTORY PERFORMANCE INDICATORS 2004 TO 2007
ENVIRONMENTAL HEALTH AND TRADING STANDARDS

	<u>2003/4</u>	<u>2004/5</u>	<u>2005/6</u>	<u>2006/7</u>	<u>Comments</u>
A. <u>Food Hygiene Inspections</u>					
% age of inspections done within target time of:					
6 months	92%	100%	93.9%	100%	
12 months	95.6%	100%	99%	100%	
>12 months	62.2%	91.8%	86.5%	89.6%	
B. <u>Workplace health and safety inspections</u>					
No. of premises liable to inspection	2623	2584	Statutory PI Terminated		
% of the above brought within rating system	100%	100%	Statutory PI Terminated		
C. <u>Noise</u>					
1 Noise Complaints (domestic/industrial/commercial)					
1.1 Total Number of Complaints	462	540	511	-	SPI terminated in 2006 and the SPI at 2 and 3 overleaf introduced
1.2 % of complaints resolved at first contact on day of receipt	90.43	81.8%	83.1%	-	SPI terminated in 2006 and the SPI at 2 and 3 overleaf introduced

	<u>2003/4</u>	<u>2004/5</u>	<u>2005/6</u>	<u>2006/7</u>	<u>Comments</u>
1.3 % of complaints requiring further action completed within 14 days	72.01%	67.9%	73.1%	-	SPI terminated in 2006 and the SPI at 2 and 3 overleaf introduced
2. Noise from domestic premises					
- complaints settled without attendance on site				224	
- number requiring attendance				166	
- number dealt with under the 2004 Act (*see below)				2839	
- average time between complaint and attendance for Part V				24 hrs	
- average time between complaint and attendance for items dealt with under the 2004 Act				15 mins	
*Anti-Social Behaviour etc (Scotland) Act 2004 Part V					
3. Noise from Non-Domestic Premises					
3.1 Non-domestic complaints settled without formal action.				191	
Non-domestic complaints requiring formal action				0	

	<u>2003/4</u>	<u>2004/5</u>	<u>2005/6</u>	<u>2006/7</u>	<u>Comments</u>
D. <u>Pest Control</u>					
% of pest control responses < 2 day target	100%	99.8%	SPI terminated		
% of pest control responses < 5 day target	100%	100%	SPI terminated		
E. <u>Trading Standards</u>					
PS4 - % of enquiries, complaints and business advice requests completed within the relevant time band - consumer enquiries (same day) - consumer complaints (within 14 days) - business advice (within 14 days)	96.3% 97.8% 99.3%	91.5% 91.9% 98.9%	This indicator was simplified in the 2004 Direction with the deletion of the same day consumer enquiries part. This was due to the launch of Consumer Direct (Scotland) 87 100		82.6 96.6 Consumer complaint performance dipped in 2005/06 due to the introduction of Consumer Direct in Scotland. Despite the drop Dundee remained one of the top performing councils.
PS5 - % inspections undertaken by the due date within the following time periods: 12 month (High Risk) 24 month (Medium Risk) 60 month (Low Risk)	93.8% 93.0% 82.3%	90.0% 86.1% 78.8%	95.5% 90.4% 82.2%	92.3% 92.4% This indicator was simplified in the 2005 Direction with the deletion of the low risk premises band.	

Environmental Health & Trading Standards Service Plan 2003-2007**Extracts from Strategic Plan Monitoring Database**

Theme	Status	Objectives	Assessment Date	Assessment
Health & Care	Completed	Regulate and monitor environmental health and consumer protection standards through a range of planned enforcement activities.	23/05/2007	This measure is achieved through a range of enforcement activities having their own individual performance measures
Health & Care	On Schedule	Respond to, then seek to resolve environmental health, consumer and fair trading problems brought to our attention including emergencies	13/05/2005	Range of individual enforcement activities input to this objective (e.g. see public health complaints etc.)
Health & Care	On Schedule	Monitor a range of environmental parameters and consumer protection standards	13/05/2005	See individual monitoring activities
Human Resources	On Schedule	Develop strategies to ensure the future provision of environmental health and trading standards staff to carry on the service	08/05/2007	A comprehensive training plan for 3 student EHOs is in place All 3 are on target for sitting professional exams by April 2008
Human Resources	On Schedule	Develop and support staff whilst maintaining safe and healthy work practices.	08/05/2007	Programme for continuous development in place. Staff development interviews carried out for all staff in early 2006 and a training plan is being implemented
Best Value	On Schedule	Make efficient and effective use of our resources.	08/05/2007	See various other assessment objectives for inputs to efficiencies (e.g. EFQM)Other actions include :- a) Department adopting 'whole system approach ' with demand survey beginning in mid May 2007. b) Alternative Enforcement Strategy being developed for lower risk premises in which officers carry out prior screening checks to decide whether full inspection is required. c) Staff rotation between teams implemented in April 2007 to improve staff flexibility. Area system introduced in three functions to improve flexibility and efficiency.
Human Resources	Behind Schedule	Establish employee satisfaction levels and improve trends	23/05/2007	Corporate employee survey 2007 will provide new baseline
Equalities	On Schedule	Ensure enforcement activities take account of disability discrimination legislation.	08/05/2007	Remit issued to develop Diversity and Equalities Action Plan and this will embrace this objective

Theme	Status	Objectives	Assessment Date	Assessment
Health & Care	On Schedule	Play a central role in the Council's Environmental Policies, Health Protection and Improvement Strategies, Joint Health Improvement Plan and Neighbourhood Planning.	08/05/2007	Two Smoking Prohibition Enforcement Officers monitor compliance with the ban. 92 Fixed Penalty Notices have been issued. Generally, compliance has been very good and the legislation well received by the public.
Customer Focus	On Schedule	Develop systems for listening then responding to all sectors of the community	08/05/2007	Customer satisfaction surveys being reviewed to see if monitoring on diversity and equality themes can be included
Health & Care	On Schedule	Offer and deliver educational opportunities to consumer groups and traders	02/02/2007	Approximately 20 talks to given to school pupils in 2006/2007 to date. Information packs for consumers and business available. Talks to business available on request
Health & Care	On Schedule	Provide advice on a range of environmental health and consumer protection subjects and develop health promotion strategies.	08/05/2007	The free food hygiene scheme has ended with the Food Standards Agency Scotland allocated funds fully spent. Talks being held with the College on the commercial continuity of CookSafe training
Best Value	Behind Schedule	Carry out one EFQM self assessment.	08/05/2007	EHTS version of Pathway purchased .Team assisted with Corporate assessment using Pathway system. Departmental assessment to be completed by end of July and ready for input to next 3 year service plan
Equalities	On Schedule	Review Promotional Strategy for Standards of Hygiene - review accessibility July 2006	30/10/2006	Further review of this action required
Equalities	Completed	Adapt information leaflets regarding pest infestation - review accessibility December 2005	30/10/2006	Pest control leaflets adapted in 2005
Equalities	On Schedule	Investigate response to food safety and standards complaints	30/10/2006	Further review of this action required.
Equalities	On Schedule	Undertake investigation regarding health and safety advice	30/10/2006	Further review of this action required
Health & Care	On Schedule	Respond to all public health complaints (emergencies such as choked drains and flooding will be given priority) and seek resolution through informal or enforcement action.	04/05/2007	95% of the 1912 public health complaints received were responded to within 48 hours in 2006/07. 97% of the 201 emergency calls received were responded to within 24 hours in 2006/07.
ICT Infrastructure	On Schedule	Update departmental website and incorporate electronic service delivery options.	10/05/2007	All areas have been reviewed and updated. Further work required on electronic delivery.

Theme	Status	Objectives	Assessment Date	Assessment
Health & Care	On Schedule	Respond to port health requests for de-rat exemption certificates within 48 hours.	04/05/2007	100% of the requests for Deratting Exemption Certificates were responded to within 48 hours in 2006/07.
Health & Care	Behind Schedule	Respond within 48 hours to complaints about stray dogs and dog fouling.	04/05/2007	In 2006/07 of the 343 stray dog complaints received 99% were responded to within 48 hours and of the 736 dog fouling complaints received 97% were responded to within 48 hours. This is not unexpected as there were substantial staff shortages in 2006/7 which affected our ability to meet the response timeframes and the situation is unlikely to change in the short term.
Health & Care	On Schedule	Hold 40 Home Safety events per year for priority groups.	04/05/2007	40 Home Safety events were staged in 2006/07
Health & Care	On Schedule	Compile Performance Indicators on a monthly basis for pest control complaints.	04/05/2007	100% response time achieved for both the low and high categories. This Statutory Performance Indicator has been removed by Audit Scotland however it has been retained as an internal PI for this service.
Health & Care	On Schedule	Respond to complaints about smoke within 48 hours.	04/05/2007	100% of 45 smoke complaints were responded to within 48 hours in 2006/07.
Caring for Dundee's Environment	Behind Schedule	Comment to the Planning Department on Environmental issues within 14 days of receiving the Planning Applications list.	04/05/2007	This performance measure is currently under review to bring it into line with forthcoming changes in legislation
Health & Care	On Schedule	Respond to general advice enquiries about pollution issues within 48 hours.	04/05/2007	100% of the general advice enquiries about pollution received in 2006/07 were responded to within 48 hours.
Health & Care	Completed	Complete Air Quality Updating and Screening Assessment Report by April 2006.	02/02/2007	Report submitted to Scottish Executive in Jan 2007
Health & Care	On Schedule	Complete Air Quality Detailed Reports by April 2007	04/05/2007	The Scottish Executive and the Scottish Environmental Protection Agency have advised that a Detailed Assessment is not required to be taken forward for any of the key pollutants at this time.
Health & Care	Completed	Complete Air Quality Annual Progress Report by April 2005.	27/06/2006	Progress Report was completed in September 2005 and submitted to the Scottish Executive following Committee approval in October 2005.

Theme	Status	Objectives	Assessment Date	Assessment
Health & Care	On Schedule	Carry out environmental sampling/background radiation monitoring programme.	04/05/2007	Sampling programme for 2006/7 completed. All samples reported to be satisfactory. It should be noted that the name of the group was changed in January 2005 to the Scottish Local Authorities Radiation Monitoring Network(ScotRAD).
Health & Care	On Schedule	Compile Statutory Performance Indicators for noise complaints on a monthly basis.	04/05/2007	Noise PI for 2006/07 contained in Appendix 1
Health & Care	On Schedule	Performance Indicator for Contaminated Land	08/05/2007	Performance information submitted on time to the Scottish Executive on 01/06/2007 for 2005 to 2007.
Property	On Schedule	General property upgrade of Brown Street Kennels.	26/06/2007	Following structural report the kennels are now demolished and a decision on building new kennels has been taken.
Equalities	On Schedule	Adjust procedures for informal procedures to resolve complaints - review accessibility September 2006	30/10/2006	Further review of this action required
Equalities	On Schedule	Review procedures for reducing priority accidents in the home - review accessibility April 2006	30/10/2006	Further review of this action required
Equalities	On Schedule	Adapt information regarding - resolution of domestic refuse problems; blue-green algae issues at Clatto Reservoir; informal action noise/smoke complaints - review accessibility September 2005	30/10/2006	Further review of this action required
Caring for Dundee's Environment	On Schedule	Title: Sustainable redevelopment of contaminated land. Action: Promote the use of sustainable remedial technologies by raising awareness amongst developers and architects. Target: Ensuring the provision of up to date information on the Councils Contaminated Land web page by end of March 2006. Prepare guidance for developers with respect to developing on contaminated land by end of March 2006.	08/05/2007	Draft document out for consultation

Theme	Status	Objectives	Assessment Date	Assessment
Caring for Dundee's Environment	On Schedule	Title: National Air Quality Strategy Framework (1). Action: Declare an Air Quality Action Area (AQMA) for NO2 and work in partnership with relevant stakeholders to reach the national objective targets through the introduction and implementation of Action Plans. Target: AQMA declared and action plan in place.	02/02/2007	Local Air Quality Updating and Screening Assessment 2006 sent to the Scottish Executive in January 2007. The report concluded that there is no need for a detailed assessment on carbon monoxide, benzene, lead, sulphur dioxide and 1,3-butadiene since there is no risk of these pollutants exceeding target levels.
Caring for Dundee's Environment	On Schedule	Title: National Air Quality Strategy Framework (2). Action: Undertake further assessment of PM10 to establish if the 2010 objective will be exceeded and declare an AQMA if required. Target: Assessment of PM10	02/02/2007	The screening assessment report indicates that PM10 concentrations are predicted to exceed levels at the target date of 2010 at one site (Union Street) Guidance awaited from the Scottish Executive on whether a detailed assessment is required.
Health & Care	On Schedule	Advance the departmental adoption of the Enforcement Concordat.	09/04/2007	A draft Bill due before Parliament in May will likely introduce the Compliance Code in statutory terms for reserved functions across the UK. Regulatory services should ensure they meet the requirements where appropriate. ref Legislative and Regulatory Reform Act 2006.
Health & Care	Abandoned	Complete consumer enquiries on the same day.	06/11/2006	This Statutory Performance Indicator has been deleted.
Health & Care	On Schedule	Complete consumer complaints and business advice requests within 14 days of receipt.	17/05/2007	These Statutory Performance Indicators are monitored monthly and performance remains within the upper quartile of results within Scotland. Currently, 85-90% of complaints are completed within 14 days, and 95-100% of business advice requests.
Health & Care	On Schedule	Inspect premises liable for inspection on the Trading Standards programme.	17/05/2007	This Statutory Performance Indicator is monitored monthly and performance remains within the upper quartile of results within Scotland. Currently, 90-95% of high risk visits are completed within target, and 80-85% of medium risk visits.

Theme	Status	Objectives	Assessment Date	Assessment
Health & Care	On Schedule	Achieve satisfactory results in peer review audit of non automatic weighing instruments and laboratory quality system.	17/05/2007	Peer audit of Notified Body systems were last carried out by Scottish Borders Council on 31/3/05, and any required corrective actions have been implemented. The last peer audit carried out by our officers was of the systems in operation at Dumfries and Galloway Council and that audit was completed on 29/3/05.
Best Value	Abandoned	Achieve Quality Mark Scotland (QMS) in the Department of Trade and Industry audit of consumer support network procedures.	29/05/2007	Assessment and audit framework in Scotland has been discontinued due to lack of external funding. Chief Officers Society are looking at alternatives.
Best Value	Completed	Achieve satisfactory results in DTI audit against funding performance criteria of the Vehicle Testing Unit.	09/04/2007	Scottish Motor Vehicle Unit has been wound up we 31/3/07
Community Safety	On Schedule	Carry out annual electric blanket safety check.	06/11/2006	Annual exercise successfully carried out in Forum Centre 16-27 October 2006.
Community Safety	Completed	Conduct bogus callers initiative	01/02/2007	Programme completed autumn 2005
Community Safety	On Schedule	Tayside Fire Brigade Joint Safety Initiative	06/11/2006	Joint safety exercise to take place w/c 20th November in Kingsway Retail Park looking at car and child safety seat safety. Ongoing work throughout the year on other safety issues such as fireworks and consumer safety.
Equalities	On Schedule	Review language and communication support needs with regards to - trade premises; investigation of customer complaints; interviewing suspects; taking witness statements; enforcement concordat; warning letters; advisory letters; 28 day notices; traders guidance letters; business requests for advice; under-age sales; press releases; complaints procedures; consumer education; local partnership agreements; SMVTU; service delivery PI; CookSafety Strategy - review accessibility April 2006	08/05/2007	Improvements on monitoring of diversity and equality themes being explored as part of review

Theme	Status	Objectives	Assessment Date	Assessment
Health & Safety	On Schedule	Appoint a health and safety co-ordinator and review risk assessments/risk control systems.	02/05/2007	Departmental Safety Committee meets twice a year. Risk assessment tracking form in place and new risk assessments being brought to employees' attention.
Health & Care	Completed	Achieve satisfactory results in the Food Standards Agency (FSA) audits.	17/08/2007	Letter received from Food Standards Agency on 5 June 2007 confirming that all non-conformances have been addressed and that the audit file has been formally closed.
Health & Care	On Schedule	Carry out food safety inspections of premises categories A,B and C.	02/05/2007	The PI values for 06/07 are as follows: 100% of category A premises, 100% of category B premises and 90% of category C-E premises including unrated premises were done on time. Internal monitoring was improved to ensure targets were not missed in category A.
Health & Care	Completed	From 01/01/06 enforce new Food Hygiene Regulations on food safety assurance systems (HACCP).	02/05/2007	The transition to enforcement of the new legislation was done on time.
Health & Care	On Schedule	Respond to food safety and hygiene complaints within 48 hours.	02/05/2007	In 06/07 145 complaints were received and 95% were responded to within 48 hours
Health & Care	On Schedule	Respond to Food Alerts (Category A, B and C) within 48 hours.	20/02/2007	In 2006 there were 71 Food Alerts, 4 of which were for action and 67 were for information. 100% of Food Alerts for action were responded to within 48 hours.
Health & Care	On Schedule	The Corporate Food Safety Adviser will respond within 48 hours to requests for advice made by Council departments in regard to food safety and food standards.	20/02/2007	56 corporate food safety complaints and enquiries were received in 2006 and 100% were responded to within 48 hours.
Health & Care	On Schedule	Carry out planned preventative health and safety inspections of high/medium risk premises in the yearly programmes.	04/05/2007	97% of the High risk premises and 75.4% of the Medium risk premises were done on time in 2006/07.
Health & Care	On Schedule	Achieve satisfactory results in external quality audits under Section 18 of the Health and Safety at Work etc Act 1974. (Health and Safety Team)	08/05/2007	Materials received early May with project start date of late May 2007. Outcome will be guidance for all UK authorities which has been tested by the pilot group. The new standard will govern how laws to protect employees at work (and those affected by work activity) will be enforced throughout the UK.

Theme	Status	Objectives	Assessment Date	Assessment
Health & Care	On Schedule	Investigate immediately notifications of fatalities and incidents posing imminent risk to health and safety.	20/02/2007	Work-related Deaths: A protocol for Liaison was officially launched in Scotland on 19/10/06. A report on the new protocol was submitted to a meeting of the ESS Committee on 18/12/06. The Committee formally approved the adoption of the protocol by our officers. There were no work related deaths reported to this department in 2006.
Health & Care	On Schedule	Respond within 48 hours to accident notifications indicating significant breaches of legislation.	03/05/2007	88% of all notifiable accidents were responded to within 48 hours in 2006/07.
Health & Care	On Schedule	Respond within 48 hours to complaints about poor health and safety at work standards.	02/05/2007	97% of complaints about health and safety matters were responded to within 48 hours in 2006/07.
Caring for Dundee's Environment	On Schedule	Title: Staff awareness in EHTS. Action: Provision of mini recycling centre for use of EHTS employees at Claverhouse West Industrial Park and ongoing awareness raising and encouragement of all staff to participate in DCC recycling initiatives. Target: Increased recycling levels as part of the Councils Waste Audit.	17/08/2007	Staff are making good use of the recycling centre, particularly for plastic bottles, aluminium cans and glass. E-mail reminders are put out advising that the facility is there.