

REPORT TO: ENVIRONMENTAL SERVICES AND SUSTAINABILITY COMMITTEE
21ST JUNE 2004

REPORT ON: SERVICE PLAN PERFORMANCE REPORTS

REPORT BY: HEAD OF ENVIRONMENTAL HEALTH AND TRADING STANDARDS

REPORT NO.: 485-2004

1.0 PURPOSE OF REPORT

1.1 This report informs elected members of the performance of functions within the Environmental Health and Trading Standards Department.

A departmental service plan covering 2003-2007 was agreed by Committee in December 2003. The department was created in September 2003.

The information on performance in the Appendix I is based on the best match available with the predecessor department (Environmental and Consumer Protection) and the new department.

2.0 RECOMMENDATIONS

2.1 It is recommended that Committee note the performance against the criteria set.

3.0 FINANCIAL IMPLICATIONS

3.1 There are no financial implications.

4.0 LOCAL AGENDA 21 IMPLICATIONS

4.1 The very nature of Environmental Health and Trading Standards enhances the aims of Local Agenda 21. Health is protected by creating safe, clean, pleasant environments.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 None

6.0 REPORT

6.1 The Environmental Health and Trading Standards Service Plan contains a range of performance indicators.

These include Statutory and Key Performance Indicators and reference to external audits of the service (e.g. Food Safety and Standards Service is periodically audited by the Food Standards Agency Scotland).

6.2 The information provided in the Appendices I to III is based on guidelines issued by Corporate Planning and covers

- significant achievements/initiatives in the year past (2003/2004)
- statutory performance indicators covering the last 3 years (2001-2004) where available.
- new projects/initiatives starting in the forthcoming year (2004-2005)

- progress on main projects planned in the Environmental Health and Trading Standards Plan 2003-2007

7.0 CONSULTATION

- 7.1 The Chief Executive
Depute Chief Executive (Finance)
Depute Chief Executive (Support Services)

8.0 BACKGROUND PAPERS

No background papers as defined by section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing this report.

9.0 SIGNATURE

Albert Oswald
Head of Environmental Health and Trading Standards

Date: 8th June 2004

APPENDIX 1

**Environmental Health and Trading Standards
Statutory Performance Indicators**

1. Trading Standards

(a)	Complaints and Enquiries	01/02	02/03	03/04
	Consumer enquiries dealt with on day of receipt	98.5%	95.6%	96.3%
	Consumer complaints dealt within 14 days	97%	97.5%	97.8%
	Business advice requests dealt with within 14 days	98.7%	98.2%	99.3%

(b)	Inspection of Trading premises	01/02	02/03	03/04
	High risk premises	89.7%	90.7%	93.8%
	Medium risk premises	87.8%	92%	93%
	Low risk premises	85.3%	86.9%	82.3%

2. Public Health and Pollution Control 2003/2004

(a)	Noise Complaints	Performance information	PI values for previous years		
			00/01	01/02	02/03
i.	Total number of complaints	462	N/A	N/A	N/A
ii.	Number settled at first contact with complainant	94			
	Number and percentage settled on day of receipt	85 (90.4%)	N/A	N/A	N/A
iii.	Number of complaints, following initial enquiry, that the council recognises it has a responsibility to take further action over	368	N/A	N/A	N/A
iv.	Number and percentage of complaints requiring further action that were completed within 14 days	265 (72%)	N/A	N/A	N/A

It should be noted that the Noise Complaints Performance Indicator was altered in 2003/04 and there are no comparable figures for previous years.

(b)	Pest Control	Performance information	PI values for previous years		
High Priority			00/01	01/02	02/03
i.	Number of requests for high priority pest control services	1,146			
ii.	Number of responses which met the national target (2 working days)	1,146			
iii.	Percentage of responses which met the national target	100.0%	99.7%	100.0%	100.0%
Low Priority					
i.	Number of requests for low-priority pest control services	1,262			
ii.	Number of responses which met the national target (5 working days)	1,262			
iii.	Percentage of responses which met the national target	100.0%	99.8%	100.0%	100.0%

3. Food Safety and Standards/Health and Safety

Statutory Performance Indicators – Food Safety/Health & Safety Section

1. Food Hygiene Inspections

(a)	<u>Cat. A. Premises</u>	01/ 02	02/03	03/04
	Percentage inspected within time	73.7%	94.1%	92%
(b)	<u>Cat. B. Premises</u>			
	Percentage inspected within time	91%	92.3%	95.6%

2. Workplace Safety Inspections

(a)	<u>High Risk Premises</u>	01/ 02	02/03	03/04
	Percentage inspected within time	88.6%	77.3%	75%
(b)	<u>Medium Risk Premises</u>	62.5%	78.3%	65%

The Health and Safety team continues to carry out an inspection programme in order to meet the requirements of an outmoded Statutory Performance Indicator (SPI).

The SPI does not match the priorities required by the mandatory guidance issued by the Health and Safety Commission nor by the rapidly changing priorities of health and safety enforcement.

The efforts of the team are further hampered by a shortfall in the team establishment of two officers, for which there is currently no funding.

APPENDIX II

Environmental Health and Trading Standards

Highlights/Achievements 2003/2004

Recognition of Good Practice Review and Assessment of Air Quality

- Dundee City Council's Updating and Screening Assessment which was submitted to the Scottish Executive in May 2003, has been placed in the West of England University website as an example of good practice.
- The West of England University provides a Department for Environment Food and Rural Affairs (DEFRA) funded review and assessment helpdesk for local authorities

Introduction of Fixed Penalty Notices for Dog Fouling

- Dundee City Council in partnership with Tayside Police was one of the first local authorities to implement the new powers that came into force on 22 October 2003.
- Our four Animal Control Officers have been authorised to issue Fixed Penalty Notices.
- Following an awareness campaign during the first four months, the Department had issued 35 Fixed Penalty Notices by the end of March 2004.

Major Investigation at City Tattooing/Body Piercing

- Joint investigation with Tayside Health Board following a complaint
- A Prohibition Notice under Health and Safety at Work etc. Act 1974 was served and the premises have not reopened.
- The issue generated substantial national and local media coverage and the Scottish Executive issued a statement promising new legislation

Food Safety Training

- The Council partnership with Dundee College to provide free food hygiene courses continues to get good support from food trade and the community/voluntary sector. Provision includes non-English courses with help of the Translation Service.
- To date, total attendance since the February 2002 launch exceeds 2,500 candidates with 550 organisations represented.
- A Project with Dundee College to produce food hygiene packs in Urdu was funded by the Food Standards Agency. Dundee was chosen as one of only seven Scottish Authorities for a £10,000 grant.

Consumer Support Network (CSN)

- successful launch of city wide network linking consumer advice providers in the city
- part of a national initiative backed by the Department of Trade and Industry (DTI), the scheme encourages consumers and businesses to seek free advice from CSN on rights/obligations when selling goods or services

Scottish Motor Vehicle Test Unit

Dundee manages a cross-boundary enforcement unit on behalf of 12 other Scottish Trading Standards departments. The project tackles problems associated with the motor vehicle sales and servicing sector.

Headline results to date:-

- over 300 garage forecourts visited and over 700 motor vehicles tested.
- improvements in some areas with a reduction from last year in vehicle defects found on forecourts
- successful prosecutions for the supply of un-roadworthy vehicles, sub-standard servicing work and other offences.

APPENDIX III**Environmental Health and Trading Standards****Projects planned in year ahead (2004/2005)**

Progress on projects described in Environmental Health and Trading Standards Service Plan 2003/2007.

Brown Street Update

- Capital Funding secured for general property upgrade at Brown Street Kennels.

Bogus Caller Initiative:

- Partnership with Tayside Police, Celebrate Age Network and the Dundee Anti-Poverty Forum. The project, launched in November 2003, aims to provide elderly population with the knowledge, skills and confidence to deal with unwanted callers.

Electric Blanket Safety Checks

- The scheme, now in its 9th year, tested 212 blankets belonging to the public in October 2003 with an approximate 49% failure rate.

Firework Safety

- Joint initiative to be continued with Tayside Fire Brigade involving poster competition, joint displays and media responses to safety issues.

Corporate Food Safety

- Established in April 2003, the unit advises Council departments with food responsibilities on food safety and monitoring procedures as well as carry out checks on food operations.
- A major task in the future will be to prepare Council food providers for the introduction of a strengthened food safety management system in time for new laws in 2006

Sunbeds

- Major survey underway with Ninewells Photobiology Department into sunbed usage in Dundee and the health and safety arrangements within tanning studios.