

REPORT TO: HOUSING, DUNDEE CONTRACT SERVICES & ENVIRONMENT SERVICES COMMITTEE (14TH JANUARY 2008)

REPORT ON: ENVIRONMENTAL HEALTH & TRADING STANDARDS SERVICE PLAN 2007/2011

REPORT BY: HEAD OF ENVIRONMENTAL HEALTH & TRADING STANDARDS

REPORT NO: 633-2007

1.0 PURPOSE OF REPORT

1.1 To seek the Committee's approval of the Environmental Health & Trading Standards Service Plan 2007/2011.

2.0 RECOMMENDATIONS

2.1 That the Committee approves the Environmental Health & Trading Standards Service Plan 2007/2011.

3.0 FINANCIAL IMPLICATIONS

3.1 Actions proposed in the Plan are provided in the Department's Revenue Budget and Capital Plan.

4.0 MAIN TEXT

4.1 The Service Plan aims to ensure that the operations of the Environmental Health & Trading Standards Department will make a contribution to Dundee City Council's aims and objectives as described in the Council Plan 2007/2011.

5.0 POLICY IMPLICATIONS

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

5.1 Sustainability

5.1.1 Sustainability actions are contained in the plan.

5.2 Equality Impact Assessment

5.2.1 Equality issues addressed within the plan.

6.0 CONSULTATIONS

7.1 The Chief Executive
Depute Chief Executive (Support Services)
Depute Chief Executive (Finance)
Head of Finance

7.0 BACKGROUND PAPERS

7.1 None

Albert Oswald
Head of Environmental Health & Trading Standards

December 2007

Environmental Health and Trading Standards Department

SERVICE PLAN 2007-2011 and Annual Action Plan for 2007-2008.



Preface

Preface by Convener of Housing, Dundee Contracts and Environment Services Committee

Councillor George Regan

The Environmental Health & Trading Standards Department exists to

- protect people from actual and 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;
- ensure a fair trading environment for all.

Many other local government services also had their origins in the need to eradicate the poor environmental living and working conditions which were causing communicable diseases and ill health. Today these services still have an integral health purpose.

Exposures to environmental hazards make a significant contribution to the burden of ill health in Scotland. In cities like Dundee this burden falls heaviest on the most vulnerable - the elderly, the very young and those whose immune systems are compromised by ill health. People living in the most disadvantaged communities are especially at risk. The Council is committed to protecting and improving the health and fitness of the population.

Unsafe and unfair trading practices also affect the most vulnerable who then look to the Council for protection and assurances that most traders can be trusted.

The Council wishes to develop an attractive, modern city which will attract jobs across a range of sectors and retain people. There is a need to create more jobs and increase the number of people in work by expanding sectors such as the knowledge based economy and the financial, retail and leisure sectors.

It is essential, therefore, to maintain an attractive environment and encourage high environmental health and trading standards. This includes ensuring that people remain safe and healthy at work and whilst using the many services provided in the city. As an enforcing authority under the Health and Safety at Work etc Act 1974 the Environmental Health and Trading Standards Department is committed to following the Health and Safety Commission's strategy for workplace health and safety in Great Britain to 2010 and beyond. We are also committed to working with the Food Standards Agency in our shared objective - safer, healthier food.

The Environmental Health and Trading Standards Department therefore has a key role in advancing the city's ambitions, protecting communities and safeguarding the environment.

In the next four years we will work in partnership with local communities, the business community and other agencies to further these aims.

As far as possible a proactive approach will be taken - after all prevention is better than cure. Being proactive also means being sufficiently prepared to respond to major incidents threatening the community such as disease outbreaks. Strengthening the department's resilience and flexibility will therefore be a key priority. Equally important will be the contribution to the Council's climate change strategy.

This service plan lays out the department's broad direction and describes methods for ensuring environmental health and trading standards services are accountable to the Council and therefore to the community.

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Environmental Health and Trading Standards Department Service Plan

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Strategic Direction

Environmental Health and Trading Standards Department Strategic Direction

Purposes of Department

The department provides a wide range of integrated services to protect public health and the environment and to advance high standards of environmental health and consumer protection.

Much of our work can be described as Health Protection. This means protecting people from hazards, whether biological, chemical or physical exposures occurring in the physical and social environment, which can damage their health. The hazards and exposures encompassed by health protection are often termed 'involuntary' in that people do not make a conscious decision to expose themselves or their family to the hazards and exposures.

Most people recognise that it is beyond their means to control exposure and they see local government as having responsibility for protecting their health. The key functions involved in health protection and practised by this department are surveillance, investigation, risk assessment, risk management, risk communication and planning for emergencies.

Addressing the Council's Key Priorities

This department will advance the Council's aims described in the Council Plan 2007 to 2011 primarily on the strategic priorities of:-

- Creating an attractive modern city to attract jobs across a range of sectors and retain people
- Improving and protecting the health and fitness of the population
- Protecting the environment in line with the Council's sustainable development strategy
- delivering efficient services

The department's work will therefore connect strongly with the strategic themes in the Community Plan 2005-2010, particularly in relation to:-

- Work and Enterprise
- Health and Care
- Environment

The Environmental Health and Trading Standards Department operates in three linked spheres:-

- at community and neighbourhood level
- in the commercial sector
- within the wider physical environment

Various interventions are used to influence and advise all those with a responsibility for others in these areas.

Strategic Challenges

The most significant challenges faced by the department are:-

- 1 The very nature of the external environment. Situations which threaten communities can quickly unfold and get out of control. Not only does the Environmental Health and Trading Standards Department have to tackle the conditions which could give rise to health threats but with our partner agencies we must have the resilience and flexibility to provide the surge capacity to tackle emergencies. The physical environment can also threaten living conditions through severe weather, flooding etc. The department has an important role in the Council's Emergency Planning and civil contingencies arrangements.

Consequently a priority in the period 2007-2011 will be to strengthen our capacity and resilience for dealing with emergencies

- 2 Dundee has an outstanding natural environment. It became the first Scottish city to be covered by a Smoke Control Area. This early attention to smoke control considerably reduced pollution.

Other less visible pollutants continue to be monitored and the department's work in this field allowed the Council to declare the entire city an Air Quality Management Area for nitrogen dioxide.

During the currency of the plan, the Environmental Health and Trading Standards Department will, with corporate support, implement an Air Quality Management Action Plan.

There are strong links between air pollutants and greenhouse warming. The department will therefore play a full part in the development and implementation of the Council's Climate Change Strategy. We will continue to use our specialist knowledge to advise on the health consequences of alternative fuels capable of releasing particulate matter into the air.

- 3 Public Health and environmental nuisances and concerns, whether in the built environment or on common land, require early resolution to give respite to those affected, thus ensuring that the problem does not escalate.

A new performance indicator will be introduced to measure the time taken to achieve satisfactory outcomes.

Under this early intervention ethos, regular surveys will be undertaken using the department's powers under the Environmental Protection Act. Prompt and direct action will then be taken in conjunction with other departments or agencies as necessary.

- 4 Assisting food businesses to achieve high food safety standards will remain a departmental priority in the period 2007-2011. Inspecting premises to check on food hygiene standards will remain our main form of intervention across the higher to medium rated premises (i.e. Categories A, B & C).

Beginning in the financial year 2007-2008, the Food Standards Agency will monitor the percentage of food businesses in the city deemed to be broadly compliant.

During food safety enforcement we will be mindful of the potential of micro-organisms such as E.coli 0157, to exploit vulnerable areas in premises otherwise seemingly meeting the new broadly compliant definition.

Food standards enforcement covers the composition, labelling and presentation of food. Consumers are increasingly aware of the connection between health and food composition.

In the life of this plan legislation may be introduced to make labelling easier to understand, thus allowing the consumer to make informed choices. Balancing food safety priorities with more demands on food standards will present resource difficulties. The department will examine the scope for deploying other EHTS staff with appropriate food standards experience to ensure the authority fulfils its statutory duty.

- 5 Protecting health and safety in the workplace (and those affected by work) is another important function. In 2008-2009 the Health and Safety Executive, in conjunction with local government, will introduce a new framework for assessing the performance of all enforcing authorities against a common standard.

This department has been instrumental in piloting the standard. The implementation of the framework will be a priority with the aim of improving our ability to influence duty holders and reduce the burden of ill health and injury arising from work activities.

- 6 Whilst all our enforcement interventions contain an advisory element, the needs of the smaller enterprise require more substantial assistance. In previous years the department has been able to sponsor and direct large food safety training schemes through Dundee College but funds are no longer available. In the life of this plan we will liaise with other authorities and agencies to identify ways of helping this particular sector.

- 7 Without doubt one of the biggest public health gains in decades was the implementation of legislation on the prohibition of smoking in enclosed public spaces. Whilst the ban has been well supported by the public, the high compliance levels have been accompanied by patterns of non-compliance being detected by specialist smoking prohibition officers. As enforcers and health promoters of long standing, this department believes that attention to this issue must be maintained if an integrated policy on prohibition and cessation support is to succeed.

As Departmental Head I chair the multi-agency Dundee Tobacco Control Alliance, the aim of which is to reduce the general prevalence of smoking

The Department will fully support any new initiatives to reduce smoking so that our twin enforcement role of smoking prohibition and preventing under age sale complements the cessation and health promotion strategies of NHS Tayside

- 8 Trading Standards services also have a key role to play in protecting the health of communities, as well as ensuring a fair market for consumers and business. An important focus is on restricting the supply of potentially harmful substances such as tobacco, alcohol and solvents to young persons. This is achieved through providing advice and training to business as well as carrying out, often in conjunction with the Police, test purchase programmes using young volunteers. Dundee is leading the way in the use of young persons to test the availability of tobacco, and with the recent rise in the age restriction on tobacco sale for these to 18, officers have noticed clear improvements in the situation locally.

The innovative Trading Standards 'Trusted Trader' scheme has been recognised over the past two years as a model of good practice throughout Scotland, and it remains a priority to develop this scheme to the benefit of local consumers, businesses, and communities. It links closely with our recent 'Doorstoppers' pilot, launched in conjunction with the Police, which created a Cold Calling Control Area in Dundee

where residents can feel safer from contact with unwanted doorstep sellers. This should go a long way to improving community safety, and making residents feel less vulnerable in their homes.

Protecting the sustainability of the environment is another increasingly important challenge, and as consumer awareness of energy consumption and 'green' claims rise, so does the potential for them to be exploited by unscrupulous business. Trading Standards Officers play a key role in monitoring energy efficiency claims, and are also charged with enforcing regulations relating to wasteful packaging of consumer goods. Whilst the disposal of waste is a key issue, it is also important to try and reduce the amount of packaging used and so reduce the total volume of waste at source.

Other challenges in the next few years will include the implementation of the Unfair Commercial Practices Directive into UK law. This will introduce significant changes to the way Trading Standards approaches enforcement action.

- 9 This department must be able to adapt to a wide range of circumstances which prevail in the environment at any time. The department will be required to cope with new and sudden demands whilst ensuing pro-active programmes are prioritised and resourced against a background of financial constraints.

Balancing capacity and demand using efficient processes and examining new methods of working is therefore essential in protecting the public, consumers and the environment. With the assistance of Organisational Development we will carry out a review of all services using whole systems thinking principles to improve efficiency and embed the systems approach in the department's activities.

- 10 The department should be prepared to bear scrutiny by external specialist auditors. We must be capable of self assessment and measure the department against excellence models such as the European Foundation of Quality Management (EFQM). Using trained departmental assessors drawn from a cross section of staff, regular EFQM reviews will be carried out during 2007 to 2011 and improvements implemented as far as possible.

- 11 In many respects the Environmental Health and Trading Standards Department relies on the knowledge and skills of its workforce. In the complex problems we tackle, developing this knowledge is essential. Learning is more than training and includes monitoring, tutoring, self learning and observing the good practice of others.

Through various liaison arrangements with other authorities and agencies and internal processes the department will explore improved and new ways of providing staff with the opportunity to maintain and develop their knowledge.

The department's staff are vastly experienced and knowledgeable in the fields of Environmental Health and Trading Standards and this is translated into advice and guidance to all sectors of the community during the thousands of contacts we make annually. To supplement this, the department needs to take advantage of the increasing use by citizens of the many aspects of the internet, both in service delivery and communicating good practice. A project to modernise the department's approach to customer services will be another priority in the period 2007-2011.

- 12 The Health and Safety Executive expects Local Authorities as employers to be exemplars of good practice on work related health and safety. The Council, through this department is the enforcing authority in terms of the Health and Safety at Work etc Act 1974 for the private sector of the city. It is appropriate, therefore, that the Environmental Health and Trading Standards Department should maintain the highest

standards of health and safety for its own staff. In the currency of the plan the department's own risk assessments will be continuously reviewed and improved

Finally, listening to our service users and communities is essential to ensure we address their needs and as far as possible, meet their expectations. The department will develop its listening mechanism and will identify opportunities for combining such activities with other departments and agencies.

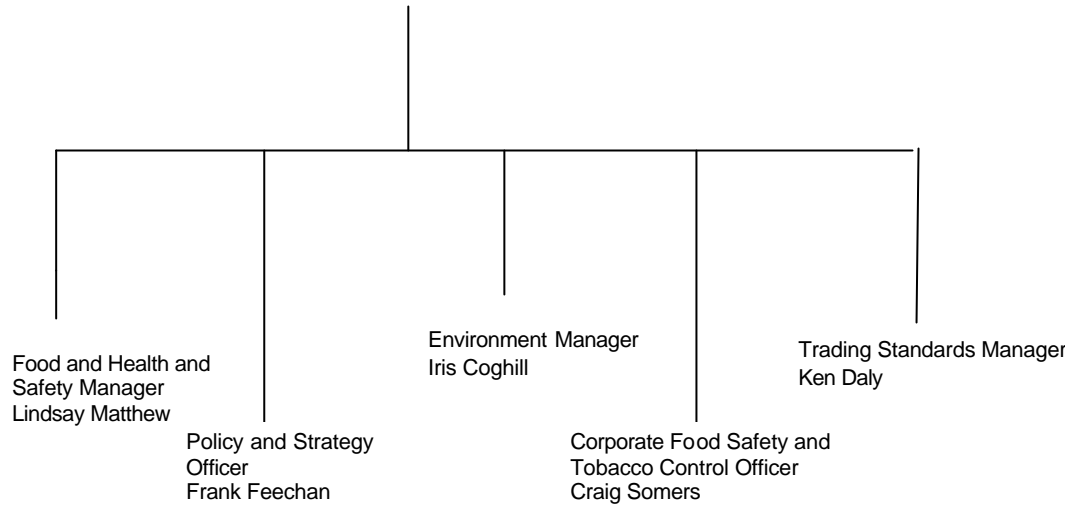
This plan will now describe:-

- the Management Structure responsible for monitoring the service
- departmental wide objectives and projects
- service specific objectives and projects

Management Structure

Department Management Structure

Head of Department - Albert Oswald



The Department Wide Objectives

- Support reviews that improve efficiency
- Provide evidence that the department meets the needs of all stakeholders
- Develop the capacity to respond to a range of emergencies
- Develop a human resource plan to ensure the long term continuity of service delivery
- Train Environmental Health Students to qualify as Environmental Health Officers

Projects - Departmental wide projects

Service Objective: Support reviews that improve efficiency							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
With the support of Organisational Development carry out a whole systems review of all services and functions.	A Oswald	Sept 2007	Sept 2009				Efficient Public Services
Identify improved methods of working and service delivery	A Oswald	15/02/2008	31/03/2011				Efficient Public Services

Projects - Departmental wide projects

Service Objective: Provide evidence that the department meets the needs of all stakeholders							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Conduct a minimum of 3 EFQM Assessments	F Feechan	15/12/2007	31/03/2011				Improving Services
Review existing customer surveys and develop improved methods.	F Feechan	02/02/2007	02/10/2008				Involving Communities
Ensure all staff are given a minimum of 10 hours professional development per annum	S Salmond	15/01/2008	31/03/2011				People
Address gaps in current health and safety risk assessments and procedures	L Matthew	15/02/2008	15/02/2010				Health and Safety
Improve our use of the Council's website to provide more information and advice	A Oswald	15/03/2008	15/05/2008				Improving Services
Establish a departmental Diversity and Equality Group	F Feechan	15/04/2008	15/05/2008				Equality and Diversity
With corporate support develop a system to identify the needs of all equality and diversity groups	F Feechan	15/04/2008	15/04/2008				Equality and Diversity

Projects - Departmental wide projects

Service Objective: Develop the capacity to respond to a range of emergencies							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Develop the skills and knowledge of staff on emergency procedures	F Feechan	15/01/2008	31/03/2011				Health and Care
Ensure that documented emergency policies and procedures are developed and reviewed regularly.	F Feechan	15/01/2008	31/03/2011				Health and Care

Projects - Departmental wide projects

Service Objective: Develop a human resource plan to ensure the long term continuity of Service Plan							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Identify the recruitment and training needs to match the department's demographic profile	A Oswald	01/04/2008	31/03/2011				People

Service Name: Food and Health & Safety

Strategic Issues

Dundee is a regional employment, education, retail and services centre and 300,592 persons reside within a 30 minute drive time of Dundee City Centre.

193,232 working age persons reside within 30 minutes of Dundee city centre and the city has a large student population.

Within this environment the Food and Health & Safety section provides an enforcement and advisory service on:-

- Food Safety and Standards
- Health and Safety at Work in the private services sector
- Communicable disease investigation

The important strategic challenges facing this specific service are:-

- expansion of sectors within the section's enforcement jurisdiction including an increase in special events and festivals.
- prioritising enforcement programmes to deal with the most important risks. This may require the deployment of alternative enforcement strategies for the lowest risk premises.
- identifying various approaches to assist the smaller enterprises to comply. This requires the strengthening of existing partnerships and the creation of new ones to build stronger links between training providers and businesses
- ensuring the authority complies with the standards for local authority enforcement laid down by the Food Standards Agency (FSA) and the Health and Safety Executive (HSE)
- reducing the number of broadly non-compliant food businesses. Arising from the UK governments better regulation agenda the food safety service from 2008/2009 will be monitored by the FSA on the number of premises deemed to be 'broadly compliant'
- piloting a new standard for health and safety enforcement services. The department is one of a small number of UK authorities piloting the new approach with the HSE for eventual application throughout the UK
- supporting the Health and Safety Commission's strategy for workplace health and safety to reduce the burden of ill health and injury arising from work activity. A mix of tools will be used to meet the Health and Safety Commission's long term priorities known as FIT 3 (FIT for work, FIT for life FIT for tomorrow) which are:-
 - slips and trips
 - falls from height
 - workplace transport
 - contact dermatitis
 - occupational asthma
 - asbestos management
 - stress
 - manual handling
- the introduction of a food hygiene information scheme in which restaurants display a "Pass" or "Improvement Required" sign in their window following an inspection. Such schemes are being piloted in a number of UK authorities. It is likely the FSA will wish to see this rolled out to all authorities next year.

Service Objectives - Food and Health & Safety

- Provide a food enforcement service to meet the highest of national standards.
- Provide a work related health and safety enforcement service to meet the highest of national standards.
- Review existing support packages and identify new support packages for duty holders.
- Respond rapidly to communicable disease notifications
- Ensure that the health and safety enforcement function complies with the HSE's new "Making a Difference" Framework

Performance Indicators - Food and Health & Safety

Service Objective: Provide a food enforcement service to meet the highest of national standards								
Performance Measure	Baseline 06/07	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
							04/05	05/06
% of inspections carried out within time - Category A premises	100%	Maintain	Comparable Food Authority	L Matthew	Health and Care	Key Result	100%	93.9%
% of inspections carried out within time Category B	100%	Maintain	Comparable Food Authority	L Matthew	Health and Care	Key Result	100%	99%
% of inspections carried out within time Category C / D }	90%	Maintain	Comparable Food Authority	L Matthew	Health and Care	Key Result	92%	97%
% of food premises deemed to be broadly non-compliant	25%	New target to be introduced in April 2008	Benchmark to be set in 2008/2009	L Matthew	Health and Care	Key Result	n/a	n/a

Performance Indicators - Food and Health & Safety

Service Objective: Provide a food enforcement service to meet the highest of national standards								
Performance Measure	Baseline Year	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
Number of food hygiene interventions carried out in Category E premises as a % of total planned as part of an alternative enforcement strategy.	New Target	New Target	Comparable Food Authority	L Matthew	Health and Care	Customer Results	n/a	n/a
% of premises inspected within time for food standards category A premises.	78%	Increase	Comparable Authority	L Matthew	Health and Care	Key Results	n/a	100%
Number of inspections carried out as a % of total planned for food standards category B & C premises		Maintain	Comparable Authority	L Matthew	Health and Care	Key Results	n/a	n/a
Number of food safety and hygiene complaints resolved as a % of total received	New Measures	n/a	Comparable authorities which collate similar data	L Matthew	Health and Care	Customer Results	n/a	n/a

Performance Indicators - Food and Health & Safety

Service Objective: Provide a food enforcement service to meet the highest of national standards								
Performance Measure	Baseline 06/07	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
							04/05	05/06
% of food safety and food hygiene complaints and advice requests receiving a response within 48 hours	95%	Maintain	Comparable food authority	L Matthew	Health and Care	Customer results	96.9%	88.9%
% of food alerts receiving a response within 48 hours	100%	Maintain	Comparable food authority	L Matthew	Health and care	Key Results	n/a	n/a
% of risk based sampling surveys undertaken as a % of total possible (i.e. national and regional surveys)	New		Comparable Food Authority	L Matthew	Health and Care	Key results	n/a	n/a
% of food alerts receiving a response within 48 hours	100%	Maintain	Comparable food authority	L Matthew	Health and care	Key Results	n/a	n/a
% of risk based sampling surveys undertaken as a % of total possible (i.e. national and regional surveys)	New		Comparable Food Authority	L Matthew	Health and Care	Key results	n/a	n/a

Performance Indicators - Food and Health & Safety

Service Objective: Respond to communicable disease notifications within 24 hours								
Performance Measure	Baseline 06/07	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
							04/05	05/06
% of notifications visited within time	New		Comparable Food Authority	L Matthew	Health and Care	Key Results		

Performance Indicators - Food and Health & Safety

Service Objective: Provide a work related health and safety enforcement service meeting the highest of national standards								
Performance Measure	Baseline 06/07	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
							04/05	05/06
Number of inspections carried out as a % of those planned offset against the number of special investigations, campaigns and projects completed (see FIT3 objective)	82.25%	maintain	Comparable Authority	L Matthew	Health and Care	Key Results	87%	62.45
Number of project plans completed is % of those planned for FIT 3 special investigations, campaigns and projects	new	n/a	Comparable authority	L Matthew	Health and Care	Key Results	n/a	n/a
Number of health and safety complaints and accidents resolved as a % of all investigated	New Target	n/a	Comparable authorities which collate similar data	L Matthew	Health and Care	Customer Results	n/a	n/a

Performance Indicators - Food and Health & Safety

Service Objective: Respond to complaints about health and safety accidents indicating significant breaches of legislation within 48 hours								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
							04/05	05/06
Respond within 48 hours to complaints about health and safety complaints and accidents indicating significant breaches of legislation	Accidents 88% complaints 97%	same	Comparable local authority	L Matthew	Health and Care	Key Results	91%	93%

Projects - Food and Health & Safety

Service Objective: Ensure that the health and safety enforcement function complies with the HSE's new "Making a Difference" Framework							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Developing and implementing policies, procedures and practices in line with the new quality standard for enforcing authorities	L Matthew	1/4/2008 (Presumed date for the introduction of the new standard)	31/5/2010	Inclusive	None	None	Health and Care

Projects - Food and Health & Safety

Service Objective: Review existing support packages and identify new support packages for duty holders							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Provision of support packages to assist compliance.	L Matthew	1/4/08	31/3/2011	Inclusive	Nil	Nil	Health and Care

Service Name: Corporate Food Safety, Smoking Prohibition, Port Health and Training

Strategic Issues

New International Health Regulations have been introduced. The new measures are designed to ensure that robust public health systems are in place to tackle re-emerging diseases, new diseases and threats. Dundee's Port is a potential route of entry for such hazards. Port Health arrangements therefore need to be reviewed in line with the new legislation.

Dundee City Council is one of the biggest food providers in the city and caters for a large number of the most vulnerable people. The department is the Food Authority for the city and has close links with the Food Standards Agency Scotland. Providing those responsible for food operations in the Council with direct specialist advice on good practice, legislative change and the ever changing nature of hazards will continue to be a major priority.

Service Objectives -Corporate Food Safety, Smoking Prohibition, Port Health and Training

- Regulate compliance with the smoking prohibition, by monitoring premises/vehicles, providing advice and taking enforcement action when necessary
- Act as designated Port Health Authority - Prevent and control the risk of infectious diseases from ships and aircraft visiting Dundee
- Provide advice to Council departments on food safety best practice and compliance with food safety statutory requirements

Performance Indicators - Corporate Food Safety, Smoking Prohibition, Port Health and Training

Service Objective: Smoking Prohibition - To regulate compliance with the smoking prohibition legislation , by monitoring premises/vehicles, providing advice and when necessary taking enforcement action								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
Respond to complaints/advice requests within 48hrs	100%	maintain	n/a	C Somers	Health and Care	Key Results	n/a	n/a

Performance Indicators - Corporate Food Safety, Smoking Prohibition, Port Health and Training

Service Objective: Act as the designated Port Health Authority - Prevent and control the risk of infectious diseases from ships and aircraft visiting Dundee								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
Act to safeguard public health by inspecting ships/aircraft and issue certification as required or when/if appropriate	n/a	maintain	n/a	C Somers	Health and Care	Key Results	n/a	n/a

Performance Indicators - Corporate Food Safety, Smoking Prohibition, Port Health and Training

Service Objective: Corporate Food Safety - Provide advice to Council departments on food safety best practice and compliance with food safety statutory requirements								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
Respond to requests for advice within 24hrs	100%	maintain service level	n/a	C Somers	Health and Care	Policy and Strategy	n/a	n/a

Projects - Corporate Food Safety, Smoking Prohibition, Port Health and Training

Service Objective: Train Environmental Health Students to qualify as Environmental Health Officers							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Provision of practical training to Environmental Health trainees in preparation for professional exams.	C Somers	01/09/07	31/03/11				People

Service Name: *Environment*

Strategic Issues

The Environment Section plays a key role in controlling and influencing the physical environment and how it impacts on the health and wellbeing of those who live and work in the city.

Deteriorating conditions can have direct and indirect impacts on human health and affect the built and natural environments.

The Environment Section provides a range of intervention measures

- Air Quality Monitoring and Assessment
- Active enforcement and inter-agency working to address air pollution issues within the domestic, commercial and industrial sectors.
- Inspections of local authority area to identify and remediate any land that meets the definition of contaminated land in terms of Part IIA of Environmental Protection Act 1990
- The Night Time Noise Team provides a quick response and resolution to domestic neighbourhood noise problems
- Investigation and resolution of noise intrusion from commercial/industrial sources
- Investigation and resolution of a wide range of nuisances within the domestic and commercial sectors that could give rise to a public health risk
- Through the Planning process, protect residential amenity as well as the environment in respect of noise, contaminated land, air quality, smell and bird nesting/roosting
- Providing a wide range of proactive pest control treatments and advice. An industry association reported in 2007 that Dundee's pro-active approach had reversed the national trend for the number of complaints about rats. The UK has seen a rise in 2006 of 13% whilst Dundee is experiencing a drop of 7.5%
- An Animal Control Service which deals with dog fouling ,stray dogs, the re-homing of unwanted dogs and other miscellaneous animal related issues
- Raising awareness of the dangers in the home providing advice and information on ways to make homes safer for children and older people.

The main challenges facing this section are;

- Co-ordinating the necessary corporate actions to improve air quality where the department's assessments show unacceptable levels of pollution. A corporate objective has been set to develop and implement an Air Quality Action Plan for NO₂. This will enable all interested internal and external stakeholders to bring forward measures that can reduce the levels of Nitrogen Dioxide (NO₂) and work towards meeting the National Air Quality Standard for this pollutant.
- There is a complex relationship between pollutants and the greenhouse effect. The department's expertise will be used in developing and implementing the Council's Climate Change Strategy
- Dundee has a high percentage of tenement properties which leads to problems associated with noise, waste presentation, maintenance of buildings and communal areas. In addition such properties often have a mix of tenure and residents with contrasting lifestyles and a transient population which can make the resolution of problems difficult for all parties.
- Ensuring that the Pest Control Unit continues to provide an excellent service within budget whilst coping with increasing demand.

- Fully restoring the Animal Control Service which has been affected by the closure of Brown Street Kennels. The new kennels are scheduled to be built in 2008.
- The section's work increasingly involves taking enforcement action against individuals (e.g. dog owners), property occupiers/owners and developers. Enforcement policies therefore need to be continually reviewed and documented.

Service Objectives - Environment

- Implement the Air Quality Strategy
- Improve air quality
- Further develop and implement the Contaminated Land Strategy
- Respond to high risk pest control complaints within 2 days and low risk complaints within 5 days
- Increase income from Pest Control treatments in line with inflation
- Tackle public health and environmental nuisances and concerns affecting people and communities

Performance Indicators - Environment

Service Objective: Tackle public health and environmental nuisances and concerns affecting people and communities								
Performance Measure	Baseline*	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
Improve air quality	Sites were identified in 2000 as exceeding the National Air Quality Standard of 40 µg/m ³ NO ₂	Current position 2007 - 4 sites ranging from 40 µg/m ³ to 54 µg/m ³ for NO ₂ (Note- these sampling sites are street specific and mirror main traffic congestion routes and include: - Logie St. - Victoria Rd/ Meadowside - Lochee Rd/ Rankine St. - Various city centre locations (e.g. Seagate and Union St.)	National and Devolved Assembly Air Quality Standard	Iris Coghill	Health and Care	Key Results	No significant downward trend	No significant downward trend

* Baseline represents a limited number of sampling sites. Current figures represent readings from multiple sampling sites across the city.

Performance Indicators - Environment

Service Objective: Tackle public health and environmental nuisances and concerns affecting people and communities							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Further develop and implement the Contaminated Land Strategy	Iris Coghill	2007	2011	07/08 £8000 08/09 £3000 09/10 £3000	Dependant on nature of project	<u>Annual Grant Allocation from Scottish Government</u> 07/08 £271,000 for Kilspindie project. 07/08 £142,000 grant allocated from <u>Scottish Government</u> 08/11 Similar grant allocation to 07/08 to be sought per annum	Health & Care
Implementation of Air Quality Strategy for England, Scotland, Wales & Northern Ireland	Iris Coghill	2004	2020	£10k per annum	£103k	Annual Grant Allocation from Scottish Government	Health & Care

Performance Indicators - Environment

Service Objective: Tackle public health and environmental nuisances and concerns affecting people and communities								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
The number of domestic noise complaints received during year.								
a) Number complaints settled without need to attend	244	n/a	Not published	Iris Coghill	Health and Care	Key Results	n/a	n/a
b) Noise from domestic appliances Number requiring attendance Average time to respond on site	166 24hrs	maintain	Not published	Iris Coghill	Health and Care	Key Results	n/a	n/a
c) Night time noise caused by Anti Social Behaviour Number dealt with under Part 5 of Anti Social Behaviour Act 2004 Average time to respond on site	2839 15 mins	maintain	Not published	Iris Coghill	Health and Care	Key Results	n/a	n/a
Customer Survey satisfaction levels for night time noise complaints	82%	Increase % satisfaction	n/a	Iris Coghill	Health and Care	Customer Results	n/a	n/a

Performance Indicators - Environment

Service Objective: Tackle public health and environmental nuisances and concerns affecting people and communities								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
Non domestic noise complaints a) Number of complaints settled without need for formal action	191	Maintain	Not published	Iris Coghill	Health and Care	Key Results	n/a	n/a
Non domestic noise complaints b) Number of complaints requiring formal action	0	Maintain	Not published	Iris Coghill	Health and Care	Key Results	n/a	n/a
For those requiring formal action the average time to institute formal action	n/a	n/a	Not published	Iris Coghill	Health and Care	Key Results	n/a	n/a

Performance Indicators- Environment

Service Objective: Tackle public health and environmental nuisances and concerns affecting people and communities for emergencies								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
							04-05	05/06
% of public health complaints (general) receiving a response within 48 hours	95%	Maintain	n/a	Iris Coghill	Health and Care	Key Results	96%	96.5%
% of public health complaints (emergency) receiving an immediate response	97%	Maintain	n/a	Iris Coghill	Health and Care	Key Results	97%	97%

Performance Indicators - Environment

Service Objective: Tackle public health and environmental nuisances and concerns affecting people and communities								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
Survey of problem areas Number of surveys carried out as a % of total planned	New measures	To be set	n/a	Iris Coghill	Health and Care	Key Results	n/a	n/a
Survey of problem areas Number of potential nuisances and complaints detected	New measures	To be set	n/a	Iris Coghill	Health and Care	Key Results	n/a	n/a
Number of public health complaints resolved as a % of those investigated	New measure	To be set	n/a	Iris Coghill	Health and Care	Key Results	n/a	n/a

Performance Indicators - Environment

Service Objective: Tackle public health and environmental nuisances and concerns affecting people and communities								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
							04/05	05/06
% of stray dog complaints receiving a response within 48 hours	99%	Maintain	Comparable Authority	Iris Coghill	Health and Care	Key Results	100%	100%
% of dog fouling complaints responded to within 48 hours	97%	Maintain	Comparable Authority	Iris Coghill	Health and Care	Key Results	100%	100%
% of requests for advice and smoke complaints receiving a 48 hours response	100%	Maintain	n/a	Iris Coghill	Health and Care	Key Results		

Projects - Environment

Service Objective: Tackle public health and environmental nuisances and concerns affecting people and communities							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Rebuild Brown Street Kennels	I Coghill	January 2008	May 2008	n/a	250,000	n/a	Health and Care

Performance Indicators - Environment

Service Objective: Respond to high risk pest control complaints within 2 days and low risk within 5 days								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
							04/05	05/06
% of high risk pest control complaints receiving a response within 2 days	100%	Maintain	n/a	Iris Coghill	Health and Care	Key Results	100%	100%
% of low risk pest control complaints receiving a response within 5 days	100%	Maintain	n/a	Iris Coghill	Health and Care	Key Results	100%	100%

Performance Indicators - Environment

Service Objective: Increase income from Pest Control treatments in line with inflation								
Performance Measure	Baseline 06/07	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
							04/05	05/06
Achieve Target for Pest Control and Bird Proofing Charges	247K	Increase	Not available	Iris Coghill	Health and Care	Key Results	156K	199K

Projects - Environment

Service Objective: Tackle public health and environmental nuisances and concerns affecting people and communities							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Transfer Pest Control service request handling to Council's Contact Centre	I Coghill	Not known		n/a	n/a	n/a	Health and Care

Service Name: Trading Standards

Strategic Issues

The Trading Standards service plays a vital role in improving health, wellbeing and promoting the economic prosperity of citizens and businesses in Dundee and its hinterland.

The service works with key partners such as the Office of Fair Trading (OFT), Food Standards Agency (Scotland), HM Customs and Revenue, and Tayside Police to ensure compliance of over four and a half thousand businesses in the city. With key partners such as Consumer Direct the service provides advice and intervention in response to over five thousand consumer enquiries and complaints.

The service is responsible for discharging legal duties in respect of a number of broad legislative areas:-

- Fair Trading
 - Consumer Credit
 - Prices
 - Trade Marks and counterfeiting
 - Trade Descriptions
 - Package travel
 - Distance selling
- Weights and Measures
 - Calibration
 - Verification
- Consumer Safety
 - Product safety
 - Underage sales
 - Storage of explosives and petrol
- Agriculture
 - Animal health
 - Feeding stuffs and agricultural standards
 - Environmental safety

In addition the service provides a full consumer advice and intervention service to local consumers and a consumer education service within schools.

The service faces challenges in five broad strategic areas:-

1. Working for a healthier Scotland

Personal habits acquired in early years have a profound effect on behaviour and health in later life. Trading Standards has an important role in regulating the way many items are advertised and ensuring that potentially harmful products, such as tobacco, alcohol and solvents, are not available nor supplied to children and young people.

This is achieved by providing businesses with advice and training and by promoting the Dundee Entitlement Card as a proof of age and also by carrying out, often in conjunction with Tayside Police, test purchase programmes using young volunteers. The growth in counterfeit products brings added dangers in relation to tobacco and alcohol, which are

not exclusive to younger members of society and special effort is put into cracking down on this area of organised crime.

Animal Health Protection is a priority throughout the UK, with particular concern over foot and mouth disease, Avian Influenza and Bluetongue. Although Dundee is not an agricultural centre, there are considerable movements of animals through the city and the Department needs to remain capable of countering any threat locally

2 Working for a Safer Scotland

Crime, the fear of crime and anti-social behaviour are major concerns for communities across Scotland. Trading Standards services enforce a wide range of legislation that protects people from crimes such as:

- bogus traders and 'cowboy' builders
- misleading home working schemes
- lottery scams
- illegal money lending
- premium rate telephone scams
- supply of counterfeit goods
- supply of dangerous goods
- misleading or false offers or prices
- misleading or false description of goods or services.

Trading Standards Services tackle all these criminal offences, often with the Police, HM Revenue and Customs and Community Safety Partners.

Recent research suggests that the UK public lose around £3.5 billion per year to scams. This equates to approximately £70 per person each year. Intellectual property theft, which includes counterfeiting, was estimated to cost the Scottish economy an estimated £7 billion in 2004.

3. Working for a more sustainable Scotland

Protecting and preserving the natural and built environment is becoming increasingly important. As consumer awareness of issues such as energy consumption of appliances and green claims rises, so does the potential for businesses to promote these issues for competitive advantage and for unscrupulous ones to exploit them.

The Trading Standards service is responsible for enforcing legislation that allows consumers to make informed choices about electrical appliances based on their energy efficiency. In addition, false or misleading claims can be investigated across a wide range of 'eco claims'.

One of the links between anti-social behaviour and the built environment is the growing problem of graffiti.

Trading Standards services are responsible for enforcing the age restriction on spray paint sales and work closely with Police and Community Safety partners on initiatives to reduce the incidence of graffiti.

4. Working for a thriving Scotland

Economic prosperity and development are key elements of local authority thinking and planning. A successful local economy shapes the success and prosperity of the national economy as a whole and impacts on the education, health and quality of life of local

communities. The right trading environment is required to encourage, sustain and nurture business growth and the work of Trading Standards helps to bring about such an environment in Dundee where reputable and responsible business activity can succeed.

Some of the most notable involvements are:

- ensuring accurate weights, measures, pricing and descriptions of food, goods and services
- provision of business compliance advice, particularly to small and medium enterprises (SMEs)
- promotion of good practice in the supply of goods and services
- protection of intellectual property rights
- tackling rogue traders.

We also operate a 'Trusted Trader' local good trader scheme which brings benefits for business by highlighting good quality workmanship and reducing the availability of work for rogue and itinerant traders.

5. Working to empower Scotland's citizens

Given the importance of 'consuming' in today's world, consumer skills are a pre-requisite for active citizenship and full participation within society.

Consumer education is concerned with the skills, attitudes, knowledge and understanding necessary to become an effective consumer.

The availability of credit and the advent of the web as a global marketplace have contributed to the need for consumers to be knowledgeable and confident. Trading Standards offers a full telephone, email and face to face consumer advice and intervention service, working with Consumer Direct (Scotland) and the OFT to provide a modern efficient advice service.

Service Objectives - Trading Standards

- Provide a Trading Standards enforcement service to meet the highest of national standards.
- Provide advice and support to duty holders, employees and consumers on Trading Standards and Consumer Protection.

Performance Indicators - Trading Standards

Service Objective: Provide a Trading Standards Enforcement Service to meet the highest of national standards								
Performance Measure	Baseline	Target or Direction	External Comparison	Responsible for data collection	Link to Strategic Theme	Link to EFQM Criteria	Previous Years Trends	
Efficiency of the Council in dealing with consumer complaints and requests for advice from business.	Annual indicator	No specific target	National comparison across all local authorities in Scotland	Ken Daly	Community safety	Key Results	slight reduction in performance	
Extent to which the planned programme of inspection work was completed	Annual indicator	No specific target	National comparison across all local authorities in Scotland	Ken Daly	Community safety	Key results	improving	
TS National Performance Framework Measure 1 - consumer satisfaction	Annual indicators	No specific target	National comparison across all local authorities in UK	Ken Daly	Community Safety	Customer results, Key results	No significant change	
TS National Performance Framework Measure 2 - Business satisfaction	Annual indicators	No specific target	National comparison across all local authorities in UK	Ken Daly	Community Safety	Customer results Key results	No significant change	
TS National Performance Framework Measure 3 - Business compliance	Annual indicators	No specific target	National comparison across all local authorities in UK	Ken Daly	Community Safety	Key results	No significant change	
TS National Performance Framework Measure 4 - Staff development	Annual indicators	No specific target	National comparison across all local authorities in UK	Ken Daly	People	Key results People results	No significant change	

Performance Indicators - Trading Standards

Service Objective: Provide advice and support to duty holder, employees and consumers on Trading Standards and Consumer Protection							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Trusted Trader	Ken Daly	2005				Membership fees	Community Safety Work and Enterprise Involving Communities
Doorstoppers, No Cold Calling Area pilot	Lynne Law	2006	2007	07/08 £3000		Trading Standards Institute	Community Safety
Consumer Education	Raymond Lynch	ongoing					Involving Communities Lifelong learning

Performance Indicators - Trading Standards Projects

Service Objective: Provide a Trading Standards Enforcement Service to meet the highest of National Standards							
Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
Under age sales	Lynne Law	ongoing					Health & Care Community Safety
Project based enforcement - range of monthly project based work.	Raymond Lynch	ongoing		£2000		I	Community Safety Health and Care

Equalities

Service Planning - EQIA Screening

Department: Environmental Health and Trading Standards

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Review customer surveys	M	M	M	M	M	n/a	M	M	Current surveys not segmented	Meeting needs	F.I.A.	F. Feechan	1/4/2009
Monitor needs of all equality and diversity groups	M	M	M	M	M	n/a	M	M	Lack of information on needs	Meeting needs	F.I.A.	F. Feechan	1/4/2009

Explanation of Terms:	Possible Decisions
<p>DEP: People with dependents DIS: People with disabilities GEN: Gender LGBT: People who are lesbian, gay, bisexual or transgender OFF: People with an offending past REL: People with differing religious beliefs</p>	<p>SP: Place as an equality action in service plan* FIA: Complete a full Impact Assessment ER: Complete an equality screening at next review</p> <p>* This may include formal service plans, team plans or individual job plans</p>

Equalities

Service Planning - EQIA Screening

Department: Environmental Health and Trading Standards

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Reduce number of broadly non-compliant premises	L	L	L	L	L	L	L	H	Operators will include those of ethnic origin	Meeting needs	FIA	F Feechan	1/4/2009
develop enforcement policy for community level sanctions	M	M	M	M	L	n/a	M	M	Prevalence of equality group in community and the risk from sanctions	Meeting needs	FIA	F Feechan	1/4/2009

Explanation of Terms:	Possible Decisions
<p>DEP: People with dependents</p> <p>DIS: People with disabilities</p> <p>GEN: Gender</p> <p>LGBT: People who are lesbian, gay, bisexual or transgender</p> <p>OFF: People with an offending past</p> <p>REL: People with differing religious beliefs</p>	<p>SP: Place as an equality action in service plan*</p> <p>FIA: Complete a full Impact Assessment</p> <p>ER: Complete an equality screening at next review</p> <p>* This may include formal service plans, team plans or individual job plans</p>

Equalities

Service Planning - EQIA Screening

Department: Environmental Health and Trading Standards

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Under age Sales	L	L	L	L	L	N/A	L	L	Proposed monitoring system will help identify needs	Meeting needs	ER	F Feechan	1/4/2009
All other EHTS functions	H	L	L	L	L	n/a	L	L	Extent of underage sales in Dundee and retailers to be monitored.	Meeting needs	FIA	F Feechan	1/4/2009

Explanation of Terms:	Possible Decisions
<p>DEP: People with dependents</p> <p>DIS: People with disabilities</p> <p>GEN: Gender</p> <p>LGBT: People who are lesbian, gay, bisexual or transgender</p> <p>OFF: People with an offending past</p> <p>REL: People with differing religious beliefs</p>	<p>SP: Place as an equality action in service plan*</p> <p>FIA: Complete a full Impact Assessment</p> <p>ER: Complete an equality screening at next review</p> <p>* This may include formal service plans, team plans or individual job plans</p>

Sustainable Development

Sustainability Action Plan - Evidence of Service contribution towards Sustainability Policy

Sustainability Policy Principle	Y/N	Project Description	Lead Officer	Start Date	End Date	Revenue Budget Allocation	Capital Budget	External Funding (state source)	Strategic Theme
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1. Compliance with Environmental Legislation (is the Department undertaking any projects that contribute to):

a. Protecting the environment by complying with the statutory requirements for Strategic Environmental Assessment (SEA).	Y	SEA will be used when required	F Feechan		as appropriate				Sustainable Environment
b. Improving sustainability performance through the Council's Best Value Audit Improvement Plan	N								

2. Energy & Water (is the Department undertaking any projects that contribute to):

a. Reducing CO ₂ emissions from its activities	N								
b. Promoting energy efficiency and energy from renewable sources	Y	Energy champion in place	B Bennett	1/12/07	31/3/11				Sustainable Environment
c. Using water efficiently within its premises	N								

3. Purchasing & Procurement (is the Department undertaking any projects that contribute to):

a. Promoting the use of recycled and recyclable products and disposing of in an environmentally responsible way	Y	Mini recycling centre in place at Claverhouse	S Salmond	1/12/07	31/3/11				Sustainable Environment
b. Implementing the Council's Fair Trade policy and promoting the use of fair trade products	N								Sustainable Environment
c. Encouraging Council contractors and suppliers to improve their environmental performance	N								

4. Travel & Transport (is the Department undertaking any projects that contribute to):

a. Implementing the Council's Travel Plan	Y	Car sharing encouraged	S Salmond	10/12/07	31/3/11				Sustainable Environment
b. Encouraging greater use of public transport, walking and cycling as an alternative means of travel	Y	Efficiency objectives in plan and this will impact on travel	A Oswald	1/4/08	31/3/11				Sustainable Environment
Increasing the usage of cleaner fuels in Council vehicles	N								

Review of working in service plan methods may impact on this

5. Built Environment (is the Department undertaking any projects that contribute to):

a.	Protecting the quality of the city's built heritage	n/a								
	Enhancing the city centre and local environments through regeneration	n/a								
c.	Sustainable design, construction and maintenance of buildings and infrastructure	n/a								

6. Open Spaces & Woodlands (is the Department undertaking any projects that contribute to):

a.	Protecting and enhancing the quality of the city's greenspace and woodlands	n/a								
b.	Promoting leisure and access opportunities to greenspace and woodlands	n/a								

7. Natural Heritage (is the Department undertaking any projects that contribute to):

a.	Protecting and enhancing biodiversity	n/a								
b.	Promoting awareness of Dundee's natural heritage	n/a								

8. Waste Management (is the Department undertaking any projects that contribute to):

a.	Minimising the generation of waste	N								
b.	Encouraging re-use and recycling	N								
c.	Maximising economic opportunities arising from waste generation	n/a								

9. Minimising & Remediating Pollution (is the Department undertaking any projects that contribute to):

a.	Minimising impact to air and water quality	Y	Air Quality objectives in service plan	I. Coghill						Sustainable Environment
b.	Reducing Noise intrusion	Y	Noise objectives in service plan	I. Coghill						Sustainable Environment
c.	Monitoring the remediation of contaminated land	Y	Strategy in service plan	I. Coghill						Sustainable Environment
d.	Reducing land dereliction									

10. Communication & Environmental Reporting (is the Department undertaking any projects that contribute to):

a.	Implementing the Sustainability Policy principles in its activities	N	Strategic monitoring database updated	I Coghill	10/12/07	31/3/11					Sustainable Environment
b.	Monitoring and reviewing the Council's environmental performance and reporting on progress	Y	Project in service plan to improve communication	F Feechan	10/12/07	31/3/11					Sustainable Environment
c.	Consulting and informing the public on the Council's environmental policies and practices	Y	Project in service plan to improve communication	F Feechan	10/12/07	31/3/11					
d.	Encouraging and promoting sustainability issues to other organisations.	N									

Risk Management

Risk Register					
Service Objective	Nature of risk	Overall Assessment of Probability and Severity (P * S)	Risk Controls	Business Continuity Implications	Lead Officer
All functions and objectives	Total loss of Claverhouse	2 x 5 =10	Good housekeeping Effective alarm system	Covered in Business Continuity plan draft	F Feechan
"	Sudden loss of large numbers of staff (e.g. pandemic flu)	2 x 4+8	Prioritisation of services pending recovery	Services prioritisation in BC plan draft	F Feechan
Front line services	Major failure in service delivery	1 x 4=4	Effective management system Effective public relations	Diversion of resources from lesser priorities to effect recovery	F Feechan
Emergency response	Failure to act appropriately to emergency (e.g. disease outbreak)	1 x 4=4	Effective emergency procedures Effective public relations	Diversion of resources from lesser priorities to effect recovery	F Feechan

Strategic Financial Outlook

The Council Plan 2007 to 2011 and this service plan identifies a number of areas where growth in the demand for environmental health and trading standards services could occur:-

- the current growth in sectors such as retail , leisure and special events (festivals, outdoor concerts etc)
- the desire to develop an attractive modern city to attract jobs and retain people. This has to be accompanied by high standards of environmental and consumer protection
- the ambition to create more jobs
- the Council as a Food Authority will be compared by 2009 with other Councils on the number of premises deemed to be broadly non-compliant under food hygiene legislation. Resources may have to be directed to achieving favourable outcomes
- the government wishes to see smaller enterprises receive more help to comply with legislation. Whilst this has been the departmental ethos historically there are no funds from within budgets or external grants to deliver this type of help.
- greater emphasis is now placed on emergency planning including this department's preparedness to take the lead on environmental health and animal health emergencies.

These demands take place against a backdrop of tight financial resources. The department is committed to carrying out a whole systems review and examining more efficient working practices to maximise the potential for balancing existing demands and current capacity.

If this balance cannot be achieved then it will be necessary to report to the Council on options for further financial support or reduction in services.

Indicative Financial Resources Available

ENVIRONMENTAL HEALTH & TRADING STANDARDS

	No	Final Revenue Budget 2006/07 £000	Final Revenue Budget 2007/08 £000	Provisional Revenue Budget 2008/09 £000	Provisional Revenue Budget 2009/10 £000
DEPARTMENTAL SUMMARY					
REGULATION	100	2,370	2,464	2,469	2,511
ANIMAL & PEST SERVICES	101	305	356	331	366
SUPPORT SERVICES	102	-	-	-	-
		_____	_____	_____	_____
NET EXPENDITURE CARRIED TO		<u>2,675</u>	<u>2,820</u>	<u>2,800</u>	<u>2,877</u>
MAIN SUMMARY					

ENVIRONMENTAL HEALTH & TRADING STANDARDS

	Final Revenue Budget 2006/07 £000	Final Revenue Budget 2007/08 £000	Provisional Revenue Budget 2008/09 £000	Provisional Revenue Budget 2009/10 £000
<u>SUMMARY BY SUBJECTIVE HEADING</u>				
EXPENDITURE				
STAFF COSTS	2,139	2,212	2,223	2,287
PROPERTY COSTS	205	217	216	218
SUPPLIES & SERVICES	448	489	469	473
TRANSPORT COSTS	97	85	81	81
THIRD PARTY PAYMENTS	-	-	-	-
SUPPORT SERVICES	603	615	624	639
	65	56	58	35
	-----	-----	-----	-----
GROSS EXPENDITURE	3,557	3,674	3,671	3,733
INCOME	882	854	871	856
	-----	-----	-----	-----
<u>NET EXPENDITURE</u>	<u>2,675</u>	<u>2,820</u>	<u>2,800</u>	<u>2,877</u>

ENVIRONMENTAL HEALTH & TRADING STANDARDS

REVENUE BUDGET 2007/2010

	Final Revenue Budget 2006/07 £000	Final Revenue Budget 2007/08 £000	Provisional Revenue Budget 2008/09 £000	Provisional Revenue Budget 2009/10 £000
<u>REGULATION</u>				
<u>EXPENDITURE</u>				
STAFF COSTS				
Salaries and Wages (including NI and Supn):				
APTC	1,580	1,624	1,613	1,661
Staff Training	<u>8</u>	<u>8</u>	<u>8</u>	<u>8</u>
TOTAL STAFF COSTS	<u>1,588</u>	<u>1,632</u>	<u>1,621</u>	<u>1,669</u>
PROPERTY COSTS				
Non Domestic Rates	3	3	3	3
Energy Costs	1	2	2	2
Other Property Costs	<u>10</u>	<u>10</u>	<u>10</u>	<u>10</u>
	<u>14</u>	<u>15</u>	<u>15</u>	<u>15</u>
SUPPLIES & SERVICES				
Office Equipment	-	2	2	2
Telephones	17	14	13	13
Subscriptions	9	11	11	11
Contaminated Land	11	8	8	8
Liabilities Insurance	5	4	4	4
Purchase of Samples and Materials	41	31	31	31
Professional Fees	171	235	243	247
Calibration Lab – Equipment	5	5	5	5
Other Supplies and Services	<u>33</u>	<u>21</u>	<u>21</u>	<u>21</u>
	<u>292</u>	<u>331</u>	<u>338</u>	<u>342</u>
TRANSPORT COSTS				
Other Transport Costs	6	-	-	-
Transport Hire	2	2	2	2
Fuel	3	1	1	1
Risk Management Insurance	9	2	2	2
Repairs and Maintenance	3	-	-	-
Contract Car Hire	13	11	11	10
Car Allowances – APTC	21	22	19	20
Travel and Subsistence - APTC	<u>6</u>	<u>4</u>	<u>4</u>	<u>4</u>
TOTAL TRANSPORT COSTS	<u>63</u>	<u>42</u>	<u>39</u>	<u>39</u>
THIRD PARTY PAYMENTS				
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Recharge from Central Support Departments	85	90	92	95
Departmental Admin Recharge	<u>378</u>	<u>378</u>	<u>389</u>	<u>399</u>
TOTAL SUPPORT SERVICES	<u>463</u>	<u>468</u>	<u>481</u>	<u>494</u>
CAPITAL CHARGES	<u>64</u>	<u>47</u>	<u>47</u>	<u>21</u>
TOTAL GROSS EXPENDITURE	<u>2,484</u>	<u>2,535</u>	<u>2,541</u>	<u>2,580</u>

<u>INCOME</u>				
Miscellaneous Income	1	1	1	1
Other Grants, Reimbursements & Contributions	86	45	46	43
Fees and Charges	<u>27</u>	<u>25</u>	<u>25</u>	<u>25</u>
<u>TOTAL INCOME</u>	<u>114</u>	<u>71</u>	<u>72</u>	<u>69</u>
<u>TOTAL NET EXPENDITURE</u>	<u>2,370</u>	<u>2,464</u>	<u>2,469</u>	<u>2,511</u>

ENVIRONMENTAL HEALTH & TRADING STANDARDS

REVENUE BUDGET 2007/2010

	Final Revenue Budget 2006/07 £000	Final Revenue Budget 2007/08 £000	Provisional Revenue Budget 2008/09 £000	Provisional Revenue Budget 2009/10 £000
<u>ANIMAL & PEST SERVICES</u>				
<u>EXPENDITURE</u>				
STAFF COSTS				
Salaries and Wages (including NI and Supn):				
APTC	249	288	298	305
Manual	46	46	49	51
Other Staff Costs	<u>-</u>	<u>1</u>	<u>1</u>	<u>1</u>
TOTAL STAFF COSTS	<u>295</u>	<u>335</u>	<u>348</u>	<u>357</u>
PROPERTY COSTS				
Scottish Water Charges	1	1	1	1
Rent	1	2	2	2
Non Domestic Rates	4	4	4	4
Repairs and Maintenance	4	5	5	5
Energy Costs	3	4	4	4
Cleaning Costs	3	4	4	4
Other Property Costs	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>
TOTAL PROPERTY COSTS	<u>17</u>	<u>21</u>	<u>21</u>	<u>21</u>
SUPPLIES & SERVICES				
Telephones	5	6	6	6
Purchase of Bins & Bags	62	56	30	30
Liabilities Insurance	1	1	1	1
Equipment and Furniture	6	11	11	11
Materials	23	16	16	16
Professional Fees	12	16	16	16
Other Supplies and Services	<u>13</u>	<u>17</u>	<u>17</u>	<u>17</u>
TOTAL SUPPLIES & SERVICES	<u>122</u>	<u>123</u>	<u>97</u>	<u>97</u>
TRANSPORT COSTS				
Risk Management Insurance	4	5	4	4
Car Allowances	-	1	1	1
Repairs and Maintenance Costs	6	7	7	7
Transport Hire	15	17	17	17
Road Tax	1	1	1	1
Fuel	<u>8</u>	<u>12</u>	<u>12</u>	<u>12</u>
TOTAL TRANSPORT COSTS	<u>34</u>	<u>43</u>	<u>42</u>	<u>42</u>
THIRD PARTY PAYMENTS				
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Recharge from Central Support Departments	22	24	23	23
Departmental Admin Recharge	<u>96</u>	<u>101</u>	<u>98</u>	<u>100</u>
TOTAL SUPPORT SERVICES	<u>118</u>	<u>125</u>	<u>121</u>	<u>123</u>
CAPITAL CHARGES				
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<u>TOTAL GROSS EXPENDITURE</u>	<u>586</u>	<u>647</u>	<u>629</u>	<u>640</u>

<u>INCOME</u>				
Anti Social Behaviour Funding	30	30	30	-
Miscellaneous Income	1	1	1	-
Other Grants, Reimbursements and Contributions	6	5	5	5
Sales	21	20	20	20
Fees and Charges	<u>223</u>	<u>235</u>	<u>242</u>	<u>249</u>
<u>TOTAL INCOME</u>	<u>281</u>	<u>291</u>	<u>298</u>	<u>274</u>
<u>TOTAL NET EXPENDITURE</u>	<u>305</u>	<u>356</u>	<u>331</u>	<u>366</u>

DUNDEE CITY COUNCIL

CAPITAL PLAN 2007 - 2010

LEGALLY COMMITTED

PRICE BASE: CASH OUTTURN PRICES

DEPARTMENT: Environmental Health & Trading Standards / Scientific Services

ALL FIGURES £'000

Project/Nature of Expenditure	Total Cost of Project	Actual Prior to 31-Mar-06					
			Revised 2006/07	2007/08	2008/09	2009/10	Later Years
Air Quality Monitoring Equipment	496	390	30	73			
Contaminated Land	1,251	611	214	142	142	142	
Contaminated Land - Unit 23, Kilspindie Road	271			271			
Scientific Services - New Laboratories	2,250		520	1,730			
	4,265	1,001	764	2,216	142	142	0

DUNDEE CITY COUNCIL

CAPITAL PLAN 2007 - 2010

NOT YET LEGALLY COMMITTED

PRICE BASE: CASH OUTTURN PRICES

DEPARTMENT: Environmental Health & Trading Standards / Scientific Services

ALL FIGURES £'000

Project/Nature of Expenditure	Total Cost of Project	Actual Prior to 31-Mar-06					
			Revised 2006/07	2007/08	2008/09	2009/10	Later Years
Brown Street Kennels	100	9	66	25			
	100	9	66	25	0	0	0