

REPORT TO: HOUSING, DUNDEE CONTRACT SERVICES AND ENVIRONMENT SERVICES - 13th June 2011

REPORT ON: ENVIRONMENTAL HEALTH AND TRADING STANDARDS DEPARTMENT SERVICE PLAN REVIEW

REPORT BY: HEAD OF ENVIRONMENTAL HEALTH AND TRADING STANDARDS

REPORT NO: 287-2011

1. PURPOSE OF REPORT

This report reviews the performance of Environmental Health and Trading Standards Department in relation to its Service Plan 2010-2012 and adds new actions flowing from this review and assessments carried out in the past year.

2. RECOMMENDATIONS

The Committee is recommended to:-

- 2.1 Approve the contents of Environmental Health and Trading Standards Department Service Review and instructs the Head of Department to continue to seek improvement on the level of performance.
- 2.2 Approve the new actions identified in the review to be included the Department's Service Plan.

3. FINANCIAL IMPLICATIONS

All actions are within the Department's approved budget.

4. MAIN TEXT

- 4.1 The Department has made the following improvements or sustained a target level in its priority performance indicators:-

Trading Standards

Percentage of business advice requests dealt with within 14 days of receipt.

Food/Health and Safety

A 4% improvement in productivity in the Food Hygiene primary inspections programme expressed as % share of total programme carried out per each full time equivalent officer.

The percentage of food hygiene inspections carried out within time in Categories A, B and C/D remains at 100%.

A 9% improvement in productivity in the Health and Safety inspections programme expressed as % share of total programme carried out per each full time equivalent officer.

Environment

A 13% improvement in productivity in dealing with public health service requests expressed as a percentage share of the total number handled per each full time equivalent officer.

The percentage of public health complaints (general) receiving a response within 48 hours.

Number of public health complaints resolved as a % of those investigated.

Environmental Compliance

The percentage of complaints about fly tipping, domestic and trade waste presentation receiving a response within 48 hours.

The average time taken between receiving a complaint and attendance on site, for those dealt with under the Anti Social Behaviour Act 2004.

- 4.2 The following indicators have shown a decline in trend and will be the subject to detailed performance review in the period ahead -





Trading Standards







- Percentage of target visits to premises in the high risk inspection category achieved

- 4.3 The table below presents the Department's top priority performance indicators:

Key Performance Indicators

(Boxes which have no figures inserted indicates that information is not available or the measure is not applicable)

Definition	06/07	07/08	08/09	09/10	10/11	Current Target	Bench mark 09/10	Improvement Status
<u>Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses</u>								
Percentage of business advice requests dealt with within 14 days of receipt	96.6	97.5	96.5	99	98	Maintain	A/dn 96.7 E/bgh 92.2 Glasg 97.7	
Percentage of consumer complaints dealt with within 14 days of receipt	82.6	83.6	79.8	80.8	76.9	Increase	A/dn 76.3 E/bgh 81.4 Glasg 74	
<u>Improve efficiency to meet the needs of all stakeholders.</u>								
Food Hygiene primary inspections expressed as % share of total programme carried out per FTE				12.55 (baseline)	16.67	Improve		
Public Health Service requests expressed as the % of all requests handled per FTE				15	28	Maintain		

Definition	06/07	07/08	08/09	09/10	10/11	Current Target	Bench mark 09/10	Improvement Status
<u>Provide a food & health & safety enforcement service to meet the highest of national standards.</u>								
% of food alerts receiving a response within 48 hours				100	100	Maintain		
Number of health and safety inspections carried out as a % of those planned	87	62.45	82	83.6	84	Improve		
<u>Reduce public health nuisances & environmental health incivilities which endanger physical & mental health, undermine resilience & disadvantage individuals & communities.</u>								
% of complaints about fly tipping, domestic and trade waste presentation receiving a response within 48 hours					100	Maintain		
% of public health complaints (general) receiving a response within 48 hours	96.5	97.2	99.5	99.4	99	Maintain		
Number of domestic noise complaints received that were settled without the need for attendance on site.	224	171	195	394	303			
Number of domestic noise complaints received requiring attendance on site	166	173	207	187	157			
Number of domestic noise complaints received that were dealt with under Part V of the ASB Act 2004	2,839	3,783	2,378	2,207	2,557			
Total domestic noise complaints	3,007	4,127	2,780	2,788	3,017			
Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	24	15	10	9.8	8.98	Maintain	A/dn 14 E/bgh 23.9	
Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	0.3	0.3	0.3	0.3	0.3	Maintain	A/dn 0.3 E/bgh 0.6 Glasg 1.3	

Definition	06/07	07/08	08/09	09/10	10/11	Current Target	Bench mark	Improvement Status
<u>Provide a food & health & safety enforcement service to meet the highest of national standards</u>								
% of inspections carried out within time - Category A premises	100	100	100	100	100	Maintain	E/bgh 100 Glasg 90	●
% of inspections carried out within time Category B.	100	100	100	100	100	Maintain	E/bgh 89.9 Glasg 85.6	●
% of inspections carried out within time Category C/D	100	100	97	100	99.1	Maintain	Cat C E/bgh 56.6 Glasg 79.8	●

Status Yearly & Long term trend: ▲ = >5% improvement, ● = maintained, ▼ = >-5% deterioration ■ No comparative data

4.4 Highlights

The Department's key achievements during the year were:

- Environmental Compliance

The Environmental Compliance Section (ECS) was created in January 2010 and this included the transfer of enforcement powers from Waste Management to the new section on littering, fly tipping and commercial waste presentation. These additional powers complemented existing public health legislation enforced by EHTS thus providing a wider range of enforcement options. Multi tasking was developed in the team so that a wider range of officers were deployed to use a greater range of enforcement tools.

Enforcement action is used when necessary to change the behaviour of persons and businesses that breach environmental legislation. The waste storage and presentation systems provided to domestic and commercial premises can also have a significant impact on behaviour. Improving the system can in many cases solve the problem. Consequently the ECS works closely with colleagues in Waste Management in a strategy aimed at resolving waste presentation problems.

Since the creation of the Environmental Compliance Section there has been a significant increase in the number of Fixed Penalty Notices and other enforcement notices issued with a consequent improvement in local environments.

- Trading Standards

Protecting Consumers - Trading Standards staff have provided advice and intervened on behalf of consumers throughout the year, responding on average to 100 complaints a month, with a total value over the year of well over three million pounds. In times of recession many parts of our communities need additional protection and advice, to prevent them falling prey to scams and frauds, which are growing in number and complexity.

Helping business - Officers responded to over 220 requests for advice from businesses during the year, for example for clarification of legislative requirements, or for specialist services like calibration of equipment. In addition the Trading Standards managed Dundee Trusted Trader scheme continues to have a significant economic impact in the city with over 150 member firms. The adoption of Trusted Trader by Fife Council should provide a wider economic benefit across the two areas, and is a glowing endorsement of the operating model.

Calibration Laboratory - The metrology facility at Claverhouse passed an audit by the National Measurement Office during the year, as part of an assessment of compliance with UK and European standards. The laboratory undertakes calibration work for other Scottish Trading Standards services as well as operating as lead authority for Weights and Measures for Perth and Angus Councils.

The facility also stores weights and measures on behalf of the Guildry of Dundee including 1707 Queen Anne weights dating from the Act of Union.

- Food/Health and Safety

During the course of the year the department rolled out across the city the Scottish Food Hygiene Information Scheme (FHIS). The scheme informs consumers whether a food business has passed a food hygiene inspection. Where a 'Pass' is merited an official certificate can be displayed. Information for the whole of Dundee has now been published and can be viewed on the Food Standards Agency national portal or via Dundee City Council's website.

The Council as a Food Authority received a favourable report from the Food Standards Agency following their audit in May 2010. Four areas of good practice were highlighted including a statement that the Authority has ensured that service delivery is being completed to a consistently high standard.

- Environment

Environmental issues such as air quality, contaminated land and noise are becoming increasingly important in all aspects of city life and notably in the consideration of proposed major developments. The department contributed to comments made by the council on the proposals by Forth Port Authority to build a renewable energy plant at the port.

The Environment team led the Corporate Air Quality Steering Group in producing a comprehensive Air Quality Action Plan (AQAP) to meet the Scottish Government's revised timeframe. The AQAP aims to reduce concentrations of Nitrogen Dioxide and PM₁₀ (i.e. fine particulates) in the city.

4.5 New Actions and Improvements

A number of challenges and new initiatives will impact on the service within the next year:-

- A corporate requirement to progress adaptable (mobile, flexible and home working) work styles to improve efficiency and make the best use of property assets;
- Adjusting to corporate and departmental re-organisations and making sure that the opportunities for service improvement this will bring are taken;
- Implementing any new legislation on tobacco and alcohol controls to advance public health and protect the vulnerable.

4.6 Appendix 1 and 2 sets out the Department's Service Plan with the most up to date performance indicators and an update on each of the actions included in the Service Plan.

5. POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Risk Management. There are no issues in this regard to report on.

An Equality Impact Assessment (EIA) was carried out when the service plan was first produced and these remain valid for this review. In addition EIAs have also been carried out on new policies introduced since the plan was approved. These are available on the Council website <http://www.dundee.gov.uk/equanddiv/equimpact/>.

6. CONSULTATIONS

The Chief Executive, Depute Chief Executive (Support Services), Assistant Chief Executive and Director of Finance have been consulted on this Report.

7. BACKGROUND PAPERS

Equality Impact Assessment.

Albert Oswald
Head of Environmental Health & Trading Standards




















Date: May 2011
























APPENDIX 1



















Environmental Health & Trading Standards Service Plan 2010-2012

Status Yearly & Long term trend: ▲ = >5% improvement, ● = maintained, ▼ = >-5% deterioration ■ No comparative data

	Performance Statistics		Improvement Status		Benchmarks		Commentary
Definition	Previous Figures (09/10)	Latest Figures	Yearly Trend	Long Term Trend	Average	Best	Latest Update (followed by remedial action if declining performance indicated)
<u>Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.</u>							
Number of business advice requests dealt with within 14 days of receipt	03/10-225	03/11 - 195	▼	▲			
Number of business advice requests received	03/10-227	03/11 - 199	▼	●			
Number of consumer complaints dealt with within 14 days of receipt	03/10-802	03/11 - 782	●	▲			
Number of consumer complaints received	03/10-993	03/11 - 1,017	●	▼			Remedial Action: None necessary, number of complaints received increases over time.
Number of planned visits to premises regarding under age sales		03/11 - 0		●			
Number of premises liable to inspection in the high risk inspection category	08/09 - 30	03/11 - 16		▲			
Number of visits to premises in the high risk inspection category achieved	08/09 - 30	03/11 - 12		▼			
Number of visits to premises regarding under age sales achieved	08/09 - 100%	03/11 - 0		●			
Percentage of business advice requests dealt with within 14 days of receipt	03/10-99.1	03/11 - 98	●	●			
Percentage of consumer complaints dealt with within 14 days of receipt	03/10-80.8	03/11 - 76.9	●	●			

Percentage of target visits regarding under age sales achieved		03/11 - 0					
Percentage of target visits to premises in the high risk inspection category achieved		03/11 - 75					
Target number of premises visited regarding under age sales		03/11 - 40					
Target number of visits to premises in the high risk inspection category		03/11 - 16					
Improve efficiency to meet the needs of all stakeholders.							
Food Hygiene primary inspections expressed as % share of total programme carried out per FTE	Baseline 03/10 - 12.55	03/11 - 16.67					The baseline figure in August 2010 was 12.55 but the % share of the programme has increased to 16.67 due to the number of premises in the programme increasing and the number of officers being reduced by 2. Remedial Action: Lower risk category D and E premises inspections may be missed, since priority is being given to highest risk premises.
Proportion of staff development and appraisal reviews conducted using the new corporate scheme when available	None	-					None
Public Health Service requests expressed as the % of all requests handled per FTE	Baseline 09/10 15	03/11 - 28					The baseline established in 2009/10 was 15%,it should be noted that the FTE has reduced from 5.5 to 3.5
Provide a food & health & safety enforcement service to meet the highest of national standards.							
% increase in productivity in the health and safety inspection programme	09/10 - 0	03/11 - 9.8					There were 41 more inspections and revisits in 2010/2011 than in 2009/2010 which represents a 9.8 % increase in productivity.
% of food alerts receiving a response within 48 hours	09/10-100	03/11 - 100					23 food alerts responded to on time
% of food premises deemed to be broadly compliant for food hygiene	03/10 - 79.8	03/11 - 80.01					LAEMS data has recently been published by the Food Standards Agency for 2009/2010. The percentage excludes unrated premises and those outwith the programme.
% of food safety and food hygiene complaints and advice requests receiving a response within 48 hours	03/10 - 95	03/11 - 100					114 complaints responded to within 48 hours
Number of health and safety inspections carried out as a % of those planned	03/10 - 83.6	03/11 - 84					88 out of 105 programmed inspections carried out between January and March 2011

Response within 48 hours to complaints about health and safety which match the HSE's criteria	03/10 - 97	03/11 - 99					90 out of 91 complaints responded to on time
Response within 48 hours to incidents/accidents which match the HSE's criteria	03/10 - 88	03/11 - 100					22 out of 22 reportable accidents responded to on time.
<u>Reduce public health nuisances & environmental health incivilities which endanger physical & mental health, undermine resilience & disadvantage individuals & communities.</u>							
% increase in productivity in public health service requests - ratio of 1 FTE to % of requests handled	09/10 - 0	03/11 - 13					Baseline established from 2009/10 data, number of FTE reduced from 5.5 to 3.5
% of complaints about fly tipping, domestic and trade waste presentation receiving a response within 48 hours		03/11 - 99.3					
% of dog fouling complaints responded to within 72 hours	03/10 - 97	03/11 - 98					
% of pest control complaints receiving a response within 5 days	03/10 - 100	03/11 - 99					
% of public health complaints (general) receiving a response within 48 hours	03/10 - 99.4	03/11 - 99					
% of stray dog complaints receiving a response within 48 hours	03/10 - 99	03/11 - 99					
Average time (calendar days) to institute formal action where required	03/10-0	03/11 - 0					
Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	03/10 - 0.3	03/11 - 0.3					
Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	03/10 - 9.8	03/11 - 8.98					Remedial Action: No remedial action is required as the average response time is well within the target figure of 24hrs. It is also comparable to that achieved in 2009/10.
Number of domestic noise complaints received requiring attendance on site	03/10 - 187	03/11 - 157					
Number of domestic noise complaints received that were dealt with under Part V of the ASB Act 2004	03/10 - 2,207	03/11 - 2,557					

Number of domestic noise complaints received that were settled without need for attendance on site	03/10 - 394	03/11 - 303					Remedial Action: Cannot influence the type of complaints that fall into this category, as the majority relate to antisocial noise between domestic properties. The source of the noise may be turned down or off prior to the officers visit.
Number of non-domestic noise complaints requiring formal action	03/10 - 0	03/11 - 0					
Number of non-domestic noise complaints settled without need for formal action	03/10 - 104	03/11 - 79					Remedial Action: No remedial action required as the number of complaints are less than previous year. This would suggest that the proactive actions taken by EHTS officers are having the desired effective.
Number of public health complaints resolved as a % of those investigated	03/10 - 96	03/11 - 96					
Total domestic noise complaints	03/10 - 2,788	03/11 - 2,755					
Total non-domestic noise complaints	03/10 - 104	03/11 - 79					
% of food hygiene inspections carried out within time - Category A premises	03/10-100	03/11 - 100					
% of food hygiene inspections carried out within time - Category B	03/10	03/11 - 100					
% of inspections carried out within time - Category C/D	03/10-99.1	03/11 - 100					

APPENDIX 2

Source/Service Area	Objective	Status	Owner/Description	Latest Assessment
Environmental Health & Trading Standards Service Plan 2010-2012	Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.	On Schedule	Albert Oswald Carry out enforcement programmes to detect and investigate the under age sales of tobacco, games and fireworks	26/04/2011 The Tobacco and Primary Medical Services (Scotland) Act 2010 has introduced changes in relation to the sale of tobacco products. All tobacco retailers must be registered with the Scottish Government by 1st October this year. In addition it is an offence for someone under 18 to buy tobacco products or for someone to buy tobacco products for someone under 18. Trading Standards can now issue Fixed Penalty Notices for a breach of the legislation. Retailers will be made aware of these changes during routine visits and information provided on request.
Environmental Health & Trading Standards Service Plan 2010-2012	Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.	On Schedule	Albert Oswald Advise and educate consumers and businesses	29/04/2011 The promotion of Consumer Education of children will be launched in June 2011. This will entail contact with head teachers and principal teachers of Business Studies and Home Economics. Participation in the Young Consumer Competition will be encouraged. Morgan Academy are keen to participate but further entrants will be required to make the programme feasible. Talks to elderly/other groups on a request basis. Abertay Housing Association talk April 2011 with other ad hoc talks in pipeline. Trusted Trader/Consumer Rights awareness presentations to be targeted at Housing Assoc in 2011/12.
Environmental Health & Trading Standards Service Plan 2010-2012	Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.	On Schedule	Albert Oswald Investigate consumer complaints about services and goods sold or presented for sale	27/04/2011 1268 complaints received since 1st April, 49 pending. Numbers of pending complaints have been reduced through focus on this area, specific performance is reported as part of performance management database, currently 77% completed within 14 days, slightly reduced on previous quarter.
Environmental Health & Trading Standards Service Plan 2010-2012	Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.	On Schedule	Albert Oswald Monitor the licensing conditions in petroleum installations and check the calibration Liquified Petroleum Gas dispensers	27/04/2011 All petroleum installations inspected and properly licensed. LPG work being sought from other authorities at present, meter has been calibrated.
Environmental Health & Trading Standards Service Plan 2010-2012	Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.	Behind Schedule	Albert Oswald Inspect high risk premises	27/04/2011 Inspections behind target due to reduced officer resource, this item also detailed on performance indicator database. Visit performance will be improved by year end.

Source/Service Area	Objective	Status	Owner/Description	Latest Assessment
Environmental Health & Trading Standards Service Plan 2010-2012	Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.	On Schedule	Albert Oswald Carry out a risk rated enforcement programme to monitor compliance in Product Safety, Metrology and Fair Trading	27/04/2011 Risk assessed enforcement visit programme has been compiled for 2011/12. Progress monitored in performance management database.
Environmental Health & Trading Standards Service Plan 2010-2012	Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.	On Schedule	Albert Oswald Operate the Dundee Trusted Trader Scheme	25/04/2011 Scheme continuing into 7th year of operation, and three other Scottish councils have launched or planning to launch their own trusted trader scheme - Fife, East Lothian and Renfrew, which will provide a much greater resource for future development. Some issues over back office supplier pricing which may require a review of supplier options.
Environmental Health & Trading Standards Service Plan 2010-2012	Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.	On Schedule	Albert Oswald Introduce measures to improve productivity	24/05/2011 Improved productivity measures have been introduced in food hygiene inspections and public health service requests.
Environmental Health & Trading Standards Service Plan 2010-2012	Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.	Behind Schedule	Albert Oswald Development of intelligence products and compliance with the National Intelligence Model	25/04/2011 Scambuster teams continuing to lead on National Intelligence Model, but strategic assessment delayed and no access to intelligence analyst. SCOTSS continuing to discuss with relevant parties, and much may depend on outcome of Landscape Review.
Environmental Health & Trading Standards Service Plan 2010-2012	Achieve a safe & just trading environment through protecting consumers, children, the vulnerable & businesses.	On Schedule	Albert Oswald Development of skills and capacity in e-crime and e-consumer protection	25/04/2011 Equipment purchased. Still some training to be carried out and protocols put in place.
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Ensure that the impetus is maintained on the whole systems reviews of all EHTS services	13/05/2011 Admin WST survey producing gains. An electronic phone message note has been introduced to eliminate a paper version. Also, a form used for recording incoming public health service requests is being removed in favour of direct data inputting to the Civica system .
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Improve business processes through CeRDMS	02/05/2011 The employee files have been prepared and are ready for scanning onto the CeRDMS when system fully operational.
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Improve productivity. Encourage the flexibility of staff and the development of new skills to meet new service demands	17/05/2011 Limited progress has been made. However it is anticipated that a corporate policy will be introduced which requires departments to produce an action plan to advance adaptable working.

Source/Service Area	Objective	Status	Owner/Description	Latest Assessment
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Conduct experiments on greater mobile and flexible working with a view to increasing productivity	13/05/2011 The direction of the corporate group on adaptable working is awaited. It is likely that departments will be required to produce within 6 months an action plan for advancing adaptable working.
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Carry out a departmental assessment under the Public Sector Improvement Framework and apply the lessons learned to the development of our services	13/05/2011 Service plan sets a target date of Sept. 2011 for conducting the PSIF assessment. However this objective will be reviewed when the Council re-structure is implemented.
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Implement an action plan to improve staff survey results	24/05/2011 Staff results received. The results over the 56 questions when compared with the 2007 survey showed:- A) An improvement over 38 questions with the largest increase in one of 27%. B)The responses to 4 questions achieved 100% and 16 were above the Council average. C)There was a decline in the results from 7 questions. The results are being analysed further to inform an improvement action plan.
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Determine whether we meet customer expectations by analysing internal data and through periodic customer surveys	17/05/2011 Whole Systems review of the Admin Section includes examining service request data. Management team meetings now include an agenda item on service request data.
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	Behind Schedule	Albert Oswald Ensure that all staff have an annual development and appraisal meeting with their manager and are fully supported in their development plans	17/05/2011 The new appraisal system has yet to be rolled out in the Council. However the existing staff development process is behind schedule.
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Continuously review standards of health and safety at work for all staff	17/05/2011 The EHTS Safety Committee met most recently in April 2011 and the minutes have been issued to all EHTS employees. The departmental Intranet is continuing to be updated with health and safety information. PAT testing of all portable electrical appliances was carried out in May 2011.

Source/Service Area	Objective	Status	Owner/Description	Latest Assessment
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Assist the current three student EHOs complete their academic and professional education	26/04/2011 One student has gained his MSc (in June 2010) and is now in the process of doing his practical training to prepare for the professional exam. The other two students are still studying for their academic qualification a BSc and an MSc respectively. The BSc student has completed the 2nd year of the 4 year BSc course and the MSc student is in the 2nd year of a 2 year distance learning course.
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Identify opportunities for existing staff to upgrade their skills and knowledge to higher qualified posts	25/05/2011 Environmental health technician making progress in distance learning course to upgrade qualification to Environmental Health Officer level
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Benchmark the percentage of broadly compliant food premises with comparable local authorities	25/05/2011 We have yet to identify suitable comparison Local Authorities with recently published benchmarking information.
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Benchmark the number of enforcement actions taken on public health complaints with comparable local authorities	25/05/2011 We have yet to identify suitable comparison Local Authorities with recently published benchmarking information
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald PSIF assessment planned to commence September 2011 with subsequent two year action plan	03/05/2011 Action plan to be set mid 2011. However this will have to take into account likely departmental reorganisations. Lead officer to attend PSIF update training in May 2011 by Quality Scotland
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Advance the department's role in the Council's Single Equalities Scheme 2009-2012	03/05/2011 All team leaders have completed training on the equalities rapid assessment impact tool. Two rapid assessments were completed for the current service plan 1. Food hygiene information scheme-department is consulting various groups and responses are awaited. 2. The assessment for enforcement activity is to be discussed at a forthcoming equalities meeting. 3. When necessary team leaders discuss any cases with the EHTS equalities champion.

Source/Service Area	Objective	Status	Owner/Description	Latest Assessment
Environmental Health & Trading Standards Service Plan 2010-2012	Improve efficiency to meet the needs of all stakeholders.	On Schedule	Albert Oswald Existing staff survey action plan to be reviewed July 2010 and again after the results of the new staff survey are known	13/05/2011 Staff results received. The results over the 56 questions when compared with the 2007 survey showed:- A) An improvement over 38 questions with the largest increase in one of 27%. B)The responses to 4 questions achieved 100% and 16 were above the Council average. C)There was a decline in the results from 7 questions. The results are being analysed further to inform an improvement action plan.
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & enhance the environment to safeguard the safety & health of Dundee's communities especially children & young people.	On Schedule	Albert Oswald Improve air quality	26/04/2011 The findings to date of the Review and Assessment process of air quality has demonstrated that for the National Air Quality Standards and objectives for carbon monoxide, benzene, 1,3-butadiene, lead and sulphur dioxide there is no risk of the objectives for these pollutants being exceeded and hence there is no need to proceed to a detailed assessment. An AQMA covering the whole of the local authority area was declared for nitrogen dioxide in July 2006. As a consequence of the findings of the Progress Report (2007) which confirmed the need for the AQMA for nitrogen dioxide and predicted that PM10 levels would exceed the annual mean objective set for 2010 at four locations across the city, specialist consultants were appointed to assist the council with the necessary assessment of these pollutants. The consultants provided draft copies of the Further Assessment of nitrogen dioxide and the Detailed Assessment of PM10. Within the findings of the Detailed Assessment for PM10, the consultants have advised that the council needs to declare an Air Quality Management Area for this pollutant. The Housing, DCS and Environmental Services Committee approved the amendment of the existing Air Quality Management Area Order to include PM10. A revised timeframe for the development of the Air Quality Action Plan was agreed with the Scottish Government in July 2010. The Air Quality Action Plan for Nitrogen Dioxide and Fine Particulates was approved by Committee on the 10th January 2010 and thereafter submitted to the Scottish Government and SEPA. Applications were submitted to the Scottish Gov in March 2011 seeking funding support to assist with the implementation of some measures within the AQAP. DCC have been offered and accepted 185K to take forward measures to reduce NO2 & PM10 concentrations along the North West Arterial route into the city. A further 26K has been allocated for further data collection including traffic counts at Strathmore Avenue, Meadowside, Seagate and Stannergate junctions.

Source/Service Area	Objective	Status	Owner/Description	Latest Assessment
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & enhance the environment to safeguard the safety & health of Dundee's communities especially children & young people.	On Schedule	Albert Oswald Develop and implement the Contaminated Land Strategy and carry out a Strategic Environmental Assessment on this strategy	26/04/2011 Since the adoption of the council's Contaminated Land Strategy in 2001, substantial progress has been made in the implementation of this new regulatory regime within the city. The sites that were to be investigated during 2010/11 have been completed and the outcome is being reported to June Committee. Revised Statutory Guidance is expected later this year. It is our intention to review the Council's Contaminated Land Strategy thereafter and the necessary Strategic Environmental Assessment will be undertaken at that time.
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & enhance the environment to safeguard the safety & health of Dundee's communities especially children & young people.	On Schedule	Albert Oswald Contribute to the corporate aim of advancing the Air Quality Strategy	26/04/2011 The findings to date of the Review and Assessment process of air quality has demonstrated that for the National Air Quality Standards and objectives for carbon monoxide, benzene, 1,3-butadiene, lead and sulphur dioxide there is no risk of the objectives for these pollutants being exceeded and hence there is no need to proceed to a detailed assessment. An AQMA covering the whole of the local authority area was declared for nitrogen dioxide in July 2006. As a consequence of the findings of the Progress Report (2007) which confirmed the need for the AQMA for nitrogen dioxide and predicted that PM10 levels would exceed the annual mean objective set for 2010 at four locations across the city, specialist consultants were appointed to assist the council with the necessary assessment of these pollutants. The consultants provided draft copies of the Further Assessment of nitrogen dioxide and the Detailed Assessment of PM10. Within the findings of the Detailed Assessment for PM10, the consultants have advised that the council needs to declare an Air Quality Management Area for this pollutant. The Housing, DCS and Environmental Services Committee approved the amendment of the existing Air Quality Management Area Order to include PM10. A revised timeframe for the development of the Air Quality Action Plan was agreed with the Scottish Government in July 2010. The Air Quality Action Plan for Nitrogen Dioxide and Fine Particulates was approved by Committee on the 10th January 2010 and thereafter submitted to the Scottish Government and SEPA. Applications were submitted to the Scottish Gov in March 2011 seeking funding support to assist with the implementation of some measures within the AQAP. DCC have been offered and accepted 185K to take forward measures to reduce NO2 & PM10 concentrations along the North West Arterial route into the city. A further 26K has been allocated for further data collection including traffic counts at Strathmore Avenue, Meadowside, Seagate and Stannergate junctions

Source/Service Area	Objective	Status	Owner/Description	Latest Assessment
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & enhance the environment to safeguard the safety & health of Dundee's communities especially children & young people.	On Schedule	Albert Oswald Identify and investigate where necessary potentially harmful contaminated sites	26/04/2011 Since the adoption of the council's Contaminated Land Strategy in 2001, substantial progress has been made in the implementation of this new regulatory regime within the city. The sites that were to be investigated during 2010/11 have been completed and the outcome will be reported to June Committee.
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & enhance the environment to safeguard the safety & health of Dundee's communities especially children & young people.	On Schedule	Albert Oswald Pursue remedial action in potentially harmful contaminated sites	26/04/2011 Since the adoption of the council's Contaminated Land Strategy in 2001, substantial progress has been made in the implementation of this new regulatory regime within the city. The sites that were to be investigated during 2010/11 have been completed and the outcome will be reported to June Committee.
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & improve public health & protect children from harm through partnership working.	On Schedule	Albert Oswald Take opportunities when available to participate in emergency planning exercises and training	13/05/2011 A further officer attended an Integrated Emergency Management in Scotland Introductory Workshop in April 2011
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & improve public health & protect children from harm through partnership working.	On Schedule	Albert Oswald Work within our various liaison groups to increase the availability of training and exercises on incident handling including the sharing of lessons learned from actual incidents	03/05/2011 Angus Council organising workshop for late June 2011 through NHS Tayside liaison group. Dundee CC to take part and provide a speaker on the lessons to be learned from the Griffen Report (E.coli o157 outbreak on an Open Farm)
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & improve public health & protect children from harm through partnership working.	On Schedule	Albert Oswald Work in partnership with Tayside NHS, Angus Council, Perth and Kinross Council to implement the Tayside Joint Health Protection Plan 2010-2012	03/05/2011 Paper prepared and agreed with Angus Council. Response of Perth and Kinross awaited.
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & improve public health & protect children from harm through partnership working.	On Schedule	Albert Oswald Provide an effective Port Health Service at Dundee Port and Dundee Airport	27/04/2011 Draft action plan to look at resilience and capability for Port Health response.

Source/Service Area	Objective	Status	Owner/Description	Latest Assessment
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & improve public health & protect children from harm through partnership working.	On Schedule	Albert Oswald Develop the capacity to respond to the risk of imminent harm and a range of emergencies and serious incidents and support the Council's civil contingencies plans and arrangements	13/05/2011 A further officer attended an Integrated Emergency Management in Scotland Introductory Workshop in April 2011. The department responded to a major disease outbreak in April/May 2011 and in conjunction with other partners brought the situation under control.
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & improve public health & protect children from harm through partnership working.	On Schedule	Albert Oswald Improve the management of alcohol sales by monitoring compliance with licensing conditions. Take action on potentially unlawful drinks promotions and pricing variations	28/04/2011 The Licensing Scotland Act 2005 came fully into force in November 2009. Environmental Health & Trading Standards have appointed two Licensing Standards Officers who hold the qualification required under the Act. The Licensing Standards Officers deal with all alcohol licence applications. Monitoring of compliance with licence conditions occurs during visits to licensed premises and when investigating complaints relating to alleged breaches of licence conditions. Where non compliances are identified a Section 14 notice is served under the Act. To date 89 Section 14 notices have been served. To assist in identifying irresponsible drinks promotions or pricing variations that do not comply with the Act, a paper describing examples of the type of irresponsible drinks promotion / non compliant pricing variations seen locally was prepared and put before the Licensing Board. The Licensing Board put this paper out to consultation and thereafter adopted it as part of the Licensing Board policy.
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & improve public health & protect children from harm through partnership working.	On Schedule	Albert Oswald Enforce smoking prohibition legislation and new laws on the presentation and sales of tobacco	26/04/2011 The enforcement officer who leads on smoking prohibition enforcement is based within the Environmental Compliance Team of Environmental Health & Trading Standards. As part of the multi tasking approach adopted by the team other officers are also involved in monitoring compliance with the smoke free places legislation. During the quarter beginning 1st November 2010 and ending 28th February 2011, 24 fixed penalty notices and 1 written warning were issued for breaches of the smoking prohibition. The Tobacco and Primary Medical Services (Scotland) Act 2010 introduces a new registration system under which it will be illegal to sell tobacco after 1st October 2011 if the seller is not registered. All tobacco sellers have received advice on the changes to the law. Complaints regarding, sales of tobacco to persons under 18, persons under 18 buying tobacco or purchases being made on behalf of persons under 18 will be responded to by officers from Trading Standards.

Source/Service	Objective	Status	Owner/Description	Latest Assessment
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Area				
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & improve public health & protect children from harm through partnership working.	On Schedule	Albert Oswald Review with Tayside NHS and the other Councils in the Board area current on-call arrangements within the local authorities	03/05/2011 Report on an enhanced on call system for environmental health (written by Dundee CC) across Tayside agreed in January/February 2011 between Dundee CC and Angus Council. Perth and Kinross Council response awaited .
Environmental Health & Trading Standards Service Plan 2010-2012	Protect & improve public health & protect children from harm through partnership working.	On Schedule	Albert Oswald Review current port and airport health plans in the light of recent international health regulations	27/04/2011 A commitment to review port health arrangements between Dundee City Council, Perth and Kinross and Angus Councils is contained in the recently approved Tayside Joint Health Protection Plan 2010 to 2012
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	Completed	Albert Oswald Carry out a risk based food hygiene and standards inspection strategy to increase food operator compliance	03/11/2010 Processes and performance indicators for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	Completed	Albert Oswald Investigate communicable disease cases and outbreaks brought to our attention	03/11/2010 Processes and performance indicators for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	Completed	Albert Oswald Investigate and resolve consumer food complaints and service requests	03/11/2010 Processes and performance indicators for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	On Schedule	Albert Oswald Participate in co-ordinated sampling programmes	18/11/2010 The food team has participated in 37 out of 37 local and national (LACORS) sampling surveys from April to September 2010.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	Ahead of Schedule	Albert Oswald Implement a rolling programme on the Scottish Food Hygiene Information Scheme	25/04/2011 The roll out continued with data added from the West End and Coldside wards on 2/11/10; Maryfield and North East Wards on 14/1/11 and East End and The Ferry wards on 4/3/11. Data for the whole of Dundee has now been published and can be viewed on the National portal or via Dundee City Council's website.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	On Schedule	Albert Oswald Provide corporate food safety advice and support to Council related food operations	25/05/2011 Corporate Food service activities include:_ 1)Assisting all Dundee schools become part of the Food Hygiene Information scheme. 2)Carrying out a food microbiological sampling programme across all schools. 3)Providing advice to the organisers of the Dundee Food and Flower Festival 4)Providing specialist advice to all departments. 5)Providing specialist advice at meetings between service providers and meals service providers, particularly Social Work and Education.

Source/Service	Objective	Status	Owner/Description	Latest Assessment
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Area				
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	Completed	Albert Oswald Assist food business operators to achieve high standards of food safety and food standards	03/11/2010 Processes for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	On Schedule	Albert Oswald Meet the standards laid down by the Food Standards Agency (FSA) in the Framework Agreement on Local Authority Enforcement	17/05/2011 There is a continuing commitment under Whole Systems Thinking to improve work processes. The Food Standards Agency's "Guidance on avoiding cross-contamination with E.coli O157" has been issued to the Food Team and the annual LAEMS return will be submitted by the end of May 2011.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	Completed	Albert Oswald Carry out a risk based workplace health and safety inspection programme to protect employees and all those affected by work activities	03/11/2010 Processes and performance indicators for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	Completed	Albert Oswald Carry out focussed enforcement interventions to support the inspection programme	19/11/2010 Processes for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	Completed	Albert Oswald Investigate and resolve complaints about workplace conditions and incident/accident notifications in a targeted way using the HSE's investigation criteria	03/11/2010 Processes and performance indicators for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	On Schedule	Albert Oswald Promote to employees and employees the free services of Healthy Working Lives and Working Health Services Dundee	17/05/2011 A representative of EHTS attended the HWL Steering Group meeting in January 2011. The health and safety team continue to promote the free services of HWL routinely during inspections and investigations and we have improved the information about HWL and Working Health Services on our web page and in our recently revised and re-published health and safety handbook.
Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	On Schedule	Albert Oswald Comply with the Health and Safety Executive's quality management framework 'Making a Difference' by the UK target date (March 2011)	17/05/2011 The requirements of the Making a Difference framework have been complied with. A health and safety enforcement policy is being prepared and a report will be prepared for Committee advising on progress so far.

Source/Service Area	Objective	Status	Owner/Description	Latest Assessment
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Environmental Health & Trading Standards Service Plan 2010-2012	Provide a food & health & safety enforcement service to meet the highest of national standards.	On Schedule	Albert Oswald Take action to improve productivity	17/05/2011 Processes require to be developed for examining productivity but the team's ongoing involvement in a Legionnaires' Disease investigation since March 2011 has taken priority. Officers in health and safety were taken off normal inspection duties for a period of time and category D and E food hygiene inspections have been deprioritised. Pink sheet usage within the food team increased by 54% in 2010/2011, leading to a saving of 3248 process steps in writing letters.
Environmental Health & Trading Standards Service Plan 2010-2012	Reduce public health nuisances & environmental health incivilities which endanger physical & mental health, undermine resilience & disadvantage individuals & communities.	Completed	Albert Oswald Respond to and resolve pest control complaints	03/11/2010 Processes and performance indicators for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Reduce public health nuisances & environmental health incivilities which endanger physical & mental health, undermine resilience & disadvantage individuals & communities.	On Schedule	Albert Oswald Maintain and if possible increase income from pest control treatments	26/04/2011 In 2010/11 our income was 242,449K which is 4.7% increase in that achieved in 2009/10.
Environmental Health & Trading Standards Service Plan 2010-2012	Reduce public health nuisances & environmental health incivilities which endanger physical & mental health, undermine resilience & disadvantage individuals & communities.	Completed	Albert Oswald Investigate and resolve domestic and non domestic noise complaints including night time noise complaints	03/11/2010 Processes and performance indicators for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Reduce public health nuisances & environmental health incivilities which endanger physical & mental health, undermine resilience & disadvantage individuals & communities.	Completed	Albert Oswald Investigate and resolve public health complaints	03/11/2010 Processes and performance indicators for advancing this item are covered in the Online Performance Monitoring system.

Source/Service Area	Objective	Status	Owner/Description	Latest Assessment
Environmental Health & Trading Standards Service Plan 2010-2012	Reduce public health nuisances & environmental health incivilities which endanger physical & mental health, undermine resilience & disadvantage individuals & communities.	On Schedule	Albert Oswald Survey and inspect areas of Dundee to identify or prevent public health nuisances, incivilities, littering, fly tipping and inadequate waste presentation	26/04/2011 A multi-tasking approach has been developed across a range of regulatory functions within EHTS. Officers are encouraged to report on matters that lie outwith their remit to facilitate earlier intervention by the appropriate enforcement authority both internally within the Council and that of other partner agencies.
Environmental Health & Trading Standards Service Plan 2010-2012	Reduce public health nuisances & environmental health incivilities which endanger physical & mental health, undermine resilience & disadvantage individuals & communities.	On Schedule	Albert Oswald Advance a corporate strategy for resolving the problems associated with poor domestic waste presentation	28/04/2011 A corporate strategy has been advanced for resolving the problems associated with poor domestic waste presentation across the city. The strategy is to resolve problems through communication with the public/tenants and landlords. To identify issues proactively before complaints arise. Liaising with Waste Management to identify appropriate changes to waste storage and presentation arrangements and taking enforcement action where necessary. Each Enforcement Officer now operates in a dedicated geographical area, allowing them to gain knowledge of problem sites within their area, which in turn allows them to work proactively in an effort to deal with issues before they become major problems. New working practices and protocols for dealing with domestic waste storage and presentation have been introduced; New standardised advisory letters to tenants to ensure consistent advice in accordance with best practice for waste storage and presentation. Environmental Protection Act, Section 46 notices now used where tenants fail to act on advice. Persistent offenders now issued with fixed penalty notices. Environmental Protection Act, (as amended by Public Health (Scotland) Act 2008) Section 80 notices now used to deal with landlords who allow waste to accumulate in back areas. Fixed penalty notices now issued to landlords who fail to comply with notices. Offenders who fail to pay fixed penalties are reported to Procurator Fiscal. New Fire Risk protocol to deal with poorly presented / fly tipped inert waste in back areas. Domestic hotspots every month, officers identify problem locations in their area. At the end of each monitoring period each site is summarised and closed off, with a resolution being implemented and / or improvements suggested, i.e. change of collection method. Set up partnership with Waste Management whereby there is liaison with them over collection methods at problem sites. Requesting / recommending changes to collection methods which in turn lead to improved waste storage and presentation. Set up partnership with Private Sector Services Unit whereby landlords can be communicated with via PSSU newsletters / introduction packs / and presentations at Dundee Landlords Association seminars.

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Environmental Health & Trading Standards Service Plan 2010-2012	Reduce public health nuisances & environmental health incivilities which endanger physical & mental health, undermine resilience & disadvantage individuals & communities.	Completed	Albert Oswald Patrol the city and respond to complaints to tackle dog fouling and uncontrolled dog problems	03/11/2010 Processes and performance indicators for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Reduce public health nuisances & environmental health incivilities which endanger physical & mental health, undermine resilience & disadvantage individuals & communities.	On Schedule	Albert Oswald Improve productivity in the processing of public health service requests	26/04/2011 Processes and performance indicators for advancing this item are covered in the Online Performance Monitoring system.
Environmental Health & Trading Standards Service Plan 2010-2012	Support the Council's employability strategy.	Completed	Albert Oswald Complete the FJF project	24/05/2011 The lead department role for managing the remaining FJF team has been transferred to Waste Management.

Statistic	Value
Total Number of Records	63
Completed	19.05%
On Schedule	74.6%
Ahead of Schedule	1.59%
Behind Schedule	4.76%
Unlikely to be Achieved	0%
Abandoned	0%
First update not yet done	0%