

## **Cabinet Member for Community Well Being – Colin Slade**

At the Community PDG meeting on 31 January 2017 members approved the recommendation that the Cabinet Member make a decision regarding Leisure Service Pricing. The report is attached.

At the same meeting Members recommended the Community Engagement Action Plan to Cabinet, also attached.

Members should note that Air Quality, although dealt with by Public Health, is not within the remit of the Cabinet Member Community Well Being.

## **Public Health Services Unit**

### **Licensing**

- Budget – the licensing income was £114K for 2015/16 with cost-recovery reaching 73%. Income and net cost-recovery are expected to increase further for 2016/17.
- Under current statutes we remain unable to recover the costs for all licences/registrations and other fees are set nationally and which have not been increased for a number of years in line with costs
- In policy terms, the team have successfully introduced an updated Hackney and Private Hire Licensing Policy and re-adopted the taxi provisions within the Local Government (Miscellaneous Provisions) Act 1976 during 2016. Currently reviewing new safeguarding provisions and training for taxi-drivers.
- Implemented the requirements of the new Immigration Act which requires additional document and immigration status checks before issuing relevant licences. Costs are being incorporated into revised fees (see below) and Home Office training completed
- Revised annual figures for all locally set fees and charges are due to be advertised and formally adopted by April 2017.
- Under central guidance, the team has moved to a more proactive enforcement approach and now has a risk-based inspection programme in place for licensed premises. This is whilst continuing to work to existing performance targets for processing licence applications (more below).
- Other performance targets have been met or exceeded with 97% of licenses issued on time in 2015/16 (met target) and currently 100% for 2016/17 to date. Temporary Event Notices (TENs) issued on time are 99% and 100% respectively for the previous and current financial/reporting year performance against a revised (upwards) target of 99%
- There is also a new corporate performance target for taxi-inspections which will be reported for the first time at the end of 2016/17

- An internal audit of the licensing functions during 2016 found that licenses were well administered and the overall audit opinion was that the service was adequately controlled. All actions arising from the audit have either been completed or are due to be completed within agreed time frames
- The workload of the team is increasing, in part due to the required move to risk-based inspections but also due to rising numbers license applications themselves. In 2016, TENs are up 10% and new/varied premises applications up over 40% in comparison with 2015. Numbers of animal boarding establishments are also increasing and a record number of licensing/regulatory sub-committee hearings were held during 2016, in part, reflecting this increased activity
- Increased demand is being met through a temporary contract with a Support Officer acting up to Licensing Officer level for a portion of their extended hours. This contract expires after April 2017 and the service manager will discuss Licensing resourcing with new Director of Operations when he is in-post (after March 2017).

### Environmental Health (EH)

- Budget – no major net over-spend and income for private water supply testing and risk assessment work has increased significantly. Increased performance targets agreed for private water supply work 2017 onwards
- Adopted a new fee and charging schedule in 2016 including new charges for food export certificates and revised charges for private water supplies, other food safety work and exhumations
- Also adopted a new service-wide Enforcement Policy covering all aspects of the regulatory functions within Public Health services including therefore EH. This now allows for charging for formal enforcement work e.g. service of notices
- High-risk food safety premises inspections now meeting targets following team restructure and bringing in additional specialist EHO resources in order to meet Food Standards Agency requirements
- Food hygiene 'Scores on Doors' continues to be effective with over 500 premises in the scheme with 95% rated 4 or 5 (of 5) – 'good' or 'very good' which is exceptional
- The team formally responded to nearly 400 planning applications and a similar number of licensing applications during 2016 - providing professional opinion on matters ranging from air and land quality constraints, drainage, nuisances, water quality and health and safety
- Significant on-going resources committed to investigating long-standing community nuisance complaints in the Templeton area arising from the activities of an individual, however performance on response targets for service requests has been maintained at 95% - this is a challenge going forward. An unplanned long-term absence of a pollution specialist required agency cover over the peak summer period in order to support this
- Some high profile enforcement cases dealt with effectively during the year including an on-going major illegal/unsafe meat prosecution in the Crown Court due for resolution/sentencing in February 2017 and determination of a Proceeds of Crime

Act (POCA) application. Another was a formal Health & Safety investigation into a tragic death of a child at a recreation site which concluded with giving evidence to a Coroners' inquest

- New service level agreement and joint-intelligence sharing agreement made with Devon & Somerset Trading Standards improving multi-agency working on activities of mutual interest. Bearing immediate results with an on-going joint EH, Trading Standards and Police investigation started in January 2017 into poaching and illegal meat activities. This agreement also covers aspects of the work of licensing and private sector housing.
- Also working closely with the Health & Safety Executive, police and immigration agencies on activities linked to vulnerable migrant workers and modern slavery e.g. nail bar premises and car washes
- On-going digital transformation in place investing in business process improvements and updated software/increased performance monitoring across the functions

#### Public Health Plan and Strategy and Private Sector Housing

The wider work of the unit in respect of the Public Health Plan/Strategy and addressing health inequalities comes under the remit of Cllr Margaret Squires. A separate update will be provided through that portfolio.

PSH team reports through Cllr Ray Stanley and the housing portfolio.