



Charnwood Borough Council

Directorate of Housing and Health

Environmental Protection Team



**Enforcement Service Plan
2007/08**

Introduction

Protecting the environment has always been a fundamental part of the role of a Council and its Councillors – promoting clean surroundings, clean air and clean water. Combined with increased public awareness and expectations, the protection of our environment remains high on local, national and global agendas.

Council environmental protection services make a crucial contribution to green communities. Addressing contaminated land and poor air quality – particularly through integration with local transport plans – contributes to healthier communities. Safer and stronger communities are supported by action on anti-social behaviour such as noise. By providing advice to planners and businesses, environmental protection services also promote economic regeneration and vitality while helping to tackle pollution and climate change.

The environmental protection functions of local authorities are often poorly understood by the communities they serve and less visible in their impact than other key Council services such as street cleaning and planning. However, the impact they have is as valuable in terms of solving short-term problems and influencing long-term plans and strategies to deliver healthier communities and the protection of our planet.

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The Environmental Protection Team enforces and delivers various aspects of environmental pollution law across the whole of Charnwood. This Enforcement Service Plan reviews the performance of the team during 2006/07, and sets out the priority tasks for 2007/08.

It is intended to inform businesses and members of the public throughout Charnwood of the Council's approach to environmental protection work in providing a fair, consistent, open and effective enforcement service.

I. SERVICE AIMS AND OBJECTIVES

I.1 Aims and Objectives

The overarching mission for Charnwood Borough Council contained in our [Corporate Plan](#) is **to improve the quality of life for everyone living and working in Charnwood.**

In order to achieve this goal the Corporate Plan highlights the 'Top Twenty' goals that the Council wants to reach over the period of the plan – where we intend to concentrate our efforts and how we intend to be judged. These are divided into two groups of ten – the Top Ten things we need to get right, and the Top Ten things we need to improve in order to do them well.

I.2 Links to Corporate Objectives and Plans

The specific aim of the Environmental Protection Team, along with the other services within the Environmental Health Department, is to ensure that the food and drink we consume, the air we breath, the environment we live in and the places work in are safe and healthy. This links directly into the top twenty corporate goal of "**Protecting the environment and the health of residents**".

The priorities for the service and the resources provided for the delivery of these, are determined by the Council's annual Service Delivery Plan (SDP). This is a business plan which seeks to prioritise and resource the work of the Council which will achieve the goals identified in the Corporate Plan. The work of the Environmental Protection team is included in the Housing and Health themed part of the SDP.

The SDP for 2007/08 identifies a number of specific tasks for the team in order to contribute towards the Council's goals, namely to -

- Improve health, reduce nuisance and provide a clean and safe environment.
- Deliver the actions committed to by the local authority in the finalised Air Quality Action Plan.
- Complete the inspections of moderate risk sites identified from the contaminated land borough survey.
- Ensure all industrial polluting sites regulated, meet and maintain the standards in the statutory guidance.

There are various other tasks which the Housing and Health Directorate will undertake to contribute to the corporate goals and to which the Environmental Protection team will need to contribute, namely -

- Deliver new corporate project on student housing

- Co-ordinate the implementation of the smoking ban in workplaces under the Health Act
- Through the PDR process, ensure staff are adequately trained to undertake their role and address any development needs
- Support any staff identified as suitable for the Future Leaders Programme
- Implement the actions identified in the Equalities Action Plan adopted for the Directorate.
- Implement the requirements of the new CRE Code of Practice
- Carry out an annual self-assessment of the Directorate against the Equality Standard
- Review and develop appropriate equality information and monitoring systems
- Ensure that staff receive equalities training appropriate to the job and the work environment.
- Using corporate guidelines, continue to develop mechanisms for consulting with service users to monitor performance and identify priorities.

A number of key performance indicators are linked to these tasks;

OUTCOME	MEASURES		Actual	Target	Est.	Target	Target	Target
			2005-06	2006-07	2006-7	2007-08	2008-09	2009-10`
Protects the environment and the health of its residents	BV166a	Environmental Health enforcement policy compliance	85%	84%	100%	84%	84%	84%
	BV216a	Number of 'sites of concern' with respect to contaminated land	141	141	141	141	141	141
	BV216b	Number of sites of concern which have been determined	79%	79%	80%	84%	89%	93%
	BV217	% of pollution control improvements made to regulated installations	69%	75%	80%	65%	90%	95%
OUTCOME	MEASURES		Actual	Target	Est.	Target	Target	Target
			2005-06	2006-07	2006-7	2007-08	2008-09	2009-10`
Improve customer satisfaction from the people who receive our services through thoroughly understanding their requirements and involving them in improvement	CSH5a	% of cases solved or improved based on customer feedback questionnaires	70%	55%	67%	60%	62%	64%

Further performance indicators are identified in this service plan.

2. BACKGROUND

2.1 Profile of Charnwood Borough Council

Charnwood Borough covers an area of 27,930 hectares and has a population of around 157,000 people. Just over one third of the population lives in the university town of Loughborough and of the remaining two thirds, many live in larger villages/ small towns of the Soar and Wreake valleys and on the edge of Leicester. Around 8% of the population are from minority ethnic groups with the largest group being Asian or Asian British.

2.2 Organisational Structure

The Environmental Protection team are one of three operational teams within the Environmental Health Department. The Department forms one half of the Directorate of Housing and Health.

The elected lead member for the Directorate of Housing and Health is Councillor David Slater

Chief Executive – Brian Hayes

Director of Housing and Health - Eileen Mallon

Environmental Health Manager - Matthew Holford

This position includes direct line management of the Environmental Protection Team as well as overview management of the Food Safety Team and Occupational Health & welfare Team. This post spends approximately 20% of operational time on Environmental Protection service delivery. 0.2 FTE 303 hours

Environmental Protection Team

Lead Officer (Environmental Protection) – Ann Green 1 FTE 1517 hours

Specialist Environmental Health Officer – Bev Green 1 FTE 1517 hours

Environmental Protection Technical Officers –

Helen Mark, 0.8FTE 1214 hours

Steve Smith 1 FTE 1517 hours

Peter Weatherill 1 FTE 1517 hours

Administrative Officer-

Eleanor Birkenhead 1 FTE 1517 hours

Total operational environmental protection time 6 FTE = 9102 hours

2.3 Scope of the Environmental Protection Service

Principal areas of work undertaken by the Environmental Protection Team are -

- Investigations and interventions following complaints about noise and air pollution from both domestic and commercial premises
- Provision of advice about the risks from environmental pollutants such as asbestos and radon
- Consultation responses to various agencies about the potential environmental impact of a range of site-specific licence, permit and planning applications, and general responses to policy proposals.

- Air quality management and implementation of the Council’s Air Quality Action Plan
- Implementation of the Council’s Contaminated Land Strategy
- Enforcement of permits issued to local businesses under the Pollution Prevention and Control Act

2.4 Enforcement Policy

The appropriate use of enforcement powers, including prosecution, is important both to secure compliance with the law and to ensure that all those who are affected by the work of the team are dealt with in a fair and consistent manner.

The Environmental Health Department has a general Enforcement Policy which has been adopted by Council Members and is based on the principals of proportionality, consistency, targeting and transparency. The work of the team should meet the standards of this policy.

The enforcement policy is available on the Charnwood Borough Council website at <http://www.charnwood.gov.uk/uploads/environmentalhealthenforcementpo.pdf> or a copy can be obtained by contacting the team directly.

3. SERVICE DELIVERY

This section provides a more detailed overview of the work undertaken by the Environmental Protection team -

3.1 Complaint Investigations

Authorised officers of the Environmental Protection team undertake investigations into a variety of complaints and disputes to establish if breaches of legislation are occurring which require a legal intervention by the local authority using powers available to it. In cases where no legal intervention is possible, officers are still encouraged to resolve problems and find solutions where practical. This work area takes up approximately 60% of the total working time of the team.



The nature of the complaints investigated are determined by the powers vested in local authorities by Acts of Parliament and by the way in which Charnwood Borough Council decides (through its scheme of delegation) which parts of its organisation will deal with those powers.

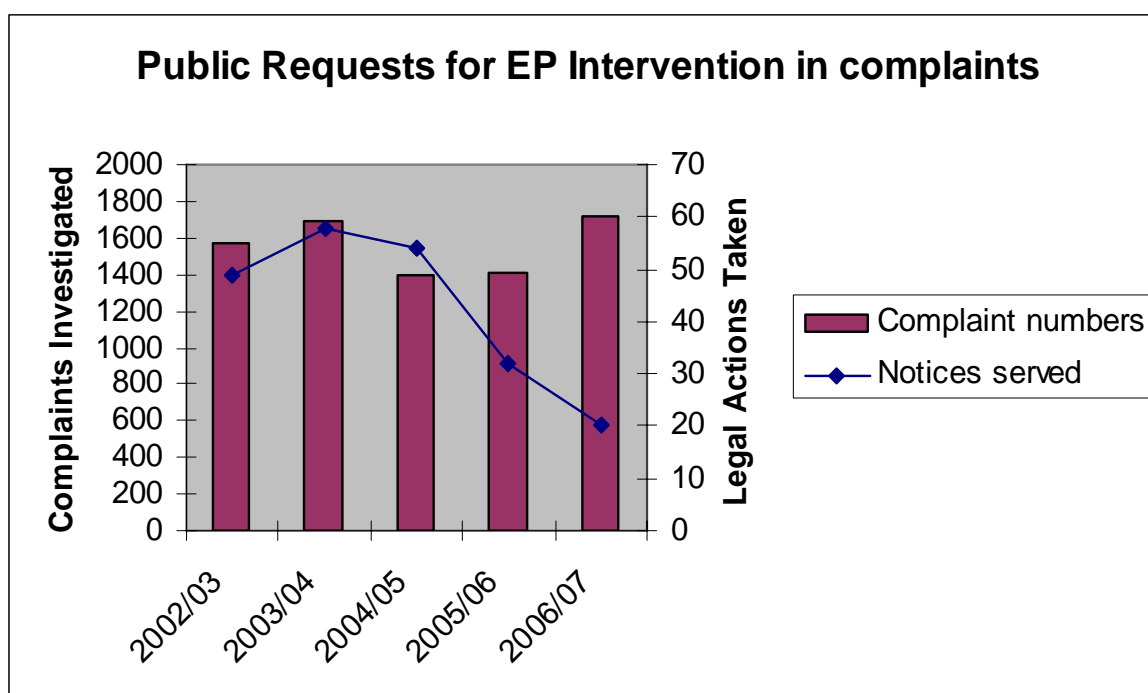
In broad terms, the Environmental Protection service deals with the following issues as determined by the relevant pieces of law -

Noise nuisances (noisy neighbours, factories, building sites, alarms, pubs etc)	Environmental Protection Act, Part 3 Control of Pollution Act Noise and Statutory Nuisances Act Noise Act Pollution Prevention and Control Act Clean Neighbourhoods & Environment Act
Airborne Pollution (bonfire smoke, industrial	Clean Air Acts Control of Pollution Act

emissions)	Environmental Protection Act Part 3 Pollution Prevention & Control Act
Other 'statutory nuisances' e.g. light, insects, smells, dust	Environmental Protection Act Clean Neighbourhoods & Environment Act
Rubbish on private land	Prevention of Damage by Pests Act Refuse Disposal (Amenity) Act Public Health Acts Environmental Protection Act, Part 2 Leicestershire Act

Full details of what services the team provide are available online at [Charnwood Borough Council - Environmental Protection](#)

Demand for the service is customer led – complaints are responded to and not sought out, other than by publicising the availability of the service. Demand also follows clear trends, most specifically complaint numbers reach yearly high points during the summer. Calendar years with the hottest summers tend to result in greater demands than cooler years.



3.1.1 Service Standards

The Corporate service standards relevant to this aspect of the service are -

When You	We will	Within (timescale)
Report an incident of noise or other pollution	Respond to you and inform you of what action we are able to take	3 working days
Report noise nuisance from a continually ringing external alarm	Get the alarm disconnected or turned off, if possible	On the same working day

3.1.2 Performance Indicators and Outcomes

Within the Councils Service Delivery Plan this aspect of the service is measured against two indicators -

- BVPI 66a - Compliance with the Environmental Health Enforcement Policy
- CSH5a - % of cases solved or improved based on responses in customer feedback questionnaires

The team also internally monitors the quality of the service delivered based on other measures. Specifically these are -

- To respond to requests for service with a speed that customers consider either good or very good.
- To provide information to customers that they consider either good or very good.
- To ensure that customers can contact us with an the ease they consider good or very good

Performance Outcomes 2006/07

Indicator	Target 07/08	2002/3	2003/4	2004/5	2005/6	2006/7
Respond to noise and pollution reports in 3 days	98%	94.5	92.2	96	94.4	95.7
Resolve ringing intruder alarms on the same working day	80%	-	-	-	94.2	83.3
Comply with the EH Enforcement Policy	84%	79	79	84	85	100
Solve or improve those complaints made to us	60%	48	66	-	70	68.9
Provide good or very good speed of response to customers	none	-	-	76.6	70.9	68
Provide good or very good information to customers	none	-	-	67.7	66.6	71
Good or very good availability of service to customers	none	-	-	80	83.5	75

3.1.3 Commentary

This is the most publicly visible part of our service and the most difficult to deliver. Many users of the service want and expect immediate solutions to the problems they bring to us – a noisy party that is keeping them awake to be stopped or a smoky bonfire that is ruining their washing, to be put out. There are two constraints which cause real difficulties in achieving this sort of response. Firstly, many of the laws which apply do not offer a quick fix and are more suited to dealing with chronic, ongoing problems. Secondly, a lot of the time these problems occur outside office hours – at night or at weekends. Like most Borough Councils we simply do not have the staff capacity to operate a service which can immediately react and intervene in these instances, and so we often need to manage our customers' expectations whilst delivering the most effective service we can. Of those customers who are not satisfied with what we do for them, by far the most common complaint is the absence of a reactive out-of-hours monitoring service. We intend to continue to investigate cost-effective ways of providing this, such as through partnership with other local authorities or agencies. In the meantime, the survey figures which

demonstrate that nearly 7 in 10 of our customers think we led to a real improvement with their problem, is encouraging.

3.2 Advice About Risks From Environmental Hazards

There are many risks to health from natural and man-made pollutants which appear in the environment. The service receives a steady stream of requests for information from the public in relation to these hazards and the response needs to be proportionate and practical in order to avoid unnecessary concern or confusion. A growing body of these requests come from customers who have had particular problems brought to their attention during the sale or purchase of a house and for whom the information is a critical factor in the continuation of the sale.

Responding to these requests for information requires relatively little officer time (approx 5% of total) but is a key role of the Environmental Protection Administrative Assistant, as is maintaining the presence of this information on the website on the pages dedicated to [Radon](#) [Asbestos](#) and [Land Contamination](#) . Due to a significant increase in the number of enquiries relating to land contamination in the last few years the service has found it necessary to apply a charge to cover the costs of officer time in responding to these enquiries.

3.2.1 Service Standards

The Corporate service standards relevant to this aspect of the service are:

When You	We will	Within (timescale)
Make an enquiry about asbestos, radon or land quality	Respond to you and offer appropriate advice	5 working days

3.2.2 Performance Outcomes 2006/7

Indicator	Target 07/08	2002/3	2003/4	2004/5	2005/6	2006/7
Respond to radon, asbestos and land quality enquiries within 5 working days	98%	90.9	94.4	97	98.3	99.3

3.2.3 Commentary

Customers seeking information about contaminated land are usually conveyancing solicitors or house purchasers. They often seek responses far quicker than the current 5-day response time in order to prevent sales falling through. We intend to review the service standard and fees for this service in the near future.

3.3 Statutory Consultations

The role of the team as one of the guardians of environmental quality means that it is consulted by a number of agencies in relation to proposals within (and sometimes outside) the borough. Planning Officers from both the Borough and County Councils frequently seek advice about the environmental implications of proposed developments. The team is a 'representative body' under the Licensing Act, meaning that it is always asked its views on the public nuisance implications of any proposed licence application or variation. The team is also statutory consultee for waste management licences, radioactive site licences, pollution

prevention and control permits and various other site-specific licences issued by the Environment Agency and other regulators.

All of these consultations require careful consideration and intervention in order to make sure that any air pollution, noise, vibration or land contamination problems are dealt with before they become a problem.

Consultations are dealt with by the Specialist Environmental Health Officers and this function accounts for approximately 15% of their time.

3.3.1 Service Standards

There are no service standards relevant to this aspect of the service.

3.3.2 Performance Indicators and Outcomes

There are no performance indicators in the Council’s Service Delivery Plan relevant to this although the team internally monitors the quality of the service delivered based on the speed with which it provides a substantive response to all consultation requests.

Performance Outcomes 2006/7

Indicator	Target 07/08	2002/3	2003/4	2004/5	2005/6	2006/7
Substantive responses made to all statutory consultations within 21 days of receipt	98%	90.8	97.6	99.4	99.7	100

3.3.3 Commentary

Historically around 350 to 400 consultation responses have been made a year. Following reorganisations in 2005 the capacity of the team to respond to planning applications was reduced and so we have had to become more selective in the applications we assess and comment on. The number of planning consultation responses dropped to less than 250 in 06/07.

3.4 Air Quality Management

The Environment Act requires all local authorities to review and assess air quality within their boroughs and to produce and implement an Air Quality Action Plan if any of seven key forms of air pollution are found or expected to be above UK air quality standards.

In delivering this service, the team maintains an extensive network of air quality monitoring which is used to inform the current position and predict future trends. An Air Quality Action Plan was published in 2006 which the team are tasked with delivering. Annual reports are published which must be submitted to Regulatory Committee and DEFRA for approval.

The air quality management work is mainly undertaken by the Technical Officers and accounts for approximately 20% of their time.

Full details of the air quality management work of the team is published on the [website](#), which was voted one of the UK’s top 40 for the quality and accessibility of the information in 2006.

3.4.1 Service Standards/Performance Indicators

There are no service standards or performance indicators associated with this aspect of the service. However, the service is committed to a number of actions under statutory obligations or other Council Policies.

3.4.2 Action Plan

Action	Target Date	
Publication of an annual Air Quality Progress report, to be endorsed by Regulatory Committee	May 2007	Required by section 84 of the Environment Act

Charnwood Borough Council along with Leicestershire County Council and the Great Central Railway has also made a number of commitments within an Air Quality Action Plan published in November 2006 and for which the service is responsible for either delivering or monitoring the delivery. These commitments are:

Proposed Option	Description
1	Construction of the Loughborough Inner Relief Road
2	Improving traffic flow on the Epinal Way in Loughborough
3	Pedestrian preference scheme for Loughborough Town Centre
4	Implementation of parking control policies that discourage private use of the car
5	Improved access for cyclists and pedestrians
6	Improved bus services and facilities
7	Improvement of the rail/bus interchange at the Loughborough Railway station
8	Development of travel plans for new sites as part of the planning process
12	Completion of the Nottingham Road – Meadow Lane link road
18	Improve fuel quality at the GCR
20	Relocate the GCR engine sheds
Proposed measure	Description
Measure 1	CBC will ensure that the Action Plan measures are co-ordinated with current and future LTP measures and provide LCC with annual progress reports on air quality.
Measure 3	CBC in association with LCC will ensure that the Local Development Framework provides policies for access to Dishley Industrial Area and the Meadow Lane-Station area.
Measure 4	CBC will work with LCC to develop and implement The Council's Staff Travel Plan in accordance with the LTP Objectives
Measure 5	CBC will continue to work together with LCC to encourage the uptake of Employer and School Travel Plans within Charnwood, via promotional campaigns, development control, planning decisions and enforcement, and LTP investment.
Measure 6	CBC will work together with LCC and Charnwood Cycling Consultative Group to review and improve the facilities for cycling within Charnwood and encourage greater uptake by a

	promotional campaign.
Measure 7	CBC and LCC will work together to ensure that all new developments and schemes are encouraged to provide facilities for cyclists and pedestrians including secure cycle parking facilities and cycle paths where appropriate.
Measure 8	CBC will work together with LCC and Charnwood Pedestrian Consultative Group to review and improve facilities for walking, and encourage uptake by a promotional campaign
Measure 9	CBC will undertake targeted campaigns to promote environmental driving practices with public transport drivers, taxi drivers and HGV fleet drivers.
Measure 10	CBC will use awareness raising techniques to promote environmental driving practices and switching off idling engines in areas of relatively poor air quality.
Measure 11	CBC will promote the local use of VOSAs 'dirty diesel hotline' to enable public intervention to address poorly maintained HGV fleet operators.
Measure 12	CBC Environmental Services and Development Control will continue to work closely to ensure that air quality is taken into account in the planning process when located in or close to the AQMA or in areas marginally below air quality objectives.
Measure 13	CBC will continue to work together with developers to improve sustainable transport links serving new developments
Measure 14	CBC will continue to work together with LCC and developers to identify the potential to reduce the amount of travel and distances travelled between home and work, and provide real travel choice by bus, train, cycle, or on foot. Specific policies will be included within the Local Development Framework.
Measure 16	Ensure that future reviews of the Climate Change Strategy are effectively linked with the content of the AQAP
Measure 17	CBC will continue their commitment to local air quality monitoring within the Borough to ensure a high quality data is recorded in order to fully assess progress
Measure 18	CBC will make the Action Plan and annual progress reports available on the Website to ensure broad access to the consultation and implementation process
Measure 19	CBC will run one promotional event a year to raise the profile of air quality in Charnwood
Measure 20	CBC will work with LCC to develop promotional activities to encourage fleet operators and members of the public to properly maintain their vehicles and to adopt non-aggressive driving styles
Measure 21	CBC to investigate initiating vehicle emissions testing
Measure 22	CBC will continue to promote energy awareness throughout the Borough

3.5 Implementation of the Councils Land Contamination Strategy

Part 2A of the Environmental Protection Act requires that all Councils write and implement a contaminated land strategy to ensure that the human and ecological populations in the borough do not suffer significant harm from pollution left from the legacy of industrial land use.

Charnwood published its [Strategy](#) in 2003. In a major piece of work following the production of the Strategy over 3000 sites in the Borough were identified, mapped and risk assessed to determine if they posed a significant risk.

The delivery of the strategy consists of two main strands. Firstly, officers from the team liaise with Planning Control Officers to ensure that new planning developments on potentially polluted land are adequately investigated and appropriate steps agreed to enable the sites to be cleaned up and brought back to a condition whereby they are 'fit for use'. This is a significant chunk of the statutory consultation work referred to in section 3.3.

Secondly the team also have the duty of progressively investigating the state of the sites identified as being of highest potential risk following the mapping and risk assessment process described above. There are 141 of these sites in the borough which, although not

of any immediate concern in terms of their likely risk, need to be either ruled out as possible problems or fully inspected.

3.5.1 Service Standards

There are no Service Standards associated with this part of the service.

3.5.2 Performance Indicators and Outcomes

Within the Councils Service Delivery Plan this aspect of the service is measured against two indicators -

- BVPI 216a – Number of sites of potential concern identified by the local authority
- BVPI 216b - % of the sites of potential concern which have been determined by the local authority

Indicator	Target 07/08	2002/3	2003/4	2004/5	2005/6	2006/7
Number of sites of concern identified	141	-	-	-	141	141
% of sites of concern determined	84%	-	-	-	79%	81%

3.5.3 Commentary

Relative to other local authorities Charnwood are well progressed with the delivery of our Contaminated Land Strategy. In terms of the % of sites of concern which we have determined we ranked 10th out of all English local authorities in 05/06. We aspire to have completed the determinations of all of the sites within 3 years.

3.6 Enforcement of Pollution Prevention & Control Permits

The Pollution Prevention and Control Act requires that certain industrial activities are 'licensed' by their local authorities in order to ensure that their environmental impact is mitigated. The activities must apply to the local authority for a permit to operate. If granted, a permit is issued by the local authority which states specific conditions which the operator must comply with in order to reduce pollution emissions. The local authority are required to routinely inspect the permitted sites for compliance and to make information of their enforcement activities available to the public. In order to keep the permit the operator must pay the local authority an annual fee, which in principle means the cost of the regulatory service does not come from the public purse – this is known as the “polluter pays principle”

As of February 2007 Charnwood has 62 sites permitted by the local authority with an additional 10 currently with applications being processed. Copies of the current permits are published on the [website](#).

The annual activity carried out by the team is reported on an annual basis to DEFRA. This work accounts for approximately 10% of the officers operational time.

3.6.1 Service Standards

There are no service standards associated with this part of the service.

3.6.2 Performance Indicators and Outcomes

Within the Councils Service Delivery Plan this aspect of the service is measured against the following performance indicator:

Indicator	Target 07/08	2002/3	2003/4	2004/5	2005/6	2006/7
% of pollution control improvements made by regulated sites	75%	-	-	-	79%	99.1%

3.6.3 Commentary

In 2005/06 we performed poorly relative to the rest of English local authorities. Our performance indicator for % of pollution control improvements made by regulated sites was in the lowest quartile. Perversely, a project we completed to identify and regulate business using solvents was recognised nationally as best practice. We focused a lot of time on improving this area of our work in 2006/07 and the huge improvement in our performance reflects this. We intend to build on the work we have done during 2007/08.

This aspect of local government regulatory involvement has been the subject of close government scrutiny over the past couple of years. A report published in early 2007 (the Atkins Report) made a number of recommendations for local government to implement to ensure consistency and efficiency in the way the law is delivered. The team undertook a self-assessment of its functions against these recommendations in mid-2006 and developed an action plan to achieve the standards set out in the Atkins report. Performance on the whole was felt to be very good; however the action points identified were as follows:

Issue	Action	Date
RPI	Establish other Leics LAs who are willing to participate in peer reviews through Leics Pollution Group and set up a programme. Establish other LAs outside Leics who may be willing to participate in peer reviews & set up a programme. Undertake our own peer reviews based on model in food	1 Aug 06 1 Nov 06 1 Jan 07
RP2	Produce a checklist/procedure of 'to do' issues for officers leaving in order to ensure continuity planning for PPC work	1 Jan 07
RP3	Revise our conduct of inspections against those in the CIEH management guidance	1 Jan 07
RP5	Produce an annual newsletter to go out with subsistence fee invoices Develop a three year communication plan for LAPC (& other?) activities	1 Feb 07 1 Aug 06
RD1	Ensure that TRACS is available and in use by all relevant EP staff	1 Nov 06
RD2	Include an additional PPC PI in the SDP (cf RP4?)	1 Oct 06
RD7	Refresh the Part B application procedure to ensure that it is up to date	1 Jan 07
RS5	Procedure to be written to ensure that all fees have been paid	1 Jan 07

4. Enforcement

All enforcement action will be taken by authorised and competent officers in accordance with the Environmental Health Enforcement Policy. Officers are issued with authorisation cards confirming the powers they have. Each officer is appraised annually through a Performance Development Review with their line manager.

5. Monitoring

Approximately 60 hours of officer time is allocated to producing the contents of this service plan and to monitoring and reporting the Environmental Protection teams performance. This includes completing the LAPPC report for DEFRA and the CIEH noise survey each June and involvement in benchmarking exercises.

Performance monitoring reports are generated quarterly and reported both internally within the team, to the Environmental Health management team and to the Councils Performance and Audit team. Non-conformities with targets are addressed through the monthly team meetings.

6. Complaints about the Service

The Environmental Protection team aims to provide efficient, high quality services to its customers. Even so, on occasions, things can go wrong. We want to resolve all complaints quickly and effectively. Initially complaints may be raised with the officer involved, then if they cannot be resolved to the Lead Officer. If it still cannot be resolved then the complainant can consider whether they wish to make a formal complaint. A formal complaint is investigated in line with corporate procedures.

In 2006/07 there were no complaints about the service which resulted in an investigation under the corporate complaints procedure.

7. RESOURCES

7.1 Financial Allocation

Description	2005/06	2006/07	Original Budget 2007/08
Employees & training	223,857	190 733	188 400
Transport	11,696	10,999	11 300
Supplies & Services	71,449	39 792	41 000
Support Services	151,225	171 676	149 500
Capital Charges	15,151	13,878	6,800
Prime income	-46,349	-42,019	-38,000
Internal Recharge Income	-31,601	-26,422	-27,100
Net Cost	395 446.12	358 638.36	334 700.00
Change		-9.3%	-6.7%

7.2 Staff Development Plan

As part of the Environmental Health Services the team is an Investor in People and any significant staff development is co-ordinated through the Divisional Training and Development plan. Within the team, training and development needs are identified through

a Performance Development Review which is undertaken annually and links into the budget planning process.

8. QUALITY ASSESSMENT

Historically, quality management due the overall size of the Team, has been assured by written procedural guidance, sound management practices, regular team meetings which include case peer reviews, continuing professional development of officers, and monitoring of satisfaction feedback with appropriate action in the event of poor feedback.

Compliance with the Enforcement Policy is ensured by requiring that all outgoing legal notices are reviewed and counter-signed by an authorised peer.

9. REVIEW

9.1 Review against annual performance

Performance monitoring is undertaken quarterly. A review of headline performance indicators is undertaken as part of the process of writing the Directorate's Service Development Plan which usually starts each October. The current performance indicators will be reviewed at this time.

9.2 Areas of Improvement and new service pressures

Statutes change and local and national priorities shift, which have a direct impact upon the demands on the service. The following improvements have been identified for the 2007/08 financial year in order to enable the team to continue to enhance its service.

SERVICE IMPROVEMENT	PLANNED OUTCOMES
Undertake all the actions identified in the Equalities Impact Assessment of the service.	1. Undertake a review of a small sample of investigations and inspections to establish whether customers are being treated equally
Improve the quality and range of information available about the service via fact sheets	2. Publish new fact sheets relating to noise from licensed premises & land quality enquiries. 3. Revise the entire existing portfolio of fact sheets to accommodate the revised corporate design.
Improve the service for providing land quality information to maximise income and meet customer need	4. Identify best practice delivery of similar services in other local authorities. 5. Process map handling enquiries and review procedures and guidance accordingly. 6. Review the fee structure for providing land quality information in the light of the changes.
Deliver measure 19 of the Air Quality Action Plan	7. Run one promotional event a year to raise the profile of air quality in Charnwood
Research and prepare the delivery of Air Quality Action Plan measures 9, 10 & 11	8. Following research with local business groups prepare a bid for DEFRA funding for 2008/09 to reduce the local air quality impact of traffic emissions from local businesses
Improve the Pollution Prevention & Control service to substantially meet the recommendations of the Atkins	9. Initiate Peer Reviews of the LAPC function. 10. Revise our conduct of inspections against those in the CIEH management guidance. 11. Produce an annual newsletter to go out with subsistence

Report	fee invoices 12. Identify all vehicle refinishers using more than 1 tonne of solvents per annum 13. Conclude the 5 outstanding investigations into the solvent using sites identified during the 06/07 borough survey
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A number of issues are emerging over the next year which will influence the way the service moves. A review of the service is proposed in the autumn which will tackle issues emerging from:-

- Customer feedback to satisfaction surveys.
- Priorities emerging from the Rogers Report on the prioritisation of regulatory services.
- Regional priorities emerging from the Local Area Agreement.
- Priorities for the Charnwood administration following local government elections in May 2007 .
- The detail of the de-regulation agenda following the Hampton Report and the creation of the Local Better Regulation Office.
- Review of the service against the best practice contained in CIEH Management guides on Noise and Pollution Prevention and Control functions.
- Priorities in t-government implementation.
- Outcomes of the 2007 benchmarking exercise with other Leicestershire local authorities
- Outcomes of self-assessments against the developing Leicestershire Environmental Health best practice guide
- The Better Regulation Bill