

MEETING:	REGULATORY COMMITTEE
DATE:	11 DECEMBER 2012
TITLE OF REPORT:	REPORT ON REGULATORY ACTIVITY BY ENVIRONMENTAL HEALTH & TRADING STANDARDS
REPORT BY:	HEALTH & WELLBEING SERVICE

1. Classification

Open

2. Key Decision

This is not a key decision

3. Wards Affected

Countywide

4. Purpose

To note the main regulatory activities of the Council's Environmental Health & Trading Standards (EHTS) service for the first 7 months of 2012/13 (period 1^{st} April -31^{st} October 2012).

5. Recommendation(s)

THAT: the report be received and noted.

6. Key Points Summary

The report provides the Committee with the activities of those service areas in the Council's Environmental Health & Trading Standards service involved in regulatory matters, namely:

- Licensing matters via the Regulatory Sub-Committee;
- The Taxi & County Transport Badge Officers' Panel;
- Licensing Team;

For further information please contact Marc Willimont, Head of Environmental Protection and Licensing on 01432 261986 Mike Pigrem, Head of Consumer & Business Protection on 01432 261658

- Environmental Protection Team;
- Air, Land & Water Protection Team,
- Pest control Team
- Gypsy Traveller Service,
- Business & Agriculture Support Team
- Consumer Protection & Special Investigations Team
- Environmental Health Commercial Team

7. Alternative Options

7.1 There are no alternative options relevant to this information report.

8. Reasons for Recommendations

8.1 The report provides the Committee with information about the main activities and regulatory responsibilities within the Environmental Health & Trading Standards service and gives the opportunity for Members to ask for any additional information they require.

Introduction and Background

1. The following paragraphs outline the regulatory activities on a team by team basis:

LICENSING TEAM

- 2. The Licensing Team encompasses key areas such as:-
 - Taxi Licensing
 - Licensing Act (pubs and clubs and events)
 - General Licensing (animal boarding, street collections etc)
 - Gambling Act licensing
- 3. During the first seven months of 2012/13 the Officers' Taxi Panel has met on 7 occasions and dealt with the following matters:
 - a. applications for a County Transport Badge 16
 - b. applications for hackney carriage/private hire drivers licence 3
 - c. suspension of a hackney carriage/private hire drivers licence 1
 - d. disciplinary matters regarding the holder of a hackney carriage/private hire drivers licence 10

Where necessary (e.g. revocations and appeals) these matters are referred onto the Sub

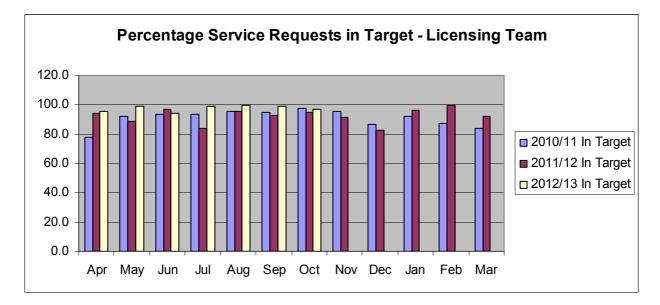
Regulatory and/or Regulatory Committee.

- 4. During the first seven months of 2012/13, the Sub-Committee has met on 18 different occasions and has dealt with the 34 reviews/matters referred to in Appendix 1 attached.
- 5. In addition to the above committee work, the licensing team also deals with many enquiries and complaints from the public. In the first 7 months of 2012/13 there were 1178 such service requests, which compares to 1453 during the previous year, implying a reduction in retail/hospitality activity in the county. So far in 2012/13, 97% of these service requests have been responded to within target which compares to a 92% response rate in the previous year. This trend implies that licensing performance is improving, which correlates with service requests being slightly down.
- 6. The first 7 months of 2012/13 has involved the successful licensing of events associated with the EuroCup and the Diamond Day Jubilee event in June and extensive work in July & August in preparation for events tallying with the Olympics.
 - Service Requests Licensing

7. The workloads and trends are shown in Graphs 1 and 2 below.

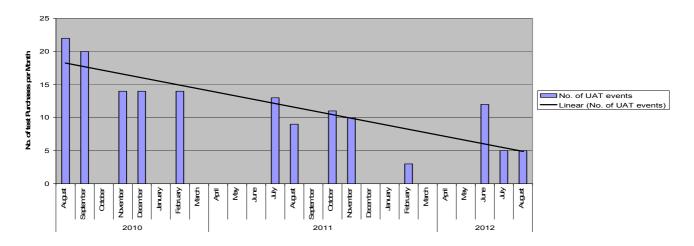
Graph 1: Licensing Service Requests

Graph 2: Licensing Service Requests



- 8. The Licensing Team implemented new changes required by the Licensing Act in April 2012 whereby environmental health is now consulted for noise on all new temporary event notices (TENs). The consultation has increased the regulatory effort required, as can be seen in Appendix 1 where committee has had to consider objections to TENs on the basis of noise nuisance for the first time.
- 9. The Licensing Team continue to undertake night time joint enforcement inspections with the police, including checks on SIA door staff at Hereford's pubs and clubs with the SIA Authority. Much of this late night work has been focussed on achieving public health outcomes, such as reducing under age drinking.
- 10. A number of festivals during the summer months have required extra effort from the team in order to ensure compliance. Of particular note was the Nozstock Festival in July, which was successfully licensed and did not pose any regulatory problems. Although the Big Chill festival was postponed in August 2012, it is likely to return in 2013.
- 11. The Licensing Team has worked closely with the police and the Trading Standards Team in the continuation of covert underage test purchase of alcohol in licensed premises. The results of these operations continue to reinforce the belief that there has been a marked improvement since on-sale test purchases were initiated in late. Media coverage of the various reviews relating to test purchases referred to in Appendix 1 has helped get the message across to the licensed trade.
- 12. In order to measure the outcomes from this licensing work, the team continues to receive regular data from the NHS in relation to A&E admissions related to alcohol at Hereford's hospital. This followed funding for this initiative from Public Health. Graph 3 below is derived from this data and clearly shows the linkage between joint licensing/trading standards covert test purchasing for under aged persons (which was initiated in December 2010). This graph shows a downward trend for A&E alcohol related admissions for people under 18 who have sought medical attention from the hospital's A&E, typically on Friday and Saturday nights.

Graph 3: Underage Test Purchasing Initiative Linkage to Underage Alcohol A&E Admissions

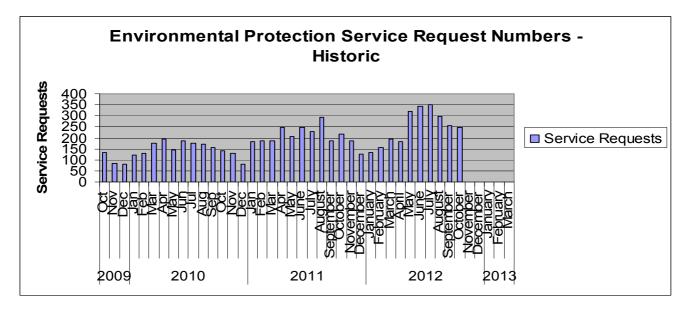


- 15. Taxi licensing enforcement work has also continued into 2012/13, both in the day time and late at night. This has involved checks on driver identity as well as checks on vehicle suitability, including tinted windows.
- 16. The fees and charges for taxi licensing were increased to a level above inflation at a Regulatory Committee hearing on 22 May 2012, in order to move towards full cost recovery. This is being monitored and will be reviewed in January 2013.
- 17. Other 'general licensing fees' were also increased towards full cost recovery in April 2012.
- 18. Cabinet agreed a revised taxi licensing policy with consolidated and updated conditions at a meeting on 12th July 2012. This included the requirement for CCTV in all new hackney carriages and the phasing of CCTV in over three years for existing cabs.
- 19. Taxi Marshalling will be deployed in Hereford City on Friday and Saturday nights in December 2012. This will manage the way taxis operate in Commercial Road and will hopefully reduce crime & disorder and A&E admissions from alcohol, as revellers are more effectively dispersed and taxis are better managed. This new initiative is being sponsored by Hereford City Council, Public Health, West Mercia Police and Heineken and will therefore be cost neutral to the public. The impact on A&E admissions and crime & disorder will be reviewed.

ENVIRONMENTAL PROTECTION TEAM

- 20. The Environmental Protection Team encompasses key areas such as:-
 - Noise nuisance investigation and service of abatement notices
 - Other nuisances e.g. odour, dust, smoke etc
 - High Hedge complaints
 - Burial of deceased without means
 - Smoke offences e.g. Clean Air Act and dark smoke offences
 - Drainage clearance of drains and sewers and broken septic tanks
 - Public Health clearance of land or housing with rats, mice or rubbish
 - Planning Consultations
 - Licensing Consultations
- 21. In the first 7 months of 2012/13 there were 1998 service requests, comparing to 1631 during the same period in 2011/12 year. This is a significant 22% increase and clearly reflects greater public expectation and demand on public services to resolve environmental and noise problems countywide. It also reveals the increased workload resulting from licensing's TENs consultations, as previously mentioned under the licensing section above following changes to legislation. So far in 2012/13, 79% of the service requests were responded to within 5 working days, compared to 80% for the same period in the previous year. This is similar and demonstrates that the team are coping with increased workloads by working in different ways, although there is considerable and growing pressure on this small team.
- 22. The graph below helps show the seasonality and long term rising trend year on year.

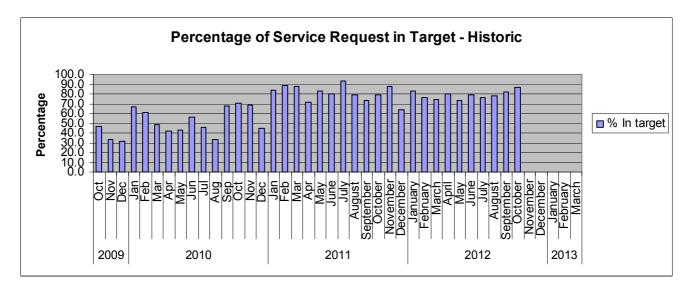
Graph 4: Environmental Protection Service Requests since 2009



23. Graph 5 below shows those service requests which met EHTS's tight response targets. The

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performance of this can be seen to be improving, despite increasing workloads.



Graph 5: Percentage of Service Requests in Target

- 24. About 39% of these service requests so far received in 2012/13 relate to noise, which is similar to last year. Therefore noise continues to be the main activity and also the reason for much of the increased workloads. This tends to show a rising trend in public expectation.
- 25. The team again operated the night time 'Noise Response Team' from June to September of this 7 month period, working as late as 3am on Fridays and Saturdays. This is the second year that such a service has been offered in Herefordshire. This year's service was operated over a longer period than the pervious year and worked later into the night. At the time of writing this report, questionnaires have been sent to all service users although returns are in the process of being interpreted. It is not therefore possible to review its success yet. However, as an indication of performance by using last year's review, this out-of-hours service revealed an 80% satisfaction rating with 58% of responders reported that the intervention had improved their health & wellbeing, i.e. reduced stress / loss of sleep / smoking / alcohol use.
- 26. Rather than prosecute, the Council's enforcement policy encourages the service to utilise statutory notices to resolve problems and escalate this to prosecution only when absolutely necessary. During the year 2012/13 the following statutory notices have so far been served by the Environmental Protection Team.

Type of Statutory Notice	Number Served since 1 st April 2012
Drainage Notices	51 notices in Ross-on-Wye on an estate with a failed pumping station. (2 notices on 2 houses in Hereford).
Noise Abatement Notices	3 notices served for domestic noise. (Two in Hereford and one in Moreton-on-Lugg)
High Hedge Notices	0
Unsecured Property	1
TOTAL	52

Table 1: Environmental Protection Notices Served

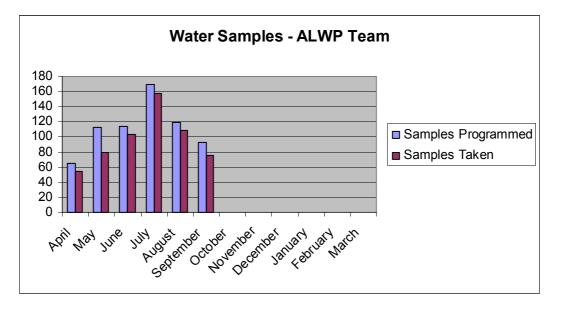
27. In addition to this work, the team were consulted by Licensing for 127 licensing applications and 580 Temporary Event Notices. The team were also consulted by Planning on 211 applications of which all were investigated and responded to. 26 pre-application visits have also been undertaken for Planning. This is a considerable amount of work undertaken, with the sole purpose being the prevention of possible future enforcement.

AIR, LAND & WATER PROTECTION TEAM

- 28. The Air, Land & Water Protection Team encompasses key areas such as:-
 - Closed landfill site management monitoring and project managing engineering works etc.
 - Contaminated land service requests, responses to planning application consultation requests and contaminated land strategy investigations
 - Private water supply monitoring and regulation and overview of mains water quality
 - Industrial pollution control issuing of environmental permits for large factories & processes
 - Air Quality monitoring and assessment of air quality across the county with statutory reporting to Defra.
- 29. Although much of this team's remit is not enforcement based, during the first 7 months of 2012/13 the following regulatory work was undertaken by this team:
 - Nearly half of EHTS's 211 consultations requested by Planning were undertaken for potential land contamination.
 - Water samples are taken from private supplies only. They are also only required where a supply is shared with other houses or is provided to the public for consumption / commercial use. Sole users of their own private water supply are therefore not required to be sampled, although the team does undertake this if requested and will recharge for this service.
 - Water sampling is recharged where at all statutorily possible and these fees went up in April 2012 to move those chargeable parts of the service towards full cost recovery. The service has so far earned an income of £41k compared to £31k this time last year, thus further subsiding costs.
 - For the period April to September, 671 water samples from private supplies were programmed and 579 of these were taken (85%). There were 170 bacteriological failures recorded (29%) and 83 chemical failures recorded (14%). This regulatory work has so far resulted in only 20 notices having to be served to improve unfit / unwholesome supplies. It is not yet possible to compare this data to previous years, although this should be possible at year end.
 - For the period April to September, 62 risk assessments as required under the new Private Water Supply Regulations were programmed in for the calendar year and 50 of these were completed (83%). These are recharged for in accordance with the regulations.

- Members of the team have continued their close working with the Environment Agency (EA) on a detailed investigation of the Sutton Walls closed landfill site. Written communication updates have been sent on a regular basis to Moreton-on-Lugg, Sutton St Nicholas and Marden Parish councils as well as to the local member.
- Extensive work has simultaneously been undertaken at the closed landfill site at Stretton Sugwas, as well as routine work at the closed Strangford, Belmont and Leominster sites.
- Air quality monitoring has continued at a reduced number of sites and an annual report to Defra is in draft form, soon to be published.
- Environmental permitting of the county's 93 industrial processes has continued, the statutory recharged income from this being £38k so far this year. Several permits are being varied and a new integrated pollution prevention control (IPPC) permit is shortly to be issued for a large printworks using organic solvent.

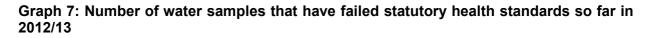
Graph 6 below shows the number of water samples so far taken in 2012/13:-

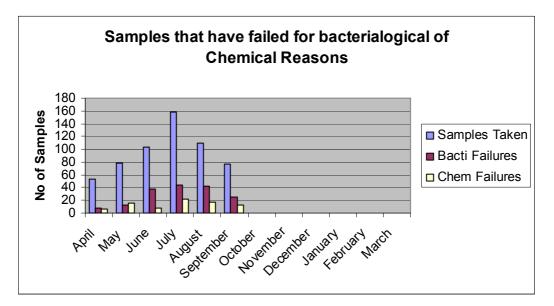


Graph 6: Number of water samples so far taken in 2012/13

The reason why not all these samples have been undertaken is due to postponements from the public / house owners.

Graph 7 below shows the number of water samples that have failed statutory public health water quality standards so far in 2012/13:-





GYPSY & TRAVELLER TEAM

- 30. Although much of this team's remit is the management of the six council owned gypsy & traveller sites across the county, during the first 7 months of 2012/13, regulatory activity occurred through intervention at 10 unauthorised encampments, including one on the Bishops Meadows just days before the Queen's visit in June. The travellers were moved on by this team.
- 31. The team also manages the six council owned sites. Following a consultation exercise in March 2012, new fees were implemented from April 2012 onwards now making this service cost neutral to the council tax payer. The new fees have meant that this service has earned income of £106k so far this year, compared to only £64k earned for the same period last year.

PEST CONTROL TEAM

- 32. The Pest control team deals with the eradication of most domestic pest infestations through treatment and prevention. They also operate a number of contracts with businesses for pest control services including many council services and school. During the first 7 months of the year 2012/13 the team has:
 - Responded to service requests ranging from wasps fleas, rats, mice and moles.
 - Has increased its 130 contracts in place with businesses for pest control
 - Has increased its advertising into parish magazines, local newspapers and has looked to expand its area of operation into parts of Worcestershire.
 - Implemented a new fee structure to move this service towards full cost recovery.
 - Annualised the hours of staff to meet seasonal demands at no increased cost
 - Earned income of £72k so far this year.

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- Taken on the management of the seagull control programme (previously with the Air, Land & Water Protection Team) and secured the co-funding of this project with Hereford City Council.
- Continued to assist the Environmental Protection Team with regulatory work about overgrown gardens
- Is available 24/7 in case of any unforeseen public health incidents or outbreaks requiring immediate pest control treatment.

BUSINESS & AGRICULTURE SUPPORT TEAM CONSUMER COMPLAINTS & SPECIAL INVESTIGATIONS TEAM ENVIRONMENTAL HEALTH COMMERCIAL TEAM

Money saved or recovered for consumers & businesses in the county data (see table 1) via the Business & Agriculture Support Team and the Consumer Complaints & Special Investigations Team

33. The cumulative total for April to October 2012 is £26,219.

<u>Comment</u>: No target has been set for money recovered; officers do however seek to recover as much monies as possible . Money recovered for the same period last year was £62,898.00 (April to October 2011). We have been without one trading standards officer for a period of time due to secondment to the Public Health team and our consumer advisor has been on sick leave - which would have had an adverse affect on amount saved or recovered.

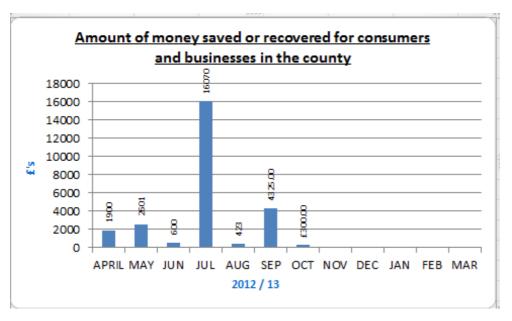


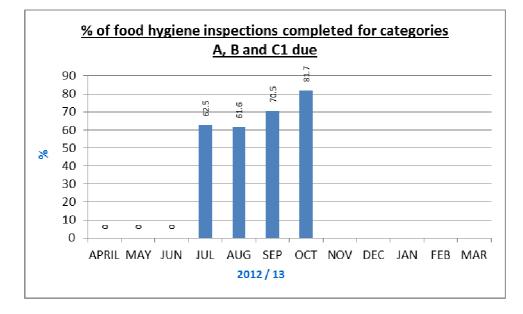
Table 1

The percentage of completed food hygiene inspections undertaken by the Environmental Health Commercial Team for risk categories A, B and C1 due (see table 2)

34. From 1st April to 31st October 2012, 81.7% have been completed [below target of 100% but improving on last month 70.5%]. This is for premises risk assessed as A, B & C1 (highest risk categories) which have been prioritised as part of the food hygiene inspection programme. Premises categorised as C2, D & E (medium & low risk - although part of the Food Standards Agency food hygiene inspection programme as outlined within their code of practice) have not been scheduled for inspection due to limited resources available.

<u>Comment</u>: Historically, inspections are 'end of year' loaded. We are planning to increase inspection rates over the coming months and to achieve the programme for A, B & C1's.

Table 2

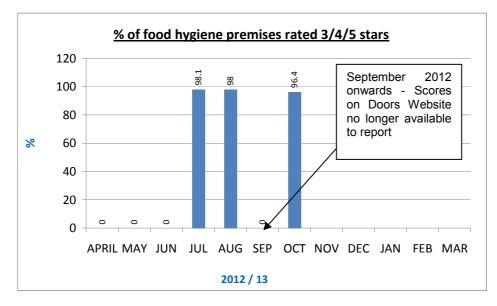


The percentage of food hygiene premises rated 3/4/5 stars undertaken by the Environmental Health Commercial team(see table 3)

35. In 2012/13, 96.4% of our food businesses are rated under the Food Hygiene Rating Scheme (FHRS) as 3 / 4 / 5 * rated.

<u>Comment</u>: This is an indication that food hygiene standards are generally good for food businesses within Herefordshire. EHTS have now moved from the previous system of 'Scores on the Doors' to the Food Standards Hygiene Rated system (FHRS) which is scored out of a maximum of 5. A considerable amount of work has been undertaken by officers in the prelude to the full implementation of this new rating system (scheduled for January 1st 2013), involving a mail shot to all premises, upgrading the back office computer system and internal processes and undertaking awareness seminars for all those affected. The standard has been raised from what was 'broadly compliant 2*' under the previous system to '3 out of 5- generally satisfactory' for the FHRS.

Targeted seminars for minority businesses within the take away sector have also been undertaken to improve awareness of E-Coli and the new guidelines.



The number of underage sales enforcement activities undertaken (see table 4) by the Business & Agriculture Support Team with the Consumer Complaints & Special Investigations Team

36. Underage Test Purchasing (UAS) activity (enforcement) target is 2 sessions per quarter with 8 in total for the year. This has been achieved for both Q1 and Q2. No UAS enforcement activities were planned for October.

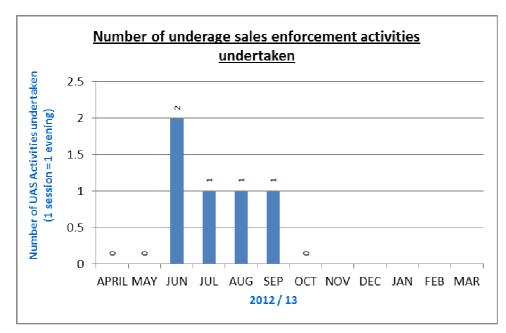


Table 4

37. A significant quantity (4000 bottles) of non-duty paid illicit alcohol was found following the undertaking of a test purchasing exercise at one premise within Hereford City. This premise has now lost is alcohol licence which was upheld following a recent appeal to magistrates court and is a good example of some the partnership working being undertaken by trading standards, the licensing team and the Police.

Table 3

The number of high risk "Food Standards" premises inspected (see table 5) undertaken by the Business & Agriculture Support Team and the Consumer Complaints & Special Investigations Team

38. In October 2012, 12 high risk food premises were inspected. The target for the month was 8 inspections. 50 inspections have now been carried out this year. The yearly total is now 56 which is equivalent to 89%

Comment: Previously, the target of 8 inspections per month was not been achieved due to the team being under resourced with one officer on secondment since April 2012. As of 1st September 2012, a contractor was appointed (for 3 months) to undertake those high risk inspections that were outstanding and with the intention of getting ahead of target out over the next few months. Unfortunately the contractor has now left following permanent employment in another authority so this target is now likely to slip.

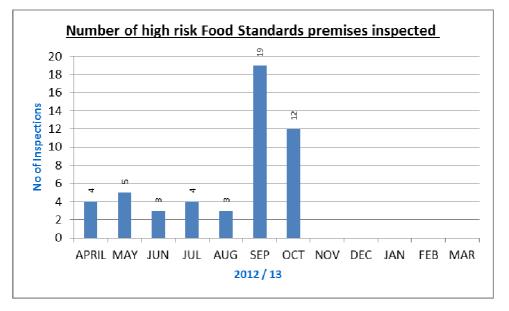


Table 5

The number of business support/business diversification undertaken (see table 6) by the Business & Agriculture Support Team, the Consumer Complaints & Special Investigations Team and the Environmental Health Commercial

39. In October 2012, the Business, Agriculture Support Team & Consumer Complaints, and Special Investigations Team & Environmental Health Commercial gave 36 businesses in Herefordshire business support / advice.

Comment: This is s new indicator, so no target had been set for the year. Business advice & support is actively promoted through adoption of the home authority principle and through dedicated business support & advice officers /teams. It is seen as a good means of highlighting the support that regulatory services provide to businesses to help them through the 'regulatory minefield' and to support business growth for the economy. Initial engagement has been made with the new Local Enterprise Partnership & Enterprise Zone and it is being contemplated to further assist business

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and the economy.

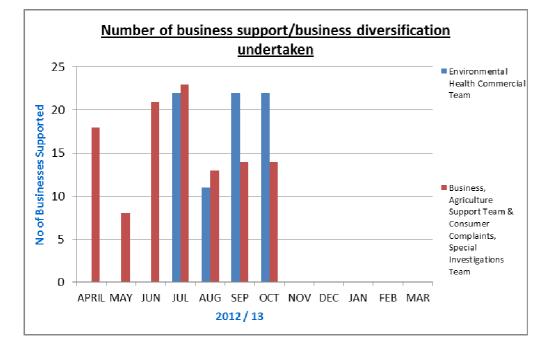


Table 6

10. Key Considerations

- 10.1 Since the new arrangements came into effect, The Regulatory Committee meets on a quarterly basis to consider policy matters within the framework decided upon by the Cabinet Member and information reports. The information reports provide the Committee with an overview of the regulatory activities on a Council-wide basis. The Committee has also decided to delegate certain matters to the Sub-Committee which enables it to meet less frequently, which allows the Regulatory Committee to be provided with a more strategic overview of the matters which fall within its remit.
- 10.2 This report is therefore for the Regulatory Committee to note, in order to enable members to be aware of the regulatory activity of Environmental Health & Trading Standards (EHTS) for the year 2012/13 up to 31st October.

11. Community Impact

11.1 The report provides information about the regulatory matters which have an impact on the public of Herefordshire, including those activities which specifically help to safeguard our vulnerable people, protect consumers and businesses, protect the environment as well as those activities which ensure that disease control and welfare of its livestock / animals is maintained at a high standard.

12. Equality and Human Rights

12.1 There are a number of areas within the Council's regulatory function which assist with the promotion or observance of equality and human rights.

12.2 This information report has paid due regard to our public sector equality duty.

13. Financial Implications

13.1 There are no direct financial implications regarding the information set out in this report.

14. Legal Implications

14.1 The Council's regulatory functions are undertaken within the scope of the relevant legislation and Council policies.

15. Risk Management

15.1 There are no particular risk management matters associated with the contents of this report, as it is an information report only.

16. Consultees

16.1 None

17. Appendices

- 17.1 Appendix 1: Sub Regulatory (Licensing) Committees
 - Appendix 2: Summary of prosecution and formal enforcement activities for EHTS

18. Background Papers

18.1 None identified.

APPENDIX 1

2012/13	Reviews held by Sub Regulatory (Licensing) Committees	
April	<u>3rd April 2012</u>	
	 McColls, 7 The Oval, Hereford – review following failed underage test purchase 	
	<u>12th April 2012</u>	
	 Golden Fleece, 1 St Owens St, Hereford – Expedited review following serious assault in premises. 	
	<u>16th April 2012</u>	
	 Crown & Anchor, Lugwardine – representation against variation on basis of noise. 	
	 Somerfields, Dishley St, Leominster Hereford – review following failed underage test purchase. 	
	Yamz Tapas Bar, Turner Court, Ledbury – review	
	 Etnam News, 35 Etnam St, Leominster – review following failed underage test purchase. 	
Мау	8th May 2012	
	 Eagle inn, 23 Broad St, Ross-on-Wye - representation against variation on basis of noise. 	
	<u>29th May 2012</u>	
	 McDonalds, 46 Commercial St, Hereford – application to extend opening to 4am. 	
June	<u>11th June 2012</u>	
	 Hackney Carriage – application for grant outside of standard conditions – refused 	
July	18 th June adjourned to 9th July 2012	
	Franky & Benny's, Unit 29 Old Livestock Market, Hereford – review	
	Chiquitos Restaurant, Unit 28 Old Livestock Market, Hereford – review	

	<u>19th July 2012</u>
	Leominster & District British Legion, South St, Leominster – representation against the variation of club certificate - withdrawn
	 Crown & Anchor, Lugwardine – objection against TEN on basis of noise - withdrawn.
	25th July 2012
	 European Fresh Foods, 141 -143 Eign St, Hereford – expedited review on basis of failed underage alcohol test purchase and illicit alcohol found on premises.
	<u>31st July 2012</u>
	 Co-op, Crabtree Rd, Kington - – review following failed underage test purchase.
	 Coop, Old Station Yard, Newport St, Hay-on-Wye – review following failed underage test purchase.
August	<u>14th August 2012</u>
	 Wormelow Cricket Club – representation against a new premises licence. Granted, subject to conditions.
	 European Fresh Foods, 141 -143 Eign St, Hereford – review of premises licence following an expedited review. Licence revoked.
	Application to licence a taxi outside of vehicle licence conditions - refused
Sept	4 th September 2012
	 King's Fee, 49 – 53 Commercial Rd, Hereford – Application for 5 gaming Machines – approved
	 Gwalia Stores, 27 – 29 Broad St, Ross-on-Wye – review of premises licence following failed underage test purchase. Adjourned
	<u>18th September 2012</u>
	 Gwalia Stores, 27 – 29 Broad St, Ross-on-Wye – review of premises licence following failed underage test purchase. Licence suspended 3 months, DPS removed with 4 new conditions.
	The Royal Hall, Ledbury – representation of new premises licence. Granted with conditions
October	2 nd October 2012
	Application to licence a taxi outside of vehicle licence conditions – allowed

 The Crown Inn, lea – representation against a variation of a premises licence. Withdrawn. The Jailhouse Night Club, 1 Gaol Street, Hereford – review of premises licence - Adjourned The Spread Eagle, 2 Kings St, Hereford – review of premises licence - withdrawn / agreed to apply for a minor variation.
16 th October 2012
Application to licence a taxi outside of vehicle licence conditions – refused
Steiner Academy – representation against a new premises licence - adjourned
26 th October 2012
 Steiner Academy – representation against a new premises licence. Granted, subject to conditions

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APPENDIX 2

Prosecutions/Enforcement activity

- 1. Taha Najim seller of illicit tobacco from a retailer within Hereford City given a conditional discharge for 6 months and was fined £528.49p
- 2. James Smith t/a Town & Country Roof Coatings bogus property repairs / cold calling / rogue trading concerning an 87 year consumer given a 3 month curfew, £2,966 costs imposed and compensation of £350 awarded.
- 3. Keith Price of Belmont, Hereford, sale of alcohol to a person under 18years. £115 fine and £130 costs awarded.
- 4. Joseph Carter, Bromyard Herefordshire, cold calling/rogue trading activities Crown Court 15months imprisonment.
- 5. F J Williams of Hay Health & Safety at Work Act, employee losing fingers to a non-compliant circular saw. Fined £4,500 with costs of £4,128 awarded.

Formal cautions.

- 1. Part time farmer failure to replace lost bovine ear tags.
- 2. Food business operator take away restaurant in Hereford City Health & Safety at Work Act, failure to comply with an improvement notice in relation to gas safety.

Other.

- 1. One defendant alleged rogue trading practices current pending arrest following absconding bail
- 2. Four cases pending, currently awaiting trial.