



Report of the Director of Environment & Neighbourhoods

Outer West Area Committee

Date: 9th July 2010

Subject: Reporting Health & Environmental Action Service activities to the area committees.

Electoral Wards Affected:

All

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Council
Function



Delegated Executive
Function available
for Call In



Delegated Executive
Function not available for
Call In Details set out in the
report



Executive Summary

Following consultation and feedback from area committees and sub-groups, appendix 1 is a revised version of the Health & Environmental Action Services activity report first presented to members in January of this year. Information is now presented at ward level and includes some data mapping. The aim of the report is to provide members with information about the scope and activities of our service with particular focus on enforcement action and the work of the Environmental Action Teams aligned to strategic outcomes.

1.0 Purpose Of This Report

To provide information for members on the demand for services provided by the Health & Environmental Action Service (HEAS) with particular focus on the enforcement activities undertaken by the Environmental Action Team (EAT) and Highways & Environmental Enforcement (HEE) team. The report known as the 'HEAS Activity Report' (appendix 1) was first introduced to members in January and the subsequent feedback has been integrated into a revised report which now provides data at ward level. This particular report is a year end report for 2009-2010 as it was agreed that future reports would be produced on a 6 monthly basis the last one covering the period April 2009 to September 2009.

2.0 Background Information

The HEAS has been operational since May 2008 when it was created out of the former Enforcement Division and Environmental Health Division. Part of its remit is to consider how best to report on its activities and maintain effective communication with area committees particularly in relation to locality working. Mindful of this Graham Wilson the Head of Environmental Action & Parking produced a pilot report for North West inner area committee in February 2009 which was well received. It subsequently created a lot of interest and enquiries from a number of other area committees who felt this sort of information would be valuable to them. Consequently I was given a brief by the Health & Environmental Action management team to develop a 6 monthly report to present information that would be interesting to members and encourage debate about the nature and demand for our services.

3.0 Main Issues

The attached report gives a brief description of the work undertaken by teams within HEAS and outlines the scope and demand for our services in the West North West management area.

Information has been grouped according to the strategic outcome that a teams activities most significantly contributes to. Data is provided in relation to service requests, fixed penalty notices, enforcement notices, premises inspections, private sector housing inspections, licenses issued, homes improved and adapted.

The report must be read with a health warning in that it relies heavily on service request (SR) volumes to demonstrate the demand for particular services. In reality its not feasible to draw accurate conclusions about the productivity of teams based on SR's alone because we're not comparing like with like. The notion of SR's is a broad one. It can and is taken to mean pretty much anything from requests for telephone advice that take little time to process to complaints that may take months to investigate and result in a prosecution. Consequently there is a wide variation between the type of job undertaken by teams and the time taken to complete each job, neither of which are reflected by counting SR's. Nevertheless SR's do provide a useful indication of the types of issues that are most commonly dealt with in different areas.

4.0 Implications For Council Policy and Governance

None

5.0 Legal and Resource Implications

None

6.0 Conclusions

HEAS collects and has access to a wealth of data. Conscious of the need for a relatively concise report we've had to be fairly selective about the information that has been included and how it is presented. The revised format has been developed as a result of feedback from members following presentation of the initial report earlier in the year.

7.0 Recommendations

Members are asked to note and consider the information provided within the attached report (appendix 1) in order to facilitate decisions about work priorities as part of the intensive neighbourhood management process. Of particular interest is likely to be the work of the EAT's whose staff include the newly appointed Community Environment Officers and Community Environment Support Officers who's posts are partly funded through the area committees.

Background Papers

Appendix 1 - please see the attached "***Health and Environmental Action Service activity report West North West Management Area April 2009- March 2010***"