

ENVIRONMENTAL SERVICES
ANIMAL WELFARE, BODY PIERCING, SMOKE FREE, SUNDAY TRADING SAFETY SERVICE PLAN
2008/2009

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<p>1.0 SERVICE AIMS AND OBJECTIVES</p>	
<p>1.1 Aims and Objectives</p>	<p>The Environmental Services Division is committed to ensuring that the highest standards are maintained throughout the district in premises for which they are the Enforcing Authority, in order to protect employees, members of the public and animals.</p> <p>Environmental Health staff will adopt an approach to enforcement which will encompass the investigation of all complaints as well as inspections of licensed and registered premises. Staff will act within the Department's overall enforcement policy (Document 1) but due regard will be had to guidance from recognised bodies. Rochford District Council will take in account the provisions of the Department of Business Enterprise & Regulatory Reform's Regulators' Compliance Code (Document 2) in developing policies or principles or in setting standards or giving advice.</p> <p>Education plays an important part in improving standards and therefore Environmental Health staff will carry out the activities in this service plan with an educative approach wherever possible.</p>
<p>1.2 Links to Corporate Aims and Plans</p>	<p>This service supports Rochford District Council's Corporate Plan 2007/2010. In particular to work towards the Corporate Aims, 'Work towards a Safer and More Caring Community' and 'Improve the Quality of Life for People in our District by 'Providing an Excellent Cost Effective Frontline Service for all Our Customers'.</p> <p>This fits with the key themes of 'Feeling Safe' and 'Healthy Living' in the Community Strategy.</p> <p>We follow all of the Council's values to: 'Be open, accountable, listening, responsive, Council', 'Put the customer and citizen at the heart of everything we do, delivering services in a caring and sensitive manner', 'Co-ordinate the management of resources with an emphasis on sustainability, Value the contribution of partners, employees and citizens, trusting each other and working collaboratively'.</p>

<p>2.0 BACKGROUND</p>	
<p>2.1 Profile of Rochford District</p>	<p>See the website/intranet.</p>
<p>2.1.1 Profile of the Environmental Services Division</p>	<p>See the Constitution (Document 3) and the intranet/website.</p>
<p>2.2 Organisational Structure</p>	
<p>2.2.1 Rochford District Council</p>	<p>Please see the Constitution and the intranet/website.</p>
<p>2.2.2 Environmental Services Division</p>	<p>Please see the Constitution and the intranet/website.</p>
<p>2.2.3 Manager responsible for the Service</p>	<p>Commercial Regulation Manager.</p>

2.3 The Scope of the Service	
2.3.1	Investigate and resolve all complaints.
2.3.2	Provide advice and assistance to businesses and members of the public.
2.3.3	Identify animal welfare premises (animal boarding establishments, riding schools, pet shops, dangerous wild animal keepers, dog breeders, zoos) requiring licensing and prepare them for the issue of the licence, including inspecting with the Council's veterinary consultant.
2.3.4	Process annual renewal applications from animal welfare licensed premises (except zoos), including inspecting with the Council's veterinary consultant.
2.3.5	Process applications for zoos in accordance with national guidelines.
2.3.6	Carry out inspections of animal welfare licensed premises (except zoos) approximately 6 months after the issue/renewal of the licence. Inspections of riding establishments are with the Council's veterinary consultant.
2.3.7	Carry out inspections of zoos in accordance with national guidelines. Inspections are with veterinary consultants.
2.3.8	Carry out visits and inspections to animal welfare licensed premises as necessary within the plan period, including revisits and investigative visits.
2.3.9	Identify body piercing premises (acupuncture, tattooing, semi-permanent skin colouring, cosmetic piercing and electrolysis) requiring registration and prepare them for the issue of the registration.

2.3.10	Carry out an annual inspection of registered tattooing, semi-permanent skin colouring and cosmetic piercing premises approximately 12 months after the issue of the registration.
2.3.11	Carry out an inspection every 2 years of registered ear piercing, acupuncture, electrolysis premises approximately 24 months after the issue of the registration.
2.3.12	Carry out visits and inspections to animal welfare licensed premises as necessary within the plan period, including revisits and investigative visits.
2.3.13	Provide advice to the Planning Service.
2.3.14	Facilitate training as necessary, by independent training organisations.
2.3.15	Comment on proposed legislation, codes of practice and other official documents as necessary and as requested.
2.3.16	Review the Animal Welfare Charter as necessary.
2.3.17	Check compliance with Smoke Free requirements during other visits, including food, health and safety, animal welfare and body piercing visits.
2.3.18	Maintain and update information on the website.

2.4 Demands on the Service

As at 1 April 2008 the Environmental Services' database has identified that there are **24** animal welfare licensed premises and **29** registered body piercing premises within Rochford District. These premises can be broken down as follows:

<u>Animal Welfare</u>	<u>Number of Premises</u>
Pet Shops =	5
Riding Establishments =	4
Animal Boarding Establishments =	13
Dangerous Wild Animal Keepers =	1
Dog Breeders =	1
Zoos =	0
Total =	24

<u>Body Piercing</u>	<u>Number of Premises</u>
Acupuncture =	5
Tattooing =	1
Semi-permanent Skin -colouring =	2
Cosmetic Piercing =	0
Ear Piercing=	8
Electrolysis =	13
Total =	29

	<p>No particular external factors that may impact on this service have been identified. There are two languages other than English identified as being significant among food handlers and proprietors within the district. These are Bengali and Chinese, however the majority of proprietors are able to speak adequate English or have somebody present at the premises that can translate. In any cases where they may be language difficulties the service would contact Language Direct (020 8539 5142) or Essex Police (01268 775533) for details of an interpreter or use a community interpreting service provided by Medway Council (01634 335578).</p> <p>2.5 Enforcement Policy</p> <p>This service operates to a documented enforcement policy.</p> <p>2.6 Animal Welfare Charter</p> <p>The Council has published an Animal Welfare Charter detailing those areas that it considers important and where it feels it can have some influence as a responsible and representative public body.</p>
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<p>3.0 SERVICE DELIVERY</p>	
<p>3.1 Inspection Programmes</p>	
<p>3.1.1 Animal Welfare Licence Renewal</p>	<p>The number of Animal Welfare Licences due for renewal for the period is = 24.</p>
<p>3.1.2 Animal Welfare Licence Interim Inspections</p>	<p>The number of Programmed Animal Welfare interim Inspections for the period is = 24.</p>
<p>Target</p>	<p>The target for this year is to achieve: = 99%</p>
<p>3.1.3 Body Piercer Registration Interim Inspections</p>	<p>The number of Programmed Body Piercer interim Inspections for the period is = 17</p>
<p>Target</p>	<p>The target for this year is to achieve: = 99%</p>
<p>3.1.4 New Animal Welfare Licence</p>	<p>The estimated number of new Animal Welfare Licence applications for this plan period is = 3.</p>
<p>3.1.5 New Body Piercer Registration</p>	<p>The estimated number on new Body Piercer Registration applications for this plan period is = 2.</p>
<p>3.2 Complaints and advice</p>	<p>All complaints received including anonymous complaints are investigated in accordance with the good enforcement principle of targeting, transparency, consistency and proportionality. Advice is provided to existing or proposed businesses, members of the public, other Council Service Departments and other persons. Advice is mainly person-to-person whilst Officers are carrying out visits/inspections but may also be following a telephone call or letters to the Environmental Services Division.</p>

<p>3.3 Liaison</p>	<p>The estimated number of animal welfare complaints and advice: 60. The estimated number of body piercer complaints and advice: 30. The estimated number of smoke free complaints and advice: 10. The estimated number of Sunday trading complaints and advice: 1.</p> <p>The initial response time is 5 working days. The target is to achieve: 80%. The resolution time is 6 weeks. The target is to achieve: 80%.</p> <p>A number of arrangements have been made to improve the consistency of enforcement with neighbouring Authorities.</p> <p>This service actively supports the Essex Environmental Health Management Group's Animal Welfare Forum.</p> <p>Animal welfare investigations are carried out either jointly or in close contact with the RSPCA.</p> <p>The local Dangerous Wild Animal Rescue facility (DWARF) is sometimes used to relocate and identify exotic animals.</p> <p>Investigations of suspected blood borne infections are carried out either jointly or in close contact with the Consultants in Communicable Disease Control (CCDC) for Essex.</p> <p>The service also advises and liaises with other services within Rochford District Council, including: Building Control, Planning, the Environmental Protection Team and the Licensing Team.</p> <p>The service is consulted on planning applications.</p>
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<p>3.4 Safety Promotion and Education</p>	<p>Distribute RSPCA posters (fireworks safety, pets are not presents, dogs die in hot cars) throughout the district (veterinary surgeries, Rochford and Rayleigh receptions).</p> <p>Organise an Environmental Health Awareness day in June when the dog warden will be present giving advice about animal chipping, rehoming and stray dog procedures.</p> <p>The HPA Infection Control Guidance for Tattooist, Acupuncturist, Body Piercers has been distributed to operators and is available on the website.</p> <p>Information about Animal Welfare, Body Piercing, Smoke Free and Sunday Trading is available on the website.</p> <p>A list of licensed Animal Welfare premises and registered Body Piercing premises is available on the website.</p> <p>Articles are included in Rochford District Matters, the Council's free newspaper, as necessary.</p>
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<p>4.0 RESOURCES</p> <p>4.1 Financial Allocation</p>	<p>The overall total expenditure for the Environmental Health is £1,1003,500. From this amount the service is not currently allocated a specific amount for costs such as staffing, travel and subsistence, equipment including investment in IT.</p> <p>Details of the budget for salaries, travel, subsistence, consultancy, and analytical fees are contained in Rochford District Councils Budget Book 2008/2009.</p> <p>No budget is separately allocated for prosecutions or legal action taken as a result of action under this service, but are provided for within the Legal Service's budget.</p>
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4.2 Staffing Allocation

The staff available for this period is:

- 1** Commercial Regulation Manager
- 1** Principal Environmental Health Officer
- 1** Contract EHO
- 1** Senior EHO
- 1** Senior EHO
- 0.5** Senior Environmental Health Assistant (SEHA)
- 1** Part time Environmental Health Assistant (EHA)
- 4** Administrative staff (1 part-time)

This staffing allocation is not solely for this service plan. These officers also carry out the Health and Safety, Food Safety, Outbreak Control and Infectious Disease duties. The administrative staff also support the entire Environmental Services Division.

It is estimated that the above staffing levels will provide sufficient resources to carry out the service delivery outlined in Paragraph 3.0.

It is estimated that **1.0** full time equivalents work on this service (plus administrative staff).

4.3 Staff Development Plan	<p>This service supports the Corporate Aims for Rochford District Council. The staff covering this service will continue to be encouraged, motivated and trained to develop their potential and use their talents for the benefit of the people of the district.</p> <p>This service identifies training and development needs by an annual performance and development review of all staff.</p> <p>One Student EHO will be trained in all functions of Environmental Health.</p> <p>The training budget is allocated primarily to those staff in the whole service that are identified as requiring further training to develop their professional and technical skills for the job that they are required to carry out and to deliver Corporate Objectives.</p> <p>Budget provision is also available for minor, short ad hoc training courses that become available.</p> <p>For this plan period, the following training needs have been identified:</p> <ul style="list-style-type: none">- Minor ad hoc courses when they become available <p>Cascade training is provided by the officer attending an external training course to other officers in the service.</p> <p>Periodic meetings are organised to discuss matters and issues of consistency arising under this service plan area.</p> <p>Minutes of the Essex Environmental Health Management Group's Animal Welfare Forum are circulated to officers in the service.</p>
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The Environmental Service and the Council supports Environmental Health Officers that wish to obtain Chartered Status of the Chartered Institute of Environmental Health (C.I.E.H) by taking the Assessment of Professional Development (APD).

All E.H.Os that are members of the C.I.E.H. are required to undergo at least 20 hours of Continuous Professional Development (CPD) per year, and chartered members 30 CPD hours per year. Whilst officers are responsible for monitoring the amount they have done in a year the service recognises this need and supports staff in achieving the minimum amount required by the CPD scheme. In house training may be organised throughout the year by individuals.

Every officer authorised to carry out these functions and enforcement will receive structured on-going training, which may take the form of in house training, formal visits or vocational visits.

Officers who have not enforced these functions for some time are put through structured revision training before resuming law enforcement duties. The minimum revision training is 15 hours and is recorded.

Officers returning to these duties after an absence of more than 3 years are monitored by a more senior officer experienced in law enforcement for a minimum period of 3 months.

5.0 QUALITY ASSESSMENT	
5.1 New Officers	<p>Before new officers undertake these duties independently, they are supervised and monitored by a more senior officer experienced in law enforcement for up to 6 months.</p>
5.2 Peer Reviews	<p>The following peer reviews are carried out:</p>
	<p><u>Staff</u></p>
	<ul style="list-style-type: none"> ➤ A full audit using the Section's "Management Quality Audit Form" is carried out on 5% of all licence and registration applications. This involves a desktop check and a visit. It is estimated that there will be 20 application received in the period. Therefore, 2 audits will be carried.
	<ul style="list-style-type: none"> ➤ A full audit using the Section's "Management Quality Audit Form" is carried out on 5 complaints/enquiries received each per year by the staff.
5.3 Documented Procedures	<p>This service has flow sheets for the licence and registration processes.</p>
5.4 Customer Care Survey	<p>A telephone survey of 5% of all inspections and 5% of all complaints is carried out to determine if the customer was satisfied with the service provided.</p>
5.5 Audit	<p>A best value review was carried out in 2003.</p>

6.0 REVIEW	
6.1 Review against the service plan	<p>An annual review against the service plan is carried out.</p>
	<p>In addition, performance is monitored monthly and a quarterly report is submitted to Members.</p>
	<p>The review below is for the plan period financial year 2007-2008.</p>
	<p>There is no estimate or target comparison as this is the first service plan.</p>
6.1.1 Animal Welfare Licence Granted	<p>The number of licences granted: 24 Renewals and new grants</p>
6.1.2 Animal Welfare Licence Interim Inspections	<p>The number of interim inspections: 22</p>
6.1.4 Body Piercer Registration Interim Inspections	<p>The number of interim inspections: 4</p>
6.1.6 New Body Piercer Registrations	<p>The number of new registrations granted: 2</p>
6.1.7 Complaints	<p>The number of animal welfare complaints and advice requests received: 67 The number of body piercer complaints and advice requests received: 35 The number of smoke free complaints and advice requests received: 40 The number of Sunday Trading complaints and advice requests received: 0</p>

6.2 Identification of any variation from the service plan	This is the first service plan so there are none.
6.3 Areas of improvement	This is the first service plan so there are none.

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