

**Aberdeenshire Council
Infrastructure Services**

**Environmental Health Team Plan
2016-2019**

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Aberdeenshire's Administrative Areas



1. INTRODUCTION

- 1.1 This Team Plan covers a 3 year period, 2016-2019, and identifies anticipated challenges, objectives and priorities over the period, how we aim to meet them and what we intend to achieve based on the financial and other resources available to us.
- 1.2 The Plan forms part of the Golden Thread (Appendix 5) linking employee plans/EARs, operational plans, and service strategies to actions in the Council Plan, Single Outcome Agreement and Community Plan.
- 1.3 The Infrastructure Services Service Plan 2016/2019 identifies the strategic responsibilities for the Service. It also sets out the key service objectives, key performance indicators and major projects and actions. The Protective Services Business Plan sets out the key Service objectives for each function and sets out performance measures, actions and milestones. The Team Plan identifies all key service objectives for the team from the Business Plan, key performance measures, actions and milestones including improvement actions.

2. ROLES AND MAIN ACTIVITIES

- 2.1 The Environmental Health Section forms part of Economic Development and Protective Services within Infrastructure Services. Environmental Health is that part of public health activity which strives to improve, protect and maintain health and wellbeing through action on the physical environment and on life circumstances i.e. protecting the public in the environments in which they live, work and travel. It encompasses a wide range of disciplines touching everyone`s lives, including food safety and standards, public health, waste, built environment, workplace health and safety, animal health and welfare and pollution control; further details can be found in Appendix 1.

Environmental Health has the following role in delivery of the Service`s overall vision within Infrastructure Services:

- To protect the health, welfare and safety of people and the environment
- Encouraging healthy lifestyle options
- Providing advice, information and support in all areas of work

2.2 Service Delivery:

- 2.2.1 The Environmental Health Services delivers a range of services through a hybrid structure of geographic and specialist function teams, as follows:-

Area Teams:

1. Buchan / east Banff & Buchan
2. Formartine / west Banff and Buchan
3. Garioch / north Marr
4. Kincardine and Mearns / south Marr

Specialist Function Teams:

- Licensing Standards
- Private Housing(HMOs)
- Contaminated Land
- Food and Safety Training
- Private Water Supplies
- Dog Wardens
- Animal Health and Welfare

2.2.2 Area Teams comprise Environmental Health Officers (EHOs), Authorised Officers (AOs) and Technical Officers (TOs). In general terms, EHOs cover the full range of Environmental Health functions whilst AOs and TOs tend to specialise in a specific topic(s). The Environmental Health Service has four area teams. Proactive and reactive work is undertaken by the Service as part of its overall regulatory functions.

2.2.3 The specialist function teams comprise specialist officers, covering the whole of Aberdeenshire, and include Licensing Standards Officers, Technical Officers, Scientific Officers, Animal Health and Welfare Inspectors, and Dog Wardens.

2.2.4 Area and specialist function teams are managed by four Team Managers. Each Team Manager has responsibility for an area team and for one or more specialist function teams. The Service is managed by a Service Manager.

2.2.5 Staff participate in topic based focus groups covering Food Safety, Health and Safety, Environmental Protection, Public Health, and Animal Health and Welfare.

2.2.6 Policies and procedures are developed by Environmental Health Team Managers, approved by the Environmental Health Management Group, and implemented by Area and specialist function teams. Historically, environmental health departments focussed primarily on statutory enforcement powers but in recent years this has changed with the focus more on one of education, advice and training although there is still a strong enforcement element. The current Service structure is contained in Appendix 1.

2.3 Environmental Health issues of particular note in Aberdeenshire include:

- Highest number of private water supplies in Scotland
- Large parts of Aberdeenshire affected by radon gas
- Peterhead is the largest white fish landing port in Europe

- Fraserburgh is the main Nephrops (Atlantic Prawn) landing port in the UK
- Highest number of wind-turbine planning applications in Scotland
- Largest farmer owned livestock auction market in Europe and significant food production area
- Significant notifications of infectious disease, including E coli O157, are investigated annually due to 50% of the country's cattle and sheep being reared in the area and the high number of private water supplies
- There are relatively high numbers of Houses in Multiple Occupation in North Aberdeenshire
- High level of residential and commercial development

2.4 Environmental Health Issues within the Council's Six Administrative Areas

<p>Banff and Buchan Area</p> <p>There is a large fish market in Fraserburgh where the fish requires to be inspected on landing.</p> <p>There are 23 large fish processing businesses some of which export world wide</p>	<p>Buchan Area</p> <p>Peterhead has the largest white fish port in Europe. Services include fish inspection, other Port Health issues and staffing of the Border Inspection Post.</p> <p>There are 43 fish processing businesses some of which export world-wide</p>
<p>Formartine Area</p> <p>Formartine is second only to Marr in having the most private water supplies in Aberdeenshire. Formartine has 3 of the 4 formally recognised contaminated land sites in Aberdeenshire. Formartine, in addition to Buchan and Banff and Buchan Areas, have high levels of Planning Applications for wind turbine developments.</p>	<p>Garioch Area</p> <p>The Area has seen significant residential and commercial developments in recent years. These developments create issues in terms of potential nuisance due to the proximity of residential and commercial developments.</p> <p>The Area has a high number of private water supplies. One of Europe's largest livestock markets is in Inverurie.</p>

<p>Kincardine & Mearns Area</p> <p>Stonehaven is a tourist town with facilities for tourists/holidaymakers. The northern part of K&M is influenced by the AWPR (Aberdeen Western Peripheral Route).</p> <p>There are a substantial number of complaints relating to seagulls nesting on roofs.</p>	<p>Marr Area</p> <p>The Area has by far the highest number of private water supplies of any Area in Aberdeenshire, including commercial and tourist premises.</p> <p>The large size of Marr creates management challenges.</p> <p>Particularly affected by high radon levels.</p>
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2.5 Specialist Function Teams:-

2.5.1 Animal Health and Welfare Team

This section comprises Animal Health and Welfare Inspectors, who are responsible for enforcing legislation in respect of the health, welfare and transportation of livestock, horse identification, markets and animal by-products disposal. This involves regular attendance at livestock markets, and visits to farms, slaughter houses, ports and processing establishments. A Framework Agreement is in place detailing work programme and priorities.

2.5.2 Dog Warden Team

The Dog Wardens are responsible for enforcing legislation in respect of stray dogs, control of dogs, dog fouling, barking dogs, and licensing of dog breeding, boarding kennels and catteries, riding establishments, pet shops, dangerous wild animals and zoos. The Dog Wardens also have an educational and advisory role in promoting responsible ownership of dogs, particularly through the Green Dog Walker scheme.

2.5.3 Licensing Standards Team

This team comprises 4 Licensing Standards Officers, with two based within the North Licensing Board and one in each in the Central and South Board Divisions. Core functions include: providing interested persons information and guidance concerning the operation of the Licensing (Scotland) Act 2005; to supervise the compliance by the holders of Premise Licences or Occasional Licences in respect of the premises in the area with the conditions of their licences and other requirements of the Act; to provide a mediation service for the purpose of avoiding or resolving disputes or disagreements between the holder of a licence and any other persons. Future proposals include creating 'Civic' LSOs under the new 'Air Weapons and Licensing (Scotland) Act 2015. Part 3 of the Act concerned Civic Licensing so duties of the Civic LSO will be expanded to accommodate new duties.

2.5.4 Food and Safety Training Team

The Food and Safety Support officer delivers a range of food and health safety courses with assistance provided by other officers. The officer develops and delivers formal food hygiene, health and nutrition, health and safety and infection control training courses and also provides guidance, advice, mentoring and support to businesses, organisations, community groups and Aberdeenshire Council employees. Approximately 130 courses are held annually with about 1200 delegates attending. Aberdeenshire Council is an approved training centre registered with the Royal Environmental Health Institute of Scotland (REHIS) and all courses delivered are validated and audited by them ensuring a strict quality assurance system.

2.5.5 Contaminated Land Team

This team comprises three Scientific Officers who deal with all contaminated land issues throughout Aberdeenshire. Remediation strategies are agreed in respect of individual Planning Applications. Site investigations are carried out by the team as part of the Service's Contaminated Land Strategy and have resulted in a number of major remediation projects. Four sites have been formally identified as Contaminated Land and are detailed on the public register (which can be viewed on www.aberdeenshire.gov.uk). Majority of site remediation is achieved through the planning process.

2.5.6 Private Housing

This team comprises a Houses in Multiple Occupation Officer who is responsible for inspection and licensing of HMOs. This work is in addition to other private housing work, such as improving substandard housing, carried out by Area teams. The Service works closely with a range of Council Services and external agencies including Scottish Fire and Rescue Service.

2.5.7 Private Water Supplies

Five Technical Officers and three Administration Officers focus on monitoring and improving private water supplies. Duties include implementing a Type A sampling and risk assessment programme, sampling Type Bs on request, processing of grants to improve private water supplies, and involvement in public health investigations.

3. HOW ARE WE DOING?

3.1. Section 5 details Performance Indicators reported to ISC and Area Committees/Covalent.

The following paragraphs highlight some of the key issues facing the Service.

3.1.1 Food Safety/Food Standards:

Inspections of food premises are carried out in accordance with the Food Law Enforcement Intervention Policy and Procedure with the inspection programme set at the beginning of each financial year.

Appropriate enforcement action is taken, including serving of Hygiene Improvement Notices requiring food businesses to formally address legislative contraventions, Remedial Action Notices prohibiting specific activities due to breaches of the hygiene regulations. In addition, voluntary closure agreements are occasionally entered into between food businesses and the Environmental Health Service in order to prevent formal enforcement action to be taken.

The following courses are delivered by the Service:

- Elementary Food Hygiene
- Intermediate Food Hygiene
- Refresher Food Hygiene
- Intermediate HACCP Principles
- Infection Control
- Elementary Health and Safety

Eat Safe Awards are issued to premises in Aberdeenshire providing an incentive to food businesses to strive for food hygiene and food safety management standards beyond those required by food law.

3.1.2 **Health and Safety:**

Programmed Inspections continue to be undertaken although reduced in number due to the constraints of the National Local Authority Enforcement Code and the deregulation agenda of central government. Further visits are also undertaken as part of wider alternative initiatives in supporting the better regulatory compliance. All workplace/incidents are investigated by the Service timeously as per the agreed accident selection criteria. Health and Safety Public Advisory Drop-In sessions continue throughout the year, which provide the necessary support and guidance to business communities in regard to compliance with health and safety law.

3.1.3 **Private water supplies:**

There are over 8000 private supplies in Aberdeenshire by far the largest number of any local authority in Scotland. Type A supplies, numbering 250, require sampling annually. The Service approves and pays out approximately 100 grants per year, totalling about £300,000 in grant assistance.

3.1.4 **Contaminated Land:**

Sites are assessed for potential contamination through the planning process. The Service is increasingly undertaking its own site investigations and monitoring of sites previously owned or operated by the Council. Sites for investigation are prioritised based on risk to health.

3.1.5 **Dog Control:**

The Dog Warden team are involved in a variety of duties, with increasing focus on promoting responsible dog ownership, through the Green Dog Walker scheme. Although the majority of owners are responsible many are not leading to complaints about dogs not under proper control, dog fouling and dog barking.

3.1.6 **Enforcement Plans:**

In 2015 the Infrastructure Services Committee approved the Environmental Health Enforcement Plan. This provides a framework within which other plans operate including:

The Animal Health and Welfare Service Plan was initially approved by the Infrastructure Services Committee in 2012. This Service Plan ensures an effective, accountable, consistent and coordinated delivery of animal health and welfare services in Aberdeenshire. The Plan is reviewed and revised annually and agreed with the Veterinary Officer from the Animal and Plant Health Agency (APHA).

The Food and Feed Law Enforcement Service Plan and a performance review of the previous year's plan are submitted annually to the Infrastructure Services Committee for approval and adoption. The Service Plan will ensure that the Council fulfils its statutory obligations in accordance with Food Law and Feedstuffs legislation.

The Council annually approves the Workplace Health and Safety Enforcement Service Plan. The Service Plan sets out how the Council will deliver an effective and efficient local health and safety enforcement service for Aberdeenshire. The plan takes account of local needs while addressing national priorities as set out by the Health and Safety Enforcement Authority in its current Strategic Plan. The promotion and enforcement of health and safety is an absolute mandate for all LAs to provide and competent regulatory service.

3.2 **Strengths and Areas for Improvement**

Strengths Include -

- Well qualified, competent and experienced staff
- Good training regime
- Locally based staff that are responsive to customer demand
- Good working relationships with other Services and partnership arrangements with external agencies (see below)
- Ability to be flexible in targeting resources when and where required
- Being adaptable to new legislation and policies
- Corporate changes are accommodated such as Worksmart with many staff able to work from any location including home

Areas for Improvement –

- Improved performance, including consistency, in respect of planning responses
- Better and more flexible use of staff, including cross Area working
- Improved performance in dealing with noise nuisance complaints
- To adopt a strategic approach to future priorities and performance.

3.3 Partnerships

3.3.1 Service Level Agreements/Memorandum of Understanding/Protocol:

There are SLAs/MOUs in place for the following:

Between Aberdeenshire Council Licensing Standards Officers, Aberdeenshire Community Safety Partnership and Summer Safer Streets re violence reduction.

Between Aberdeenshire Council Licensing Standards Officers and Police Scotland in support of the Memorandum of Understanding for the Sharing of Information.

With Aberdeen City Council, and the Moray Council with regard to the provision of public analyst laboratory.

With Aberdeen City, the Moray Council and the Crown Office with regard to provision of mortuary services.

With NHS Grampian Health Protection Team and the Aberdeen City, Aberdeenshire and Moray Councils Environmental Services Teams with regard to the mutual responsibilities in the investigation of notifiable disease cases and outbreaks of illness.

Within the Council a protocol is in place with Planning regarding the planning application process.

3.3.2 The Service works closely with a number of agencies, including:

Food Standards Scotland:

Food Standards Scotland regularly audits local authority enforcement services and publishes a report that outlining examples of best practice and areas for improvement. Authorities are audited against the Food and Food Law Enforcement Standards in the Framework Agreement which sets out the minimum standards of performance expected from local authorities.

Health and Safety Executive: As co-regulators under the Health and Safety at Work etc. Act 1974, Local Authorities work in close partnership with the HSE. Both remain focused on preventing death, serious injury and ill health to those at work and those affected by work activities.

Scottish Environment Protection Agency: The Service works closely with SEPA on a range of issues involved in environmental protection, including private water supplies.

Scottish Fire and Rescue Service: A Memorandum of Understanding is in place with regard to working arrangements for dealing with Houses in Multiple Occupation.

NHS Grampian and Health Protection Scotland: The Service attends regular meetings with regard to communicable disease and water supplies and works closely on incident management and outbreak investigations.

Police Scotland: The Safer Streets initiative has been in place for some years and is led by the Aberdeenshire Community Safety Partnership and Grampian Police. Licensing Standards Officers are key partners in this initiative.

Animal Health Framework Agreement: The AH&W Section works in partnership with the Scottish Government, COSLA, Society of Chief Officers of Trading Standards, Society of Chief Environmental Health Officers, and the Animal and Plant Health Agency. This provides a risk based approach to carrying out animal health and welfare duties.

Crown Office Procurator Fiscal Service (COPFS): Close working with COPFS regarding reports submitted as a non-police reporting agency.

4. **WHAT CHALLENGES / OPPORTUNITIES FACE US?**

4.1 There are several local and national challenges facing the Environmental Health Service in Aberdeenshire and the Environmental Health profession as a whole. Limited and reducing resources and growing demand for services create additional challenges but they also create opportunities to introduce new ways of working.

4.2 **National Challenges and Opportunities:**

4.2.1 The Environmental Health profession, and in particular REHIS, will require to ensure that officers are adequately trained to continue the supply of EHOs. The future training and availability of EHOs is going through a transitional phase at the moment and this will have a bearing on how EH Services operate in future. REHIS has taken steps to compensate for the cessation of the BSc (Hons) Degree course at Strathclyde University, with the accreditation of the course at West of Scotland University. Steps have been taken to ensure student EHOs receive the required practical training in accordance with the revised Professional Training Manual and Scheme of Practical Training; the new training regime requires councils to be flexible with regard to the means by which they provide training.

The Aberdeenshire Council Environmental Health Service will continue to support REHIS, and where budgets permit continue the long tradition of employing Student EHOs. Modern Apprenticeships can also play an important role in attracting young people into the profession, providing a grounding to training as an EHO. The age profile of most Environmental Health Departments is one of high numbers approaching the age when they are likely to retire, leading to loss of experience as well as a shortage in numbers.

4.2.2 **Food:** The Food (Scotland) Act 2015 enabled the creation of the Food Standards Scotland (FSS), a new, independent body, which replaced the UK-wide Food Standards Agency, in Scotland in 2015. FSS provides regulation and independent advice on food safety and is responsible for food hygiene, food standards, composition, labelling and quality, nutrition, and meat inspection.

4.2.3 **Health and Safety:** HSE Board launched its new Health and Safety Strategy 'Helping Great Britain to work well' in January 2016, which will have an influence on the future of health and safety. The HSE Board has identified six key areas as the focus on promoting broader ownership of workplace health and safety.

It will highlight and attempt to tackle the burden of work-related ill health whilst anticipating and tackling the new health and safety challenges. This will have a bearing on the future work of Aberdeenshire Council as a regulatory service.

4.2.4 **Animal Health and Welfare:** Following the publication of the Pack Report in 2014, Recommendation 40 called for a full cost benefit analysis of the LA role in Animal Health. A report by the AH Strategy group was returned to the Rural Affairs Food and Environment Committee. LA cost saving and natural wastage has had an impact on the number of experienced AH&W Inspectors in Scotland and it is critical to maintain a strong specialist knowledge base in case of major AH disease or other incidents. The AH Strategy Group is keen to develop low cost training opportunities to assist with upskilling non specialists e.g. Environmental Health or Trading Standards Officers in specific roles in case of an emergency situation.

4.2.5 **Private Water Supplies:** Local Authorities are working closely with Scottish Government and the Drinking Water Quality Regulator to improve the quality of private supplies and to promote connections to the public supply.

4.2.6 **Business Support:** In accordance with national regulatory reform the Service will continue to provide support and guidance to businesses to ensure compliance with legislative requirements, eg through training, mentoring and public advice sessions.

4.3 **Local Challenges and Opportunities:**

4.3.1 **Budget:**

As a result of the budget reductions in recent years the Council has undergone a process of change and reviewed traditional methods of working. One of the challenges for Environmental Health is to embrace the need for change and to proactively identify and implement process efficiencies to ensure that we continue to give best value to the communities that we serve. Efficiency savings in recent years have necessitated the introduction of a new organisational structure, delegated responsibilities to officers at all levels, and a review of processes and priorities. Further efficiencies will be required over the next five years although the impact on Environmental Health is expected to be limited.

4.3.2 **Organisational Structure of the Environmental Health Service:**

A new structure was implemented in early 2013 as detailed in Appendix 1. It brought in significant changes in the way in which teams are managed. The Environmental Health Management Team has an overseeing role to ensure that the structure is still fit for purpose and can continue to deliver high quality services. The age profile is such that several staff are at or nearing the age at which they may retire. It is important that the Service maintains staffing levels, continues to attract staff to work in Aberdeenshire and continues to provide training placements for student EHOs. The Service is committed to ensuring staff are provided with appropriate training and that opportunities are provided for career development to ensure staff can move into promoted positions.

4.3.3 **Joint Working:**

The three North East Councils work closely on a number of issues, including management of the Aberdeen Public Analyst Service, provision of mortuary services, and providing support where required. The proposed unified Scottish Scientific Services project may have an impact on the Public Analyst, these implications becoming clear when proposals are published in 2016. There is a need to consider the future provision of mortuary services in the North East and this may necessitate the councils working together to ensure provision of a new facility.

4.3.4 **Council's Accommodation Strategy:**

The Service has embraced the Council's Worksmart initiative with staff having the opportunity to adapt their way of working to the benefit of service delivery. Further changes are anticipated at our offices in Aboyne, Stonehaven, Fraserburgh and Inverurie. The adaptation of accommodation, including hot-desking arrangement has required staff to review how they organise their daily work.

4.3.5 **Windturbines:**

The Planning Service routinely consults with the Environmental Health Service in respect of potential noise impacts from proposed wind turbine development and also in respect of purification of planning conditions attached to consents for new or existing wind turbine developments. Due to the large numbers of wind turbine developments within Aberdeenshire, the identification of potential noise impacts and the determination of measured noise impacts is increasingly complex and challenging. This may necessitate the employment of consultants to provide specialist technical expertise or to support investigations. General enquiries, outwith the formal planning process, are regularly received from developers and operators in relation to the assessment of noise impacts from proposed or existing development. A submission guidance note has been produced by Environmental Health to clarify national guidance documents and improve the support available to developers and operators.

4.3.6 **Contaminated Land:**

The Statutory Guidance associated with Part 11A is to be reviewed; the Scottish Government has established a working group. The outcome of the review will be assessed and implications for Environmental Health identified.

4.3.7 **Private Water Supplies:**

Aberdeenshire has 40% of all the private supplies in Scotland. Many supplies fail to meet the standard for E.coli and contracting infections from contaminated supplies is one of the reasons why this area has a high rate of gastrointestinal infection including E. Coli O157. Drinking water safety has a high profile both nationally and at a European level and we are working closely with staff of the Drinking Water Quality Regulator to develop new guidance on water management plans and colour treatment. Contamination also occurs on supplies as result of the failure to maintain systems including treatment. Water management plans are being introduced to make users develop a more proactive approach to maintaining their treatment and supply infrastructure and should in the longer term result in safer water quality.

4.3.8 **Animal Health and Welfare Team:**

The current economic situation is having an adverse impact on some farmers' ability to manage their livestock, resulting in the AH&W team becoming more involved in enforcement issues.

4.3.9 **Dog Fouling and Dog Control:**

The Green Dog Walker Campaign was launched in late 2014 and is being rolled out via community councils. The scheme received a national award in 2015 and the intention is to continue to roll out the scheme and build upon the current level of participation.

4.3.10 **Seagulls:**

Following concerns raised by a number of coastal communities an action plan was produced in 2014 to try and reduce the nuisance created by seagulls. The plan includes provision of advice to the public, owners and businesses, encouragement to building owners to proof their buildings, revised planning guidance, use of hawks in certain locations and erection of signs warning against feeding of seagulls.

4.3.11 **Licensing:**

Future proposals include creating 'Civic' LSOs under the new 'Air Weapons and Licensing (Scotland) Act 2015. Part 3 of the Act concerned Civic Licensing so duties of the Civic LSO will be expanded to accommodate new duties.

4.3.12 **Planning Consultations:**

A liaison protocol has been developed detailing consultation arrangements between EH and Planning, improving communications and ensuring consistency of approach. The protocol will be subject to regular review.

4.3.13 **Date management:**

The introduction of a new data management system, Uniform, will bring technical challenges. The intention is to move to paperless working within 18 months i.e. by 31 December 2017.

5. **OBJECTIVES**

5.1.1 This section outlines the Environmental Health Team`s objectives for 2016-19. It outlines the Service`s statutory responsibilities, issues of importance to the Aberdeenshire Council area and its communities, policies at national level as they affect Aberdeenshire, and linking to the Service and Business Plans, the Council`s current Strategic Priorities/SOA, and Community Plan.

5.1.2 A proactive, strategic approach is adopted to managing Environmental Health although much of our work is reactive in nature. The Service undertakes a mix of statutory and advisory/educational duties.

5.1.3 As described in the Service Plan working with Community Planning partners the Council has identified four priorities that underpin the three pillars of Early Intervention, Demography, and Economic Development:

- Community Wellbeing
- Jobs and the Economy
- Lifelong Learning
- Sustainable Environment

The majority of the Team`s objectives and priorities fall under Community Wellbeing but there are a number that also come under Sustainable Development.

5.2 **Policies/Plans:-**

Main Plans are:

- Food Law Enforcement Intervention Policy and Procedure
- Food and Feed Law Enforcement Service Plan 2016/17
- Health and Safety Enforcement Policy
- Health and Safety Enforcement Service Plan 2016/17
- Contaminated Land Strategy
- Air Quality Strategy and Annual Reports
- Joint Health Protection Plan

- Animal Health and Welfare Service Plan 2016/17

These policies and procedures are reviewed and revised annually, with conclusions feeding into the Plan and Business Plan for the following year. Information on the above is available on Arcadia and the Council's website.

5.3 Key Performance Indicators and Initiatives/projects:

The following tables (taken from IS Service Plan) highlight issues that are subject to performance monitoring and specific projects related to these Indicators

Service Objective 2
CW1 Enhancing Community Wellbeing
Protect, promote and improve the health, welfare and safety of people and the environment through the provision of an effective regulatory inspection and enforcement service covering environmental health functions and animal health and welfare.

Key Performance Measure	
3.1 & 3.2	Number of complaints of domestic noise received during the year and the percentage of these complaints settled without attendance on site
3.3	Number and percentage of domestic noise complaints recorded which require attendance on site that are not dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004 (S)
3.4	Average time (hours) between receipt of complaints and attendance on site (S)
3.5	Number and percentage of Type A supplies sampled annually
3.6	Number of private water supply improvement grants paid (Local Indicator)
3.7	Percentage of programmed health and safety inspections of commercial premises inspected which are classed as high risk (Category A – 12 Months). (Local Indicator)
3.8	Percentage of programmed health and safety inspections of commercial premises inspected which are classed as Medium Risk 1 (Category Med 1 – 18 Months).
3.9	The percentage of the number of premises that are “broadly compliant” and “better than broadly compliant” in terms of food safety as set against the number of premises subject to intervention in the 6 or 12 months category

Key Performance Measure
(Local Indicator)

Projects/Activities Contributing to this objective	Commentary
<p>3.17 To maximise and target resources at high risk activities in order to achieve greatest impact.</p> <p>Target:- To maintain and deliver an effective and efficient local health and safety enforcement service as a regulator by raising standards of compliance in businesses, year on year.</p> <p>Responsibility:- Team Manager (Health and Safety)</p>	<p>This has been achieved by the use of the current Health and Safety Executive/Local Authorities Enforcement Liaison Committee (HELA) Guidance 67/2 (rev4.2) guidance - resources targeted at high risk premises</p>
<p>3.18 Comply with National Local Authority Enforcement Code in order to ensure the Service takes a consistent and proportionate approach to enforcement on businesses</p> <p>Target:- Aberdeenshire to ensure the effective and proportionate management of risks, supporting businesses, protecting their communities and contributing to a wider public health agenda</p> <p>Responsibility:- Team Manager (Health and Safety)</p>	<p>S18 Standards set out by the HSE Directorate and HELA Strategic Plans have been complied with and verified through peer review exercises.</p>
<p>3.19 Continue to review and improve food law enforcement policies & procedures to reduce the number of high risk food premises and to improve the efficiency of the regulatory inspection provision.</p> <p>Target:- Year on year activity</p> <p>Responsibility:- Team Manager (Food)</p>	<p>Food law enforcement policies and procedures reviewed and revised, as necessary, in order to reflect national food law enforcement trends and legislative demands with the aim to reduce procedural burdens on food law enforcement officers and statutory requirements on food businesses</p>
<p>3.20 Continue monthly monitoring of the food law intervention performance to ensure compliance with the Food Law Code of Practice (Scotland) and local policies and procedures.</p> <p>Target:- Monthly</p> <p>Responsibility:-TeamManager(Food)</p>	<p>Monthly intervention reports were timeously produced by the Information Officer and circulated to all Team Managers to ensure food businesses were subject to an intervention in accordance with nationally agreed frequencies and that all high risk food businesses received the appropriate number of interventions within the</p>

&Information Officer	required timescale throughout the year.
<p>3.22 Maintain internal quality monitoring of individual food law enforcement officers performance to ensure compliance with the Food Law Code of Practice and internal policies and procedures.</p> <p>Target:- Year on year activity</p> <p>Responsibility:- Team Managers, delegated Senior Environmental Health Officers and Information Officer</p>	<p>The internal quality monitoring programme continues, however, it has not been possible to maintain it at the level of previous years. The annual food premises file and database audit carried out by the Team Manager (Food) and the Information Officer will return with the first programmed for July 2016.</p>
<p>3.23 Continue the implementation of the food law intervention selection scheme to allow more intensive enforcement directed at food businesses presenting the greatest risk to public health.</p> <p>Target:- Year on year activity</p> <p>Responsibility:- Team Manager (Food)</p>	<p>The food law intervention scheme continues to focus attention on those food businesses presenting the highest risk to public health.</p>

6. PRIORITIES

In addition to the general objectives detailed in Section 5 the following details priorities for 2016/17:

1 General Ongoing Priorities -

- Meet targets set within food safety, private water supplies and health and safety inspection programmes.
- Meet requirements of Framework Agreement with Food Standards Scotland.
- Meet requirements of Animal Health and Welfare Framework agreement.
- Work within budgets.
- Respond to complaints and service requests within required target dates.
- Respond to Planning within required target dates.
- Respond as appropriate to urgent/emergency/reactive situations e.g. food poisoning outbreaks, accident investigations.
- Maintain current levels of staffing.
- Ensure provision of training and Continuing Professional Development to staff.

2 UNIFORM -

- Transfer data from Flare to Uniform, ensure training provided, ready for implementation on 1 April 2016.

3 Planning Consultations -

Following on from an improvement project in early 2015 implement a protocol detailing liaison arrangements between Planning and Environmental Health regarding planning application consultations.

4 Food Safety -

In August 2015 Food Standards Scotland held a summit in partnership with the Society of Chief Officers of Environmental Health in Scotland (SOCOEHS) to which all 32 Scottish Local Authorities were invited. The summit objectives were to strengthen existing links with LAs, to outline the FSS vision for the future of food enforcement in Scotland and to communicate FSS strategic goals. From the summit the following specific priorities are planned to commence during 2016/2017:

- A revision of the approval process to include the publishing of procedural guidance and associated training of enforcement officers.
- A focus on the provision of “rare” burgers and other risky foods.
- An extensive review of the Food Law Code of Practice with a main focus on the amalgamation of food hygiene and food standards inspections to include a pilot trial by a selection of Authorities.
- A refresher promotion of the Food Hygiene Information Scheme and creation of new legislation to require mandatory display of “Pass”, “Improvement required” and “Awaiting inspection” certificates by food businesses.

5 Health and Safety –

- Continue to focus enforcement on the higher risk activities of businesses
- Continue to provide advice and guidance to local businesses by providing local drop-in sessions throughout the area.
- Continued compliance with the proposed National Local Authority Enforcement Code.
- Continue to provide new licenses and renew current licensing for cosmetic skin piercing and tattooist operators and address the level of unlicensed operators in the area.
- Take a proactive approach to agriculture shows in conjunction with the E coli O157 strategy regarding handling of livestock.

6 Animal Health and Welfare -

Taking national priorities into account, local priorities are agreed annually with the APHA Veterinary Officer in accordance with the Animal Health and Welfare Framework Agreement.

- 7 Control of Dogs -**
The Dog Warden team will continue to promote the Green Dog Walker initiative, particularly to those areas with little participation.
- 8 Water Supplies -**
The Service will continue to work with partners to promote improvements to private water supplies, work with Scottish Water to promote connections to the public supply, and to encourage developers to connect to the public supply, and to work with the Scottish Government to implement their strategy and legislation pertaining to private and public supplies.
- 9 Contaminated Land -**
The outcome of the review of the Statutory Guidance associated with Part 11A will be assessed and implications identified. Site investigations will continue to be undertaken under our Part 11A strategy. Improvements to planning procedures will be introduced as part of the establishment of the Planning/EH protocol.
- 10 AWPR -**
The project now is due for completion in 2018. Whilst this is of huge benefit to the North East of Scotland its construction is not without environmental impact. Environmental Health staff liaise closely with the Construction Joint Venture with the aim of limiting the inevitable impacts of noise, dust, etc.
- 11 Local Air Quality Management -**
The launch of the Scottish Government's Cleaner Air for Scotland – The Road to a Healthier Future (CAFS) strategy document in November 2015 set out further policy goals and actions with the aim of improving air quality in Scotland. Environmental Health will play a key role in the delivery of the CAFS aims and objectives through improved annual review and assessment reporting and strategic partnership with planning, transport, sustainability colleagues within Aberdeenshire Council and within neighbouring local authorities and external stakeholders.
- 12 Customer Engagement -**
The Service will continue to survey customers on a targeted basis, and implement improvements identified from feedback.
- 13 Licensing -**
Prepare for the implementation of the new Civic Licensing Standards Officer (Civic LSO) role as required by the Air Weapons and Licensing (Scotland) Act 2015 whilst maintaining the current service to the Licensed Premises on alcohol licensing undertaken by the current LSO Team.

- 14 Training -**
The Service will continue to deliver a range of training programmes. This currently includes food hygiene at Elementary, Intermediate and Refresher levels, offered to the private sector and Aberdeenshire Council employees. The Service will also deliver REHIS HACCP courses and the REHIS Food and Health course. Health and safety training is provided by the authority at elementary level for the private sector and Aberdeenshire Council employees.
- 15 Benchmarking -**
The Service will continue to participate in the APSE Environmental Health Project.
- 16 Public Analyst -**
Assess implications of proposed Unified Scientific Services Project, business case report expected in early 2016.
- 17 Seagulls -**
Revise seagulls action plan to deal with nuisance created by gulls more effectively, to focus more on egg and nest removal.
- 18 Windturbines -**
Establish a framework agreement to ensure we have the facility to employ consultants when required.
- 19 Mortuary -**
Work with Aberdeen City, Moray Council, NHS Grampian and the Crown Office with regard to future provision of mortuary services.

7. EVIDENCE

- 7.1 Progress towards achieving priorities is monitored within the Aberdeenshire Performs performance network. Exception and Exceptional reporting is made to Infrastructure Services Committee and Area Committees. Performance is reported in each Quarter whilst progress with projects is reported in Q2 and Q4. This allows Committees to more effectively scrutinise where performance requires improvement or to be “celebrated”. Covalent is a Council database that brings together PIs, strategic and operational activities, important actions and risk plans. Full reports are placed on Councillor Ward Pages
- 7.2 In addition to the Performance Indicators, the Service has processes for capturing customer feedback and measuring outcomes. Monitoring of policy implementation, supported by a programme of stakeholder surveys and information obtained via the Citizens panel and Residents Survey allows the Service to assess the effectiveness and quality of the service from a user perspective and enable areas for improvement to be identified. Customer satisfaction measures are used to review quality of service delivery and to show that we are making a difference.

- 7.3 Performance is monitored via 6 monthly reviews with an Annual Review of priorities and performance.
- 7.4 The Service is subject to regular external audits and participates in national reviews:-
- i) Regular third party core and focussed audits by Food Standards Scotland.
- 7.5 The Service is subject to audits by the Council's Internal Audit Section.

8. **DEMONSTRATING IMPROVEMENT**

- 8.1 The Service will:-
- i) Continue the programme of process reviews based on staff feedback in 2013, working with the Service's Improvement Team.
 - ii) Implement any changes required following internal and external audits.
 - iii) Continue targeted customer surveys and take on board customer feedback received and adapt policies and procedures where appropriate.
 - iv) Ensure staff are given an opportunity to raise issues/ propose improvements within the network of Area and function team meetings and through the Environmental Health Management Group.
 - v) Identify areas of good and best practice through participation in regional and national liaison function meetings.
 - vi) Ensure continuing improvements in PIs.
 - vii) Ensure staff training requirements identified through EARS are met in order to maintain a competent inspectors. Maintain training spreadsheet for all staff.
 - viii) Implement improvements identified through the benchmarking programme, including through the APSE Environmental Health project
 - ix) Implement programme of improvement projects.
 - x) Monitor reports from Feedback Team on complaints and compliments.
- 8.2 In addition, the Service will continue to support corporate initiatives such as Worksmart, and improving procedures and performance management and by further developing customer contact processes.

- 8.3 Undertaking these measures will result in a more efficient service and improve the quality of service and will be reflected in performance indicators, improved customer feedback, improvements in business compliance figures, improved public health statistics.

9. **RESOURCES**

9.1 **Staffing:-**

Appendices 2 and 3 contain details of the organisational structure and staff resources within the Team.

One of the main challenges for the future will be to continue the level of service delivery required in face of reducing budgets. This may require the re-prioritisation of our core activities.

9.2 **Financial:-**

Regular monitoring reports received from Finance.

9.3 **ICT resources:-**

The following are used by the Service:

- i) UNIFORM - the premises inspection and case management system.
- ii) GGP: is used with regard to planning applications, contaminated land assessments and private water supply investigations.
- iii) GeoEnviron: system used by Contaminated Land Team to assist in the prioritisation of sites for investigation and production of site specific reports will be available by 30 April.
- iv) Bodet: is used to manage attendance.
- v) FSSUK (Food Surveillance system): used to record food and animal feed sample data. This is used to record food and animal feed sample data.

10. **MONITORING AND REPORTING**

- 10.1 Progress towards achieving priorities will be monitored within the Aberdeenshire Performs performance network. Exception and Exceptional reporting is made to ISC and Area Committees. Performance is reported in each Quarter whilst progress with projects is reported in Q2 and Q4. This allows Committees to more effectively scrutinise where performance requires improvement or to be “celebrated”. Covalent is a Council database that brings together PIs, strategic and operational activities, important actions and risk plans. Full reports are placed on Councillor Ward Pages

- 10.2 In addition to the performance indicators, the Service has processes for capturing customer feedback and measuring outcomes. Monitoring of policy implementation, supported by a programme of stakeholder surveys and information obtained via the Citizens panel and Residents Survey will allow the Service to assess the effectiveness and quality of the service from a user perspective and enable areas for improvement to be identified. Customer satisfaction measures will be used to review quality of service delivery and to show that we are making a difference.
- 10.3 Performance will be monitored via 6 monthly reviews with an Annual Review of priorities and performance.
- 10.4 The Environmental Health Management Group, Area Teams and topic based focus groups will monitor performance and take steps to address any areas where improvements are required to ensure resources are targeted appropriately.

APPENDIX 1

SUMMARY OF FUNCTIONS

Animal Health and Welfare

Health and welfare of livestock. Licensing of a wide variety of animal related matters, both commercial and private. This encompasses the aspects of welfare of the animals involved, nuisance or danger and the prevention of the spread of disease.

- Animal Health and Welfare Inspectors
- Farm animal movement controls
- Farm animal records
- Animal market controls

Dog Control

- Dog Warden Service
- Dangerous and out of control dogs, dog fouling, barking dogs.
- Uplift of strays / micro-chipping / promotion of responsible ownership of dogs
- Licensing of dog breeding/animal boarding establishments, horse riding establishments, pet shops, dangerous wild animal premises

Food Safety

Safety of premises and foodstuffs. Protection of public health. The inspection of food and the places in which it is manufactured, prepared and sold.

- Food Standards (labelling, composition, quality and allergens)
- Food Poisoning investigation (with NHS Grampian)
- Food Hygiene in the commercial sector
- Approval of product specific food premises (e.g. fish, shellfish, meat products, dairy products)
- Recognition of natural mineral water production

Health & Safety

Health and safety of employees and public. The inspection of workplaces (allocated by statute) to ensure that they are safe and healthy for employees and others who may use them.

- Enforcement in non-industrial sector (service sector industry including warehousing)
- Investigation of work-related incidents and accidents
- Sports Grounds – Safety Certificates and Crowd Capacity limits
- Smoking controls
- Liquor licensing standards
- Accident investigation in the workplace
- Licensing of cosmetic skin piercers and tattooists

Environmental Protection

Assessment of air quality, land and water contamination. The inspection and monitoring of air, land and water environs to detect and prevent pollution. Includes noise control and the provision of coastal oil spill contingency plans.

- Noise
- Coastal pollution
- Contaminated land
- Local air quality management

Port Health Services – Peterhead

- Border Inspection Post
- Vessel inspection
- Pest control certification

Private Sector Housing

- The protection of the health and welfare of the occupants of private sector housing by the enforcement and promotion of acceptable standards.
- Licensing of houses in multiple occupation (multiple lettings/shared facilities)
- Licensing of Caravan Sites
- Management of Unauthorised Encampments of Gypsy Travellers

Public Health

Protection of public health.

- Removal of general nuisances and the investigation of disease outbreaks.
- Private water supply standards/grants
- Nuisances (smells, accumulations of rubbish, defective private drainage, etc)
- Pest control (preferred contractor system)
- Service Level Agreements with Aberdeen City Council in respect of laboratory services and mortuary provision.

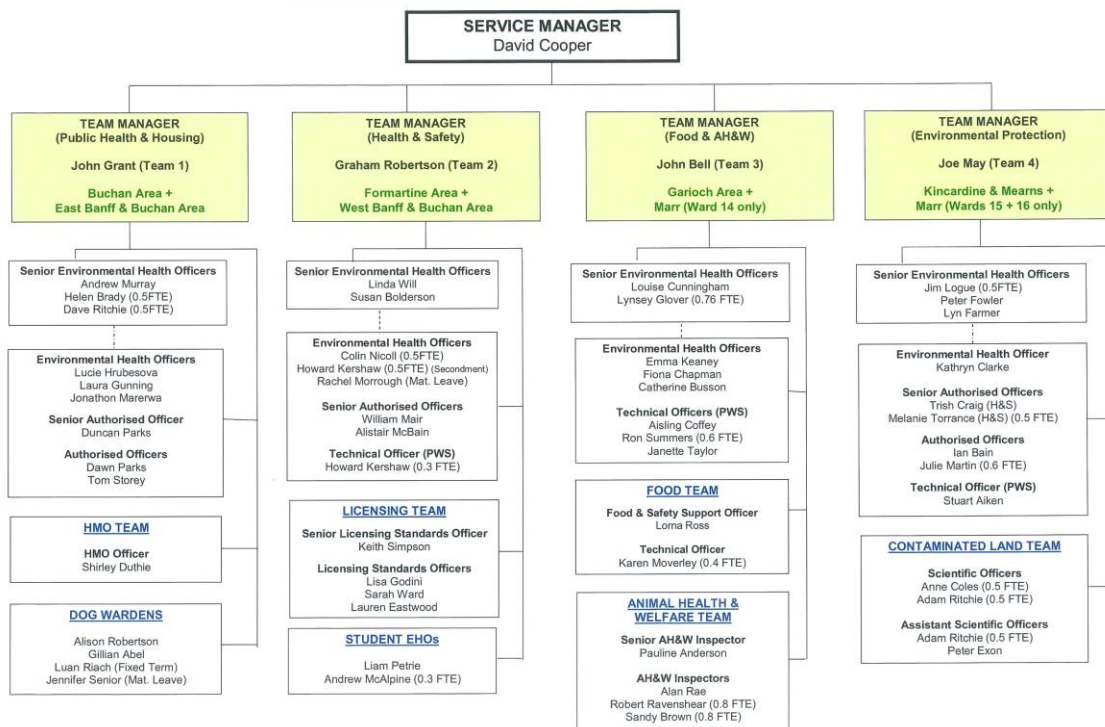
Licensing Standards

- Visit licensed premises to ensure compliance with legislation
- Investigate complaints
- Liaise with Licensing Boards and Forums
- Give guidance and assistance on the operation of the Act
- Consultees on various applications
- Implement Council policies and procedures

APPENDIX 2

ENVIRONMENTAL HEALTH STRUCTURE

ENVIRONMENTAL HEALTH STRUCTURE – April 2016



A P P E N D I X 3

ENVIRONMENTAL HEALTH SERVICE BUDGET 2016/17

Environmental Health: £1.883m

Public Analyst: £0.347m

Animal Health and Welfare: £0.326m

APPENDIX 5

GOLDEN THREAD

