

Deputy Leader: Regulatory Services Portfolio

Statement 2018/19



INTRODUCTION

East Staffordshire Borough Council has three Corporate Priorities:

- **Value For Money Council Services:**
Protecting your money
- **Promoting Local Economic Growth:**
To benefit local people by turning aspiration into reality
- **Protecting and Strengthening Communities:**
Love where you live

The following statement sets out how the Deputy Leader for Regulatory Services and officers within this portfolio area will contribute to achieving these priorities, as well highlighting key achievements from 2017/18.

However the activities outlined in the statement are often cross-cutting themes with overlaps into other areas, and throughout the statement there may be examples of joint delivery with other Executive Members as well as managers from other sections.

Each of the statements made by the individual portfolio holders will then be collated to form the basis of East Staffordshire Borough Council's Corporate Plan for 2018/19.

ACHIEVEMENTS IN 2017/18

Over the past 12 months, the Council has been working hard to improve its services and is currently on track to achieve 100% of this portfolio's milestones set for 2017/18 by the end of this financial year.

Some of these achievements are highlighted in the following section.

Review Permits on Council-Owned Car Parks

This year a detailed review of permit prices was carried out alongside a review of the price tariff and the "Free after 3" scheme. New permit and pricing structures were introduced in September 2017. The review also looked at the feasibility of introducing "payment on exit" solutions for the Council's two main car parks at Coopers Square and the Maltings, however the review demonstrated that this was not considered viable.

Procurement of Car Park Ticket Machines with Cashless Options

The Council has this year procured new ticket machines for the car parks at Coopers Square, Burton Place and the Maltings. These new machines will allow options for both card and cash payments, improving the offering for users of these three car parks. This will represent the modernisation of 50% of all machines operated by the Council.

Options Appraisal for the Future Delivery of Disabled Facilities Grants (DFGs)

To deal with an increasing demand for adaptations in homes for disabled residents, the Council has redesigned its Disabled Facilities Grants service, incorporating more efficient ways of working to secure faster and cost efficient adaptations to enable residents to live independently in their own home.

Mobile Working Business Plan

Options for mobile working have been investigated and the cost for each system at present does not provide an increase in service quality to ensure value for money.

Investigate “No Smoking” Zones in Children’s Play and Town Centre Areas

This year the Council investigated the feasibility of introducing no smoking zones in areas of the Borough. The Council has 73 areas in which there are Children’s Play Areas. It has received no complaints in relation to smoking in these play areas, and there are also very few complaints regarding the littering caused by smoking. The Council has also received no complaints in relation to smoking in Town Centre areas. The Council has therefore established that it would be disproportionate to introduce no smoking zones in play areas and Town Centre areas, but will keep the situation under review and take action should the condition change.

Building on the Great British Spring Clean

Officers have developed a year wide programme of activities across a number of ward areas focusing on key community issues such as dog fouling and fly tipping. This programme includes a range of education, awareness and enforcement initiatives that are delivered in the community.

Selective Licensing Scheme

The Council has successfully introduced a pilot Selective Licensing Scheme in a part of Anglesey ward following extensive consultation and engagement. All landlords that let a property within the designated area are required to obtain a licence and comply with specific licence conditions to proactively improve the living conditions of tenants living in poor housing. Inspections are underway to issue licences and have identified issues in relation to insufficient fire safety and unsafe electrics, which have been rectified to ensure the provision of safe accommodation.

Monitor Car Cruising Activity in East Staffordshire

Staffordshire Police have confirmed that over the last 12 months “car cruising” has not caused any particular issues for Staffordshire Police or for East Staffordshire Borough Council. The Council in conjunction with Staffordshire Police will continue to monitor such future events.

OBJECTIVES FOR 2018/19

The Council is determined to continue to build on its successes during 2017/18 as it moves forward into the 2018/19 financial year. It will continue to improve performance, service delivery and value for money through delivery of the Council's three Corporate Priorities. Achievement of these priorities will be supported by the Regulatory Services portfolio through delivery of the objectives detailed in the following section. The specific performance indicators identified to measure these objectives are referenced in the paragraphs below.

Improve Value for Money in Environmental Health Activities (Targets RS01; RS02; RS03)

This year the Council will introduce a charging policy for requested Food Hygiene Rating Scheme (FHRS) re-inspections and food safety advice to businesses. Currently all businesses that score less than 5 under FHRS are able to request a re-visit at no cost to the business; this is requested for the sole purpose of increasing their rating, to benefit their business. This policy will provide cost recovery of these discretionary services that can be used to support businesses and reduce non-statutory operational costs to the service.

In addition to this the Council will review its Animal Welfare Policy ensuring that the service is cost efficient and fit for purpose. The Council will also review its policy in relation to the provision of public health funerals and where possible secure the provision of a cost effective service to assist the Council in undertaking its statutory responsibility.

Disabled Facilities Grant Service (Target RS04)

The Council will adopt a new in-house Disabled Facilities Grant service from 1st April 2018, incorporating more efficient ways of working to secure faster and more cost efficient adaptations to enable residents to live independently in their own home. This will be supported by a Disabled Facilities Grant Policy detailing a range of discretionary options alongside the mandatory grants process, and

will encourage clients to proactively manage their condition(s) via the uptake of support services provided by the Leisure and Cultural Services teams.

Community and Civil Enforcement Activities (Targets RS05; RS09)

This year the Council will undertake a review of its Community and Civil Enforcement activities, as the function has in practice become increasingly community based with responsibility for on-street parking enforcement having returned to Staffordshire County Council in recent years.

In addition to this the team will also be delivering a series of initiatives aimed at educating residents on issues such as waste and fly tipping, among others.

Licensing (Targets RS06; RS07)

This year the Council will be reviewing its Gambling Act Policy to ensure it continues to be fit for purpose. The Council will also be undertaking a review of its three nominated Testing Stations that taxis attend to receive their Certificate of Compliance, ensuring that they are of the necessary standard. This review will ensure that our Testing Stations offer value for money as well as the relevant standards of service.

Enforcement (Targets RS08)

Over the next 12 months the Council will be reviewing its High Hedge complaint procedures and the associated fees to ensure they continue to be efficient and effective. The team will also be working in conjunction with other Council departments, such as Community and Civil Enforcement and Waste Management, on joint initiatives such as “Tackle the Tippers”.

Selective Licensing Scheme (Targets RS10; RS11)

Following the successful introduction of the Selective Licensing Scheme pilot in a part of Anglesey ward, the Council will continue to monitor and evaluate the scheme, providing an update review at the end of the first 12 months of operation. An in-year briefing on the scheme’s progress will be provided to Members.

Deliver Focussed Environmental Health Initiatives (Targets RS12; RS13; RS14)

Over the next 12 months the Council will be undertaking a series of targeted and focussed initiatives.

The Council recognises the impact that partnership working can have on reducing modern slavery and will undertake at least two multi-agency initiatives focussed on tackling issues within businesses such as car washes, nail bars and tanning salons. Also, as there has been a growth of weekend markets attended by small, often inexperienced traders who may lack the knowledge to ensure that they are compliant with their legal responsibilities in relation to food safety and/or trading standards, the Council aims to undertake targeted initiatives with markets within the Borough to ensure compliance with food hygiene legislation.

The Council also receives a high number of complaints and concerns in relation to Houses in Multiple Occupation (HMOs) with concerns about over-crowding and a lack of adequate fire safety provisions. Building on the work of the selective licensing scheme, the Council aims to undertake a targeted initiative focused on identifying and, where necessary, inspecting these types of premises to ensure the provision of safe and decent private rented accommodation.

MEASURES AND TARGETS FOR 2018/19

The Regulatory Services portfolio has identified a number of measures and targets for 2018/19 which will contribute to the delivery of the objectives detailed above. These are set out in the following tables.

Value for Money Council Services

Ref	Measures	Target 2018/19
RS01	Improve Value for Money in Environmental Health Activities	Introduce a Charging Policy for Requested FHS Re-Inspections and Food Safety Advice to Businesses (June 2018)
RS02	Improve Value for Money in Environmental Health Activities	Complete a Review of Animal Welfare Policy Within 2 Months of Anticipated Legislative Updates
RS03	Improve Value for Money in Environmental Health Activities	Complete a Review of the Public Health Funeral Policy (September 2018)
RS04	Disabled Facilities Grant Service	Implement In-House Disabled Facility Grant Service (April 2018)
RS05	Community and Civil Enforcement Activities	Undertake a Review of Community and Civil Enforcement Role (October 2018)
RS06	Licensing Activities	Refreshed Gambling Act Policy Approved (January 2019)

Ref	Measures	Target 2018/19
RS07	Licensing Activities	Review of Taxi Compliance Testing Stations Complete (March 2019)

Protecting and Strengthening Communities

Ref	Measures	Target 2018/19
RS08	Enforcement Activities	Review of High Hedge Complaint Procedures and Fees Complete (March 2019)
RS09	Deliver Focussed Community and Civil Enforcement Initiatives	Undertake a Minimum of 11 Initiatives Across the Borough (March 2019)
RS10	Selective Licensing Scheme	Provide a Member Briefing on Progress With the Selective Licensing Pilot Scheme (June 2018)
RS11	Selective Licensing Scheme	Complete an Evaluation of Selective Licensing Scheme (November 2018)
RS12	Deliver Focussed Environmental Health Initiatives	Undertake a Minimum of 2 Multi-Agency Initiatives to Address Modern Slavery (March 2019)

Ref	Measures	Target 2018/19
RS13	Deliver Focussed Environmental Health Initiatives	Undertake a Minimum of 4 Initiatives With Weekend Market Traders to Ensure Compliance With Food Hygiene Legislation (March 2019)
RS14	Deliver Focussed Environmental Health Initiatives	Complete a Targeted Initiative Tackling Concerns on Houses in Multiple Occupation (March 2019)