



# *Public Health and Infrastructure Environmental Health*

**SERVICE PLAN - 2019 / 2020**

Date

Consulted within staff team

31/ 01 / 2019

Discussed & signed off by Director

23/ 05 / 2019

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## **1.0 OVERALL PURPOSE AND SCOPE OF THE SERVICE**

### **1.1. Purpose and Scope of the Service**

The Environmental Health Department is fundamentally about improving the health & wellbeing of local communities. Our work as outlined in this document makes important contributions towards all of the Council's key themes and objectives, but in particular, through aiming to keep our environment safe and where possible, promoting healthier choices.

The purpose of the Environmental Health Department continues to be the control of factors in the environment which can affect public health and safety within the realms of the Council's statutory obligations. This is mainly achieved by enforcing environmental health legislation in a reactive and proactive manner. The Department also plays a supportive, informative and advisory role in all aspects of Environmental Health including health and well-being.

### **1.2 Responsibilities**

Regulatory and advisory work in relation to the following core function areas

- Food Control
- Consumer Protection
- Public Health and Housing
- Environmental Protection
- Licensing
- Dog Control and animal welfare
- Health and Safety
- Health and Wellbeing programmes

### **1.3 Customers & Stakeholders**

<b>Customers &amp; Stakeholders</b>
• Public Health Agency
• Food Standards Agency
• Health and Safety Executive Northern Ireland
• Northern Ireland Housing Executive
• Police Service of Northern Ireland
• Communities
• Residents
• Visitors to the District
• Businesses
• Department for communities
• Department of Agriculture, Environment and Rural Affairs

### **1.4 Performance Overview in 2019/20**

The following table provides a progress summary and the impact made by last years' Service Plan (2019-2020). It also details key successes, a summary of the end of year progress, remaining challenges for the Service and how it made a difference.

<b>2018/19 Performance Overview</b>	<b>End of Year Progress Status: Completed/Commenced/Other</b>
<ul style="list-style-type: none"> <li>• Increase utilisation of existing online services for Dog Licensing.</li> </ul>	31% of dogs licensed online
<ul style="list-style-type: none"> <li>• Implement an online facility to submit service requests for Environmental Health and register food premises online.</li> </ul>	Business case currently being considered. Online Food registration implemented.
<ul style="list-style-type: none"> <li>• Carrying out Food visits to 85% of all new businesses within 28 working days after starting</li> </ul>	81% within 28days (156 new premises)
<ul style="list-style-type: none"> <li>• 200 participants within the Environmental Health Make a change programme</li> </ul>	658 participants

## **2.0 SERVICE WORKPLAN 2019/20**

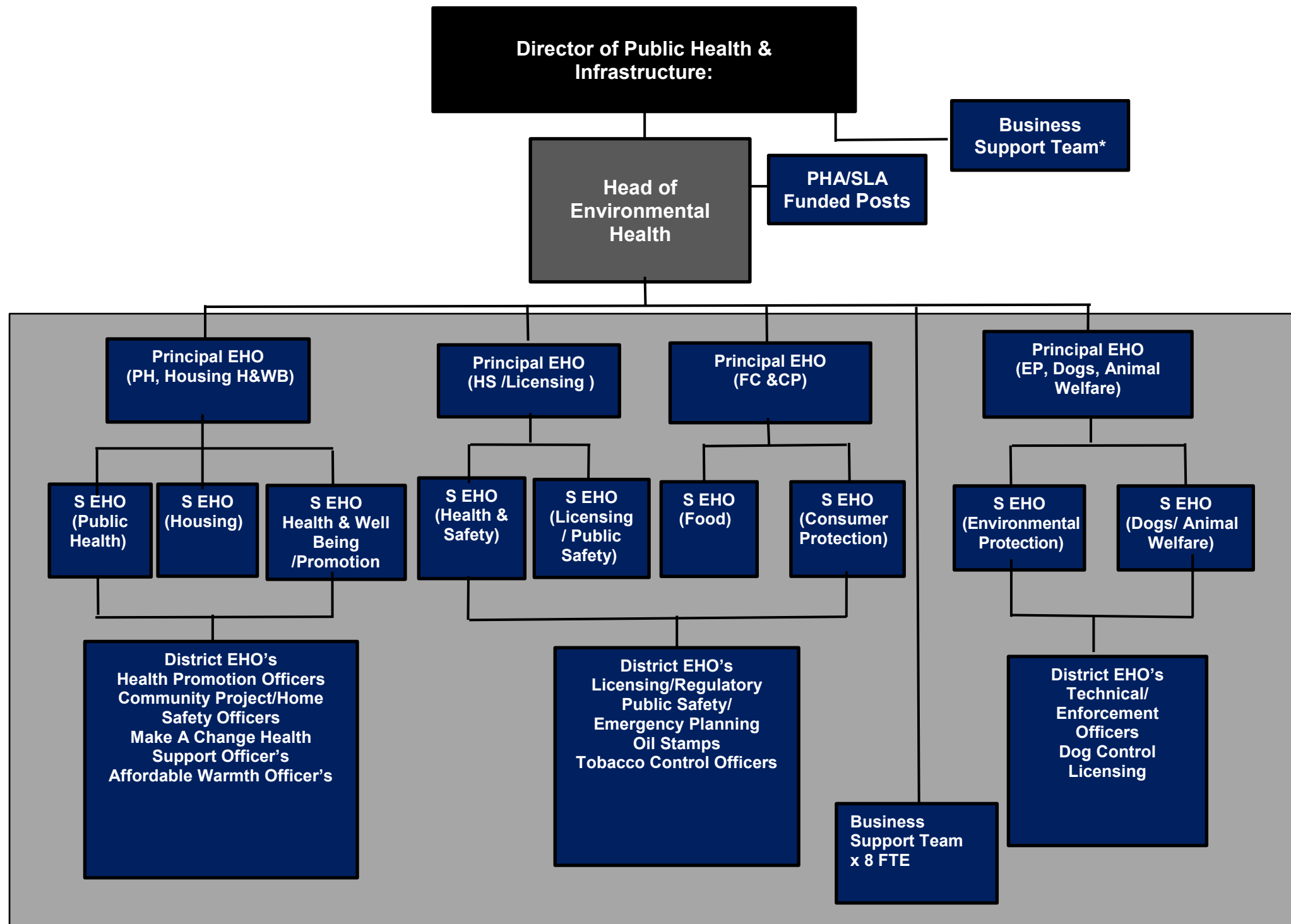
The following tables confirm the resources, financial and people, which the Service has access to throughout 2019-20 to deliver its actions, activities and core business.

### **2.1 Budget 2019/20 (TO BE CONFIRMED)**

<b>Service Budget Headings</b>	<b>£</b>
Affordable Warmth Programme Total	0
Consumer Protection Total	475
Dog Control including Enforcement Total	175,685
Environmental Health : General /Support Total	1,345,050
Food Safety Total	(76,095)
Health and Safety at Work Total	100
Health and Wellbeing	35,650
Health Inequalities Total	54,018
Home Accident Prevention Total	44,587
Home Energy Total	(4,433)
Other Licencing Total	(10,460)
Neighbourhood Total	6,000
Oil Stamps Total	0
Pollution Control/Clean Air Total	(50,092)
Public Health Total	(3,230)
Gross Budget	2,109,606
Income	(592,351)
Net Budget for 2019-20	1,517,255

### **2.2 Staffing Complement - 2019/20**

See Staff Structure below



<b>Staffing</b>	<b>No. of Staff</b>
Head of Service	1
Managers	4 Principals 9 Seniors
Officers	25
Health & Wellbeing Team	6
<b>Total</b>	<b>45</b>

### **2.3 Service Work Plan - 2019/20**

This plan confirms the core activities and actions, which will form your Service Work Plan for 2019-20. This should be a high-level capture of the Service activities and work which it will focus on throughout 2019-20. The Plan links to the Council's 2015-2020 Corporate Plan priorities (the Corporate Plan 2015/19 priorities were extended for another year to include 2019 to 2020), Annual Corporate Improvement Plan Objectives, Corporate Indicators and Mid Ulster Sustainable Community Plan themes & outcomes:

## SERVICE WORK PLAN

Link to Community Plan Theme:	Corporate Plan Theme						
CMP 1.1 Economic Growth - We prosper in a stronger & more competitive economy <b>Economic growth</b>	CRP 1.5 Delivering for Our People - Delivery of quality and timely planning decisions implement and organisational strategy for a modern workplace						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
<i>Delivering for Our People - High performing services focused on customer and value for money</i>	Consultee responses from EH to be forwarded to Planning dept.	Currently 50% responded to within 21 working days	75% of all planning applications responded to within 21 working days	<ul style="list-style-type: none"> <li>Consultation responses from EH to be priority based and forwarded to the Planning Department.</li> <li>Additional Specialist Officer in post.</li> </ul>	March 2020	Principal EHO ( EP, Dogs AW)	75% of prioritised commercial and industrial planning applications responded to within 21 working days
<i>Delivering for Our People - High performing services focused on customer and value for money</i>	Assist businesses with queries surrounding the pending EU Exit.	Uncertainty remains over Brexit timelines and requirements	Information for businesses under MUDC responsibility in relation to food regulation	<ul style="list-style-type: none"> <li>Keep up to date on Brexit related developments through NIFMG meetings and contacts</li> <li>On regional basis, progress the process of providing export certificates where needed to MUDC businesses</li> </ul>	March 2020	HoS/ Principal ( FC/CP)	Availability of import/export advice surrounding EU Exit for food businesses under MUDC responsibility

Link to Community Plan Theme:	Corporate Plan Theme						
<b>Link to Community Plan Theme:</b> We increasingly value our environment and enhance it for our children. We are better enabled to live longer healthier and more active lives.	<b>Corporate Plan Theme</b> CRP 3.7 Sustaining our Environment - Forming & encouraging collaborative partnerships to deliver positive outcomes for the people of the district						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? 85(Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
<b>Health and wellbeing</b> <i>(we are better enabled to live longer, healthier and more active lives)</i>	Identification and engagement of key stakeholders in Local Air Quality	No baseline information	Identify and meet with stakeholders on 2 occasions	Identify key Stakeholders for Air Quality  Make contact and arrange minimum of two meetings to progress the Air Quality action plan targets meetings separate occasions	March 2020	HoS/Principal EHO ( EP, Dogs AW)	Implementation of Air Quality Action Plan objectives
<b>Theme 4 – health and wellbeing</b> <i>(work together across agencies to focus on early intervention and prevention and to reduce health inequalities)</i>	Operational targets met in line with funding for Health & Wellbeing	Energy Efficiency, Home Accident Prevention, Make a Change, and Affordable warmth programmes in place.	100% of targets achieved as per funding arrangements	Development of local action plan for each programme to be in place.	March 2020	HoS/Principal PH/H/ H&WB	Contribute to community plan. 100% targets met



Link to Community Plan Theme:	Corporate Plan Theme						
CMP 1.1 Economic Growth - We prosper in a stronger & more competitive economy	CRP1.1 Delivering highly performing services focussed on customer and value for money						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
CMP 1.1 Economic Growth - We prosper in a stronger & more competitive economy	Compliant licenced caravan parks within MUDC	3 caravan parks licensed. Further application in progress.	Assess and process 100% of all applications.	Assess, inspect and process all applications for caravan licences.	31/03/20	HoS/ Principal (H&S/Licensing/ Public Safety)	Assess and process 100% of all applications.
CMP 1.1 Economic Growth - We prosper in a stronger & more competitive economy	Compliant premises in relation to food standards	71% of Food Standards(FS) Cat A undertaken	85% of FS Category A inspections to be carried out	Inspection Programme to be in place and implemented	31/03/20	HoS/ Principal EHO ( FC/CP)	Improved FS and Consumer information
CMP 1.1 Economic Growth - We prosper in a stronger & more competitive economy	Record Response times. 95 % within agreed timescale	No baseline data	95% within agreed timescale	<ul style="list-style-type: none"> <li>MUDC will nominate a point of contact to receive consultations on HMO licence applications</li> <li>Timeframe for responses to be agreed with lead delivery Council</li> <li>Response will be provided on environmental Health matters within agreed time frame</li> </ul>	March 2020	HoS/Principal EHO ( PH/H)	95 % Responses relating to Environmental Health matters within agreed timeframes

## **3.0 IMPROVING OUR SERVICE AND MANAGING PERFORMANCE**

### **3.1 Annual Improvement Objectives and Associated Programs**

The Council has set a number of annual improvement objectives and associated programs (projects and activities) for 2019/20, which aim to bring about improvement. The improvement objectives and key improvement programs, set out Council's contribution to the sustainable Community Plan for the District; against which we can monitor and report progress.

Each Council department provides resources to assist with the improvement activities contained within each improvement project (individual service improvement contribution activity linked to corporate improvement programs can be found in 3.2 of the service plan). The annual improvement objectives also align to the Council's main corporate planning document, which contains the council's strategic direction and main priorities.

The Council will focus on the following improvement objectives for 2019 to 2020:

- (i) To assist in the growth of the local economy by increasing the number of visitors to our district.
- (ii) To help manage our waste and environment by reducing the amount of waste going to landfill.
- (iii) To improve the accessibility of our services by increasing the number available online.
- (iv) To support people to adopt healthier lifestyles by increasing usage of Council Recreational facilities

We utilise outcome based accountability methodology to manage our performance. This tells us the impact our services are having on communities. Further detailed information relating to Council's improvement objectives, associated activities, outcome indicators, projects and targets is available at [www.midulstercouncil.org/Council/Performance](http://www.midulstercouncil.org/Council/Performance) (*Mid Ulster Council's Improvement Plan 2019- 2020*) or by contacting the Democratic Services Team on 03000 132132.

## **4.0 Equality**

The council is committed to fulfilling its obligations under Section 75 of the Northern Ireland Act 1998. This commitment is demonstrated by allocating the appropriate time, people and resources to fulfil our equality duties. The Equality Scheme commits us to implementing our duties effectively and in a timely way alongside implementing this Service Plan. Without impacting upon our obligations, when carrying out our equality duties we will also take into account the desirability of promoting good relations between people of different religious belief, political opinion or racial group. We are also required to take into account the need to promote positive attitudes towards people with a disability and encourage the participation of people with a disability in public life. Mid Ulster District Council are committed to fulfilling our disability duties and we set out how we intend to do this in our disability action plan.

### 3.2 Service Contribution to the Corporate Improvement Objectives/Projects

Link to Community Plan Theme:		Corporate Plan Theme						
CMP 4.2 Health & Wellbeing - We have better availability to the right service, in the right place at the right time.		CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money						
Improvement Plan Objective	Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
					Key Actions	Dates	Owners	Outcome
3.0 To improve the accessibility of our services by increasing the number available online	Increase number of dog licences through online	% of dog licences via online	31.5%	35% on line licensing	<ul style="list-style-type: none"> <li>Webpage information</li> <li>Promotion on site by Enforcement officers</li> <li>Information given at reception</li> </ul>	March 20	Principal EHO(EP/Dogs)	Increase in efficiency and online availability for customers.

Link to Community Plan Theme:		Corporate Plan Theme						
CMP 4.2 Health & Wellbeing - We have better availability to the right service, in the right place at the right time.		CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money						
Improvement Plan Objective	Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
					Key Actions	Dates	Owners	Outcome
3.0 To improve the accessibility of our services by increasing the number available online	Complaints to be uploaded to eliminate duplication of entering	Number of complaints received directly online	Not measured		<ul style="list-style-type: none"> <li>Business case already prepared for consideration</li> </ul>	March 20	HoS	Increase in efficiency and online availability for customers.

### **3.3 RISK MANAGEMENT OF SERVICE**

The purpose of risk management is to manage the barriers which prevents the Council from achieving its objectives. This section of the service plan includes space for the Service to input their key risks (in summary form), which have been identified during the business planning process. The Council uses risk management to maximize opportunities and minimize risks. This improves its ability to deliver priorities and improve outcomes. This is why the Council deems it important to link business planning and risk management. Risk Management aims to:

- Help the Council achieve its overall aims and objectives
- Manage the significant risks the Council faces to an acceptable level
- Assist with the decision making process
- Implement the most effective measures to avoid, reduce and control those risks
- Balance risk with opportunity
- Manage risk and internal controls in the most effective way.

This table illustrates the risks identified to deliver the Services business in 2019-20.

Risk Ref Number	Description of Risk	Risk Rating	Mitigation Activity
1.	Food control and Brexit	9	Keeping up to date with attendance at regional meetings
2.	GDPR	6	Reminders at staff meetings
3.	Road closures	4	Information widely available
4.	No co-ordinated on call food arrangement	6	Relying on food officers answering phones out of hours
5.	Fraud, bribery and theft	6	MUDC policies in place
6.	Health and safety	6	PPE in place and use of white board
7.	Transfer of HMO function to Councils	6	Service Level agreement with Belfast City Council

Rating	Descriptor
16 - 25	Extreme Risk (immediate action required)
10 - 15	High Risk (urgent action required)
7 - 9	Moderate Risk (action required)
1 – 6	Low Risk (keep under review)