



Comhairle Ceantair
Lár Uladh
Mid Ulster
District Council

Department Environmental Health

**SERVICE
PLAN
2020 / 21**

**At the Heart of Our
Community**

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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 wellbeing.

1.2 Responsibilities

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

1. Food Control
2. Consumer Protection
3. Public Health and Housing
4. Environmental Protection
5. Licensing
6. Dog Control and Animal Welfare
7. Health and Safety
8. Health and Wellbeing programmes

The section is specifically responsible for the following functions:

1.3 Customers & Stakeholders

Customers & Stakeholders
• 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
• Office of Product Safety and Standards

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.

1. *Delivering for Our People -High performing services focused on customers and value for money*
2. *Health and wellbeing of our community working together across agencies to focus on early intervention and prevention to reduce health inequalities*
3. *Economic Growth by providing support for Micro and SMEs*
4. *Vibrant and Safe Communities working towards having fewer people living in poverty and fewer areas of disadvantage in the community*

2020/21 Performance Overview	6 months Progress Status:
<ul style="list-style-type: none"> • Work with other internal and external partners to provide support and guidance to business. Provide advice and guidance on food hygiene and safety matters to Food businesses when COVID-19 rules are less restrictive and food premises are preparing to re-open and changing their business models 	<p>Working in partnership with FSA and internal MUDC partners to support businesses by provision of advice and guidance on food safety and food standards. Proactive contact with 734 businesses re COVID-19. 481 food related requests for service responded to. 84 new registrations for food businesses received and responded to.</p>
<ul style="list-style-type: none"> • Work with other internal and external partners to provide support and guidance to business. Provide advice and guidance on 	<p>Working in partnership with PSNI and internal MUDC partners to support businesses with H&S and Covid-19 related</p>

Health and Safety matters to relevant businesses when COVID-19 rules are less restrictive and premises are preparing to re-open	advice. 528 requests for advice were actioned. Of the total 361 were H&S queries, the remaining 167 were advice given to businesses or individuals in relation to licensable activities.
<ul style="list-style-type: none"> • Ensure Environmental Protection support and guidance provided to Pollution Prevention Control (PPC) premises in line with regulations and fee structure 	Numbers of inspections have been below those planned due to COVID-19 pandemic. More remote methods of providing advice and guidance is being worked through.
<ul style="list-style-type: none"> • Provide support on request to the MUDC climate change working group. Monitor current levels of air quality within the District, through maintenance of air quality monitoring network. Replace No2 tubes monthly. Additional 3 monitoring tubes in Magherafelt to monitoring background NO2 levels. Assess Pollutant levels against recognised standards in line with air quality objectives 	Current levels of air quality within the District continue to be monitored through the air quality monitoring network with the exception of April. 215 tubes replaced in accordance with the air quality programme.
<ul style="list-style-type: none"> • Health & Wellbeing key messages to be delivered taking into account the COVID -19 situation. Exploration of extended customer journeys through enhanced integration of services with leisure and parks teams to maximise benefit for customers. 	Currently behind in some funded H&WB targets due to COVID-19 restrictions. Key messages were delivered through the Agewell good morning calls and inserts made into community based materials.
<ul style="list-style-type: none"> • With respect to EU Exit, assist and advise businesses regarding changes in regulatory checks and controls which fall under EH remit. 	Approved premises being prioritised and further exploratory work has taken place with potential exporters and available information provided. Work continues with the FSA and DAERA.
<ul style="list-style-type: none"> • Respond to Public Health (PH) complaints as per Public Health & Housing unit plan targets. 	699 service requests responded to.
<ul style="list-style-type: none"> • Review and develop new methods of service delivery to minimise H&S risks from COVID-19 across EH. 	Risk assessments in place for EH staff. New methods using remote information gathering in advance of onsite visits in place.
<ul style="list-style-type: none"> • Development of new delivery models for how Health & Wellbeing key messages can continue be delivered to the target audience already within the Environmental Health database during the various stages of COVID-19. • Work with internal partners to update and maximise referral pathways • Further development of remote and rotational working arrangements for Environmental Health staff with adequate technology in place to facilitate fully operational office environment to ensure 	<p>New methods using remote information gathering in advance of onsite visits in place. Virtual events are being planned and a video has been made.</p> <p>Referral pathways with other internal partners have been limited due to COVID-19.</p> <p>Staff rota in place based on social distancing. The EH service has delivered the service and provided additional functions in relation to COVID-19. With only a few exceptions all meetings have</p>

business continuity in any current or future situation. Use of Teams for meetings to continue and Environmental Health staff to be provided with suitable computer hardware such as laptops. Continued usage and support for web based platforms.	been via TEAMS/Zoom. Current EHOs now have laptops, however further roll out of laptops to Clean Neighbourhood Officers and Health and Wellbeing staff would be beneficial.
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2.0 IMPROVING OUR SERVICE AND MANAGING PERFORMANCE - 2020/21

The following tables confirm the resources, financial and people, which the Service has access to throughout 2020-21 to deliver its actions, activities and core business.

2.1 Budget 2020/21

Service Budget Headings	£
Affordable Warmth Programme Total	tbc
Consumer Protection Total	475
Dog Control including Enforcement Total	175685
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 Licensing Total	(10,460)
Neighbourhood Total	6,000
Oil Stamps Total	Tbc
Pollution Control/Clean Air Total	(50,092)
Public Health Total	(3,230)
	Gross Budget
	2,109,606
	Income
	(592,351)
	Net Budget for 2020-21
	1,517,255

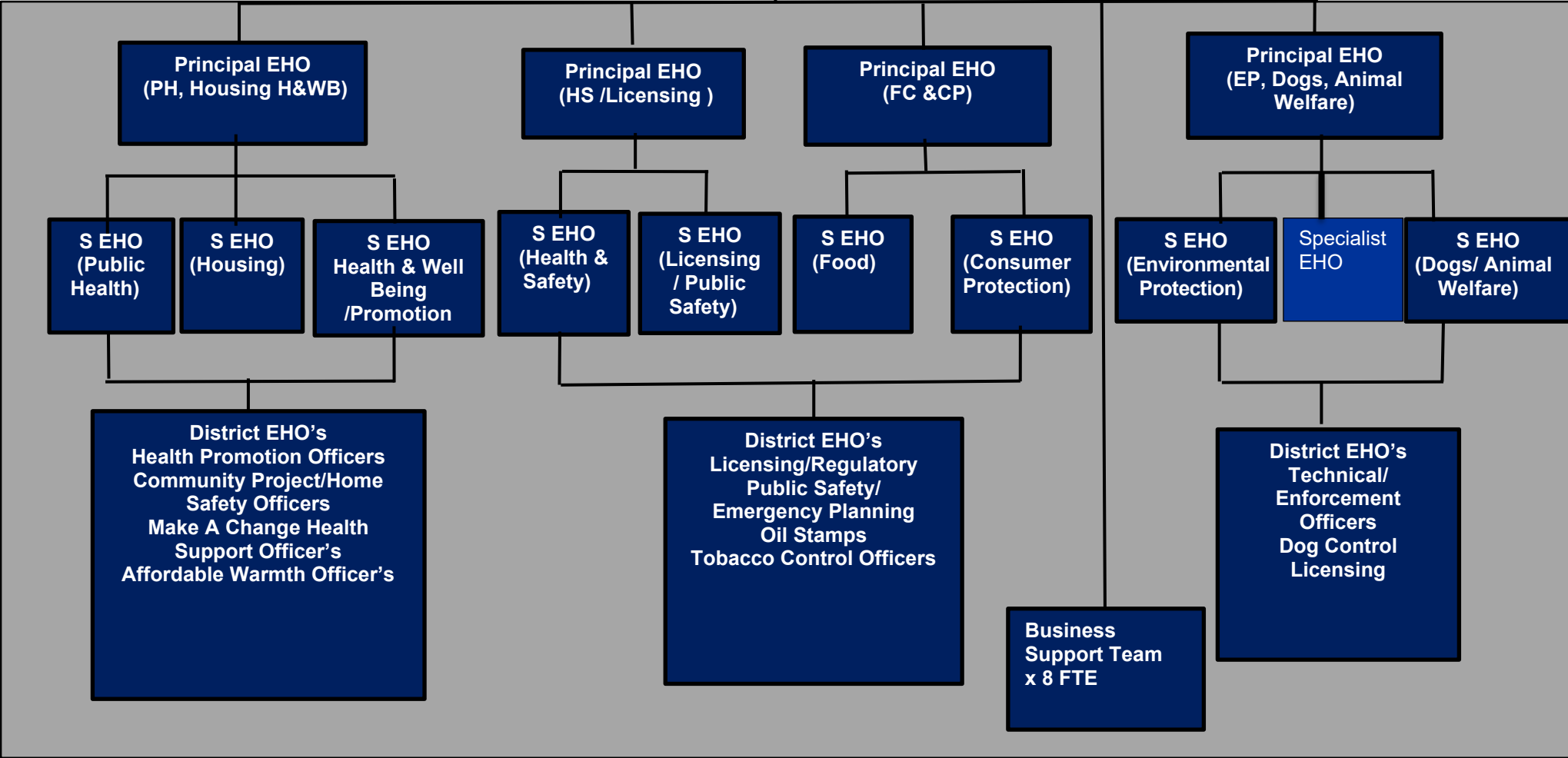
2.2 Staffing Complement – 2020/21

See Departmental Structure below.

Director of Public Health & Infrastructure:

Head of Environmental Health

**PHA/SLA
Funded Posts**



Staffing	No. of Staff
Head of Service	1
Managers	4 Principals 9 Seniors
Officers	25
Health & Wellbeing Team	7
Total	46

2.3 Service Work Plan - 2020/21

This plan confirms the core activities and actions, for EH for 2020-21. This is a high-level capture of the Service activities as well as some improvement undertakings which the service will focus on throughout 2020-21. The Plan links to the Council’s new 2020-2024 Corporate Plan priorities, Annual Corporate Improvement Plan Objectives, Corporate Indicators and Mid Ulster Sustainable Community Plan themes & outcomes:

The social and economic disruption of COVID-19 has had and will continue to have a significant impact on our District, our citizens, the services we provide and the way we provide them. As lockdown restrictions ease, social distancing measures are enacted in the workplace and service provision gradually recovers, transitions and adapts to the ‘next normal’, the Council must consider the impact of COVID-19 on the plans which are currently being developed at all levels of the Service Planning and Performance Management Framework. The service has therefore included some of its recovery activities in this plan. How well we plan ahead now will determine how well we adapt to the challenges and opportunities within the post COVID-19 environment.

SERVICE WORK PLAN 2020/21

Service Objective (What do we want to achieve?):	e.g. Write service objective here			
Link to Community Plan Theme:	Align to Corporate Plan Theme			
CMP 1.3 Economic Growth - Our Towns & Villages are vibrant & competitive	Leadership: 1.3 We will work collectively to meet the identified needs and priorities of our citizens & connect the people of Mid Ulster			
What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
Work with other internal and external partners to provide support and guidance to business. Provide advice and guidance on food hygiene and safety matters to Food businesses when COVID-19 rules are less restrictive and food premises are preparing to re-open and changing their business models.	31/03/21	MM	Support for business in changing COVID-19 situation. Ensure that businesses have ready access to Food Hygiene & Food Standards advice and guidance. 90% of all queries responded to within 5 days.	Businesses will have access to the necessary Food Hygiene & Food Standards advice and guidance whilst preparing to change their business models and/or re-open after a period of closure helping to ensure food safety
Work with other internal and external partners to provide support and guidance to business. Provide advice and guidance on Health and Safety matters to relevant businesses when COVID-19 rules are less restrictive and premises are preparing to re-open	31/03/21	MP	Businesses who are intending to or who have resumed their work activities are supported to ensure that they take all reasonable steps to protect their employees and others who may be affected by the risks associated with Covid-19 in the workplace.	All requests from business operators for advice, guidance and advisory visits will be responded to within 5 days
Ensure Environmental Protection support and guidance provided to Pollution Prevention Control (PPC) premises in line with regulations and fee structure	31/03/21	CB	Provide support for business in changing COVID-19 situation through a revised service delivery model to ensure continuity of service provision to the 47 registered Pollution Prevention Control premises.	Businesses will have access to the necessary Environmental Protection support in line with Pollution Prevention Control Regulations. 90% of all related Environmental Protection complaints to be responded to within 3 days.

				98% of these complaints responded to within three working days).
Provide support on request to the MUDC climate change working group. Monitor current levels of air quality within the District, through maintenance of air quality monitoring network. Replace No2 tubes monthly. Additional 3 monitoring tubes in Magherafelt to monitoring background NO2 levels. Assess Pollutant levels against recognised standards in line with air quality objectives	31/03/21	CB	This will ensure that MUDC adequately monitors the District for air quality issues and takes suitable steps where exceedances of air quality objectives are noted. Investigation of air quality nuisance complaints, with appropriate action to resolve the problem	Submission of annual monitoring report. 85% of complaints responded to within 3 days All complaints responded to within three working days.

What Service Development/Improvement will we undertake in 2020/21? (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
Health & Wellbeing key messages to be delivered taking into account the COVID-19 situation. Exploration of extended customer journeys through enhanced integration of services with leisure and parks teams to maximise benefit for customers.	31/03/21	AC	Maximising every existing contact within the 300 existing clients of the Health & Wellbeing programmes of energy efficiency, home accident prevention and "Make a change" within the Funded target audience to help support clients with key messages in the ongoing Covid-19 situation	300 clients on the existing programme re-engaged with to provide support on key messaging and to provide onward signposting as appropriate through integration with the parks and leisure services.

With respect to EU Exit, assist and advise businesses regarding changes in regulatory checks and controls which fall under EH remit.	31/03/21	MM	Support for business in advance of pending EU Exit. Ensure that businesses have access to relevant advice and assistance. 90% of all complaints responded to within 5 days.	Businesses that require advice or assistance will have access to the necessary advice and assistance to help ensure continued safe production of compliant product.
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Service Objective (What do we want to achieve?):	e.g. write service objective here			
Link to Community Plan Theme:	Align to Corporate Plan Theme			
CMP 4.1 Health & Wellbeing - We are better enabled to live longer healthier & more active lives	Leadership: 1.3 We will work collectively to meet the identified needs and priorities of our citizens & connect the people of Mid Ulster			
What are the key 'Business as Usual' activities we will deliver (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
Respond to Public Health (PH) complaints as per Public Health & Housing unit plan targets	31/03/21	AC	Respond continuously to Public Health complaints as per Public Health & Housing unit plan	Complaint resolution as per operational targets and mechanisms (85% responded to within 5 working days).

What Service Development/Improvement will we undertake in 2020/21? (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
Review and develop new methods of service delivery to minimise H&S risks from COVID-19 across EH	31/1/8/20	HoS/Principals	Improved efficiency when resolving complaints while maximising staff safety	Revised protocols across all core function areas.
Development of new delivery models for how Health & Wellbeing key messages can continue be delivered to the target audience already within the Environmental Health database during the various stages of COVID-19. Work with internal partners to update and maximise referral pathways	31/03/21	AC	Establishment of new pathways to receive referrals allowing wider communications opportunities for delivery of key messages	Provision of key messages and information to those within the Health & Wellbeing database and those accessible through further connections with leisure and parks sections

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What Service Development/Improvement will we undertake in 2020/21? (actions):	By When (Date?)	Lead Officers(s)	What difference will it make? (Outcomes/outputs)	How Will we Know? (Measures)
Further development of remote and rotational working arrangements for Environmental Health staff with adequate technology in place to facilitate fully operational office environment to ensure business continuity in any current or future situation. Use of Teams for meetings to continue and Environmental Health staff to be provided with suitable computer hardware such as laptops. Continued usage and support for web based platforms.	30/9/20	FMcC/Principal EHOs	Increased efficiency for resolution of complaints as readily available data irrespective of base location. Reduced carbon footprint in line with climate change measures	Minimal disruption to core function targets during any disruption. Increased staff safety. Reduced mileage for attendance at meetings

Performance Measures: <i>Should include any measures as outlined in work above and relevant measures from Community, Corporate, Performance Improvement Plan, Statutory, Corporate Health Indicators etc.</i>	Is the Measure, Statutory, Corporate, Existing, or New?	2017/18	2018/19	2019/20	2020/21 Target/Standard
The Dogs (Northern Ireland) Order 1983 makes provision for the licensing of dogs. Article 52 of the Order requires Councils to provide information relating to the operating of the Order as required by DAERA.	Existing	Returns made	Returns made	Returns made	2 Statistical returns made in line with requirements
Food Standards Agency: Data comprises of statutory return consisting of numbers of food hygiene and food standards inspections undertaken across the range of risk categories; number and type of food premises in the DC; number and type of samples taken - for microbiological purposes and for composition and labelling purposes; all enforcement	Existing	Returns made	Returns made	Returns made	Statistical Return to be made

actions; number of staff (FTE); promotional food safety and standards work undertaken.					
PHA targets for Home accident prevention, Energy efficiency and Make a change programmes for Health and wellbeing improvement across the targeted sections of the MUDC population.	Existing	Targets met	Targets met	Some slippage due to COVID-19	Revised measures due to COVID-19

3.0 OUR STATUTORY CONSIDERATIONS

In carrying out our responsibilities, the Service is cognisant of the statutory duties placed upon the council in the delivery of its services. Whilst the Service operates, under various obligations it is however mindful of the changing context in which it operates and endeavours to mainstream the equality and rural needs duties in the design and delivery of our functions.

3.1 EQUALITY DUTY

The council and by consequence our Service is committed to contributing towards its part in working towards fulfilling obligations under Section 75 of the Northern Ireland Act 1998 to ensure adequate time, staff and resources to fulfil our duties.

The Service will also work towards adherence to the council's Equality Scheme ensuring equality duties, together with promoting positive attitudes towards persons with a disability and the participation of people with a disability in public life when carrying out our functions.

3.2 RURAL NEEDS DUTY

The Service will be mindful of the rural needs of its customers when carrying out its functions and subsequent responsibilities, particularly in developing any new policies, plans or strategies throughout the year. In line with the Rural Needs Act (NI) 2016 we will give due regard to rurality in terms of needs in carrying out the activities within our Service.

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 2020/21.

Risk Ref Number	Description of Risk	Risk Rating	Mitigation Activity
1.	Food Control and Brexit	6	Keep up to date with FSA/ DAERA and related guidance at local, regional and national level. Provision of adequate levels of EHOs (Food control) for support to relevant businesses.
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 especially in line with risks of infection especially COVID-19	12	Risk assessment to be reviewed for all staff and working practices to be reconsidered for COVID-19. Reviewed methods of delivery. Use of white board within offices for lone working.
7.	Transfer of HMO function to Councils	2	Service Level Agreement with Belfast City Council
8.	Complaints arising through the accelerated introduction of pavement cafes	6	Guidance and application requirements in place.

As part of the recovery of the 1st wave of the Covid -19 pandemic, should a second or further waves occur we will switch to our emergency plans.

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)