

ENVIRONMENTAL SERVICES QUARTERLY REPORT	2nd February 2016
To: ENVIRONMENTAL SERVICES COMMITTEE	
For Information	

1.0 FOOD SAFETY PERFORMANCE QUARTER OCT – DEC 2015

Linkage to Council Strategy (2015-19)	
Strategic Theme	Innovation and Transformation
Outcome	To provide services in more accessible and efficient ways
Lead Officer	Sharon Bateson
Cost: (If applicable)	N/A

1. Undertake approximately 280 Food Hygiene interventions and 160 Food Standards Interventions to include the following: *(3 month target 140 FH and 80 FS interventions)*.

**152 FH Interventions
81 FS Interventions**

2. To continue to support the national Food Hygiene Rating Scheme and to prepare and support businesses for the likely introduction of legislation on compulsory display of ratings in October 2016.

Preparatory work commenced.

3. Revisit establishments in line with the FSA's Decision Tree & the Council's Enforcement Policy to assess legal compliance.

Ongoing – 26 FH revisits completed.

4. 13 EC Product specific establishments to be assessed for compliance with relevant EC legislation and recommendations made to Council for approval where appropriate.

1 Advisory visit.

5. FS interventions to include the enforcement of provisions of Food Information Regulations 2013 in line with Council's Enforcement Policy and to continue to provide advice to businesses as required.

Ongoing

6. 256 microbiological samples to be taken and examined by the Public Health Laboratory. *(3 month target 128)*

130

7. 116 chemical samples to be taken and analysed for composition and/or labelling requirements. *(3 month target 58)*

80

8. Food Incidents to be dealt with in line with the CoP and following specific direction from FSA.

Ongoing

9. To assess and ensure disposal of unfit food through routine interventions or by request from food business operators (FBOs).

No voluntary surrender inspections during reporting period.

10. To provide advice to traders for all events where requested.

No events during reporting period.

11. To ensure risk scores are accurate and consistent following FSA guidance.

Consistency scoring exercise carried out by all Food Officers.

12. To ensure Council's database is accurate and in correct format to interface with the national scheme.

Ongoing

13. To promote food safety and nutrition to the public by taking part in initiatives including Christmas Food Safety.

Christmas Food Safety promoted.

14. Ensure relevant childminders in the Borough are registered as food establishments and comply with food safety legislation in partnership with the Early Years team.

Ongoing

15. Advice to be provided to new establishments and establishments undergoing significant changes.

25 Advisory visits carried out.

16. Complaints relating to establishments or foods bought in the Borough to be investigated in line with the departments' service standards and the documented complaints procedure.

19 complaints responded to.

17. To investigate the source of infection where confirmed cases of infectious diseases are reported via PHA.

9 confirmed cases of infectious disease investigated.

18. To investigate potential sources of food borne illness where allegations of illness have been made.

4 food borne illness allegations investigated.

19. To take appropriate enforcement action where necessary to control food borne illness.

Ongoing

20. Delivery of advice through other mediums such as newsletters, seminars, etc. to update businesses on new legislation or sector specific guidance as it arises, such as FSA guidance to caterers.

None during this reporting period.

21. To provide accredited and non-accredited training courses in food safety to increase knowledge in the food sector and improve compliance in food establishments.

5 Level 2 Award in Food Safety in Catering courses delivered, training total of 35 people.

1 Level 2 Award in Food Safety in Catering Refresher course delivered training a total of 15 people.

22. Survey premises for counterfeit alcohol.

Completed

2.0 CONSUMER PROTECTION PERFORMANCE QUARTER OCT – DEC 2015

Linkage to Council Strategy (2015-19)	
Strategic Theme	Innovation and Transformation
Outcome	To provide services in more accessible and efficient ways
Lead Officer	Sharon Bateson
Cost: (If applicable)	N/A

1. Review Tascomi database to ensure inclusion of all Construction Products premises.

Liaise with Building Control and relevant agencies to establish consistent working arrangements. Improve awareness of construction product legislative requirements and carry out visits as necessary.

Not yet commenced – planned for next quarter.

2. Investigate 100% of Consumer Protection Complaints received.

Ongoing

3. Undertake market surveillance of consumer products and sample as required.

Ongoing

4. Respond to Hazard warnings and RAPEX alerts and take appropriate action to remove unsafe goods from sale.

Completed – one item voluntarily withdrawn.

5. Undertake an initiative regarding tobacco sales to young persons and children including test purchasing in relevant premises across the Borough.

2 exercises completed. 2 more planned next quarter.

6. Undertake an initiative regarding sales of volatile substances to young persons and children including test purchasing in relevant premises across the Borough.

2 exercises completed. 2 more planned next quarter.

7. Undertake an initiative regarding the sale or hire of sunbeds to young persons and children in relevant premises across the Borough.

Planned for March 2016.

8. Participate in all regional initiatives in relation to Consumer Protection.

None during the reporting period.

9. Improve awareness of the sale/use of part worn tyres and potential safety implications.

Completed. Press release and report to Council.

10. Improve awareness of illegal teeth whitening products and services.

Not yet commenced - planned for next quarter.

Targets 2015 / 2016 for Health and Wellbeing

Linkage to Council Strategy (2015-19)	
Strategic Theme	Innovation and Transformation
Outcome	To provide services in more accessible and efficient ways
Lead Officer	Bryan Edgar
Cost: (If applicable)	N/A

3.0 HOME SAFETY

Undertake visits to 638 homes (i.e. households with children under the age of 5 years or elderly persons over the age of 65) and provide advice and the necessary safety equipment based on established need.

461 homes received equipment/visit/advice.

Raise awareness of home safety via health promotion at community events, fresher's week and in schools.

Ongoing (1000 attendees at talks/events).

Support HAP (NI) to promote home safety messages during the period.

Ongoing

Highlight the dangers of fireworks at Halloween. Provide electric blanket testing and advice re unsafe electric blankets. Support fall prevention week.

Completed

Continue to raise awareness on the dangers of carbon monoxide, distribute carbon monoxide monitors during home safety visits on a risk basis.

Ongoing

Promote, co-ordinate and supervise visits to Hazard House Home Safety Resource Centre in the Glebeside, Ballymoney.

Ongoing 18 visits.

4.0 FUEL POVERTY - AFFORDABLE WARMTH

To co-ordinate and undertake 1000 initial contact of targeted homes in the Borough (likely to be in fuel poverty) as part of the Affordable Warmth Scheme funded by DSD Department of Social Development.

1532 Referrals made to NIHE.

5.0 ENERGY EFFICIENCY

Give energy saving advice and refer eligible households to the various grant schemes available to make their homes more energy efficient and cheaper to heat.

Ongoing

Promote the purchase of fuel stamps to help alleviate the cost of bulk home heating oil.

Ongoing

6.0 FOOD POVERTY

The Department's aim is to raise awareness to the real issues of food poverty that exist in our communities.

We are piloting a number of projects across the Borough, to educate, upskill students, young people, families, elderly men and communities on food related matters. We also hope to develop and implement a poverty campaign to promote the initiatives we have piloted and the lessons learnt. We also hope to showcase a "Dine below the line" event, to demonstrate how you can eat nutritious food on a limited budget.

Ongoing

7.0 HEALTH & SAFETY PERFORMANCE QUARTER OCT – DEC 2015

Linkage to Council Strategy (2015-19)	
Strategic Theme	Innovation and Transformation
Outcome	To provide services in more accessible and efficient ways
Lead Officer	Sharon Bateson
Cost: (If applicable)	N/A

1. Undertake a total of 425 Health and Safety visits. Inspect 100% of category A premises. *(3 month target 212)*

178 Health and safety visits completed.

2. Continue to participate in Regional initiative in conjunction with HSENI in relation to buried LPG pipe work.

Ongoing

3. Promote carbon monoxide awareness jointly between the Council and HSENI.

Completed and ongoing.

4. Improve Health and Safety at motorcycle events through multi-agency working.

Ongoing

- Investigate all major accidents/fatalities within 24hrs of notification

No major accidents/fatalities within reporting period.

- Respond within 5 Working days to accidents where investigation is deemed necessary

Ongoing

- Respond to Complaints within recognised response times.

Ongoing

- Participate in New to the Job Initiative joint initiative with HSENI.

Ongoing

- Carry out a joint initiative with NIFRS to inspect retail and warehouse premises during the Christmas period with a focus on storage arrangements.

Completed

- Engage with organisations and individuals responsible for local events.

Ongoing

- Review Tascomi database to ensure inclusion of all sunbed premises.

Planned during next quarter.

- Undertake a sunbed test purchase exercise in relation to the use of sunbeds by young persons and children in relevant premises across the Borough

Planned for March 2016.

8.0 LICENSING PERFORMANCE QUARTER OCT - DEC 2015

Linkage to Council Strategy (2015-19)	
Strategic Theme	Innovation and Transformation
Outcome	To provide services in more accessible and efficient ways
Lead Officer	Rory Donnelly
Cost: (If applicable)	N/A

- Issue 120 Entertainment Licences (*3-month Target 60 Entertainment Licences*)

71 Entertainment Licences issued.

2. Provide an accurate record of all Entertainment Licences issued within CCGB on the Tascomi Licensing package

Preparatory work commenced.

3. Investigate the options for Entertainment Licence applications and renewals to be processed on line.

Preparatory work commenced.

4. Review management conditions attached to Entertainment Licences

Ongoing

5. Issue licences for Mobile, Stationary and Temporary Street Trading

Ongoing. Renewal of legacy Council street trading licences as they expire to authorise Street Trading in Causeway Coast and Glens Borough Council.

6. Provide an accurate record of all Street Trading Licences issued within Causeway Coast and Glens Borough Council on the Tascomi Licensing package

Preparatory work commenced.

7. Investigate the options for Street Trading Licence applications and renewals to be processed on line.

Preparatory work commenced.

8. Review all of the current stationary trading locations and present to Council options for the designation of additional stationary street trading locations.

Ongoing

9. Review all Concessionary Licences to trade on Council property.

Ongoing

10. Prepare and brief Council on implications of Pavement Café Legislation

Ongoing. Members briefing to be provided at Licensing workshop January 2016.

11. Review General Safety of Sports grounds Certificates issued to 4 Designated Sports Grounds in the Borough (Owenbeg, Coleraine Football Club, Riada Stadium, Loughgiel GAA).

Ongoing. Revised Safety Certificate Owenbeg issued November 2015. Revised Certificates Coleraine Football Club, Riada Stadium and Loughgiel GAA to be issued by 31st March 2016.

12. Ensure compliance with the terms and conditions of Sports Grounds Safety certificate through monitoring designated activities.

Monitoring exercises undertaken December 2015.

13. To identify and designate covered spectator stands located at all other undesignated Sports grounds capable of accommodating more than 500 persons (Regulated Stands)

Report to be taken to Committee.

14. Issue 15 Amusement Permits

Ongoing Existing Permits expire January 2016.

15. Provide an accurate record of all Amusement Permit Licences issued within Causeway Coast and Glens Borough Council on the Tascomi Licensing package

Preparatory work commenced.

16. Investigate the options for Amusement Permit Licence applications and renewals to be processed on line.

Preparatory work commenced.

17. Assess the safety of 5 Private firework displays on behalf of the Department of Justice and Council displays.

Completed

18. Inspect and assess the suitability of premises for the storage of Fireworks on behalf of the Department of Justice.

Completed

19. Issue 30 Petroleum Licences.

Ongoing Existing Licences expire January 2016.

20. Provide an accurate record of all petroleum Licences issued within Causeway Coast and Glens Borough Council on the Tascomi Licensing package.

Preparatory work commenced.

21. Investigate the options for Petroleum Licence applications and renewals to be processed on line.

Preparatory work commenced.

22. Review legacy Council byelaws and present to Council new byelaws on the Registration of tattoo/ electrolysis and body piercing.

Preparatory work commenced.

23. Undertake the Registration of premises for Marriages and Civil Partnerships

Ongoing

24. Provide an accurate record of all premises registered for Marriages and Civil Partnerships issued within Causeway Coast and Glens Borough Council on the Tascomi Licensing package.

Preparatory work commenced.

25. Investigate the options for applications and renewals for premises registration for Marriages and Civil partnerships to be processed on line.

Preparatory work commenced.

9.0 DOG CONTROL AND ENFORCEMENT PERFORMANCE QUARTER OCT – DEC 2015

Linkage to Council Strategy (2015-19)	
Strategic Theme	Innovation and Transformation
Outcome	To provide services in more accessible and efficient ways
Lead Officer	Rory Donnelly
Cost: (If applicable)	N/A

1. To ensure that 8000 Dog Licences are issued to Dog owners in the Borough (*3-month target 4000 Dog Licences*)

3626 Dog Licences issued.

2. Undertake 250 complaints investigations in conjunction with PSNI, Animal welfare, NIHE and the public (*3-month target 125 complaint investigations*)

562 complaint investigations undertaken.

3. Respond to and investigate reports of alleged dangerous dogs and Pit Bull types in conjunction with DEFRA guidance and PSNI

Ongoing

4. Patrol Borough targeting residential estates and public spaces for the detection of dog fouling.

Ongoing

- Investigate all urgent complaints e.g., biting and sheep worrying incidents within 24 hours.

Ongoing

- Prepare and present all files for prosecution as per statutory time frames

Ongoing

- Respond to all other complaints as per service standards for the dog control service

Ongoing

- To review the legacy Councils out of hours Dog warden services and agree an out of hours Dog Warden service for Causeway Coast and Glens Borough Council

Preparatory work commenced.

- Deliver an online Dog Licensing service

Completed

- To make all statutory returns on enforcement activity to DARD

Completed

- To review powers available to Council under Dog Control Orders

Ongoing

- To liaise with the Animal Welfare Officers through investigations of Animal Welfare cases

Ongoing

- Respond to litter complaints (75) as per service standards. (*3-month target 37 complaints*)

68 complaints investigated.

- To patrol the Borough to detect littering offences and issue fixed penalty notices

Ongoing

10.0 EMERGENCY PLANNING AND BUSINESS CONTINUITY PERFORMANCE QUARTER OCT- DEC 2015

Linkage to Council Strategy (2015-19)	
Strategic Theme	Innovation and Transformation

Outcome	To provide services in more accessible and efficient ways
Lead Officer	Rory Donnelly
Cost: (If applicable)	N/A

1. Implement Emergency Planning Response on call procedure

Ongoing

2. Review the continued use of a Multi-agency Silver Control room at MCA Gateside Road Coleraine.

Ongoing

3. Identify and equip a suitable silver control facility for Causeway Coast and Glen Borough Council

Ongoing

4. Produce a qualitative and quantitative Community risk register of those hazards and risks considered to be of risk to those in the Causeway Coast and Glens Borough Council area

Risk Assessment completed.

5. Ensure Council is prepared to deal with emergencies arising from severe weather

Ongoing review.

6. Review all Council Emergency Planning contact directories and distribute electronically to all agencies and staff

Ongoing

7. Work with Council Events teams to ensure multi agency contingency arrangements are in place for significant Council events

Ongoing

11.0 BUILDING CONTROL

Period 1st October 2015 to 31st December 2015

Linkage to Council Strategy (2015-19)-19)	
Strategic Theme	Innovation and Transformation
Outcome	To provide services in more accessible and efficient ways
Lead Officer	Martin McCook
Cost: (If applicable)	N/A

1. Applications

186 No. valid Full Plans applications have been received for assessment.

25% of domestic applications were assessed and first response issued within 21 days of valid date (140 submissions);

12.5% of non-domestic applications were assessed and first response issued within 35 days of valid date (40 submissions);

68.4% of amended plans were reassessed within 14 days of receipt. (193 submissions).

470 No. valid Building Notice Applications have been received.

127 No. valid Regularisation Certificate Applications have been received.

81 No. invalid submissions have been lodged and communication with Applicant and Agent commenced.

2. Recommendations

185 No. Full Plans applications have been recommended for Building Control approval.

103 No. Full Plans applications have been recommended for Building Control rejection.

36 No. Advisory Notes have been returned to agents, requesting further information relating to Full Plans Applications

3. Inspections

2405 No. inspections have been carried out during this period.

Unless otherwise required, all requests for inspections were responded to within 48hours.

Commencements

352 No. individual submissions have been commenced.

Completions

803 No. Individual submissions have been completed.

4. Contravention Action

175 Contraventions have been identified by way of intervention. Communication has taken place with the applicable person in respect of these and remedial works have been implemented.

5. Property Certificates

592 No. PC applications have been dealt with during this period.

Average response time by Council was 21.1 days

Average response time in respect of Building Control Section 11.6 days.

6. Energy Performance of Building Regulations

1202 No. Energy Performance Certificate Checks completed.

29 No. EPC contraventions identified with warning letters issued.

52 No. EPC estate agent compliance rates checked. These are inspected on a 3 monthly basis with regards to their compliance towards the Energy Performance of Buildings. The inspection includes:-

- Site inspections of Estate Agents marketing material ie brochures, window display
- Online trawl of Estate Agents web marketing
- Compliance checks of Estate Agents external advertising methods ie Property Pal, Newspapers.

26 No. Air Con Certificates checked.

9 No. Air Con warning letters sent.

207 No. Air Con Information leaflets distributed.

7. Display Energy Certificates

114 No. DEC checks completed.

32 No. DEC display checked.

18 No. DEC contraventions identified.

20 No. DEC first warning letters issued.

56 No. DEC warning reminder letter issued.

52No. DEC Information warning letters distributed.

8. Dangerous Structures

4 No. complaints have been received and recorded on our database during the report period in respect of alleged dangerous structures.

4 No. complaints have been received and substantiated during this reporting period.

Cromie Institute, Portstewart - With respect to additional enforcement case in respect of Dangerous Structure at Cromie Institute, Portstewart (Causeway Coast and Glens Borough Council vs. Sam Woods) a Court order was granted in favour of Council on 3rd September 2015 ordering the owner to take down, secure OR repair the extensive corrosion to the structural steelwork, within 1 month of the Order. On 3rd October 2015, by default, Council commenced proceedings to replace existing steelwork structure. All costs incurred during this process will be claimed from the defendant.

Hillmans Fancy, Coleraine – Building Control attended the scene of an extensive fire to commercial units at Hillmans Fancy, Coleraine. Although not a dangerous structure by way of legislation, Officers took the responsible approach to ensure public safety by authorising security fencing was erected around the Dangerous Area. Through intervention the Building was subsequently demolished and removed from site. Area is now secure.

Ballymoney Town- Building Control attended the scene of storm damage reported in respect of a property fronting onto the street. Remedial measures were implemented to ensure immediate removal of loose material by Estates Staff.

9. Derelict and Dilapidated Buildings

Building Control have recorded in excess of 110 properties across the Borough which are being dealt with on a priority basis. It is planned, given sufficient resources in terms of staff, to expand the valuable work carried out in the Coleraine District throughout Causeway Coast and Glens Borough Area.

3 cases of serious detriment associated with derelict and dilapidated property have been reported during the report period.

No new enforcement cases have been commenced during the report period.

Prior to April 2015 Building Control was actively pursuing owners of Derelict Buildings considered to be applicable to this legislation.

Due to increased workloads and commitments in respect of statutory work and a reduction in staffing numbers, Building Control does not currently have a dedicated member of staff to fully commit to this role. As such, the number of cases which can be administered under Article 66 of the Pollution Control and Local Government Order 1978 have been significantly reduced.

10. Postal Numbering

Councils street naming and property numbering policy and procedures have been implemented during the period.

11. Income

£494,780.74 has been raised as invoices requiring payment.
£127,708.51 was received in respect of the four prescribed functions (plan fee, inspection fee, building notice fee and regularisation fee).

£33,025.00 received from property certificate applications.

Inter-agency work continues with Land and Property Services Department of the Department of Finance and Personnel.

The following rateable income has been generated as a direct result of non-domestic vacancy inspections carried out by Building Control Officers;

Pilot Scheme

£207,214.00

2014-2015

Tranche 3 Feb/March 2015

- £ 164,934.41 after deductions/reliefs

- Portion to council £41,464.18

2015-2016

Tranche 1 April 2015

- £ 88,983.05

- Portion to council £22,245.76

Tranche 2 July 2015

- £ 8054.67

- Portion to council £2013.67

- Follow up £3,989.49

Tranche 3 December 2015

- £ 0.00 obtained

- Follow up £16, 441.02

- Portion to council from follow up £4110.26

An additional estimated £185,000 rateable income has been generated as a direct result of Building Control Officers notifying Land and Property Services when domestic property is completion notice ready.

12. Fire Risk Assessment

Building Control are currently developing a programme to carry out and review Fire Risk Assessments for all Council Buildings on a priority basis.

1 No Fire Risk Assessment has been reviewed during the period.