



Hinckley & Bosworth  
Borough Council

*A Borough to be proud of*

## FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

FINANCE AND PERFORMANCE SCRUTINY  
WARDS AFFECTED: ALL WARDS

21 NOVEMBER 2016

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### REVIEW OF KEY FRONTLINE SERVICES: ENVIRONMENTAL HEALTH

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#### Report of DEPUTY CHIEF EXECUTIVE (COMMUNITY DIRECTION)

##### 1. PURPOSE OF REPORT

1.1 To report on the activities of the Environmental Health Service.

##### 2. RECOMMENDATION

2.1 Note the report.

##### 3. BACKGROUND TO THE REPORT

3.1. The Environmental Health Service comprises a wide range of services that the council provides to the public, e.g. Pollution control, food hygiene and health and safety, licensing and environmental management.

##### 3.2. Commercial Section

3.3. Each and every year the work of the service is set in a Food Safety Enforcement Service Delivery Plan which is put before the Executive. The plan details the work performed during the previous year, reviews the performance against targets set in last year's plan and details the work proposed for the current year.

3.4. During 2015/16, 646 interventions were carried out by the service, representing over 102% of the service's target of 635 for the year.

##### 3.5. Food Hygiene Enforcement

3.6. In 2015/16 the section inspected 467 food premises for food safety and received 50 self-assessment questionnaires, totalling 517 interventions. The Plan for 2015/16 required 435 premises to be inspected and 62 premises dealt with by way of self-assessment questionnaire, totalling 497 interventions for the year; hence the food safety inspection programme was over achieved at 104%, with new businesses accounting for extra premises not in the original target.

- 3.7. The Voluntary Closure was undertaken in a Public House that was found to have a mouse infestation in the kitchen during a routine inspection.
- 3.8. The Service targets for 2016/17 for food safety interventions will be 422 inspections and 78 alternative interventions by self-assessment questionnaires for low risk food businesses resulting in 500 interventions. This will lead to a 100% intervention rate for all premises due an inspection in 2016/17. So far in 2016/17, the team has achieved the following:

|                           | Apr - June<br>2016 | Jul - Sept<br>2016* | Totals |
|---------------------------|--------------------|---------------------|--------|
| Inspections               | 82                 | 72                  | 154    |
| Alternative Interventions | 0                  | 4                   | 4      |
| Total                     | 82                 | 76                  | 158    |

(\* preliminary figure, requires verification)

- 3.9. The figures reveal that at the half year stage we are a little behind target to achieve our food hygiene interventions; however it is not unusual at this time of year with summer leave.
- 3.10. To support our interventions in 2015/16 the service also procured 335 food, water and environmental samples from food businesses, achieving in full the sampling programme. The service also received 38 complaints about defective food and 52 other complaints and requests for advice concerning premises or practices. 20 of the service requests related to enquiries from prospective businesses for advice.
- 3.11. During 2015/2016, 138 notifications of residents suffering food borne or infectious disease were received. 82 of these were campylobacter, 14 salmonella, 5 paratyphoid, 6 E.coli, 6 cryptosporidia, 17 giardia, 3 dysentery, 3 hepatitis E , 1 suspected food poisoning and 1 legionella. Due to the isolated occurrences of campylobacter and therefore difficulties in tracing sources, campylobacter cases are not routinely investigated however 1 case involving an under 1 year old was investigated; all other cases were investigated with 5 of the E.coli and 4 paratyphoid cases each being associated with a family outbreak.
- 3.12. A measure of the council's performance with respect to food hygiene has been through a National Performance Indicator NI 184, 'The number of broadly compliant food premises.' It is pleasing to note this year saw a 3% rise in broadly compliant premises to 94% as at 31 March 2016, above our target of 92% and representing our highest ever level. At the end of September 2016, the level of broadly compliant premises remained at 94%, meeting this year's target of 93% or higher.
- 3.13. The council is part of the national Food Hygiene Rating Scheme operated by the Food Standards Agency. At the beginning of October 2016, the hygiene rating of 863 food premises in the Borough are now available at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings). 56 % (489) of which were rated 5, the top rating. To promote 5 rated businesses we are 'tweeting' congratulations to these premises and have used press releases.
- 3.14. The provision of advice to food businesses and the public on food hygiene is an important part of the team's work. Last year the service was able through an experienced qualified Cantonese food safety trainer, to facilitate a Level 2 Award in Food Safety in Catering training course aimed at Chinese and Cantonese

restaurants and takeaways in Hinckley & Bosworth. The course was conducted in Cantonese to the 14 candidates from local takeaways.

- 3.15. Food Safety Week. The focus for this year was reducing the 7 million tonnes of food and drink thrown away from our homes every year in the UK. The campaign focussed on how we can all reduce waste, save money and still provide safe food. An officer was available at Sainsbury's, Asda and Co-operative Earl Shilton where members of the public were invited to discuss reducing food waste and a great number of positive interactions were made. In addition materials were also provided at smaller Cooperative stores for displays in Desford, Markfield, Ratby and Groby.
- 3.16. The service also took part in Hinckley's first-ever food and drink festival over the May bank holiday weekend. 'Feast Hinckley' welcomed street food businesses from across the country as well as proprietors from the borough. The festival showcased a range of regional, national and international cuisine, as well as having demonstrations from chefs.
- 3.17. Our service prepared the way by scrutinising the food hygiene rating of businesses before the event and advising them on food hygiene on the day. The service also attended a stall on the Saturday promoting the national Food Hygiene Rating Scheme and having a live link to the web site in order that the public could look up the hygiene rating of their favourite food premises.
- 3.18. Occupational health and safety enforcement
- 3.19. During 2015/16 the section inspected three category A rated premises for occupational health and safety and carried out 126 advisory visits, totalling 129 interventions.
- 3.20. The Health and Safety Enforcement Service Delivery Plan of 2015/16 required 138 interventions for the year; hence 93 % of the health and safety intervention programme was achieved. The intervention programme produced no significant enforcement action being required.
- 3.21. For health and safety the service continues to adhere to guidance issued by central government to perform fewer proactive inspections on businesses but to target activity to campaigns at specific high risk activities and businesses. The service therefore in 2016/17 will carry out an inspection of the only 1 'A' (top risk rated) premises in the borough, plus 154 advisory visits or questionnaires to unrated and new businesses, resulting in 155 interventions. So far in 2016/17, the team has achieved the following:

|                          | <b>Apr - June<br/>2016</b> | <b>Jul - Sept<br/>2016*</b> | <b>Totals</b> |
|--------------------------|----------------------------|-----------------------------|---------------|
| Inspections              | 1                          | 0                           | 1             |
| Alternative Intervention | 0                          | 1                           | 1             |
| Advisory Visits          | 28                         | 17                          | 45            |
| <b>Total</b>             | <b>29</b>                  | <b>18</b>                   | <b>47</b>     |

(\* preliminary figure, requires verification)

- 3.22. As with the food hygiene figures at the half year stage we are a little behind target to achieve our health and safety interventions; however it is not unusual at this time of year with summer leave.

- 3.23. In 2015/16, the service also continued a Legionella project, as a priority initiative following the 2012 outbreaks of legionnaires disease in Edinburgh and Stoke-on-Trent in which there were approximately 120 cases and 4 deaths, and legionella became a national focus for health and safety enforcement. Two new premises came to Officers attentions in the past year and were inspected.
- 3.24. In 2015/16 the council also received 60 accidents / dangerous occurrences reported to it under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). Whilst it is not necessary to investigate all of these notifications, in 2015/16 we investigated 23 (38%) of accident notifications received. This was in addition to the 43 requests for service received on health and safety received in 2015/16.
- 3.25. The service is also currently dealing with investigations into two fatalities. One involving the death of a greenkeeper at a golf club is currently subject to court proceedings, whilst the other, the death of a 5 year old boy at a leisure facility is still being investigated.
- 3.26. The service has also facilitated, with the assistance of the Police, a seminar for businesses on Counter Terrorism. The half day seminar was attended by 28 senior managers from a wide range of businesses with headquarters or premises within the borough.
- 3.27. Health Improvement
- 3.28. The service also has lead responsibility for smoking cessation work for the council. Over the past few years a substantial fall in smoking prevalence has been seen in the Borough, from a pre smoke-free legislation rate of 23% in 2006 to 18% in 2015 Health Profiles. However, this year's Health Profile, recently released suggest that the prevalence rate has risen to 23.5%. Work around trying to understand this unexpected rise in prevalence is underway along with devising an action plan to tackle the issue.
- 3.29. During 2015/16 the service received 2 complaints in relation to smoke-free legislation. Investigations into both complaints resulted in one business being given advice, however the other resulted in the council issuing its first Fixed Penalty Notice since the smoke free legislation was introduced in 2006.
- 3.30. The service also continued to proactively monitor compliance with emphasis at all food hygiene, health and safety and licensing inspections, and observations of commercial drivers. This monitoring resulted in 7 written warnings being given to companies for their drivers smoking in company vehicles.
- 3.31. A briefing was also organised by the service for 20 officers of several disciplines in the council on illicit tobacco by Leicestershire Trading Standards
- 3.32. The Smoke-free (Private Vehicles) Regulations 2015 extended smoke-free legislation to cover all private vehicles carrying a person under 18 within the vehicle in order to protect children from the harm to their health caused by exposure to second hand smoke in vehicles. No enforcement activity has been taken on this subject yet, although we have published a number of articles to promote the legislations existence.

3.33. Business engagement

3.34. The service has been working over a number of years to build a better relationship between businesses and ourselves, as a regulator, with the aim of being seen by businesses as supporting enterprise, growth and investment.

3.35. The whole programme of building the better relationship with business is being done through the LLEP, involving regulators from many disciplines enforcing in Leicestershire under a Regulatory Partnership and programme, titled Better Business for All (BBfA). This work has been recognised at the national BBfA awards ceremony held at Business Innovation and Skills Conference Centre in London in March 2016 when the Leicestershire project won 2 National Awards from over 30 entries.

3.36. Key Achievements in 2015-16 for the BBfA programme, particularly involving our service officers include:

- Produced a simple 2 page guide for starting up a food business which has been placed on the Gateway.
- Several business advice sessions have been held and supported by Hinckley and Bosworth Borough Council including one multi agency awareness event in Hinckley Town Centre along with fire safety workshops.
- The service liaised with Economic Development Officers from across the County to seek their support and involvement in referring new businesses to regulators for initial advice.

3.37. Locally, under the BBfA banner we have also been working with Horiba - MIRA Enterprise Zone especially in the promotion with businesses on the offer for regulatory partners to provide regulatory advice and support. At a breakfast briefing of tenants on the site a presentation was given on this `Regulatory Offer`.

3.38. Corporate Health and Safety

3.39. The Commercial Section also has responsibility for delivering the corporate health and safety service. During the past year the service has:

- Completed health and safety audits and inspections of all council service areas including health and safety audits and inspections of all our sheltered schemes.
- A programme of health and safety training has been conducted to various services on health and safety subjects including work at height, blood borne viruses, manual handling, winter driving, asbestos, legionella , confined spaces, rapid risk assessment, slips trips and falls and noise at work.
- Revised all 'In-House' (our housing repairs service) risk assessments and method statements for safe working.
- Advised on the revision of risk assessments and safe working practices and procedures on the use of Fork Lift Trucks and the use of the stores area at the Jubilee.
- Inspected the site of our green waste contractor to ensure our staff are safe on their site.

- A programme of revising the Councils main Codes of Practices on significant hazards, for example Legionella, Fire Safety, Asbestos etc. has commenced,
- 3.40. The corporate health and safety service also advises the council on fire safety issues. As such the fire risk assessments for the Hub, Atkins and Jubilee buildings and four Sheltered Schemes have been audited.
- 3.41. Three Automated External Defibrillators, AEDs, were also purchased last quarter and sited in the Hub, Jubilee and Atkins buildings. Our First-Aiders have been trained in the defibrillator's use.
- 3.42. Business Continuity Management
- 3.43. The service also has responsibility for ensuring appropriate plans are in place to keep council services operating in case they are compromised through an unprecedented event such as a fire or flood at Council buildings .This service is principally carried out by the Business Continuity Recovery Group.
- 3.44. The Group have reviewed the implications and measures necessary to limit the impact of a major incident, which leads to the Hub being unable to be used for front line services. A plan has been developed with the Atkins Gallery to provide customer services in an emergency.
- 3.45. A Business Continuity Exercise was also carried out for Street Scene Services, focusing on the loss of working out of the Jubilee Depot due to a fire in a nearby building.
- 3.46. Emergency Planning
- 3.47. The Commercial Section also oversees the Council's emergency planning functions which are provided by the Resilience Partnership of county district, borough, city and county emergency planning functions together in one unit operated out of one office. The coming together of all the county's local authority emergency planning providers has had significant benefits to this and other Councils, with activities in the last year including:
- 3.48. Plans - are constantly being reviewed and amended with the latest being the Town Centre Evacuation Plan which includes plans and details required for the evacuation of Hinckley town centre in the event of a major incident.
- 3.49. Training events - regular internal and external training is occurring with recent events including:
- A Recovery Day examining how the community affected by a major incident can be enabled to recover from the effects of the incident.
  - An Animal Diseases Training and Exercise day examining the issues and consequences that animal diseases may create.
  - Mock Tactical Coordinating Groups in order for participants to practice holding emergency meetings both with internal colleagues, focusing on Hinckley and Bosworth Borough Council's response, and with other partners from different councils with similar roles.

- Loggist training to enable decisions and actions to be officially recorded and logged as a true record of events during senior management meetings over an incident.
  - Refresher Emergency Centre Training for council staff to look after members of the public that are caught up and affected by the incident.
- 3.50. Emergency Centres plan has been reviewed and work has been carried out with management of the new Leisure Centre to prepare an Emergency Centre Plan.
- 3.51. Emergency Centre Volunteers – training provided to a number of staff in the council who have volunteered to help run an Emergency Centre in the event of one being set up.
- 3.52. Community Response Plans – we have been promoting to Charities and Community Groups the subject of Community Response Plans. The Parishes which have expressed an interest in this initiative are Cadeby, Earl Shilton, Groby, Market Bosworth, Markfield, Sutton Cheney and Witherley.
- 3.53. LICENSING
- 3.54. Local Licensing Service Delivery.
- 3.55. The licensing service each year works sets targets and actions within the Service Improvement Plan. Last year the service achieved its targets with the following performance:

| Activity  | April 2015 - March 2016 |
|---|-------------------------|
| Alcohol, Entertainment & Gambling                       |                         |
| Pro-active alcohol licensing compliance checks          | 185                     |
| Gaming machines inspection in alcohol licensed premises | 76                      |
| Licensed Premises Inspections in rural communities      | 56                      |
| Service Requests  | 9                       |
| Gambling Premises                                       | 11                      |
| Disputed Applications Determined by Committee           | 5                       |

| Hackney Carriage & Private Hire Licensing       | April 2015 - March 2016 |
|---|-------------------------|
| Prearranged vehicle inspections and spot checks | 18                      |
| Service Requests                                | 6                       |
| Disputed Applications Determined by Committee   | 2                       |

The licensing service issued 870 licences and permits in total for 2015/16. So far this year the service has achieved:

| Activity  | 2016/17 Target | April - Sept 2016 |
|---|----------------|-------------------|
| Alcohol, Entertainment & Gambling                       |                |                   |
| Pro-active alcohol licensing compliance checks          | 180            | 106               |
| Gaming machines inspection in alcohol licensed premises | 50             | 13                |
| Licensed Premises Inspections in rural communities      | N/A            | 38                |
| Service Requests  | N/A            | 6                 |

|   |                        |   |
|---|------------------------|---|
| Gambling Premises                               | 7                      | 5 |
| Disputed Applications Determined by Committee   | N/A                    | 2 |
| Hackney Carriage & Private Hire Licensing       | April – September 2016 |   |
| Prearranged vehicle inspections and spot checks | 10                     |   |
| Service Requests                                | 3                      |   |
| Disputed Applications Determined by Committee   | 1                      |   |

- 3.56. This financial year the licensing service has issued 500 licences and permits to date.
- 3.57. Over the last year a number of developments and activities have arisen in the Licensing service including:
- 3.58. The Licensing Act 2003 - Alcohol, Entertainment and Late Night Refreshment.
- 3.59. Licensing Committee received a report on the Late Night Levy whereby the council could impose an additional fee for premises opening between midnight and 6 a.m. The decision was taken not to pursue the levy due to a likely negative impact on the night time economy by imposing additional charges on businesses and the Police did not feel it necessary.
- 3.60. A revised Statement of Licensing Policy under the Licensing Act 2003 was adopted by the council. This sets out how the authority approaches its responsibilities under the Act and reflects the range of legislative and other changes that have occurred since the last review. The revised policy should also provide greater clarity to applicants and other parties on the application process and ensure they have a clear understanding of the impacts of their licensed business.
- 3.61. Gambling Act 2005 – Betting, Gaming & Lotteries
- 3.62. Our Licensing Officer has been working with the Gambling Commission, on developing better working procedures for licensing officers across the country and on information and guidance for businesses. They also attended a meeting with the Leicester and Leicestershire Enterprise Partnership (LLEP) to give advice on their website on gambling information, in order to simplify information available for businesses to improve the 'hits' to their site
- 3.63. The Councils Statement of Principles under the Gambling Act 2005 was revised and adopted by the Council.
- 3.64. Taxi Licensing
- 3.65. Due to legislative changes, the council moved from annual licenses for hackney carriage and private hire driver licences, to licences lasting three years. This led to a comprehensive review of the taxi licensing service costs and to an increase in licence fees to ensure full cost recovery for the taxi licensing service.
- 3.66. Monitoring and encouragement of the local fleet to improve wheelchair access of vehicles will be undertaken following The Department for Transport statement to enact sections within the Equality Act 2010 this year. This will place a duty on drivers of wheelchair accessible hackney carriage and private hire vehicles to carry



passengers in wheelchairs and provide assistance loading and unloading the passenger and handling the passenger's luggage.

3.67. Pollution Team

3.68. Pest Control

3.69. Demand for the pest control service remains strong with excellent customer satisfaction. The service is provided through a 0.4FTE in house pest control officer and the remaining service requests are passed to a private contractor, SDK, who undertake treatments for the customer at HBBC rates and then charge HBBC their fees as per the contract.

3.70. 379 service requests for wasp nests were received during the wasps season between June and September 2016. This compares to 222 in 2015 - a 70% increase.

3.71. As can be seen from the figures below, the number of rat service requests since introduction of a charge has reduced by 50%.

3.72. Service Requests for Rat Treatments

- 1 April - 30 September 2016 = 201
- 1 April - 30 September 2015 = 401

3.73. The service also provides contracts to both domestic and commercial premises. Currently we have 25 contracts which produce £12,200 income per financial year. In addition we provide a sewer baiting service to Severn Trent Water which generates an income of £3800 per year.

3.74. Dog Warden Service

3.75. The Dog Warden Service is provided by a 0.4FTE in-house dog warden who collects stray dogs, investigates dog related complaints e.g. barking dogs and also undertakes inspections for licensed kennels, catteries and dog breeders. We also have a contract with a private dog warden service, Central Animal Control, who cover during the absence of the in-house dog warden and also provide an out of hours service Monday – Friday 17:00 – 21:00 and Saturday, Sunday and Bank Holiday 12:00 – 21:00.

3.76. In 2015/16 83 dogs were seized by the in-house dog warden compared to 32 by the out of hour's provider. To date in 2016/17 the out of hours provider has collected 13 dogs and in-house we have collected 46.

3.77. For the fifth year running, the Borough Council's Dog Warden Service has received a gold award from the RSPCA for its contribution to improving animal welfare. The RSPCA's Community Animal Welfare Footprints (CAWF) award scheme celebrates good practice by rewarding those organisations that go above and beyond statutory service requirements to achieve higher animal welfare standards.

3.78. Promotion continued in 2015/16 and to date, on the legal requirement for all dogs to be microchipped from 6 April 2016. In 2015/16 and in 2016/17 so far 7 microchipping events have been held across the Borough with 188 dogs being

microchipped which generated an income of £1880 with a further £624 being generated by 52 home visits to microchip by the dog warden.

3.79. Permitted Processes

3.80. The inspection of the 43 Permitted Processes operating within the Borough e.g. Cliffe Hill Quarry, Caterpillar and Triumph ensures compliance with integrated pollution control (air, water, land, noise, waste and energy) requirements. The permits are governed by a risk rating which in turn dictates the subsistence fee levels paid per year and the amount of regulation required by officers. Income for 2015/16 was £15,479.40 with similar anticipated for 16/17. Inspection continues at 100% of the required level with generally very good compliance which is reassuring to the protection of public health.

3.81. Air Quality

3.82. The Local Air Quality Management (LAQM) process is set out in Part IV of the Environment Act (1995). The LAQM process places an obligation on all local authorities to regularly review and assess air quality in their areas, and to determine whether or not the air quality objectives are likely to be achieved. Where exceedances are considered likely, the local authority must then declare an Air Quality Management Area (AQMA) and prepare an Air Quality Action Plan (AQAP) setting out the measures it intends to put in place in pursuit of the objectives.

3.83. An annual report is submitted to DEFRA detailing the results of air quality assessment throughout the Borough. In 2015/16 DEFRA confirmed that the Updating and Screening Assessment Report met HBBC's legal duty to assess the air quality of the Borough. The final stages of the 2016/17 report are being produced prior to submission.

3.84. HBBC has 16 Nitrogen Dioxide diffusion tube monitoring sites around the Borough. In 2015/16 and to date in 2016/17 no sites across the borough have indicated exceedances of the Air Quality Objectives therefore no AQMA or AQAP is required.

3.85. Previously a detailed assessment of Shaw Lane, Markfield was completed owing to concern over nitrogen dioxide levels at one junction; it was concluded that concerns were not founded. The assessment was submitted to DEFRA and was approved. This area of Shaw Lane will continue to be focussed upon to identify any reduction in air quality.

3.86. Noise and Other Pollution Service Requests (Complaints).

3.87. An assessment of the number of service requests received has been undertaken and as can be seen from the table below there is a general increase year on year with a 42% increase in the last 5 years.

|       | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|-------|------|------|------|------|------|------|
| Total | 1058 | 1392 | 1185 | 1487 | 1490 | 1511 |

The number of noise and other pollution requests for service (not including pest control) totalled 1307 in 2015/16. The main categories of complaint can be seen below;

| Type of Complaint       | 15/16 |
|-------------------------|-------|
| Accumulations           | 124   |
| Bonfires                | 108   |
| Dog (Barking)           | 162   |
| Dog (other)             | 277   |
| Drainage                | 23    |
| Light Nuisance          | 14    |
| Miscellaneous Pollution | 24    |
| Noise - music           | 135   |
| Noise - other           | 177   |
| Noise - people          | 115   |
| Odour                   | 44    |
| Pollution (Air)         | 15    |
| Public Health           | 67    |

3.88. April-September 2016 has seen an increase of 34% requests for service in comparison to the same period last financial year. We have received a total of 461. 258 noise complaints were received alone compared to 189 for the same period last year. This is a 38% increase. In addition, we have had a 50% increase in accumulation complaints compared to this quarter last year when 20 service requests were received compared to this years 40.

3.89. Enforcement

3.90. An assessment of the number of formal notices served in response to service requests in the last 3 years was undertaken at the start of 2016.

- 2013 - 29 Notices served (1487 service requests received)
- 2014 - 30 Notices served (1490 service requests received)
- 2015 - 23 Notices served (1511 service requests received)

3.91. The above number of service requests received shows there is a general increase year on year. It could therefore be expected that as the service requests increase, so do the number of legal enforcement notices. However, by comparing the notices served in 2015 to both 2013 and 2014 it can be seen that the number of notices served has reduced by about 20%.

3.92. This coincides with all officers within the team undertaking mediation training. It was hoped that this would allow for more informal compliance with environmental

legislation to be gained without the need for costly formal enforcement. The figures indicate that this program of training has been a success.

3.93. Some examples of enforcement action taken. (details reported in Service Quarterly report)

- Cockerel Noise Prosecution guilty in absence and fined £600 and costs were awarded to the Council of £244.72.
- Noisy Property Closure Order Closure Order on the premises under The Anti-social Behaviour, Crime and Policing Act 2014.
- Dog Noise Prosecution Guilty fined over £850
- Dog Breeder Prosecution banned from operating a dog breeding establishment for 4 years and was fined over £1500.
- Filthy Property Clean-Up Working with Supporting Leicestershire Families cleared long standing filthy premise
- Unsecure Building Boarded vacant industrial premises regularly subject to arson and occupation.

3.94. Hoarding Management Project

3.95. Officers can spend a lot of time enforcing against customers with hoarding tendencies under various pieces of public health legislation. This is quite often only a sticking plaster solution. Such cases are expensive to resolve. A brief costing of one intervention indicated a cost in excess of £2500. The premises subsequently gave rise to 3 further interventions in following years resulting in additional costs (one involving planning enforcement which resulted in over £2000 of works in default). Problems with recurrence mean that unless the root cause of the behaviour is tackled it will often be repeated and for this reason a more integrated, and informed, multi-agency approach is required.

3.96. A hoarding management project being led by officers of HBBC has been developed; its main purpose is to create a hoarding management toolkit to ensure that all agencies that can and should be involved in hoarding cases are. Work is also being finalised on a Vulnerable Adults Risk Management Toolkit. This has been created by social services and will form part of the hoarding toolkit.

3.97. It is hoped that through better multi-agency involvement with those with hoarding tendencies, the need for continued enforcement can be avoided if they are given the support they need.

4. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES

4.1 None

5. FINANCIAL IMPLICATIONS [AG]

5.1 None

6. LEGAL IMPLICATIONS [AR]

6.1 None

7. CORPORATE PLAN IMPLICATIONS

7.1 Clean neighbourhoods, Protect the community by creating a safer place, Identify and support the most vulnerable people, Improve health and wellbeing

8. CONSULTATION

8.1 None

9. RISK IMPLICATIONS

9.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

9.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

9.3 The following significant risks associated with this report / decisions were identified from this assessment:

| Management of significant (Net Red) Risks |                    |               |
|---|--------------------|---------------|
| Risk Description                          | Mitigating actions | Owner         |
| None                                      | None               | Rob Parkinson |

10. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

10.1 The services are offered and delivered across the borough to all sections of the community.

11. CORPORATE IMPLICATIONS

11.1 By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications
- Procurement implications
- Human Resources implications
- Planning implications
- Data Protection implications
- Voluntary Sector

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Background papers: Uniform database records

Contact Officer: Rob Parkinson, 5641

Executive Member: Councillor K Morell