

**PERFORMANCE AND FINANCE SCRUTINY  
COMMITTEE**

**Portfolio Holder Update: Environment and  
Health**

Portfolio	Environment and Health
Ward(s) Affected:	n/a

**Purpose**

**To provide a progress report on the Environment and Health Services Portfolio**

**1. Background**

- 1.1 The Environment and Health Portfolio covers a wide range of public facing services. Some services are statutory such as Environmental Health and Emergency Planning whilst others such as Older People Services are discretionary.
- 1.2 This report does not cover the waste contract as this was scrutinised separately in October 2018. However, we are pleased to report that the 2017/2018 Defra waste performance shows that Surrey Heath has moved up one place in the tables and now has the 5<sup>th</sup> highest recycling rate in England.

**2. Emergency Planning and Business Continuity**

- 2.1 The Civil Contingencies Act 2004 places a duty on the Council to ensure critical services are resilient in order to respond to disruptive events. This involves ensuring both Emergency and Business Continuity Plans are in place.

**Overview of Programme for 2018**

- 2.2 The main project in 2018 was a full review and rewrite of the Business Continuity procedures including: -
- Business Continuity Policy;
  - Business Impact Assessments (BIAs);
  - Business Continuity Service Level Plans;
  - Business Continuity Corporate Plans;
  - Service level exercises;
  - Corporate CMT exercise (taking place on the 15 January 2019).
- 2.3 Other large-scale projects include:
- Complete revision of the Council's Emergency Plan;
  - Borough Emergency Coordination Centre (BECC) Exercise;
  - All staff training in an emergency
  - A marked increase in recruitment and training of staff for specific response roles.

**Upcoming Projects**

- 2.4 In 2019 will see the continuation of ongoing projects such as, reviewing all plans and procedures in addition to a full training schedule of all response roles. In

addition, Surrey Heath continues to work closely with the Local Resilience Forum on multi-agency plans, procedures and training.

2.5 Additional key resilience projects planned for 2019 include:

- Town Centre Multi agency Counter Terrorism Exercise
- Flexible contingency planning focus on Brexit, specifically a 'no deal' departure.
- Resilient Telecommunications Plan
- Hazard Focused Planning
- Policy work on staff working around flood water
- Members guide and training

2.6 Following a number of serious and high-profile emergencies in the UK, including terrorism, the Salisbury CBRN incident and the Grenfell fire, The Cabinet Office and MHCLG are reviewing scrutiny and assurance for Local Authorities. We anticipate that new guidelines will be forthcoming, focused on all elements of Local Authority

### **3. Environmental Health**

3.1 The Council employs a team of 7 Environmental Health Officers enforcing a range of statutory functions this includes; Food safety in 635 food businesses; Health & Safety in approximately 1500 workplaces; Air quality monitoring; Statutory Nuisance investigation and control; Dog Control and Pest Control.

3.2 The Food Standards Agency requires the Council to inspect food businesses within 28 days that the inspection is due. The frequency of the inspection being determined by the risk it presents. In 2018/19 232 programmed food inspections are due and the team is on track to meet this target for 100% of the food businesses in the Borough. The proportion of food businesses rated 3 or above under the food hygiene rating scheme is expected to be 97% against a target of 95%.

3.3 During 2018 the team received 400 service requests for investigation into noise related problems. Of this 119 were received out of hours. 98% of all service requests were resolved within three months of initial contact. The majority of the service requests were concerned with domestic sources regarding the playing of amplified music or dog barking, and the majority of cases investigated had an outcome of being unfounded or unsubstantiated.

3.4 The Council operates an out of hour's Environmental Health service for 365 days per year. It mainly deals with noise complaints. In 2018 we have dealt with 119 service requests for investigation from a mixed variety of sources. The most common source being amplified music from domestic premises – usually one off parties.

3.5 A major area of the teams work this year has focussed on air quality.

### **4. Air Quality**

4.1 Monitoring of nitrogen dioxide (NO<sub>2</sub>) and small dust particles (PM<sub>10</sub>) is carried out at a mobile continuous monitoring station situated in Castle Road,

Camberley, approximately 20 metres north of the M3. In addition, the Council monitors NO<sub>2</sub> concentrations using diffusion tubes across a network of 36 sites.

- 4.2 The annual mean NO<sub>2</sub> concentration for the continuous monitoring location was well below the annual mean NO<sub>2</sub> objective of 40 µg/m<sup>3</sup>.
- 4.3 The annual mean NO<sub>2</sub> objective was exceeded at only 1 of the 36 diffusion tube monitoring locations that make up the SHBC network – SH7. This SH7 monitoring site is close to the M3 but is not representative of public exposure. After distance correction, the concentration at the closest residential location here was estimated to be well below the NO<sub>2</sub> objective.
- 4.4 The National Air Quality Plan for Nitrogen Dioxide sets out how the Government will ensure that compliance with air quality limits is achieved in the shortest time possible. A key part of the Plan is a requirement on some local authorities to undertake feasibility studies to explore a range of measures to improve air quality.
- 4.5 Surrey Heath Borough Council is one of the authorities named in the Plan as needing to undertake a feasibility study. This is because computer modelling has shown that along parts of the A331 concentrations of nitrogen dioxide are predicted to exceed the annual mean objective for nitrogen dioxide. The study was carried out in conjunction with Guildford and Rushmoor Borough Councils. A technical group of officers has been set up to produce the plan for the study which is overseen by a strategic group of Members and senior officers. It concluded that to achieve the concentration reduction necessary, an extension of the 50mph speed zone is required along a section of the road. The study was fully funded by Defra as will the improvement measures due for implementation during 2019, with compliance being met in 2021.

## **5. Health and Wellbeing/External Partnership Working**

- 5.1 The Borough's Health and Wellbeing Board has continued to meet in 2018/2019 and has set four priority work streams for development over the year and beyond. The Health and Wellbeing board comprises of elected members, senior officers of SHBC, Surrey County Council (Adult Social Care), Surrey Heath Clinical Commissioning Group (SHCCG) and Public Health.
- 5.2 Of these priority work streams the borough council are leading on three, these being Social Prescribing, Making Every Contact Count (MECC) and Physical Activity. The fourth priority, Community Asset Development is led by SHCCG. The priorities all link to the priorities of the Frimley Health Integrated Care System
- 5.3 The development of the Health and Wellbeing Board in 2018/2019 has been positive and well received and it is hoped that with an ever closer working relationship with our key partners, this will continue as we enter 2019/2020 and beyond.
- 5.4 The development of the Health and Wellbeing Board mirrors the improved partnership working relationship between the borough council and CCG and Adult Social Care. The borough is more widely recognised as a partner that can deliver new services and make a significant contribution to the wider Health and Social Care agenda. This positive working relationship offers great potential for

the future in the way the borough can contribute to supporting residents within this area.

## **6. Community Services - Partnership & Performance**

- 6.1 Our services continue to support residents of all ages, with a range of different support needs or personal circumstances. These include
- a. Older residents
  - b. Residents with physical disabilities
  - c. Residents with sensory impairments
  - d. Residents with mental health issues
  - e. Residents in need of short term support due to injury or ill health.
  - f. Residents in need of support post operation or other medical procedure
  - g. Residents with ongoing ill health
- 6.2 2018/2019 will be the second of a formal five year partnership arrangement with Runnymede Borough Council (RBC), to deliver a consistent range of Community Services across both boroughs. Our working relationship with RBC on this service area however dates back to 2015
- 6.3 The partnership enables greater access to resources both human and physical, providing immediate and cost effective support to each other when required. The partnership works with a management team from across both Boroughs, who are working collectively in developing existing services, identifying new opportunities and providing new services to residents of Surrey Heath.
- 6.4 The benefits of partnership working, access to resources etc. has resulted in growth in all service areas. Particular highlights include quarter on quarter growth in the number of meals delivered through our Meals at Home service over the last two years, an increase in transport journeys provided and an increase in residents accessing our Community Alarm and Telecare service.
- 6.5 Community Services has launched the first service funded by funding from health, Social Prescribing. We have worked hard to create a service that meets the needs of residents, that is accessible to all and which supports those in need of support with non-medical need, in order to improve quality of life, to enable people to live independently within their communities and in most cases to help to reduce feelings of loneliness and social isolation.
- 6.6 The success of this new service is evident, with 157 referrals in just 9 months. This demonstrates the value of such a service but also emphasises the role that the borough council can play in developing such services. In 2019/2020, it is expected that the service will continue to develop, as we work in partnership with voluntary sector organisations in providing the service.

### **Threats to Community Services**

- 6.7 The services delivered are mainly discretionary and operate at a net cost to the Council of £396,000. However, because of the vital role they play in supporting some of our most vulnerable residents in the Borough it is a service which we have tried to protect.

- 6.8 Surrey County Council currently makes a contribution towards the cost of our services of approximately £240,000 per year through a number of Service Level Agreements. Given the current financial pressures on the County, particularly in the provision of adult social care the financial arrangements are changing. In 2019/2020 it has been confirmed that the block grant will be reduced by £40,000. This will be replaced by “spot purchasing” but the income is likely to be substantially reduced. Further reductions are expected for 2020/2021.
- 6.9 For 2019/2020, through the positive performance in 18/19, the funding loss has been largely addressed and work is now underway to find a sustainable, long term future for our services that is not reliant on the uncertain SCC funding.
- 6.10 This is being achieved by taking a more commercial approach to the delivery of services while still retaining the social value they provide to so many people. A number of potential opportunities have been identified that will be considered in 2019/2020
- 6.11 The other opportunity is capitalising on the partnership with Runnymede Borough Council, which has already generated efficiency savings and increased income.

Annexes:	None
Background Papers:	None
Executive Head:	Tim Pashen, Executive Head: Community