

Surrey Heath Borough Council
Performance & Finance Scrutiny Committee
19th January 2022

Health & Environment Portfolio Update

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Key Decision: No
Wards Affected: All

Summary and purpose

To consider a progress report on the Health & Environment Executive Portfolio.

The Environment and Health Executive Portfolio covers a wide range of public facing services. The Services covered are:

- a. Air Quality
- b. Community Services
- c. Emergency Planning & Business Continuity
- d. Environmental Health
- e. Waste & Recycling
- f. Health & Wellbeing

Recommendation

The Performance and Finance Scrutiny Committee is advised to consider and comment on the update on work areas contained within the Health & Environment Executive Portfolio.

1. Air Quality

1.1 The Council has a statutory duty to monitor air quality in the Borough and submit an Annual Air Quality Status report to Defra.

1.2 This is covered as a separate report on the agenda.

2. Community Services

2.1 Community Services provides a range of preventative services that contribute to supporting residents of all ages in remaining independent at home and remaining active within their local community.

2.2 Historically, Community Services has often been referred to as Older People's Services, however, whilst the primary cohort accessing services are older residents, support is

also provided to other groups of residents who have individual support needs or impacting personal circumstances including:

- a) Residents with physical disabilities
- b) Residents with sensory impairments
- c) Residents with mental health issues
- d) Residents in need of short-term support due to injury or ill health.
- e) Residents in need of support post operation or other medical procedure
- f) Residents with ongoing ill health

2.2 The services provided under the Community Services umbrella include:

- a) **Meals at Home** - delivering hot lunch meal and sandwich tea meal for residents who cannot cook for themselves. The service operates 7 days a week and 365 days/year
- b) **Community Alarms & Telecare** – installation of community alarm units and a range of personal and environmental telecare peripherals, linked to a 24/7 alarm receiving centre. Assistance mobilised upon receipt of an alert and residents in need of support
- c) **Community Transport** - operating a fleet of 6 buses across the Borough providing support to older, disabled and other residents unable to access services, amenities and social/recreational opportunities across the borough including visiting friends, hairdressers, opticians, hospital appointments, shopping trips, access to local day centres and other voluntary sector activities
- d) **Day Centre** – Providing a safe and welcoming facility for older frail residents, as a destination to socialise with others and engage in a range of activities and events. Provision of on-site hairdressing facilities and other health/wellbeing services
- e) **Social Prescribing** – Working in partnership with GP Federation, Clinical Commissioning Group and Citizens Advice Surrey Heath on the development and delivery of Social Prescribing services. Providing support to residents aged 18+ with a range of social and wellbeing needs, supporting with information, signposting and referrals to statutory services and local voluntary/community assets.
- f) **Saturday Club** – providing a safe and welcoming facilities for older, frail residents, for those in the early stages of dementia, and their carers. Providing a weekend destination, when many other similar services are closed, to socialise, engage in activities, events and attend visits and trips. An opportunity for Carers to have the opportunity to relax in a safe environment and to discuss/share experiences with other Carers
- g) **Handy Person Service** – Working in partnership with three other borough councils to deliver, funded by a combination of Better Care Fund monies (via SH Local Joint Commissioning Group) and Disabled Facilities Grant monies. Provide support with minor adaptations and equipment installation to improve safety at home and enabling residents to continue to live independently.
- h) **Homesafe Plus** – Single point of access service to a range of borough council services, across five borough council areas. Used by health and social care professionals and key voluntary sector agencies to refer to services as part of discharge planning, to prevent admission to hospital etc. Combines many of the above services, together with Housing and Home Improvement Agency to provide a simple referral process. Currently in year 3 in NW Surrey and currently being implemented within Frimley Park Hospital and Frimley CCG area.
- i) **Vulnerable People Data** – Coordination of vulnerable resident information, to be shared with other category 1 responders in the event of a borough emergency, and used to provide direct support to residents

2.3 A separate presentation will be given by Community Services at the meeting.

3. Emergency Planning & Business Continuity

3.1 The Civil Contingencies Act 2004 places duties on the Council, to ensure critical services are resilient to respond to disruptive events and the Council has plans in place to respond to a civil emergency in the Borough. The Council is supported in delivering these services through Applied Resilience; a specialist local authority company procured for this purpose.

3.2 One of the main focuses has been the response to and recovery from the COVID-19 pandemic. This was declared as a Major Incident in Surrey on 19th March 2020 and was declassified on the 28th April 2021. Since then, the council has been focusing on the recovery alongside continued support with the vaccination and testing programmes. Since the council has shifted to recovery, the Incident Management Team stood down to be replaced by a Recovery Incident Management Group lead by Tim Pashen and covered the following work streams:

- Workstream 1: Communication and Member Engagement
- Workstream 2: Improved Ways of Working and Staffing
- Workstream 3: Residents Welfare and Voluntary Sector
- Workstream 4: Local Business Support and Local Economy Recovery
- Workstream 5: Council Services and Work Plan Recovery.
- Workstream 6: Debriefing, Stand up plan and Surge Testing Arrangements

The Council is still continuing to monitor the Covid 19 pandemic with partners meeting to ensure support for the new recent challenges.

3.3 In addition to the COVID-19 response, the council responded to surface water flooding in February and issues with fuel availability in September.

3.4 Another focus this year is catching up on our Emergency and Business Continuity Programme and ensuring that Members and Officers at all levels are trained to respond to Civil Emergencies. The following plans were updated in 2021:

- Pandemic Plan
- Borough Emergency Control Centre (BECC) Plan
- Service Level Business Continuity Plans
- Strategic Business Continuity Plan
- Council Emergency Plan
- Adverse Weather Plan
- Emergency Assistance Centre Plan

3.5 The training and exercises carried out in 2021 include:

- Borough Emergency Control Centre All Staff Training (June)
- Incident Management Team Winter Preparedness (Nov)
- New Incident Liaison Officer Training (Feb/Dec)
- Incident Liaison Officer Refresher Training (May/Oct)
- Members Training (July)
- Borough Emergency Control Centre - Coordinator Refresher Training (Feb/Oct)
- Rest Centre Manager Training (Aug)
- Loggist Training (Apr/May/Nov)
- Service Level Business Continuity Exercises (Dec)

3.6 Some additional projects carried out this year also include:

- Development & Implementation of the Loss of Telecommunications Plan
- Development & Implementation of a Borough Surge Testing Plan
- Ongoing support to Chobham Resilience Group with flooding preparedness, wildfire preparedness and general resilience advice.
- Review of Council Mobile Telecommunications Privileged Access Scheme accounts
- Emergency Assistance Centre Pack Development
- Borough Emergency Control Centre Pack Development
- Winter Preparedness including communications, gritting and staff preparedness

3.7 The Council continues to work closely with the Local Resilience Forum on multi-agency plans, procedures, training and exercises. In 2021 these have included Surge Testing preparedness, Winter Resilience, COVID Recovery and a full review of all multi agency plans.

4. Environmental Health

4.1 A number of Environmental Health services are non-executive functions, but for completeness these are included in this report.

4.2 The Environmental Health Team enforce a range of statutory functions to protect health and the environment. These functions include - Food Safety in 706 food businesses, which includes inspection and complaint investigations; Health & Safety in approximately 1500 workplaces including investigation of workplace accidents; Air Quality monitoring; Statutory Nuisance investigation; control of Pollution Emitting Premises e.g paint sprayers, dry cleaners, petrol stations; Contaminated Land investigations; Licensing of animal establishments, street trading and registration of skin piercing activities; Investigation of infectious diseases; Pest Control and Stray Dog control. Since March 2020 the Team have also had enforcement duties in relation to Covid-19 business restriction legislation. In 2020/21 the Team responded to 247 Covid-19 related service requests. All enforcement activities are carried out in accordance with the Corporate Enforcement Policy.

4.3 During 2020/21 Environmental Health responded to over 600 service requests, the majority of which concerned requests to investigate statutory nuisances from noise, smoke/dust/odour, light, refuse, animals. The Council operates an out of hours service for response to noise complaints which mainly concern domestic noise sources such as the playing of amplified music. This service operates from 17.00 Thursday evening through to 08.00 Monday morning.

4.4 The Food Standards Agency requires the Council to inspect food premises in accordance with a risk based inspection programme and to rate eligible food businesses under the national Food Hygiene Rating Scheme. Despite the disruption to the programme in 2020/21 due to Covid-19, the Team carried out 212 food safety visits to food premises and 136 new food business registrations were received. In 2021/22 to the end of November 2021 314 inspections have been carried out in accordance with the FSA Recovery Plan which requires local authorities to focus on the highest risk food activities. It is anticipated that the food inspection programme will be fully realigned with the original required inspection frequencies by end of March 2023. The proportion of food businesses rated three or above under the food hygiene rating scheme (a rating of

Satisfactory/Good/Very Good) is 97.2% against the Corporate success measure target of 95%.

- 4.5 The Environmental Health team continue to have a role enforcing Covid-19 business restrictions, investigating Covid-19 related complaints and working with Surrey CC Public Health Team and the UK Health Security Agency to carry out control and outbreak management activities. These include outbreak investigation, Face to Face case contact tracing and the provision of advice to the public and businesses.

5. Waste & Recycling

- 5.1 Surrey Heath Borough Council's contract with Amey for waste and street cleaning services is part of a joint arrangement alongside Elmbridge Borough Council, Mole Valley District Council and Woking Borough Council.

- 5.2 The Contract is managed by a joint client team, the operational arm of Joint Waste Solutions (JWS). The team reports to a Contract Partnership Board, which comprises of the Lead Officers from each of partner authorities who provide strategic direction and leadership to JWS. The Contract Partnership Board in turn reports to the Joint Waste Services Collection Committee (JWSCC) and is comprised of the Portfolio Holders from the authorities and provides political scrutiny of the contract. Ultimately the JWSCC reports back to individual authorities but has authority to make decisions under agreed delegation.

- 5.3 Surrey Heath is the host authority for the JWS team, which includes providing corporate support services and ensuring that the governance arrangements for both the joint contract and the Surrey Environment Partnership (SEP) are working effectively.

- 5.4 The services provided by Amey are measured against a suite of key performance indicators (KPI's) covering both their kerbside collection and street cleansing responsibilities. Areas included in the Authority's own quarterly performance reports include levels of missed collections and the results of street cleaning surveys. Performance figures for the year to date are provided in the table below:

		A	M	J	J	A	S	O	N	D
Missed collections	No. missed per 100,000 collections	50	28	38	56	39	31	26	29	tbc
Street cleaning surveys	% transects below standard (litter)	1.0%			0.5%			0.5		
	% transects below standard (detritus)	6.3%			5.5%			13.5		

- 5.5 While Amey have delivered improvements in performance since the start of the contract in 2018, this year services have been impacted by the national driver shortage. An increased number of driver vacancies, and shortage of agency staff to cover these, have resulted in garden waste services being reduced and then suspended in order to protect the core refuse, recycling and food waste collections.

- 5.6 JWS have worked with Amey to ensure that a recovery plan has been put in to place to provide increased services resilience. Amey have committed to increase their training programme, offer recruitment and retention bonuses, and benchmark salaries. A cycle of garden waste collections was carried out for customers in Surrey Heath in October 2021 and a further cycle is planned for January 2022.

- 5.7 Recycling performance – the percentage of waste sent for recycling or composting – is also reported quarterly. SHBC boasts a high recycling rate although work is still carried out to make improvements where possible. The JWS Operations team have undertaken a number of projects, alongside SEP improvement work, to reduce contamination and improve the quality of recycling collected at the kerbside. This includes training of crews, trialling alternative communal bin styles at flatted properties and testing targeted communications. There has been a reduction in overall contamination rates seen, as well as a decrease in the number of loads rejected by the Material Recovery Facility (MRF). While this work is aiming to further increase the overall recycling rate, the performance for this year will be impacted by the garden waste suspensions as the tonnage collected through this service has been significantly reduced in recent months.
- 5.8 A separate presentation will be given by Joint Waste Solutions at the meeting.

6. Health & Wellbeing

- 6.1 The Council were asked by the Surrey Heath Health Alliance to lead on delivery of a “Whole Systems Approach” to Obesity, which aims to support residents to maintain a healthy weight by following a six stage Public Health framework. Although the Council is the lead partner, this is a highly collaborative project with partners including Voluntary Support North Surrey, Surrey Public Health, Frimley Clinical Commissioning Group, Active Surrey and the University of Surrey sitting on the steering group. The Council’s lead officer for this project is the Engagement, Wellbeing and Events Manager.
- 6.2 To better understand the local picture, the steering group launched a ‘healthy choices’ consultation programme which asked participants five questions around their eating habits and some basic demographic information (which allowed them to remain anonymous). 369 responses were received, with cost and time availability being constant themes throughout the survey. Other key findings included a clear demand for quick and easy recipes, the need to consider travel/parking arrangements when planning interventions, and consideration of how to encourage healthier food choices at food and beverage outlets such as coffee shops.
- 6.3 Following the consultation the steering Group held an ‘Obesity Summit’ at Camberley Theatre on 3rd November, attended by 45 stakeholders from the NHS, school headteachers, community groups, businesses and beyond. After outlining the scale of the issue and the need for a whole systems approach, discussions were held to help establish a baseline of what initiatives already exist and what the biggest challenges are to healthy weight locally. Attendees were also asked to map the vast local system of what causes obesity, and drill into the causes of those causes (a ‘causal map’). Officers have since been collated the work of each discussion group to form a first attempt at a picture of the ‘local system’.
- 6.4 Phase four of the process will be held in early 2022, where stakeholders will be reconvened to review the local system and start proposing actions that can be collectively taken to start turning the tide on rising obesity levels. While the Council will become the ‘guardian’ of a borough action plan, it will ultimately be the responsibility of all partners to play their part by implementing the changes that they can, which can collectively help to make positive change across the health system.”

7. Proposal and Alternative Options

- 7.1 No alternatives.

8. Contribution to the Council's Five Year Strategy

8.1 The services within this portfolio contribute to all the priorities within the Five Year Strategy Environment, Health & Quality Of Life, Economy and Effective & Responsive Council.

9. Resource Implications

9.1 None

10. Section 151 Officer Comments:

10.1 None

11. Legal and Governance Issues

11.1 None

12. Monitoring Officer Comments:

12.1 None

13. Other Considerations and Impacts

Environment and Climate Change

13.1 None

Equalities and Human Rights

13.2 None

Risk Management

13.3 Risks have been identified within each of the service areas

Community Engagement

13.4 None as this point

Annexes

None

Background Papers

None