

To: ENVIRONMENTAL SERVICES COMMITTEE	Subject: FOOD SAFETY OPERATIONAL PLAN 2016/2017.
From: HEAD OF REGULATORY SERVICES AND WASTE SOLUTIONS	
Date: 16 TH August 2016	Ref: BW/AM

1. Purpose of Report

1.1 To seek Committee approval for the Council's Food Safety Operational Plan for the period 2016/2017.

2. Background

2.1 The Council has a statutory duty to prepare a Food Safety Operational Plan on an annual basis which clearly sets out our specific aims and objectives for the forthcoming period.

2.2 Food Standards Scotland (FSS) place considerable importance on the requirement for all Local Authorities to produce and work to an Operational Plan and FSS has a preference that the Operational Plan meets the criteria which it has specifically determined and requires that all Local Authorities must seek Committee approval of their Operational Plans.

3. Proposals / Considerations

3.1 In April last year, the Scottish Food Standards Agency was replaced by a new body, entitled Food Standards Scotland (FSS). The latter is independent of national government and has the primary object of protecting the health and other interests of consumers in relation to all food issues.

3.2 FSS recently affirmed its intention to work closely with all local authorities and other bodies such as National Health Service Health Boards to maintain and, where possible, improve food safety standards and the health of the nation. As part of this process they have advised that they will set new targets for local authorities in regard to food safety matters. Details of this are awaited but it is anticipated that it will have a significant impact on the work of the Service throughout 2016/2017.

3.3 In addition to this, the Operational Plan includes details of the projected resources and targets proposed for period 2016/2017 for food safety issues. Targets for this period, apart from whatever FSS stipulate in due course, include the following:

- (a) Achieve a target of at least 93% of our food business operators' premises achieving a 'pass' status in accordance with the National Food Safety Information Scheme (or FHIS);
- (b) Ensure a minimum of 96% of premises are inspected within the required timeframe;
- (c) Deliver a detailed sampling programme; and
- (d) Working in close partnership with FSS to develop a viable alternative option for risk assessment of food premises. This will impact on the frequency of inspection of food businesses for the food hygiene and the food standards components of food safety law enforcement.

Other more specific targets and objectives are contained within the body of the report.

3.4 A copy of the Operational Plan is available on the MARS system for information purposes.

4. Financial Implications

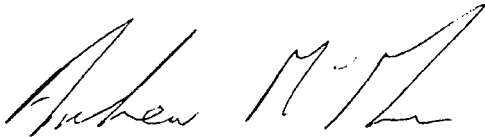
4.1 There are no financial implications relevant to this report

5. Corporate Considerations

5.1 The recommendations are consistent with policy and there are no personnel, legal or property implications in the report.

6. Recommendations

6.1 That Committee approves the 2016/2017 Food Safety Operational Plan.

A handwritten signature in black ink, appearing to read 'Andrew McPherson', written in a cursive style.

Andrew McPherson
Head of Regulatory Services and Waste Solutions

Local Government Access to Information Act: For further information about this report, please contact Brian Whitelaw, Business Manager (Environmental Health) on (01236) 856370 or whitelawb@northlan.gcsx.gov.uk

REGENERATION & ENVIRONMENTAL SERVICES



ENVIRONMENTAL HEALTH SERVICE OPERATIONAL PLAN 2016/2017

ENVIRONMENTAL HEALTH OPERATIONAL PLAN – 2016 TO 2017

Environmental Health provides a range of services within North Lanarkshire Council to safeguard and, wherever possible, protect and improve the health, safety and wellbeing of everyone living and working within the Authority and to ensure that the public health enforcement responsibilities of the Council are delivered.

The Service was reconfigured in June 2015 and now includes functions discharged by the former stand-alone Business Regulation Service, principally food safety and occupational health & safety intervention and enforcement services. The configuration of the new look Environmental Health service is provided in schedule 7 of this plan.

Our main activities are listed in Schedule 1: Environmental Health Core Activities.

ENVIRONMENTAL HEALTH TEAMS & FUNCTIONS

Public Health & Housing

The Public Health & Housing Team is responsible for the delivery of the housing standards, public health, housing regulation, pest control and animal welfare activities detailed in Schedule 1: Environmental Health Core Activities.

The operational objectives for this team are detailed in Schedule 2: Environmental Health Performance Plan 2016/2017.

Pollution Control Team

The Pollution Control team are responsible for the delivery of the pollution control and environmental protection, detailed in Schedule 1: Environmental Health Core Activities.

The operational objectives for this team are provided in Schedule 3: Pollution Control Performance Plan 2015/ 2016.

Business Regulation Team

The Business Regulation Team has responsibility for the delivery of an advisory and enforcement service for food hygiene, food standards and occupational health & safety legislation which is detailed in Schedule 1: Environmental Health Core Activities.

The operational objectives for this team are provided in Schedule 4: Business Regulation Performance Plan 2016/2017.

Contingency Planning

Fulfills the Council's statutory category 1 responder duty, acts as a single point of contact and coordinator for a variety of emergency situations including floods, utility disruptions, and civil catastrophes. Is at arm's length to mainstream Environmental Health functions and is operationally accountable solely to the EH Manager.

FINANCIAL RESOURCES

At the time of writing this report and in common with other Council services, Environmental Health's 2017 budgetary allocation is still under consideration.

PERFORMANCE & QUALITY MANAGEMENT

Quality Assessment

Key Environmental Health policies and procedures are included within an ISO 9001:2008 Quality Management System that is constantly reviewed and updated to reflect on-going legislative or procedural changes. The Environmental Health Service operates in accordance with this fully accredited system, which is subject to external, independent audit and accreditation. This is supplemented by regular programmed internal audits.

The Environmental Health Service is also accredited to ISO 14001: 2004 Environmental Management and OHSAS 18001: 2007 Health & Safety Management. This accreditation was achieved in 2008 and the service objectives are detailed in Schedule 6: Quality Objectives.

Performance Management

The Operational Plan will be reviewed quarterly by the Environmental Health Management Team (EHMT). The reviews shall be documented in the minutes of the EHMT and any decisions taken to address deficiencies shall be recorded there. The quarterly performance reports shall be circulated to staff and published in the North Lanarkshire Council website www.northlanarkshire.gov.uk.

Identification of Operational Plan Variation

Variances from the operational plan will be highlighted at the time of each review and any reasons for the variance noted together with any corrective action, where required. In the event that variances are necessary for any reason, the operational plan shall be prioritised in accordance with the priority order assigned in the Contingency Priority Rating (or CPR) sections in Schedules 2 to 5, where applicable.

Areas for Improvement

Any areas identified as requiring improvement will be detailed as part of the audit and review process. These shall be addressed by the EHMT as part of the review process, and action taken shall range from immediate action to inclusion in the operational plan for future years.

Schedule 1: Environmental Health's Core Activities

SERVICE	ACTIVITY	TEAMS	RESPONSIBLE OFFICERS	LEAD OFFICERS
Housing Standards	Enforcement of Housing Legislation	Public Health & Housing	All section Managers & Environmental Health Officers	Environmental Health Manager and Public Health & Housing Manager
Public Health	Enforcement of Public Health Legislation			
Housing Regulation	Licensing of House in Multiple Occupation			
	Registration of Private Landlords			
Pest Control Service	Provide a Residents' Pest Control Service		All section Managers and Pest Control Officers	
	Provide a Council Premises' Pest Control Service			
	Pest Control Education and Promotion			
Animal Welfare Service	Provide a Stray Dog Collection Service		All section Managers and Animal Welfare Officers	
	Enforcement of Dog Fouling Legislation			
	'Good Dog' Education and Promotion			
Environmental Protection	Enforcement of Wastes Management Legislation	Pollution Control	All section Managers, Environmental Protection Officers and Technical Officers	Environmental Health Manager and Pollution Control Manager
	Enforcement of Anti-litter Legislation			
	Control of Tobacco Smoking In Public Places			
	Enforcement of Abandoned Vehicle Legislation			
	Environmental Protection Education & Promotion			
Enforcement of Vehicle Emission & Idling Law				
Pollution Control	Contaminated Land Strategy & Enforcement			
	Air Quality Strategy & Enforcement			
	Noise Control Enforcement			
Business Regulation	Enforcement of Food Safety Legislation	Business Regulation	All section Managers, Environmental Health Officers & Food Safety Officers	Environmental Health Manager and Business Regulation Managers
	Enforcement of Food Standards Legislation			
	Food Poisoning & Enteric Disease Investigation			
	Foodstuffs & Drinking Water Sampling		All section Managers & Environmental Health Officers	
	Accident & Dangerous Occurrence Investigation			
	Enforcement of Occupational Health & Safety Law			
Licensing of Skin Piercers & Tattooists				
Contingency Planning	Emergency category 1 responder & coordinator role	Contingency Planning	Environmental Health Manager & Contingency Planning Officers	Environmental Health Manager & Contingency Planning Officers

Schedule 2: Public Health & Housing's Performance Plan 2016/17

No.	Service Area	Project	Performance Target	Timescale	CPR	Responsible Officer	NO Link	CP Link
1	Housing Enforcement	Respond to requests for assistance or advice within 5 working days of receipt	95% of projected response target	31/03/17	M	PHH Manager, EH Manager	G	R, HW
2	Public Health	Respond to requests for assistance or advice classed as high risk within 2 working days of receipt Respond to requests for assistance or advice classed as low risk within 5 working days of receipt.	95% of projected response target	31/03/17	M	PHH Manager, EH Manager	G,H	R, HW
3.	Public Health and Housing	Implement restructured Public Health and Housing Service and review effectiveness and efficiency of initial arrangements.	100% of projected target	31/03/17	H	PHH Manager, EH Manager	G,H	R, HW
4	Housing Enforcement, Public Health and Housing Regulation	Bring to a conclusion 100 % of all service requests received prior to April 2015	100% of projected response target	31/03/17	M	PHH Manager, EH Manager	G,H	R, HW
5	Housing Enforcement, Public Health and Housing Regulation	Bring to a conclusion 90 % of all service requests within 12 months from date of receipt	90 % of projected response target	31/03/17	M	PHH Manager, EH Manager	G,H	R, HW
6	HMOs	Continue to investigate suspect properties and respond to complaints within 2 working days of receipt	90% of projected response target	31/03/17	M	PHH Manager, EH Manager	G,H	R, HW
7	Landlord Registration	Respond to complaints within 5 working days of receipt	90% of projected response target	31/03/17	M	PHH Manager, EH Manager	G	R, HW
8	Landlord Registration	Maintain Fit & Proper person panel to scrutinise landlords placed on the list of registration applications to be reviewed.	To deliver a minimum of 4 Fit and Proper Person Review Panel meetings/continuations within the financial year.	31/03/17	H	PHH Manager, EH Manager	SS,G	R, HW
9.	Landlord	Bring to a conclusion 90% of RPN service	90 % of projected response target	31/03/17	M	PHH Manager,	G	R, HW

	Registration	requests within 3 months from date of receipt				EH Manager		
10	Landlord Registration	To achieve an income of £160K from Landlord registration charges.	100 % of projected target	31/03/17	H	PHH Manager, EH Manager	G	R, HW
11	Landlord Registration	To achieve a 98% registration rate for landlords as reported by the Scottish Government.	100 % of projected target	31/03/17	H	PHH Manager, EH Manager	G	R, HW
12	Landlord Registration	To continue pursuing the implementation of hard wired smoke detection systems within private let accommodation within 3 blocks of flats in Forgewood and provide all tenants and landlords within affected properties with appropriate information and reasoning behind targeted action in conjunction with Scottish Fire and Rescue Service	To pursue the implementation of hard wired smoke detection systems within private let accommodation within 3 blocks of flats in Forgewood	31/03/17	H	PHH Manager, EH Manager		
13	Housing Enforcement	To review and develop policy in relation to sub-standard housing in NL in conjunction with PSH following discontinuation of PSH secondment; including use of S28 Defective Building Notices by EHOs.	Review and implement revised policy	31/03/17	H	PHH Manager, EH Manager		
14	Housing Enforcement	Implement revised policy developed with PSH for retention of BTS register	Introduce new format for BTS register	31/03/17	H	PHH Manager, EH Manager		
15	Pest Control Service	Respond to requests for service classed as high risk within 2 working days.	97.75% of projected response target	31/03/17	H	PHH Manager, EH Manager	H,SS	R, HW
16	Pest Control Service	Respond to requests for service classed as low risk within 5 working days.	97.75% of projected response target	31/03/17	H	PHH Manager, EH Manager	H,SS	R, HW
17	Pest Control Service	Respond to requests for corporate service within 24 hours.	95% of projected response target	31/03/17	H	PHH Manager, EH Manager	H,SS	R, HW
18	Pest Control Service	Review proactive baiting programmes for burns and other open spaces.	Review programme	31/03/17	M	PHH Manager, EH Manager	H,G	R, HW
19	Pest Control Service	Continue with development of mobile working solution for daily allocation of jobs, including testing and implementing it.	Complete development of mobile working solution for daily allocation of jobs, test and implement it	31/03/17	M	PHH Manager, EH Manager	H,SS	SPF

20	Pest Control Service	Review split of service requests currently within high risk and low risk categories depending upon public health risk and review response times for high and low risk categories	Introduce new response times for high and low risk categories.	31/03/17	H	PHH Manager, EH Manager		
21	Pest Control Service	Review corporate and contract work undertaken by service in terms of response times and cost.	Introduce any recommended changes to response time or cost arising from the review of corporate and contract work.	31/03/16	H	PHH Manager, EH Manager		
22	Pest Control Service	Implement new policy relating to service requests not to be logged for wasps/bees until 9 May 2016 to reduce visits undertaken for masonry bees during March, April and early May.	Implement policy	31/03/17	H	PHH Manager, EH Manager		
23	Pest Control Service	Develop Method Statements for Pest Control	Develop Method Statements for Pest Control	31/03/17	H	PHH Manager, EH Manager		
24	Pest Control Service	Review pest control information provided on council website	Review and improve pest control information provided on council website	31/03/17	H	PHH Manager, EH Manager		
25	Pest Control Service	Review information issued to customers for pest control treatments	Review information issued to customers for pest control treatments and develop standard written advice where applicable	31/03/17	H	PHH Manager, EH Manager		
26	Pest Control Service	Review use of air weapons for Pest Control and complete licensing process if retained	Review current working practice and storage arrangements and complete licensing process if retained	31/03/17	H	PHH Manager, EH Manager		
27	Pest Control Service	Provide contractor with means to update action son SR passed to them to reduce double handling of actions information by support services	Develop revised system for contractor to update actions direct	31/03/17	H	PHH Manager, EH Manager		
28	Animal Welfare Officers	Respond to stray dog complaints within 1 working day.	98.75% of projected response target	31/03/17	H	PHH Manager, EH Manager	H,SS	HW,R
26	Animal Welfare Officers	Respond to dog fouling reports within 10 working days.	98.75% of projected response target	31/03/17	H	PHH Manager, EH Manager	H,SS	HW,R
27	Animal Welfare Officers	To issue 12 fixed penalty notices for dog fouling offences by each AWO FTE.	100% of projected target	31/03/17	H	PHH Manager, EH Manager	H,SS	HW,R

28	Animal Welfare Officers	To continue alternate strategy to target dog fouling at hotspot locations by taking data from Land Management and APP and setting aside one day per fortnight for 2 officers to pair up to target appropriate locations whilst also undertaking other AWO duties.	25 days of action under alternate dog fouling enforcement strategy	31/03/17	H	PHH Manager, EH Manager	H,SS	HW,R
29	Animal Welfare Officers	To implement and review use of body cams whilst issuing of FPNs by AWOs	Implement and review use of body cams whilst issuing FPNs by AWOs	31/03/17	H	PHH Manager, EH Manager	H,SS	HW,R
30	Animal Welfare Officers	Continue development of Enough's Enough campaign to target dog fouling, raising further awareness of campaign, including that plain clothes patrols being undertaken and use of body cams and monitor effectiveness of campaign.	Monitor effectiveness of campaign through number of FPNs served and enquiries received using 20152016 as baseline.	31/03/17	H	PHH Manager, EH Manager	H,SS	SPF, HW
32.	Animal Welfare Officers	To develop and implement a policy relating to Control of Dogs Legislation	Develop and implement policy	31/03/17		PHH Manager, EH Manager	H,SS	
33.	Animal Welfare Officers	Continue with development of mobile working solution for daily allocation of jobs.	Complete development of mobile working solution for daily allocation of jobs.	31/03/17	M	PHH Manager, EH Manager	H,SS	SPF
34.	Animal Welfare Officers	Review and implement policy on distribution of dog fouling bags in conjunction with Land Management; including consideration of limiting number of deliveries/requests per year and allocating a maximum number/year to each outlet.	Implement revised policy	31/03/17		PHH Manager, EH Manager	H,SS	

Schedule 3: Pollution Control's Performance Plan 2016/17

No.	Service Area	Project	Performance Target	Timescale	CPR	Responsible	NO	CP
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						Officer	Link	Link
1	Fly Tipping	Continue to use fly mapper to log fly tipping complaints in a map based system via mobile app and/or using the website facilitated by ZWS.	Fly mapper to be used monthly by EPOs to log fly tipping to develop strategy led enforcement on type of waste being deposited.	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
2	Fly Tipping	To issue 100 Fixed Penalty Notices for fly tipping offences.	100% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
3	Fly Tipping	To undertake a minimum of 3000 hours CCTV surveillance within known fly tipping areas.	100% of projected target	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
4	Fly Tipping	Develop and implement a project tackling small and medium businesses trading from residential addresses to enforce duty of care requirements in conjunction with intelligence led work in partnership with SEPA and Police.	Develop and implement project	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
5	Fly Tipping	Continue enforcement visits to 450 premises to ensure compliance with Duty of Care requirements under Waste (Scotland) Regulations 2012	100% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
6	Fly Tipping	To develop further and participate in joint initiatives with partner organisations to tackle problem of fly tipping.	Develop and implement programme	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
7	Litter	To issue 725 Fixed Penalty Notices for littering offences.	100% of projected target	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
8	Litter	Implement an inspection programme to undertake litter patrols of current hot spot areas at appropriate times.	Develop and implement programme	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
9	Litter	To maintain anti-litter campaign within North Lanarkshire. Take part in KSB litter action day.	Undertake 4 litter days of actions at appropriate times in year and participate in litter action day.	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
10	Fly Posting	To continue to remove illegal fly posting within North Lanarkshire within 5 day response.	90% of projected response target	31/03/17	L	PC Manager, EH Manager	H,S+S G	H+W, R, SPF

11	Abandoned Vehicles	To remove vehicles abandoned within a public area within 14 days.	92% of projected response target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
12	Vehicle Emissions	To develop and implement a programme of 15 vehicle emission testing days within all AQMA's within North Lanarkshire. No NLC dates in July to assist with staff leave.	100% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
13	Vehicle Emissions	To undertake 90 vehicle idling patrols	100% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
14	Vehicle Emissions	To undertake vehicle emissions and idling patrols on behalf of EDC and vehicle emissions on behalf of SLC as per the partnership agreement.	100% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
15	Vehicle Emissions	To undertake vehicle emissions on behalf of other authorities and charge for this service	100% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
16	Prohibition of Smoking	Respond to all complaints of smoking within 2 working days.	93% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
17	Environmental Protection Officers	To issue a total of 825 Fixed Penalty Notices	100% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
18	Environmental Protection Officers	Introduce administration system to allow payment of FPN charges by credit card, debit card over NLC internet to ensure system is working effectively	Appropriate system introduced.	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
19	Environmental Protection Officers	Continue advisory and enforcement visits to businesses that have responsibilities under Waste (Scotland) Regulations 2012	Introduce new policy and procedure with colleagues in waste management.	31/03/17	H	PC Manager, EH Manager	W+F	SPF
20	Environmental Protection Officers	To review our existing QA procedures and implement any changes or improvements in relation to consistency of service requests.	Complete review and update	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
21	Environmental Protection Officers	To respond to all other service requests within 2 working days.	98.75% of projected response target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
22	Environmental Protection	Partnership with North Lanarkshire CCTV for the purposes of litter and fly tipping	100% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF

	Officers	enforcement to provide 400 FPN per year						
23	Contaminated Land	Respond to request for service within 2 days	92% response	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
24	Contaminated Land	Manage and complete regeneration programme for Stane Gardens.	Completion of remediation and river restoration elements of programme.	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
25	Contaminated Land	Remediate land identified as SPOSH in the Central Coatbridge Area	Completion of land remediation and verification	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
26	Contaminated Land	Parcel up our report reviews and call off contractor from Scotland Excel Framework	Use Excel Framework to appoint contractor to undertake report reviews	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
27	Contaminated Land	Undertake review of existing Contaminated Land Strategy.	Publish updated Contaminated Land Strategy.	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
28	Contaminated Land	Updating Part II A risk scores, where appropriate in Geoenviron with information from completed planning sites to reflect remedial works undertaken and adjust risk rating accordingly	Complete review list of sites developed and adjust risk scores	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
29	Air Quality	Action Planning – Consider and pursue the Council’s response and actions in respect of the Scottish Government’s Clearer Air for Scotland (CAFS) strategy	Comply with any necessary reporting duties in line with CAFS strategy	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
30	Air Quality	Action Planning- dependent on Scottish Government grant funding purchase, identify a suitable location for, and install monitoring equipment for PM2.5 in North Lanarkshire	Purchase and install a PM2.5 monitor at a suitable location in North Lanarkshire	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
31	Air Quality	Establish an NLC air quality steering group within the Council for the progression of action plan measures, ready for updating the action plan in 2017	Establish an NLC air quality steering group to confirm priorities for action plan update in 2017	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
32	Air Quality	Action Planning- NOx Tubes carry out comprehensive review of locations of air monitoring equipment to ensure all in relevant locations.	Complete review and reallocate monitoring equipment as necessary	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF

33	Air Quality	Action Planning – investigate potential exceedences of short-term NO2 objective at Central Way, Cumbernauld	Carry out site survey and any necessary monitoring at Central Way to investigate solutions for potential NOx exceedence	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
34	Air Quality	Action Planning- links with Climate Change	Attend NLC's climate change and sustainability working group to encourage links with councils climate change work	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
35	Air Quality	Action Planning – work with Local Planning colleagues to ensure air quality guidance and AQMA details are included in update to	Prepare Supplementary Planning Guidance for inclusion in Local Development Plan	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
36	Air Quality	Action Planning – Finance	Ensure a fully costed application for funding is submitted within the timescales set by Scottish Government	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
37	Air Quality	Use of Osiris particulate monitor for short-term air quality monitoring	Use Osiris for any appropriate enquiries which might benefit from short-term particulate monitoring	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
38	Air Quality	Action Planning – Equipment	Ensure all relevant equipment used for monitoring Air Quality is maintained according to manufacturers requirements	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
39	Air Quality	Customer Care -Respond to Service requests within 2 working days	91% of all service requests attended to within 2 working days.	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
40	Air Quality	Action Planning – Consider and pursue the Council's response and actions in respect of the Scottish Government's Clearer Air for Scotland (CAFS)strategy	Comply with any necessary reporting duties in line with CAFS strategy	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
41	Noise	Customer Care -Respond to service requests within 2 working days	91% of all service requests attended to within 2 working days.	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
42	Noise	European Noise Directive –2 nd Round of Mapping. Action the site which requires to be progressed to NMA.	Declaration Process complete.	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
43	Noise	Undertake review of performance monitoring of noise complaints.	Introduce revised performance target for service requests relevant to noise that are outcome based.	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF

44	Sampling	Swimming Pool sampling (Education)	Complete monthly sampling of all pools.	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
45	Sampling	Radiation Sampling	To complete sampling in line with national requirements	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
46	Pollution Control Section	Inspect all closed quarries on quarry register for statutory nuisance	100% of projected response target	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
47	Pollution Control Section	Web Pages	Update Pollution Control web pages with new information and relevant updates	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
48	Pollution Control Section	Bring to a conclusion all Service Requests received prior to April 2016.	80% of projected response target	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
49	Pollution Control Section	Customer Care – respond to all service requests not specifically referred to elsewhere within 2 working days.	98% of projected target.	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
50	Pollution Control Section	To continue our collaborative working with Planning and Building Standards to exchange information regarding recent changes in legislation affecting all these Services and our day to day interaction.	Meet quarterly with Planning and Building Control	31/03/17	M	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
51	Pollution Control Section	Continue management reviews for all Pollution Control staff and review effectiveness and efficiency of initial arrangements.	100% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF
52	Pollution Control Section	Review written Policies and Procedures for Pollution Control and identify areas where updating and augmenting these is required.	100% of projected target	31/03/17	H	PC Manager, EH Manager	H,S+S G	H+W, R, SPF

Schedule 4: Business Regulation's Performance Plan 2016/17

Core Activities		Target Start & Stop Dates	Projected Achievements/ Outcomes	Lead Team	Other Teams	Monitoring Arrangements
BR 1	Food Hygiene Inspections of 'A', 'B', 'C' & 'D' risk rated premises.	April 2016 to March 2017	Ensure a minimum of 96% of inspections completed within the deadline.	BR Service	None	Monthly – Assistant BR Managers / Quarterly review.
BR 2	Food Hygiene Alternative Enforcement Strategy for low risk ('E' risk rated) premises.	April 2016 to March 2017	Inspect 4 premises per month (2 North + 2 South).	BR Service	None	Quarterly review.
BR 3	Food Standards Inspections of 'A' and 'B' risk rated premises.	April 2016 to March 2017	Ensure a minimum of 96% of inspections completed within the deadline and merge inspection frequency with food hygiene inspections.	BR Service	None	Monthly – Assistant BR Managers / Quarterly review.
BR 4	Food Standards Alternative Enforcement Strategy for low risk ('C' risk rated) premises.	April 2016 to March 2017	Conduct food standards inspection when conducting a food hygiene inspection.	BR Service	None	Monthly – Assistant BR Managers / Quarterly review.
BR 5	Sampling in Food Premises.	April 2016 to March 2017	Seek to take samples taken within a 50/50 sampling ratio as agreed with GSS. Priority given to samples from Approved or manufacturing premises located within North Lanarkshire.	BR Service	None	Sample numbers monitored by EH Manager. Assistant BR Managers follow-up reports of sample failures.
BR 6	National Food Sampling Programme.	April 2016 to March 2017	Seek to conduct food sampling in partnership with other agencies and in accordance with national programmes.	BR Service	FSS, WOSFLG	Quarterly review of programmes/ sample types.
BR 7	Investigation of Food Complaints.	April 2016 to March 2017	Ensure a minimum 85% of complaints commenced investigation within 1 working day of receipt of details.	BR Service	None	Assistant BR Managers monitor progress of investigation.
BR 8	Sampling from Public Water supply.	April 2016 to March 2017	Limited to domestic complaints samples and commercial premises, as appropriate.	BR Service	None	Quarterly review.

BR 9	Investigation of Infectious Disease Reports.	April 2016 to March 2017	Seek to ensure a minimum 94% of notifications responded to in accordance with the NHSL Epidemiological Investigation Protocol.	BR Service	None	Assistant BR Managers monitor progress of investigation.
BR 10	Requests for assistance and advice.	April 2016 to March 2017	Seek to ensure a minimum 93% of requests for assistance/advice responded to within 2 working days of receipt of request.	BR Service	None	Assistant BR Managers conduct random checks.
BR 11	Participate in national and local food enforcement and educational initiatives.	April 2016 to March 2017	Seek to participate in initiatives including National Food Safety Week, Eat Safe, Healthy Living Award, Food Watch, Lanarkshire Business Week etc.	BR Service	None	Monitoring of press coverage. Feedback to National bodies.
BR 12	Food Standards Scotland Audit.	April 2016 to March 2017	Aim for a positive outcome of any audit undertaken during this period.	BR Service	None	Monitoring undertaken by the EH Manager and Assistant BR Managers.
BR 13	Annual review of food safety policies and procedures.	April 2016 to March 2017	Review policies and update where required.	BR Service	None	Monitoring undertaken by the EH Manager and Assistant BR Managers.
BR 14	Professional Training.	April 2016 to March 2017	Seek to ensure all Officers meet professional development targets including that required by the Food Law Code of Practice (Scotland).	BR Service	None	Quarterly Review. PRD.
BR 15	Food Hygiene Information Scheme (FHIS).	April 2016 to March 2017	Ensure that not less than 93% of food premises achieve the FHIS 'Pass' award.	BR Service	None	EH Manager to monitor. Quarterly review.
BR 16	LAEMS.	April 2016 to March 2017	Ensure that data required by the formal LAEMS return is in accordance with Food Standards Scotland requirements and within relevant timescale.	BR Service	FSS	Quarterly Review.
BR 17	Health and Safety Enforcement.	April 2016 to March 2017	Implement the provisions of the National Local Authority Enforcement Code. Priority in regard to implementation will be dependent on resources and will focus on those provisions which are particularly relevant to North Lanarkshire Council.	BR Service	HSE	Assistant BR Managers / Quarterly Review.

BR 18	Gas Safety in catering establishments.	April 2016 to March 2017	Undertake surveillance in catering premises visited during food inspections.	BR Service	None	Assistant BR Managers / Quarterly Review.
BR 19	Health & Safety projects (subject to adequate resources).	April 2016 to March 2017	<p>Include from:</p> <ul style="list-style-type: none"> • Undertake appropriate interventions of NL Leisure and Culture NL premises. • Slips, trips and falls in catering establishments • handling hot liquids within catering establishments • Identify new premises and add to database (from visits, from planning applications, licensing etc.) • Safety of solid fuel ovens in catering premises <p>Additional projects will be added to those detailed above if they become relevant having been highlighted nationally by the HSE, regionally by the Health and Safety Liaison Group or by local intelligence.</p>	BR Service	HSE WOSLG	Assistant BR Managers/ Quarterly Review.
BR 20	Process all applications for skin piercing and tattooing licences.	April 2016 to March 2017	Ensure that all applications are processed within the legislative timescale	BR Service	None	Assistant BR Managers / Quarterly Review
BR 21	Commence investigation of reported accidents requiring investigation within 2 working days of receipt of relevant information.	April 2016 to March 2017	Seek to ensure a minimum of 88% of investigations within 2 working days.	BR Service	None	Assistant BR Managers / Quarterly Review.
BR 22	Variation of Annex 5 of the Food Law Code of Practice (Scotland).	April 2016 to March 2017	Work in partnership with Food Standards Scotland on a pilot initiative relating to a variation of Annex 5.	BR Service	None	EH Manager/ Assistant BR Managers

BR 23	Maintain ISO 9001, ISO 14001 & OHSAS 18001 Standard Accreditation.	April 2016 to March 2017	Implement any action plan provisions following an internal and/or external audit.	BR Service	EH & BI	EH Manager/ Assistant BR Managers
BR 24	Joint Public Health Protection Plan.	April 2016 to March 2017	Participate in training events and work in partnership with NHS Lanarkshire and South Lanarkshire Council, as appropriate.	BR Service	NHS LHB	EH Manager/ Assistant BR Managers

Schedule 5: General Environmental Health Service Plan 2016/17

No.	Service Area	Project	Performance Target	Timescale	CPR	Responsible Officer	NO Link	CP Link
1.	Environmental Health	To achieve compliance with the customer service performance indicators as detailed within the Environmental Services Service Plan.	100% of projected targets.	31/03/17	H	EH Manager, PC Manager, PHH Manager	B,E,HL, PI, ES	SPF
2.	Environmental Health	To achieve an absence rate of less than 7 days per FTE.	100% of projected target.	31/03/17	H	EH Manager, PC Manager, PHH Manager	B,HL, PS	SPF, H&W
3.	Environmental Health	Manage the budget of the various individual services within Environmental Health to ensure: <ul style="list-style-type: none"> Revenue expenditure is retained within allocation; and A 98% spend is made against the capital budget relevant to Environmental Health. 	Achieve financial targets.	31/03/17	H	EH Manager, PC Manager, PHH Manager	PS	SPF, R
4.	Environmental Health	Deliver the value of savings as approved for financial year 2015/16 and agree further savings with the Head of Regulatory Services & Wastes Solutions to meet the savings allocation for 2016/18 for Protective Services.	Achieve financial targets.	31/03/17	H	EH Manager, PC Manager, PHH Manager	PS	SPF, R

Schedule 6: ISO 14001 and OHSAS 18001 Objectives

	Policy Requirement	Action	Objective	Timescale	Actions Required	Champions
1	<i>To reduce waste and make efficient and environmentally responsible use of energy.</i>	Monitor energy use in 453 Main St to allow for accurate measurement of consumption of electricity.	To continue to measure energy consumption in relation to electricity for 453 Main Street office.	Mar 2017	Measure consumption.	Mark Findlay
2	<i>To reduce waste and make efficient and environmentally responsible use of energy.</i>	Reduce the use of energy used within 453 Main St office location by improving staff awareness and introducing energy savings measures.	To reduce the use of electricity in 453 Main Street by implementing energy saving measures and increasing staff awareness in all office locations Target for 453 Main Street 1% reduction on 2015/16.	Mar 2017	Awareness campaign Measure consumption to compare with last year. Energy survey of building to be organised which will produce further actions.	Mark Findlay & Thomas Johnston
3	<i>To use renewable or recyclable materials wherever possible to reduce waste and make efficient and environmentally responsible use of energy, water and other natural resources.</i>	To continue recycling waste within office locations and maintain a uniform approach to recycling within each office location.	To continue recycling policy and ensure procedures at each office location are followed battery recycling to be introduced at Bellshill MAC Office along with paper. Food waste to be included.	Mar 2017	Continue battery recycling initiative in each office. Continue current recycling streams in each office location.	Mark Findlay & Kay Hannaway
4	<i>To be fully committed to the prevention of air pollution.</i>	Continue procedures developed for reducing mileage of officers across service.	Continue to monitor the reduction of business mileage in fleet vehicles and personal vehicles by 5% from '15/'16 by use of pool cars at 453 Main Street, Dalziel Building and Fleming House locations.	Mar 2017	Continue mileage reduction strategy – combined with home and flexible work style policy measure should deliver further reductions.	Mark Findlay

5	<i>To set objectives, targets and programmes to continually improve our environmental and health and safety performance.</i>	Reduce the use of paper used within offices by increasing awareness of wastage and improving paper management in each office location.	To continue to reduce the use of paper within 453 Main Street by 1% from '15/'16 figure of consumption.	Mar 2017	Paper issued in 453 Main Street to be monitored to ascertain level of use. Introduce electronic fax/ double sided printers/ doubled sided printing. Raise awareness.	Mark Findlay & Kay Hannaway
6	<i>To raise awareness, encourage participation and train employees in environmental and health and safety matters.</i>	Carry out online refresher staff training for environmental matters.	To identify online refresher training for all PS staff to complete.	Mar 2017	Training to be sourced or developed. Training to be online.	Mark Findlay & Peter Fergie
7	<i>To be fully committed to the prevention of injury and ill health, whilst striving to improve our health and safety performance.</i>	Measure the accident & incident reports within the Service.	To measure the number of accidents/incident reports received and to look for any trends.	Mar 2017	Identify areas of concern where improvements in health and safety could be made.	Managers/Health & Safety Officer
8	<i>To raise awareness, encourage participation and train employees in environmental and health and safety matters.</i>	Undertake and record health & safety inspection within office locations.	Continue a systematic programme of workplace health & safety inspections.	Mar 2017	To ensure ongoing compliance in terms of health and safety and to identify areas for improvement.	Managers
9	<i>To raise awareness, encourage participation and train employees in environmental and health and safety matters.</i>	Complete health and safety staff training matrix.	Undertake online training modules identified as relevant.	Mar 2017	To identify and address any deficiencies in health and safety training requirements.	Managers
10	<i>To be fully committed to the prevention of injury and ill health, whilst striving to improve our health and</i>	Complete DSE assessments for all employees.	Ensure compliance with Regulations.	Mar 2017	To identify and address any deficiencies at workstations.	Managers

	<i>safety performance.</i>					
11	<i>To be fully committed to the prevention of injury and ill health, whilst striving to improve our health and safety performance.</i>	Publicise corporate health & safety events and services.	Inform employees of safety and health issues.	Mar 2017	Reduce the risk of absence at work.	Managers/H&S Committee

Schedule 7: Structure of the Environmental Health Service

