



**Licensing and  
Regulatory  
Committee**

**Thursday, 05 April  
2018**

**Matter for  
Information**

**Title: Corporate Enforcement Report**

**Author(s): Paulette Samuels (Environmental Health  
& Licensing Team Leader)**

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## **1. Introduction**

- 1.1. There are a broad range of environmental and licensing standards and legislation enforced by the Environmental Health and Licensing Teams either independently or interdependently with other service-areas of the Council.
- 1.2. This report seeks to inform the Committee of the responsibilities and the enforcement outcomes achieved in the last quartile of 2017/18, bringing this financial year to its conclusion, and providing an introduction to plans for the ensuing municipal year.

## **2. Recommendation(s)**

Members are asked to note the contents of the report.

## **3. Information**

### **3.1. Dog Fouling**

Within the period January 2018 to March 2018, the ongoing focus of pro-active enforcement activity has been the provision of advice, stencilling and placing additional signage where necessary across the Borough.

This has been the thematic approach over the last year with some impact particularly in response to problem areas and complaints presented by members of the public.

Regular monitoring visits continue in the parks and open spaces across the Borough. In the 3 months being reported upon, 48 monitoring visits have been undertaken evenly across the Borough's parks and open spaces and are seemingly acting as an ongoing and effective deterrent.

The Stray Dog service is currently under review and market research is underway to commence a tender process to secure this service over the next 3 years.

### **3.2. Public Space Protection Orders (PSPO's)**

The PSPO document for the Regulation of Dogs has now been signed and sealed following approval by Members at the meeting of the Full Council on 22 February.

The final stages of its implementation require the removal of old signage, the erection of new signs in all the parks and open spaces across the Borough and publicisation of the PSPO. This is actively underway and should be completed in the next quarter.

The date of the PSPO's enactment is to be confirmed.

### 3.3. Pest Control

44 initial requests regarding pests in domestic settings were received in the last quarter and the breakdown is shown in the table below:

<b>Pest Type</b>	<b>Numbers</b>
Rats	30
Mice	7
Cockroaches	0
Squirrels	2
Fleas/bedbugs	3
Wasps	2
Bees	0
<b>Total</b>	<b>44</b>

Total for 2017/18:

<b>Pest Type</b>	<b>Numbers</b>
Rats	95
Mice	28
Cockroaches	0
Squirrels	13
Fleas/bedbugs	17
Wasps	85
Bees	3
<b>Total</b>	<b>241</b>

## Commercialization of Pest Control Service

### 1. Marketing Strategy

Officers are engaged with the Communications Officer to design and deliver a promotional campaign concentrating on promoting the Pest Control Service for Oadby and Wigston residents and in particular, commercial outlets. This may extend into neighbouring authorities but is still in negotiations. Media will include Letterbox and the Councils website as a minimum.

### 2. Income Generation

To date one commercial contract at a nursery has been signed up out of 5 genuine inquiries. This will be used to help promote the service and attract other similar businesses who are reviewing their pest control provision.

### 3. Future Projections and Resourcing

Whilst income from Severn Trent for Sewer Baiting serves only as a contribution, it helps to defray some of the costs. However, the feasibility of delivering the same

in a neighbouring Borough is being considered for the latter quarters of the new financial year 2018/19 particularly if supplemented with agreement to deliver Pest Control services as well.

#### 4. Financial Performance of the Pest Control Service 2017/18 - Income

**Figure 1: Wasps**

<b>Months</b>	<b>2017/18</b>	<b>2016/17</b>
April	0	63
May	(460)	(325)
June	(250)	(167)
July	(660)	(971)
August	(1,489)	(2,278)
September	(886)	(3,305)
October	(530)	(1,145)
November	(287)	(535)
December	0	(50)
January	(55)	(50)
February	0	(100)
March	0	0
<b>TOTALS</b>	<b>(4,616)</b>	<b>(8,863)</b>

**Figure 2: Rodents**

<b>Months</b>	<b>2017/18</b>	<b>2016/17</b>
April	(600)	(377)
May	(300)	(383)
June	(600)	(604)
July	(975)	(778)
August	(655)	(1,858)
September	(673)	(550)
October	(1,420)	(692)
November	(950)	(725)
December	(780)	(675)
January	(565)	(850)
February	0	(1,270)
March	0	(1,050)
<b>TOTALS</b>	<b>(7,518)</b>	<b>(9,812)</b>

**Figure 3: Other Pests – Mainly Sewer Baiting (Severn Trent)**

<b>Months</b>	<b>2017/18</b>	<b>2016/17</b>
April	(80)	0
May	(92)	0
June	0	0
July	0	0
August	0	0
September	0	0
October	(2,880)	0
November	(2,400)	(92)
December	0	0
January	0	0
February	0	0
March	0	(2,800)
<b>TOTALS</b>	<b>(5,452)</b>	<b>(2,892)</b>

### 3.5. **Enforcement of Litter, Fly-Tipping and Accumulations**

Environmental Health received 5 reports of fly-tipping and 9 reports of accumulations during the last quarter which were investigated and progressed within the stipulated response times. In addition to this, the Borough is regularly monitored for any nuisances in line with the requirements of the Environmental Protection Act.

Total for 2017/18 (to 20/03/18)

<b>Reported Issues</b>	<b>Numbers</b>
Fly tipping	54
Accumulations	28
<b>Total</b>	<b>82</b>

Environmental Health attended the last meeting hosted by the Leicestershire District Partnership Environmental Enforcement Forum to devise a campaign across Leicestershire to target fly-tipping on Thursday 22 March 2018.

The current position is that the advertising strategy designed to launch the campaign has been produced centrally by the lead of the Forum (Barbara Whitcombe). It includes posters, radio presentations on Capital FM over 4 days from early May, streams via Spotify and Geezer, short videos which LAs can place on their own websites, and adverts across the county on Devereux sites, press releases and over 500 buses with posters and/or external 'branding' on routes which traverse our Borough.

A detailed enforcement strategy is also being finalised amongst the County Local Authorities to ensure consistency and maximise effectiveness.

In each Saturday in May, there will be specific promotions held in Leicester Town Centre and we are considering how we can support and promote the messages across the Borough.

### 3.6. **Abandoned Vehicles**

There have been 16 reports received of abandoned vehicles in the last two months, all of which were investigated and progressed, where necessary.

The total for 2017/18 was 70 reports.

### 3.7. **Food**

The Council has a duty to undertake inspections of Food Hygiene premises. During the inspection and under guidance from the Food Standards Agency the premises are rated accordingly. The Food Hygiene Ratings can be viewed at <http://ratings.food.gov.uk/>

Breakdown of scores (up to 20 March 2018)

<b>Score</b>	<b>No. of Food premises</b>
0	1
1	3
2	4
3	26
4	40
5	244
<b>Total</b>	<b>318</b>

"Broadly compliant" premises account for 95% of our Food Premises and represents those which score 3 or more on the Food Hygiene Rating Scheme, i.e. 310 premises.

Those 8 businesses scoring 0 to 2 inclusive are:

<b>Score</b>	<b>Name of Food premises</b>
0 (1)	Satya Restaurant, The Parade, Oadby
1 (3)	Andy Fry Pan, Queen Road, Wigston Praha, Canal Street, South Wigston Spar, Bull Head Street, Wigston
2 (4)	Best Kebab House, Leicester Road Jay D's, St Thomas Road, South Wigston Lauder School, New Street, Oadby Swat Lands, London Road, Oadby

As previously reported, the additional resources brought in for the last quarter have had a very positive impact and brought us back on target for the end of the municipal year.

Food Hygiene inspections by month January to March 2018:

January	34
February	26

March	20 (to 20/3/18)
<b>Total</b>	<b>80</b>

These 80 inspections in the last quarter to date account for 58% of the total number of inspections over the year.

18 new food businesses have been registered from 1 April 2017.

5 requests have been received from businesses for a revisit under the Food Hygiene Rating System.

Food Hygiene Inspections 2017/18:

April	5
May	0
June	8
July	20
August	17
September	3
October	18
November	2
December	3
January	34
February	26
March	20 (data captured on the 20/3/18)
<b>Total</b>	<b>136</b>

### 3.8. **Service Requests**

Service requests are issues received from residents and businesses within the Borough in relation to Environmental, Housing and Commercial matters. The department has received over 500 requests for service during the last financial year from 1 April 2017 to 23 March 2018.

### 3.9. **Infectious Diseases**

The Department undertakes investigations of infectious diseases in conjunction with Public Health England and in line with our Infectious Disease Standard Operating Procedures, to offer relevant advice on hand washing, exclusion or screening of infected individuals. 4 new cases of infectious diseases were investigated between 1 December and 20 March 2018.

### 3.10. **Departmental Update**

In addition to the Food Safety internal audit, a similar exercise has been undertaken in the Licensing service area, however, this has not been progressed by the Auditors in the last quarter.

Matters arising in the Food Audit have been addressed and implemented and are awaiting sign off from the internal auditors.

Food Sampling Campaigns are a non-statutory function which we engage in periodically and help provide a national 'picture' of compliance or non-compliance so Officers can focus enforcement and/or advice accordingly. We are presently supporting the Leicestershire Food Group and the FSA in sampling Ready to Eat (RTE) food products such as sandwiches etc. To date the results have all been good.

### **New Legislation/Policy**

- a.** Imminent changes to the definition of HMO's (Houses in Multiple Occupation) and the simultaneous widening of the definition of a HMO to include 2 storey premises. The impact may be the need for additional resources to assess the rise in the number of HMO's in the Borough and the resources required to ascertain this base line.
- b.** The Memorandum of Understanding (MOU) between the Leicestershire Fire & Rescue Service (LFRS) and the Leicestershire Councils, including Leicester Council, to ensure a consistent approach to how rented properties are approached to manage the fire safety measures. Particular focus has been on the approach to occupied residential units above food businesses that have their staircase opening into the food preparation area and hence their protected means of escape seriously compromised.
- c.** The proposed changes to Lot 20 electric heaters (originating in energy efficiency).
- d.** The introduction of Energy Performance Certificate (EPC) requirements in rented premises where no premises less than category D can be rented without the allowed exemptions, under the Minimum Energy Efficiency Standards Regulations 2018 (MEES). There is also funding available in some scenarios.

#### **3.11. Licensing**

In addition to the updates provided against the Action List, the Licensing Officers will provide a verbal update.

#### **3.12. Licensed Premises**

##### **Pubwatch/Ask Angela Campaign**

There has been no support for the Pubwatch initiative shown by the licensees in the Borough, however, they are all being advised of the 'Ask Angela' campaign that is being promoted across Leicester, aimed at protecting those who need to find a safe place, if the situation/company they are in start to make them feel uneasy and vulnerable.

##### **Background Documents:**

None.

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<b>Implications</b>   Corporate Enforcement Report	
<b>Finance</b>	The implications are as set out in the report.
<b>Chris Raymakers</b> (Head of Finance, Revenues & Benefits)	
<b>Legal</b>	The report is satisfactory.
<b>Dave Gill</b> (Head of Law & Governance / Monitoring Officer)	
<b>Corporate Risk(s) (CR)</b>	<input checked="" type="checkbox"/> <b>Regulatory Governance (CR6)</b> Ensuring the Council has a coherent and transparent Enforcement Policy across the Borough and across all tenures.  <input checked="" type="checkbox"/> <b>Other Corporate Risk(s)</b> Failure to implement the Policy will leave the Council in a position of being unable to defend actions taken by Enforcement Officers in pursuance of their required duties.
<b>Paulette Samuels</b> (Environmental Health & Licensing Team Leader)	
<b>Corporate Priorities (CP)</b>	<input checked="" type="checkbox"/> <b>An Inclusive and Engaged Borough (CP1)</b> The entire Borough will be covered by an all encompassing enforcement policy.  <input checked="" type="checkbox"/> <b>Effective Service Provision (CP2)</b> Provides direction and focus for enforcement decisions.
<b>Paulette Samuels</b> (Environmental Health & Licensing Team Leader)	
<b>Vision &amp; Values (V)</b>	<input checked="" type="checkbox"/> <b>Accountability (V1)</b> Policy makes all Enforcement Officers responsible for a course of action.  <input checked="" type="checkbox"/> <b>Respect (V2)</b> All persons that will meet enforcement and Licensing Officers will be provided with a respectful and transparent approach to dealing with the issues at hand.  <input checked="" type="checkbox"/> <b>Teamwork (V3)</b> Cross department methodology building teamwork within the departments.
<b>Paulette Samuels</b> (Environmental Health & Licensing Team Leader)	
<b>Equalities &amp; Equality Assessment(s) (EA)</b>	There are no significant equalities implications.
<b>Paulette Samuels</b> (Environmental Health & Licensing Team Leader)	<input checked="" type="checkbox"/> <b>Not Applicable (EA)</b>