



Housing and Pollution Control Service Delivery Plan

2014-15

*Safeguarding the health, safety, social and economic wellbeing of those living, visiting or working in
Bridgend County Borough*

Bridgend County Borough Council

Housing and Pollution Control Service Delivery Plan

Introduction



This Service Delivery Plan provides the link between the work of the Environmental Health Service's Housing and Pollution Control Team and Bridgend County Borough Council's corporate improvement objectives as stated in the Bridgend County Borough Council Corporate Plan 2013 - 2017.

It aims to:

- Show how the service contributes to the Corporate Objectives.
- Provide an overview of the Service's performance during the past year and summarise the challenges it faces in the year ahead.
- Identify priorities for service delivery.
- Provide an agreed context for the preparation and implementation of operational plans and staff appraisals.

Philip Stanton, Service Manager Environmental Health

May 2014

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Section 1: Service Overview



Overall Aim & Services Provided

Public Protection comprises Environmental Health, Trading Standards and Licensing. Our overall aim is to provide demonstrably high quality professional services within an environment of support, respect and performance management.

Public Protection's aims and objectives are to:

- Safeguard the health, welfare and safety of those living, visiting or working in the County Borough;
- Provide health protection and promotion, through enforcement, advice, persuasion and assistance; and
- Further promote and ensure a fair, safe and equitable trading environment by encouraging good business practice and protecting consumers.

Public Protection's Housing and Pollution Control, in striving to achieve these aims, has the responsibility for:

- Responding to requests for service in relation to housing and pollution control matters;
- Carrying out risk based inspections of commercial and domestic premises to ensure compliance with current legislation;
- Sampling, monitoring and surveying the environment in the County Borough;
- Providing advice and education for both the commercial and the public sector as well as the public;
- Working with joint regulators and partners to improve housing and the environment; and
- Staff development and training.

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Service Priorities

Area	Role of the Housing and Pollution Control Service
Noise and Vibration	Provision of regulatory control over noise and vibration from commercial and domestic sources that amounts to a statutory nuisance under the Environmental Protection Act 1990 and unreasonable noise from construction works under the Control of Pollution Act 1974.
Statutory Nuisance	Provision of regulatory control over statutory nuisances arising from premises, smoke, fumes, dust, odour, animals and artificial light under the Environmental Protection Act 1990.
Hazardous Conditions in Houses	Provision of regulatory control in connection with hazards in houses under the Housing Act 2004. The Housing Health and Safety Rating System (HHSRS) provides a method of grading the severity of threats to health and safety in any dwelling.
Atmospheric Pollution	Under the Local Air Quality Management regime (LAQM), the local authority has a duty to review air quality in its area. The team monitors air quality throughout the year and reports on it annually.
Activities Permitted Under the Environmental Permitting (England and Wales) Regulations 2010 (EP Regulations)	Provision of regulatory control for industrial activities via the issuing of permits containing conditions detailing the way the activity must be carried out so as to minimise emissions to the environment.
Houses in Multiple Occupation (HMOs)	Provision of regulatory control for houses in multiple occupation. The Housing Act 2004 introduced licensing of HMOs and local authorities are required to license higher risk HMOs which comprise three stories and above and are occupied by at least five persons.
Contaminated Land	Provision of regulatory control in relation to land contamination under Part IIA of the Environmental Protection Act 1995.
Waste Regulation	Provision of regulatory control over fly tipping on land.
Licensing	Acting as one of the 'Responsible Authorities' as defined in the Licensing Act 2003, co-ordinating the Public Protection representations following consultation.
Planning Consultation	Responding to consultation from planning in connection with applications made under the Planning Acts.
Potable Water Quality	Provision of regulatory control over private drinking water supplies.
Electromagnetic Fields and	Provision of information and advice in connection with electromagnetic fields, radiation and

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Radiation	radon.
Pest Control	Provision of a free domestic pest control service for verminous public health pests i.e. rats, mice, cockroaches and bed bugs and a rechargeable service for other nuisance pests i.e. wasps and fleas.
Control of Caravan and Camping Sites	Provision of regulatory control over caravan sites under the Caravan Sites and Control of Development Act 1960 including the management of unauthorised traveller sites in conjunction with South Wales Police and other Bridgend County Borough Council services.
Illegal Eviction and Harassment of Tenants	Provision of regulatory control in relation to landlords and tenants.
Securing Empty Property	Ensuring that the hazards presented by empty properties that are not secured against entry are made safe.
General Public Health	Provision of regulatory control in relation to filthy and verminous premises.

The Housing and Pollution Control Service is part of Legal and Regulatory Service's Public Protection Department. Its management structure is shown below. Working alongside Food Safety, Health and Safety, Trading Standards and Licensing colleagues, the Service Team covers a wide range of environmental health duties with individual officers specialising in either housing enforcement or pollution control.

The Team operates from the Civic Offices, Angel Street, Bridgend and is available during normal office hours, 08.30 – 17.00 from Monday to Friday, but officers do work evenings and weekends when the need arises. In addition, an out of hours emergency service for Public Protection is administered by the Housing and Pollution Control team involving the Council's emergency 24 hour contact number (643643).

The vast majority of the service comprises statutory functions and is provided by Environmental Health Officers, Environmental Protection Officers and Technical Officers. It covers a wide variety of environmental and health protection duties, often as a direct result of requests for service from members of the public. The exception to this is the pest control service which is provided via an external contract with Mitie Pest Control Services and administered by the team. A significant proportion of the work carried out is proactive involving inspections of domestic and industrial premises, sampling and monitoring the air quality to determine compliance with the national air quality objectives. In addition, the team responds to consultations on planning applications, local land searches and acts as a statutory consultee for licensing applications, thereby preventing or minimising many potential environmental impacts before they can occur.

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Enforcement Policy

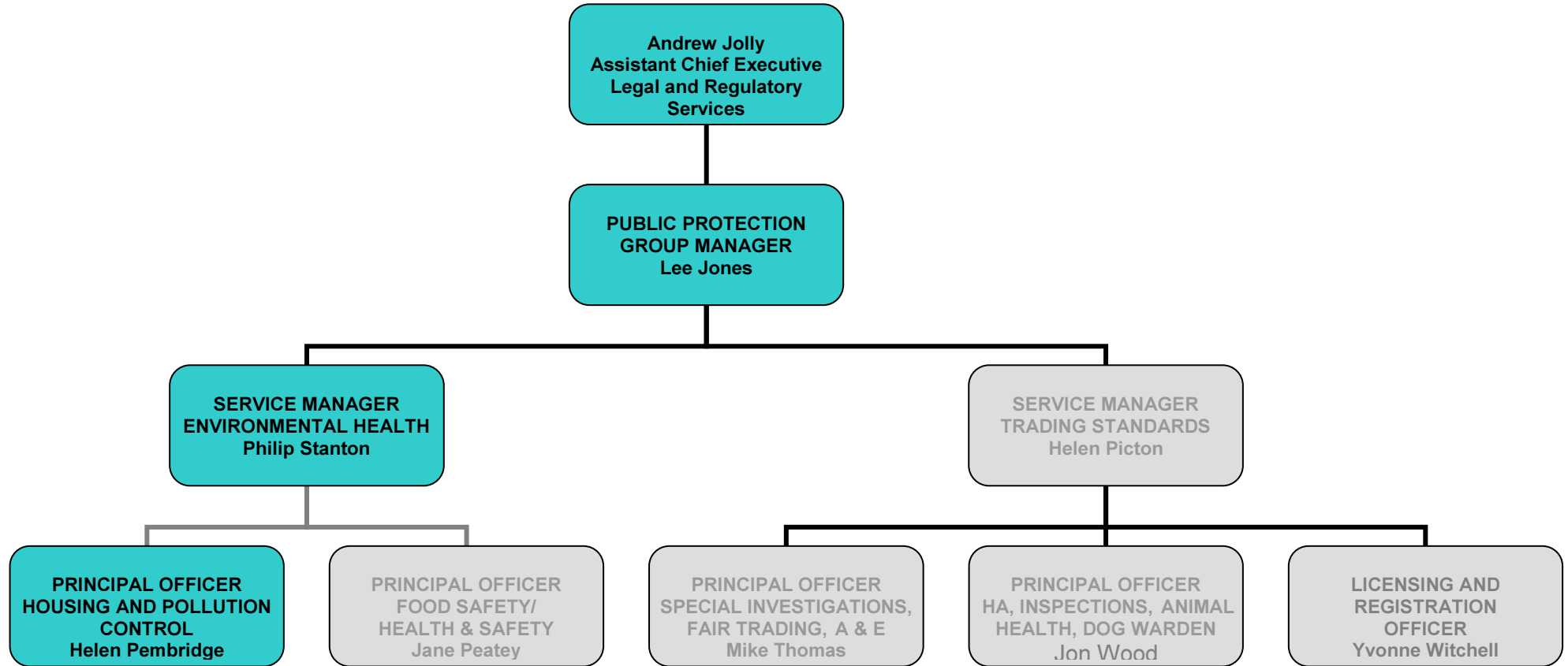
Bridgend County Borough Council signed up to the Enforcement Concordat which in turn has been superseded by the Statutory Regulator's Code issued under section 22(1) of the Legislative and Regulatory Reform Act 2006. The principles contained in the Code of Practice for the Crown Prosecution Service have been adopted to produce the Public Protection Compliance and Enforcement Policy. The policy will be subject to consultation with the public, business and Members before being formally adopted by the Council. The purpose of the policy is to secure efficient compliance with legislation whilst minimising the burden to the Council, individuals and businesses.

The Housing and Pollution Control Team has developed enforcement policies specifically for the following:

- Enforcement of Housing Conditions which has regard to the Housing Act 2004 and the Housing Health and Safety Rating System;
- A Private Rented Housing Policy for the Licensing of Houses in Multiple Occupation; and
- Local Authority Pollution Prevention & Control (LAPPC) and Local Authority Integrated Pollution Prevention & Control (LA-IPPC).

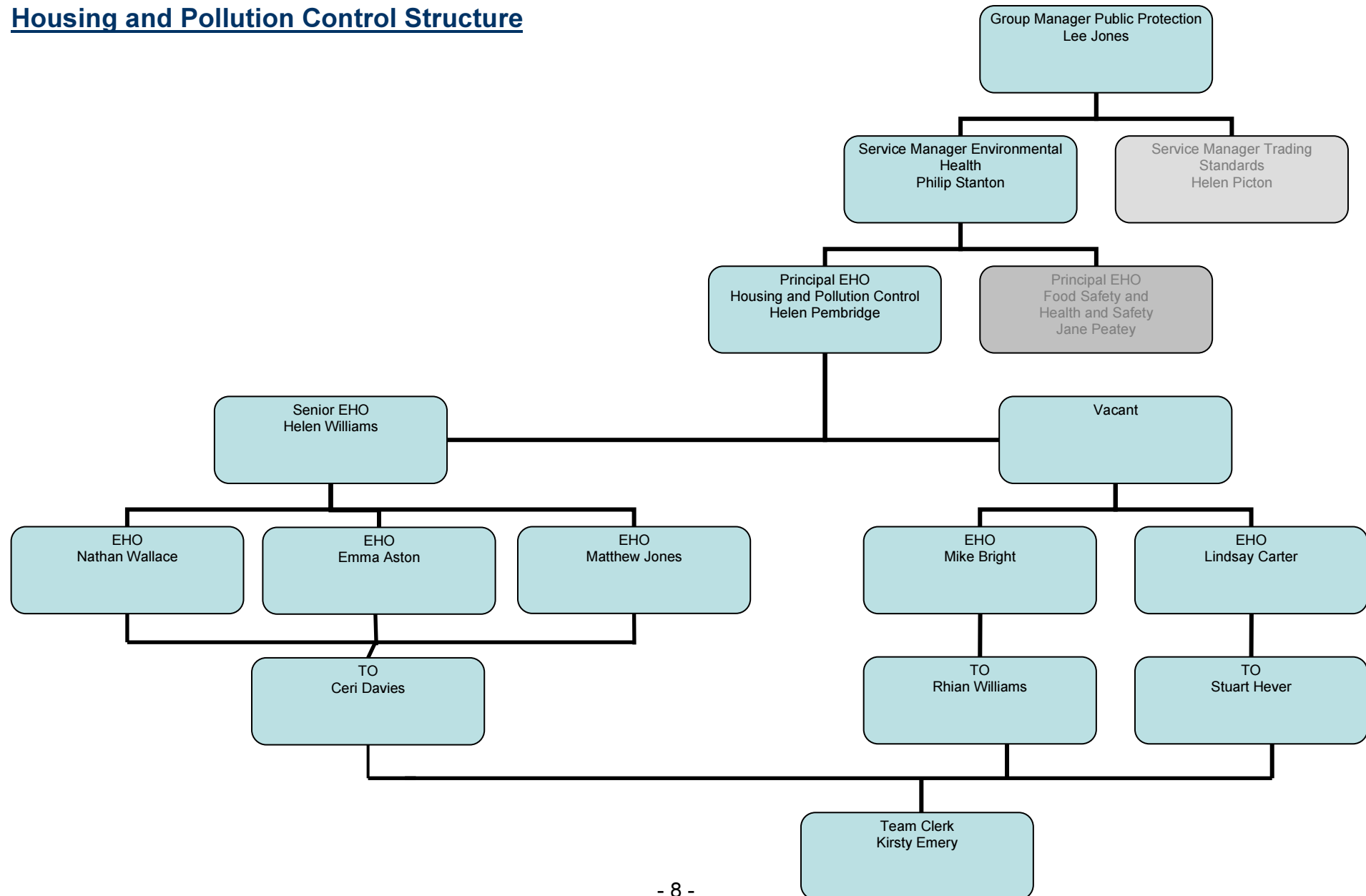
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Structure of the Housing and Pollution Control Service within the Public Protection Group



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Housing and Pollution Control Structure



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Section 2: Service Assessment

The Service Context

Reactive Work

The figures for 2013/14 are given in the table below.

Service Request Category	Number
Noise and Vibration	1257
Atmospheric Pollution	129
Waste Regulation	204
Contaminated Land	54
Asbestos	15
Potable Water Quality	9
Public Entertainment Licensing Consultations	199
Polluted Seawater/Watercourses	15
Light Nuisance	9
Electromagnetic Fields and Radiation	1
Hazardous Conditions in Houses	580
Domestic Statutory Nuisances	219
Pest Control Investigations and Enquiries, Refuse at Premises and Overgrown Land	745

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Houses in Multiple Occupation (HMO's)	60
Rodents/Pests (Site visits carried out by Mitie Pest Control)	3628
Control of Caravan and Camping Sites	27
Illegal Eviction and Harassment of Tenants	19
Exhumations	3
Local Land Charge Enquiries	1488
Securing Empty Property	50
Ruinous and Dilapidated Buildings	32
Local Authority Funerals	3
Filthy and Verminous Premises	28
Planning Consultations	276
Detailed Planning Consultations	45
Miscellaneous	309
TOTAL	9404

For nearly all of the categories of service request there is a statutory requirement for the local authority to respond and take appropriate action. Although there may be some fluctuation of numbers within categories, the overall numbers have generally increased over the last five years.

Proactive Work

Private Sector Housing

Proactive housing work has to be accommodated around reactive service requests and centres around HMO licensing, empty homes and Bond Board activity. In 2013/14 640 requests for service were received in relation to private sector housing issues; of these were 67 requests in connection with the Bond Board Scheme which increases the supply of rented accommodation available in the private sector. We expect to receive a similar demand for requests for service in 2014/15. Many of the private sector housing service requests are dealt with using the Housing Health and Safety Rating System (HHSRS). The HHSRS provides a method of grading severity of threats to health and safety in any dwelling. The Authority has a statutory duty to act in relation to a Category 1 hazard and a discretionary power in relation to a Category 2 hazard. Officers have a range of enforcement powers, which include Improvement Notices and Prohibition Orders. 580 service requests relating to HHSRS were received in 2013/2014 and we anticipate a similar number this coming year.

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Pest Control

This is an essential and fundamental public health service. It is currently provided by Mitie Pest Control Services who act as the specialist contractors for Public Protection. Regular customer surveys throughout the contract period have confirmed that it is a greatly valued and highly regarded service. Ongoing monitoring has shown that, despite the high demand for the service from members of the public; response times are always well within the strict targets set and are amongst the very best in England and Wales. In addition, it is among a dwindling number of free public health pest control services delivered in Wales. 3628 service requests were dealt with last year and we anticipate a similar demand for the service this year. The contract is monitored closely with regular management meetings between the section and the contractor. In early 2013 Mitie Pest Control retained the contract and the services offered to all residents under the new contract will be further enhanced and responsive to residents' needs. The contract covers the following pest control service areas:

- Rats, Mice, Cockroaches and Bed Bugs (free service);
- Bees, wasps and fleas (charged service); and
- Insect identification and advice service in relation to other pests such as stored product insects (free service).

Houses in Multiple Occupation (HMOs)

The Housing Act 2004 introduced licensing of HMOs in June 2006. Local Authorities are required to license larger higher risk HMOs, which comprise those of three storeys and above and are occupied by at least five persons. In 2013/14, 4 HMOs were issued with licences following the expiry of their initial 5 year licence. There are currently 22 licenced HMOs with 1 further property, which has been identified as requiring a licence, which will be issued in 2014/15 and 3 properties which require licensing following the expiry of their initial 5 year licence. The Section has a statutory duty to ensure that HMOs are free from Category 1 Hazards within five years of the licence being issued. An ongoing inspection programme will continue in 2014/15, which will encompass this duty and will also ensure that the Licensed HMOs meet the relevant management standards and licence conditions.

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Caravan Sites

Under the provisions of the Caravan Sites and Control of Development Act 1960, the Team is responsible for issuing licences for both residential and holiday caravan sites and for enforcing standards at these sites. There are currently 11 licensed caravan sites in the County Borough. New legislation will come into force in October 2014 which will introduce a new licensing regime in relation to Residential Caravan sites. We currently have two sites in the County Borough that would be affected by this legislation. Regulations are currently being drafted with regard to charges that may be made in relation to the issue of a licence.

Activities Permitted under the Environmental Permitting (England and Wales) Regulations 2010 (EP Regulations)

Under the above legislation, Local Authorities are tasked with regulating certain categories of industrial activities, which are prescribed for regulatory control under Part 2 of Schedule 1 of the Environmental Permitting Regulations. In particular, by preventing or minimising the release of polluting substances to air (for LAPPC regulated installations) and to air, land and water (for LA-IPPC regulated installations). Regulation is carried out by the issue of permits containing conditions detailing the way the activity must be carried out so as to minimise emissions to the environment.

As of 1 April 2014, there are 42 permitted installations carrying out the prescribed activities. All of these premises require inspections by officers to check for compliance with permit conditions and current legislation. The frequency of inspection is determined by the risk rating category assigned to each installation which determines the relative level of risk associated with activities or processes regulated under LA-IPPC and LAPPC, by scoring them against a number of different components. The components are based upon the potential environmental impacts of the process according to its type, location and level of upgrading needed to meet regulatory requirements, together with an appraisal of the operator's performance as to how the operator manages the potential environmental impacts of the process.

Local Air Quality Management (LAQM)

Under the Local Air Quality Management process, the Authority has a responsibility to fulfil the requirements of Part IV of the Environment Act 1995, the Air Quality Strategy for England, Scotland, Wales and Northern Ireland 2007 and the relevant Policy and Technical Guidance documents. The LAQM process places an obligation on all local authorities to regularly review and assess air quality in their areas, to determine whether or not the air quality objectives are likely to be achieved and to make annual reports to the Welsh Government.

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A Progress Report will be submitted to Welsh Government by June 2014 detailing the current air quality situation throughout the County Borough and commenting on progress made over the past year since the last Progress Report which was completed in 2013. Monitoring for Nitrogen Dioxide will be carried out in four areas, namely A48 Ewenny Cross Bridgend, Maesteg town centre, the western end of the Bridgend Cross Valley link road and Cowbridge Road Bridgend. Monitoring for Sulphur Dioxide and Nitrogen Dioxide will continue at the Rockwool site in Wern Tarw, Pencoed. The Department's mobile air quality station will be situated at Ewenny Cross Bridgend to obtain further data to add to that obtained over the past three years

Land Contamination

The contaminated land regime provides statutory powers for the Council under Part IIA of the Environmental Protection Act 1990, to secure the remediation of contaminated land. The Council's Contaminated Land Inspection Strategy, was published and adopted by Council in August 2002. Since then a database has been constructed using the corporate Geographical Information System (GIS) to show all sites on which either current or historical activities may have given rise to land contamination. This has enabled the Public Protection to provide detailed information to third parties involved in planning applications and property sales with regard to potential land contamination.

In addition to the proactive inspection of the County Borough, the section is consulted on all planning applications with regard to contamination from previous land use and appropriate conditions are recommended. All subsequent ground investigation reports and remediation proposals are assessed and the Planning Services Department advised accordingly.

Licensing

The Licensing Act 2003 provides a regime for the licensing of a variety of activities, including places where alcohol is sold and regulated entertainment is provided. It sets out four equal licensing objectives, which are promoted by licensing authorities, in conjunction with other "Responsible Authorities", as defined by the Act and the holders of licences.

The Public Protection Department is deemed to be one of the 'Responsible Authorities' under the Licensing Act 2003 and, as such, is required to assess applications and provide representations regarding issues of public safety, protecting children from harm and the prevention of public nuisance.

The Housing and Pollution Control team co-ordinates the representations made by the Department as a whole, and provides a response to the Licensing Authority for new premises licences and for variations of existing premises licences. The section also

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participates in the monthly Responsible Authority meetings to ensure efficient and effective co-operation between agencies when dealing with problem premises.

There are approximately 550 licensed premises throughout the County Borough. Based on previous years' figures, it is anticipated that the section will be consulted on approximately 250 applications during 2014/2015.

Empty Homes

The last comprehensive local empty homes survey carried out in 2006 indicated that the number of long-term problematical empty properties had declined throughout the Borough. However, there is evidence to suggest that numbers have risen since that time with Caerau, Pontycymmer, Maesteg West and Nantymoel being the wards most affected by the problem. The number of empty homes is unlikely to fall significantly until economic conditions change for the better

The Team supports the use of an Enforced Sale Procedure, in conjunction with other measures, as an integral part of an empty homes policy and continues to work to this goal in conjunction with other partners. The long term empty domestic properties that fulfil strict criteria are targeted and it is anticipated that, working closely with colleagues in Legal Services and Property Services, we will be able to dispose of the highest priority property by auction thereby bringing much needed accommodation back into use, reducing homelessness, and helping to remove housing blight from vulnerable areas. Robust housing enforcement measures are used where appropriate.

The team works closely with the Housing Solutions Department to try to bring as many homes back into use as possible, and we continue to have an input into the Houses into home scheme by ensuring that upon completion the properties are free from category 1 hazards.

Planning Consultation

As part of the preventative and precautionary approach to pollution control, the section liaises closely with the Council's Planning Department to provide consultation responses to planning applications likely to have an impact on the environment and to provide technical advice and interpret technical documents on noise, air quality, land contamination and other environmental issues. The section also comments in relation to properties which are being converted into HMOs providing detailed technical advice in relation to fire safety. This is an important area of work as the decisions made by the Council's Planning and Development Committee may prevent the need for statutory action or intervention at a later date.

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Based on last year's figures, it is anticipated that the section will deal with between 300 and 350 planning applications from 1 April 2014 to 31 March 2015.

Radon, Radiation and Electromagnetic Fields

Although public concern with regard to radiation and electromagnetic fields has diminished over the last couple of years, particularly with reference to mobile telephone base stations, the team still field enquiries and give advice in relation to these matters. On past details, it is expected that there will be around half a dozen service requests in relation to this subject.

Conveyance Searches Consultation

Public Protection is consulted on all Con 29 searches in relation to property and is able to provide historic information relation to Public protection's involvement with property, for example, the service of notices of information relating to land contamination. Based on last year's figures, it is expected that the team will deal with over 1100 searches during the year 2013/14.

Service Achievements

All service requests received by the Section are dealt with within target times. Comprehensive customer satisfaction surveys confirm high satisfaction levels; these high levels of customer satisfaction have been maintained for many years. In collaboration with the Bridgend Bond Board, the Section inspected approximately 67 properties to ensure that the accommodation which is utilised by vulnerable people, who would otherwise be homeless, is up to the legal minimum standards and safe for habitation.

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Risks and Challenges

The following have been identified as possible impacts on service delivery during the lifetime of this Service Delivery Plan:

Level of Risk	Risk	Mitigating Actions	Owner
M	Legislation changes/deregulation in the light of the UK government administration could have a variety of impacts.	Participation in various national and regional panels and specialist groups will assist in any response to changes. Where necessary, reports for member approval will be produced.	Lee Jones, Philip Stanton
M	Staff training/retention, continues to be a potential issue with changes to the training requirements for EHOs and technical officers and having the ability to support officers through their training.	Continuous review of staff training and needs through staff appraisal system and business planning. Where circumstances demand, further training on changes in legislation and responsibilities. Wherever possible low cost training provided by CIEH, WLGA or technical panels will be utilised, or otherwise training providers 'bought in' in conjunction with neighbouring authorities to minimise costs.	Philip Stanton
M	EU Services Directive impact on the authority and its ability to offer licences and permits on-line, still ongoing.	Corporate involvement and preparation of required changes to working practices.	Lee Jones, Philip Stanton
H	Funding for full staff structure (operational and strategic risk).	Ensure clarity of impact on budget cuts, seek savings through efficiencies across department and continue to develop joint working.	Lee Jones, Philip Stanton

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Level of Risk	Risk	Mitigating Actions	Owner
H	There is one potential land contamination site which, if circumstances change, could fall to the service to regulate and have significant cost implications for the Authority.	Ensure that the relevant expertise is maintained within the team and adequate staff resources are available to administer the case. The potential financial implications would demand Corporate involvement in the decision making process.	Lee Jones, Philip Stanton

Challenges

Diminishing resources is an ever increasing problem. For the coming year this Plan reflects the anticipated workload and service delivery will, by and large, be on a par with last year. However, added to this is the collaboration project with Cardiff City and The Vale of Glamorgan councils. The collaboration project will provide the opportunity to improve services and resilience whilst achieving financial efficiencies. The decision on how this progresses is yet to be made and detailed implementation has still to be finalised. Putting this into practice will be a challenge but, nonetheless, the focus will be on provided an uninterrupted service.

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Section 3: Linking Service Priorities to Corporate Objectives

Service Priorities

Each year the Council reviews what it is going to do in order to help support the Improvement Priorities for 2013-2017. Each Directorate then identifies what it needs to do in order to meet the Council's objectives. The table below details the relationship between Bridgend County Borough Council's Key Outcomes, Bridgend County Borough Council's Improvement Objectives and the Housing and Pollution Control Service's priorities.

BCBC Key Outcome	BCBC Improvement Objectives	Service Priorities
People in Bridgend County Borough are Healthier	Working together to tackle health issues and encourage healthy lifestyles.	<p>Provision of regulatory control in connection with hazards in houses under the Housing Act 2004. The Housing Health and Safety Rating System (HHSRS) provides a method of grading the severity of threats to health and safety in any dwelling.</p> <p>Provision of regulatory control over noise and vibration from commercial and domestic sources that amounts to a statutory nuisance under the Environmental Protection Act 1990 and the Control of Pollution Act 1974.</p> <p>Provision of regulatory control over statutory nuisances arising from premises, smoke, fumes, dust, odour, animals and artificial light under the Environmental Protection Act 1990.</p>

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BCBC Key Outcome	BCBC Improvement Objectives	Service Priorities
		<p>Under the Local Air Quality Management regime (LAQM), the local authority has a duty to review air quality in its area. The team monitors and reports on air quality annually.</p> <p>Provision of a free pest control service for public health pests i.e. rats, mice, cockroaches and bed bugs and a rechargeable service for other pests i.e. bees, wasps and fleas.</p> <p>Provision of regulatory control over private drinking water supplies.</p> <p>Provision of regulatory control over caravan sites under the Caravan Sites and Control of Development Act 1960.</p> <p>Provision of information and advice in connection with electromagnetic fields, radiation and radon.</p> <p>Ensuring that the hazards presented by empty properties that are not secured against entry are made safe.</p>

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<p>Bridgend County Borough Council is a Great Place to Live, Work and Visit</p>	<p>Working together to tackle health issues and encourage healthy lifestyles.</p>	<p>Provision of regulatory control for industrial activities via the issuing of permits containing conditions detailing the way the activity must be carried out so as to minimise emissions to the environment.</p> <p>Provision of regulatory control in relation to land contamination under Part IIA of the Environmental Protection Act 1995.</p> <p>Provision of regulatory control under Public Health Acts, Environmental Protection Act, Prevention of Damage by Pests Act and Local Government (Misc Provisions) Acts to minimise and control nuisance and public health problems.</p>
<p>People in Bridgend County Borough are Engaged and Empowered to Achieve Their Own Potential</p>	<p>Working together to help vulnerable people stay independent.</p>	<p>Provision of regulatory control for houses in multiple occupation. The Housing Act 2004 introduced licensing of HMOs and local authorities are required to license higher risk HMOs which comprise three stories and above and are occupied by at least five persons.</p> <p>Provision of regulatory control in relation to landlords and tenants.</p> <p>Work jointly with Bridgend Bond Board to ensure property utilised by vulnerable people, who would otherwise be homeless, is suitable and safe for habitation.</p> <p>The provision of a free service dealing with public health pests such as rats and mice ensures that all are protected against the risks presented by rodents when they are found where people live.</p>

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BCBC Key Outcome	BCBC Improvement Priorities	Service Priorities
<p>People in Bridgend County Borough Benefit From a Stronger and More Prosperous Economy</p>	<p>Working together to develop the local economy.</p>	<p>Acting as one of the 'Responsible Authorities' as defined in the Licensing Act 2003, co-ordinating the Public Protection representations following consultation.</p> <p>Responding to consultation from planning in connection with applications made under the Planning Acts.</p>
<p>Corporate Governance</p>	<p>Working together to make the best use of our resources.</p> <p>To ensure that the Authority's moral and statutory duties are met in respect of equalities and human rights legislation.</p>	<p>Effective performance management of all services. Positive external inspections.</p> <p>Exploration of options for joint working.</p> <p>In-house training for staff.</p> <p>Continue to work closely with the Authority's Customer Service Centre and Consumer Direct.</p> <p>To maintain strong working relationships with internal departments, external agencies and public.</p>

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Section 4: Action Plan

This section demonstrates how the Service Priorities shown in Section 3 will be achieved by identifying actions required. These actions will form the basis of the operational plan set out in Section 6.

Improvement `Priority: Working Together to Tackle Health Issues and Encourage Healthy Lifestyles. To build safe and inclusive communities, to develop sustainable housing solutions for those who are homeless or in need of affordable housing and to improve private sector housing conditions. To improve physical and emotional wellbeing by promoting active lifestyles, participation and learning.

What are the priorities to achieve this objective?	How are we going to deliver these priorities?	Achievement by	Measure of success	Responsibility
Provision of regulatory control over noise and vibration from commercial and domestic sources that amounts to a statutory nuisance under the Environmental Protection Act 1990 and complaints of construction noise under the Control of Pollution Act 1974.	All service requests relating to statutory noise nuisance and construction noise will be investigated according to team procedure and appropriate action taken to secure the abatement of the noise or vibration if it amounts to a statutory nuisance.	Ongoing	Performance indicators for response time taken to commence investigation of service request and customer case surveys. All service requests have a response time indicator. Depending on the nature of the problem, service requests will receive a response within 1,3 or 5 days of receipt.	Philip Stanton

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<p>Provision of regulatory control over statutory nuisances arising from premises, smoke, fumes, dust, odour, animals, and artificial light under the Environmental Protection Act 1990.</p>	<p>All service requests relating to statutory nuisances will be investigated according to team procedure and appropriate action taken to secure the abatement of the noise or vibration if it amounts to a statutory nuisance.</p>	<p>Ongoing</p>	<p>Performance indicators for response time taken to commence investigation of service request and customer case surveys.</p>	<p>Philip Stanton</p>
<p>Provision of regulatory control in connection with hazards in houses under the Housing Act 2004. The Housing Health and Safety Rating System (HHSRS) provides a method of grading the severity of threats to health and safety in any dwelling.</p>	<p>All service requests relating to the condition of dwellings will be investigated within the time prescribed in team procedure. Any hazards found will be subjected to assessment using the HHSRS and appropriate action taken.</p>	<p>Ongoing</p>	<p>Performance indicators for response time taken to commence investigation of service request and customer case surveys.</p>	<p>Philip Stanton</p>
<p>Provision of a free domestic pest control service for verminous pests i.e. rats, mice, cockroaches and bed bugs and a rechargeable service for other pests i.e. bees, wasps and fleas.</p>	<p>Providing supervision of the pest control contract awarded to Mitie Pest Control Services.</p>	<p>Ongoing</p>	<p>Performance indicator for the response to each service request and annual customer care surveys.</p>	<p>Philip Stanton</p>
<p>Provision of regulatory control over private drinking water supplies.</p>	<p>All service requests relating to private water supplies will be investigated in line with team procedure. Samples of private water supplies must be undertaken at the frequency</p>	<p>Ongoing</p>	<p>Performance indicator for the response to each service request. The administration of the scheme is monitored</p>	<p>Philip Stanton</p>

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	determined by the Private Water Supplies(Wales) Regulations 2010	Ongoing	by the Drinking Water Inspectorate and annual returns detail target achievement.	Philip Stanton
Provision of regulatory control over caravan sites under the Caravan Sites and Control of Development Act 1960.	All service requests relating to caravan sites will be investigated in line with team procedure	Ongoing	Performance indicator for the response to each service request.	Philip Stanton
Provision of information and advice in connection with electromagnetic fields, radiation and radon.	Service requests will be actioned within the performance indicator time.	Ongoing	Completion of inspections.	Philip Stanton
Ensuring that the hazards presented by empty properties that are not secured against entry are made safe.	Service requests will result in a response as prescribed in the team procedure and appropriate action taken to secure the premises.	Ongoing	Performance indicator for the response to each service request.	Philip Stanton
Under the Local Air Quality Management regime (LAQM), the local authority has a duty to review air quality in its area. The team monitors and reports on air quality annually.	Air quality is monitored for a number of pollutants at various locations around the County Borough. Locations have been chosen on the basis of over ten years review and assessment of air quality.	The Local Air Quality Management Report will be completed by end of June 2014.	Compliance with the National Air Quality objectives or the declaration of an Air Quality Management Area to secure compliance.	Philip Stanton
Provision of regulatory control for industrial activities via the issuing of permits containing	By granting, amending and checking compliance with permits. Compliance is checked	All full fee permitted activities will	The administration of the scheme is monitored by central	Philip Stanton

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<p>conditions detailing the way the activity must be carried out so as to minimise emissions to the environment.</p>	<p>by way of inspection the frequency of which is determined by risk assessment.</p>	<p>be inspected at least once during the year, once every two years for mobile crushers and vehicle refinishers and once every three years for reduced fee activities.</p>	<p>government and annual returns detail target achievement.</p>	
<p>Provision of regulatory control in relation to land contamination under Part IIA of the Environmental Protection Act 1995.</p>	<p>All service requests relating to land contamination will be responded to within the team PI. The revised contaminated land strategy will be completed when the revised guidance from Welsh government becomes available</p>	<p>The revised contaminated land strategy will be completed when the revised guidance from Welsh government becomes available.</p>	<p>Compliance with the service initial response target.</p>	<p>Philip Stanton</p>

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Improvement Priority: Working together to Help Vulnerable People Stay Independent. To support our disadvantaged communities by promoting economic growth and sustainability and to support vulnerable adults to live independently in communities, promoting choice, empowerment, dignity and respect.

What are the priorities to achieve this objective?	How are we going to deliver these priorities?	Achievement by	Measure of success	Responsibility
Provision of regulatory control for houses in multiple occupation. The Housing Act 2004 introduced licensing of HMOs and local authorities are required to license higher risk HMOs which comprise three stories and above and are occupied by at least five persons.	All service requests relating to HMOs will be responded to within the team PI.	All licensable HMOs will be inspected within 5 years of first obtaining their licence.	Compliance with the service initial response target and HMO policy monitored at monthly section meeting.	Philip Stanton
Provision of regulatory control in relation to landlords and tenants.	All service requests relating to landlords and tenants will be responded to within the team PI.	Ongoing	Compliance with the initial response target.	Philip Stanton

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Improvement Priority: Working Together to Develop the Local Economy. To promote economic growth and environmental sustainability.

What are the priorities to achieve this objective?	How are we going to deliver these priorities?	Achievement by	Measure of success	Responsibility
Acting as one of the 'Responsible Authorities' as defined in the Licensing Act 2003, co-ordinating the Public Protection representations following consultation.	All service requests relating to licensing matters will be responded to within the team PI.	Ongoing	Compliance with the initial response target.	Philip Stanton
Responding to consultation from planning in connection with applications made under the Planning Acts.	All service requests relating to licensing matters will be responded to within the team PI.	Ongoing	Compliance with the initial response target.	Philip Stanton

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Improvement Priority: Working Together to Make the Best Use of Our Resources. To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets and to ensure that the Authority's moral and statutory duties are met in respect of equalities and human rights legislation.

What are the priorities to achieve this objective?	How are we going to deliver these priorities?	Achievement by	Measure of success	Responsibility
Effective performance management of all services. Positive external inspections.	Performance Management of key performance indicators.	Ongoing	Monthly performance reports to LARS Management Team.	Philip Stanton
Exploration of options for joint working.	Consultation with other local authorities on an individual and group basis.	Ongoing	Progress will be reported to LARS Management Team.	Philip Stanton
In-house training for staff.	Staff appraisals identify individual and group training needs. Training is provided on a priority basis subject to funding.	30 June 2014	Training achievements are reviewed on a six monthly basis as part of the staff appraisal process.	Philip Stanton
Continue to work closely with the authority's Customer Service Centre.	Regular liaison meetings between the Service Manager and CCS team.	Ongoing	Customer care surveys and officer feedback.	Philip Stanton
To maintain strong working relationships with internal departments, external agencies and the public.		Ongoing	Membership of local and regional working groups will be maintained where they provide a benefit to the service. Customer	Philip Stanton

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			care surveys ensure an ongoing assessment of performance as gauged by the public.	
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Bridgend County Borough Council Housing and Pollution Control Service Delivery Plan

Improvement Priority. Working together to Make the Best Use of Our Resources. To further improve the Council's performance.

What are the priorities to achieve this objective?	How are we going to deliver these priorities?	Achievement by	How do we know we are successful	Responsibility
Gaining continuous improvement and a consistently high level of service.	Performance Management of key performance indicators.	Achieved	Monthly reporting of performance.	Lee Jones
	Time Monitoring of officer activities.	Achieved	Monthly reporting of performance.	Lee Jones
	Issuing of consumer satisfaction questionnaires on an annual basis, analysis of trends and action in relation to any areas of dissatisfaction.	Achieved	End of year report on results of surveys.	Helen Pembridge
	Regular meetings with Senior Managers and Operational Managers of Contractors delivering pest control and sewer baiting services			Helen Pembridge

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Section 5: Operational Work Programme

This section demonstrates how the Action Plan outlined in Section 5 above will be delivered through the work of the Service.

Housing and Pollution Control Inspection Programme 2014/15

Premises Type : Permitted Activities	Target
33 due for inspection	33

Premises Type : Houses in Multiple Occupation	Target
22	22

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Service Requests

Service Request Type	Number Received 2011/12	Number Received 2012/13	Number Received 2013/14	Estimated Number Based on the Last Three Years
Noise and Vibration	1045	1035	1257	1112
Atmospheric Pollution	113	158	129	133
Waste Regulation	202	284	204	230
Contaminated Land	49	45	54	49
Asbestos	14	38	15	20
Potable Water Quality	18	4	9	10
Public Entertainment Licensing Consultations	40	35	199	91
Polluted Seawater/Watercourses	14	2	15	10
Light Nuisance	9	7	9	8
Electromagnetic Fields and Radiation	2	1	1	1
Hazardous Conditions in Houses	543	573	580	565
Domestic Statutory Nuisances	168	239	219	209
Pest Control Investigations and Enquiries, Refuse at Premises and Overgrown Land	806	795	745	782
Houses in Multiple Occupation (HMO's)	27	52	60	46
Rodents/Pests (Site visits carried out by Mitie Pest Control)	3960	3973	3638	3857
Control of Caravan and Camping Sites	11	15	27	18
Illegal Eviction and Harassment of Tenants	16	20	19	18

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Exhumations	4	1	3	3
Local Land Charge Enquiries	800	1100	1488	1129
Securing Empty Property	30	41	50	40
Ruinous and Dilapidated Buildings	32	24	32	29
Local Authority Funerals	6	4	3	4
Filthy and Verminous Premises	18	24	28	23
Detailed Planning Consultations	10	23	45	23
Miscellaneous	165	194	309	223
Total	8102	8687	9138	8642

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Consultation

Consultation Subject	Consulting Body	Estimated Number of Consultations
Planning	BCBC Development Control Team	1073
Licensing	BCBC Licensing Team	91

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Section 6: Performance Indicators

The following is the key indicator for evaluating performance of the Housing and Pollution Control service:

Service	PI Ref No	Indicator Type	Indicator Description	2010/11 Performance	2011/12 Performance	2010/11 Welsh Average	2013/14 Target		
Housing and Pollution Control Reactive Service Requests	N/A	Local	Time taken from receipt of service request to the first response with the client. The various categories of service request have different response times depending on the nature of the request ranging from one day to five days.	97.5%	98%	N/A	>95%	>95%	98%