The Mission Statement for the Service is:

Undertake our statutory duties and protect and improve the quality of life for those who live, work in and visit our districts, through education, consultation and enforcement with a focus on customer service and outcomes.
What does Environmental Health do for...

Me & My Community?

**Protects me from infectious diseases**
- Promotes hygienic practices
- Monitors water supplies
- Controls potentially dangerous activities and businesses

**Keeps me safe at work**
- Enforces workplace safety
- Protects me from industrial / occupational diseases

**Keeps me safe at home**
- Inspects houses and makes them safe
- Provides advice to private landlords and tenants
- Works with a range of partners to protect vulnerable residents

**Protects my mental health and wellbeing**
- Reduces noise and impact of noise
- Tackles antisocial behaviour
- Controls taxi operations by licensing
- Tackles enviro crime such as fly tipping, littering and dog fouling

**Supports my health and wellbeing**
- Controls the use of tobacco in enclosed public places
- Provides affordable warmth and wellbeing interventions
- Controls sale and use of alcohol
- Promotes healthy eating
- Promotes healthy lifestyle choices

**Keeps my food safe**
- Inspects food businesses
- Provides me with information through Rating Scheme
- Provides advice to food handlers and new businesses

**Keeps the air I breathe clean**
- Controls industrial air pollution
- Monitors air quality standards
- Controls domestic smoke pollution

**Improves health**

**Reduces inequalities**
The Joint Environmental Health Service provides services to both Bolsover District Council and North East Derbyshire District Council and was first established in March 2013. The formation of a joint service has allowed the two authorities to combine their resources and expertise, providing flexibility and resilience such that it can shift its resources to accommodate demands on the service. Three years hence the service is working well and all teams are achieving targets.

The joint service is located within the Growth Directorate and undertakes a diverse range of statutory duties and supports the wider public health agenda working in partnership with other stakeholders and agencies to achieve effective and efficient outcomes for all.

On a daily basis it investigates service requests and complaints from businesses and the general public and undertakes proactive interventions in business premises ensuring compliance with the law by way of a risk based approach. It also provides general advice and support on a whole range of health and environmental matters, including energy efficiency advice, private sector housing, food safety advice for new businesses and promotes responsible dog ownership.

**What have we achieved this year?**

- Introduced a new computer system to assist management, performance and data recording.
- Harmonised processes in particular within the Licensing, Housing and Commercial teams.
- Capitalised on skills and resources of teams and increased flexibility and resilience.
- Performed well against our targets and met increasing demands e.g. Public Health Funerals and responding to Planning Consultations.
- Delivered good quality services and successfully recruited 6 new staff.
- Maintained high levels of customer satisfaction - 93% from its contacts with businesses and 88% from its contacts with the general public in a recent survey.

A customer who received a visit from a pest control technician wrote to say: “The service was very prompt. The officer was very professional, approachable and courteous”.

Another member of staff was nominated for a staff award by a colleague who wrote: “Sian is always very polite and helpful when I ring through to her office. Nothing is too much trouble and she is always friendly and happy to help. She always takes ownership of the customer’s enquiries and if she cannot help...
directly she will take the customer’s details and find out the information. She is a credit to her office”.

The Joint Environmental Health Service achieved Customer Service Excellence accreditation again in 2015/16 as part of the assessment for Bolsover District Council.

During 2015/16 the joint service has been shaping delivery to meet the public health demands of our district by organising 12 public health funerals and working with partners to protect vulnerable adults.

By working in partnership through the Local Authorities’ Energy Partnership (LAEP), Derbyshire Healthy Home Project, the Home Improvement Officer has assisted 88 residents on low income over the preceding 18 months by referring them to the project and also provided bespoke energy and health advice and managed the fuel costs of 401 residents. These interventions help to keep vulnerable residents warm and well at home.

One resident said: “Thank you for taking the preventative approach and helping us to do what we could not afford ourselves, The Healthy Home Project Team are all very special caring people, thank you for making a big difference to the quality of our lives”.

Also the joint service is supporting growth and has provided advice and guidance to 226 new food businesses to help them get started and ensure that they are compliant with food safety law.

**Service Target outcomes:**

1. Each taxi, personal and premises licensing process has been reviewed as part of the Councils’ Transformation Plan and the following improvements have been implemented:
   - Taxis can now have their license plates fitted at both Council depots at the time of their test
   - Customers will in the near future be assisted with license application form queries at their first point of contact by Contact Centre staff.
   - All application forms are now available on the website to be downloaded directly by customers.
   - Savings of approximately £1,800 per year have been made on printing and postage costs.

These changes will now release time for Licensing Officers to carry out additional enforcement work to ensure good standards of service are being delivered and public protection is upheld and will release time for the Technical Support Team to provide the required support to other teams.
2. A review of the tender process for Works carried out in Default and for Public Health Funerals (Assisted Burials) commenced to ensure efficient and cost effective services are procured.

3. Animal Licence forms have been reviewed and simplified for customers.

4. A customer satisfaction survey was completed with businesses and the general public resulting in 91% of our customers being satisfied with our service.

5. A fly tipping policy was developed to ensure effective action against envirocrime and provide clarity on what the Council can deal with.

In 2015/16 a total of 1,315 incidents of fly tipping were reported to the Council and this resulted in 1,566 enforcement actions which consists of 846 investigations, 645 Duty of Care inspections, 37 fixed penalty notices and 38 warnings being issued.

Whilst no prosecutions were taken, two cases are being considered for court.

6. A Joint Enforcement Policy was developed for approval and work has commenced on the implementation of service standards.

Performance:

During the year the joint service has done well and achieved targets across most areas in respect of responding to service requests, programmed visits and satisfaction levels:

- 90% of noise complaints were responded to within three working days (788 complaints received)
- 88% of complaints about licensable activities were responded to within three working days (256 complaints received)
- 100% of programmed high risk food inspections were completed (273 inspections)
- 81% of business enquiries were responded to within three working days (219 enquiries)
- 93% of LA-IPPC(A2/LAPPC(Part B) processes were inspected in accordance with a risk rated inspection programme (48 inspections)
- Achieved a higher number of enforcement actions than incidents reported against fly tipping. (1,315 incidents of fly tipping reported against 1,566 enforcement actions).

Flytipping at The Maltings, Langwith
Corporate Plan Targets:

BDC:

- “Annually undertake 10 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping”

Eleven initiatives were delivered in Pinxton, Shirebrook (2), Pleasley, Bolsover (3), South Normanton, Langwith, Creswell and Barlborough.

NEDDC

- “Annually undertake 10 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping”

Eleven initiatives were delivered in Grassmoor, Clay Cross (5), Eckington (2), Pilsley, Renishaw and Ashover.

Other Achievements:

During 2015/16 the Joint Environmental Health Service handled 9,629 service requests across the two Council areas (9,228 were handled in 2014/15), some of the main work areas are:

<table>
<thead>
<tr>
<th>Type of request</th>
<th>2014/15</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pest control reports</td>
<td>2,330</td>
<td>1,952</td>
</tr>
<tr>
<td>Fly tipping incidents investigated</td>
<td>387</td>
<td>485</td>
</tr>
<tr>
<td>Planning consultation advice</td>
<td>551</td>
<td>597</td>
</tr>
<tr>
<td>Noise complaints</td>
<td>804</td>
<td>788</td>
</tr>
<tr>
<td>Food hygiene advice</td>
<td>224</td>
<td>226</td>
</tr>
<tr>
<td>Housing related complaints</td>
<td>710</td>
<td>656</td>
</tr>
<tr>
<td>Accumulations at domestic properties</td>
<td>353</td>
<td>504</td>
</tr>
<tr>
<td>Abandoned vehicles reported</td>
<td>114</td>
<td>290</td>
</tr>
<tr>
<td>Licensing enquiries</td>
<td>228</td>
<td>324</td>
</tr>
<tr>
<td>Community outreach interventions</td>
<td>325</td>
<td>366</td>
</tr>
<tr>
<td>Dog related enquiries and complaints</td>
<td>1,296</td>
<td>1,114</td>
</tr>
<tr>
<td>Stray dogs handled</td>
<td>182</td>
<td>137</td>
</tr>
</tbody>
</table>
Other work completed during 2015/16:

<table>
<thead>
<tr>
<th>TYPE OF FIXED PENALTY NOTICE</th>
<th>BDC</th>
<th>NEDDC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Littering - Environmental Protection Act 1990</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td>Fly Tipping - Environmental Protection Act 1990</td>
<td>5</td>
<td>25</td>
</tr>
<tr>
<td>Dog Fouling - Dogs (Fouling of Land) Act 1996</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Totals for year</td>
<td>19</td>
<td>26</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TYPE OF SERVICE</th>
<th>BDC</th>
<th>NEDDC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Freedom of Information requests received</td>
<td>93</td>
<td>83</td>
</tr>
<tr>
<td>Number of Environmental Information requests received</td>
<td>116</td>
<td>5</td>
</tr>
<tr>
<td>Number of Compliments received from customers</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>Number of Comments received from customers</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Number of Complaints received about the service</td>
<td>16 (only 1 justified)</td>
<td>4</td>
</tr>
</tbody>
</table>

No. of Animal Licences issued:

<table>
<thead>
<tr>
<th>TYPE OF LICENCES</th>
<th>BDC</th>
<th>NEDDC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal Boarding</td>
<td>13</td>
<td>21</td>
</tr>
<tr>
<td>Breeding of Dogs</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Dangerous Wild Animals</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Riding Establishments</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>Pet Shops</td>
<td>6</td>
<td>9</td>
</tr>
<tr>
<td>Totals for year</td>
<td>28</td>
<td>43</td>
</tr>
</tbody>
</table>
### No. of Enforcement Notices Served:

<table>
<thead>
<tr>
<th>TYPE OF NOTICES</th>
<th>BDC</th>
<th>NEDDC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti Social Behaviour Crime and Policing Act 2014</td>
<td>42</td>
<td>3</td>
</tr>
<tr>
<td>Approved Premises</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Building Act 1984</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Environmental Protection Act 1990</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Food Safety Act 1990</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>Health and Safety at Work etc Act 1974</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Housing Act 1985 &amp; 2004</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>- Includes actions to board up unsecure premises, requests for information from landowners and tattooing / skin piercing registrations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prevention of Damage by Pests Act 1949</td>
<td>17</td>
<td>14</td>
</tr>
<tr>
<td>Public Health Act 1961</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Smoke and Carbon Monoxide Alarm (England) Regs 2015</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Totals for year</td>
<td>96</td>
<td>63</td>
</tr>
</tbody>
</table>

### No. of Street Trading Licences issued:

<table>
<thead>
<tr>
<th>TYPE OF NOTICES</th>
<th>BDC</th>
<th>NEDDC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Miscellaneous Provisions Act 1982</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>- Street Trading Licence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Totals for year</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>
What does the service do to ensure the food you eat is safe?

During 2015/16, 279 food premises in Bolsover and 372 food premises in North East Derbyshire were subject to Official Controls by the joint service

In North East Derbyshire:
- 372 food premises were subject to Official Controls by the joint service
- 87% of the food businesses were found to be broadly compliant with food safety regulations
- 72 food samples were submitted for analysis, 23 sample results were unsatisfactory and required further investigation.

In Bolsover District:
- 279 food premises were subject to Official Controls by the joint service
- 91% of the food businesses were found to be broadly compliant with food safety regulations
- 48 food samples were submitted for analysis, one sample result was unsatisfactory and required further investigation.

Case Studies:

Commercial Team - Business Advice:
A new coffee shop now offering 100 covers in a tea room with an external patio initially contacted Environmental Health for advice regarding structural requirements and compliance with hygiene legislation for an empty unit within a plant nursery.

Advice was given regarding layout, facilities, structure, allergens, food safety management and future expansion.

The opportunity was used to provide information regarding local suppliers and two local approved premises have been used by the business who provided valuable support to the business regarding the menu offer, menu pricing and marketing.

Following advice from environmental health the business achieved the highest rating of 5 under the National Food Hygiene Rating Scheme and the business went on to sign up to The Heart of Derbyshire Scheme by offering healthier menu choices.

Environmental Enforcement Team (Fly tipping): The team was sent footage from a CCTV camera installed by Streetscene on Green Lane, Shirebrook, The site is a bridleway that is subject to a lot of low level fly tipping.

The footage showed a male getting out of a car and throwing a child’s car seat onto the lane. No vehicle registration plate was visible or any other way of identifying the offender.
The Council decided to put the images onto social media. The footage received a large response and many people identified the same man and gave the same home address.

A Fixed Penalty Notice of £100 was served on a man from Hasland in Chesterfield. This Notice was paid the following week.

**Technical Support Team:** One team member recently liaised with both the Environmental Enforcement Team and the police on a dangerous dog incident in the north of the district. A stray dog had been secured in a back garden, but while en-route the Dog Warden had received a call from the member of the public to say that the secured dog had attacked his dog. The Dog Warden asked Technical Support to contact the police as they deal with dangerous dogs.

For some reason, the police could not attend so Technical Support contacted other members of the enforcement team to attend the premises to help deal with the dog. When they arrived, the dog had been let loose and the enforcement team spent an hour tracking the dog before finally kennelling it. The owner of the dog later called to claim his dog but was verbally abusive to staff, however the dog and owner were eventually reunited.

**Housing and Pollution Team:** New anti-social behaviour powers were used to deal with waste and fly tipping on private land and on domestic gardens at West Lea, Clowne. Over 45 properties were affected and this resulted in great improvements to the appearance of the area. Work and actions at this location are continuing.

**Environmental Enforcement Team:** A neglected area of land known as The Maltings, Langwith was extensively affected by tons of waste and fly tipping. Officers issued a Community Protection Notice and arranged for the land to be cleared and a barrier installed which has prevented further fly tipping.

A local resident contacted the Council afterwards to say “Just wanted to say thanks to whoever has sorted the fly tipping and gate near Dale Close in Langwith. The difference is massive, and has definitely added to the continued improvement of the area. Not sure who’s responsible, but they have both my own and the local residents most utmost thanks”.

At Midland View, North Wingfield, officers worked with the Parish Council and Streetscene to remove fly tipping from a neglected area of privately owned land.
Housing and Pollution Team (VARM – vulnerable adult risk management case): In June 2014 Environmental Health (EH) became aware of a property within the district that had two vulnerable occupants, mother and son.

Their home was filthy and extremely hoarded. The hoarding was throughout the four floors of the house and within the large garden too.

There were serious fire safety concerns arising from the gas cooker in the basement and using an open fire (the only source of heating). Initially the occupants did not want to engage with any of the agencies including EH.

However, EH pursued the issue and worked with other agencies such as the Fire Service to improve the conditions in the property. Smoke detectors were installed both in the property and next door along with two oil filled radiators for heating.
EH served notice on the occupants to clear and cleanse the property and this was carried out on their behalf over a number of months. EH sought charitable organisations to help fund the clearance costs but were declined but were successful in securing essential repairs to the Aga for cooking and so that the house could be heated. EH have also worked with the occupants to assess their income and benefits to assist them financially going forward.

The works were completed during 2015/16 and the property is in a much improved condition.

Environmental Enforcement Team (Promotional work): Reaching out to dog owners across both our Districts; the team toured with the PDSA Road Show offering advice, free pet checks, free micro-chipping and promoting responsible dog ownership to residents.

People from all backgrounds took advantage of these events enabling officers to interact in a non-confrontational setting with a captive audience enabling engagement and promotion of responsible dog ownership.

With compulsory micro-chipping for all dogs coming into effect from April 2016 it gave residents the opportunity to get their dog micro-chipped for free and comply with the law as well as helping us to reduce the likelihood of a stray dog coming into our holding kennels and the costs associated with that being placed on the Council.

Outcomes include 84 dogs which received free health checks and 144 dogs which were micro-chipped during the event and numerous people visited for advice.

Environmental Enforcement Team (Stray dogs): Tackling problems together with our partners across the Council helps us be more effective in dealing with situations that are detrimental to a community.

A resident with mental health issues and a problematic dog was causing much unrest through their dog straying, defecating and generally not being kept under proper control resulting in numerous complaints from many people.

Sympathetic engagement with the resident resolved the situation resulting in the dog being signed over to the Council making the process quicker, easier and more amicable than resorting to enforcement action. This not only benefitted the dog but enabled a better working relationship with the client and reduced the cost and burden to the Council of lengthy action, staff resources and improved the neighbourhood for all residents.

Community Outreach Team: A client was in a desperate state of affairs and had been known to environmental health for 3 years. The Community Outreach Team got involved in 2015 and initiated a multi agency approach to deliver a long term solution.

In the meantime the team secured Personal Independence Payment and Employment and Support Allowance, this then allowed for the development of reasonable payment plans for the arrears the client was in.

The client was then moved due to disability to a ground floor flat and the team secured a Derbyshire Discretionary Fund to purchase essential white goods along with adaptations.
This has ensured that the client has a long term, safe sustainable future and is now becoming debt free. As a result the client is happy and no longer in need of environmental health services.

**Environmental Protection Team:** Over a 100 complainants were affected by odours from an industrial process in Killamarsh which started to receive extremely odourous material for rendering. The team worked effectively to keep complainants updated on the action being taken and used enforcement powers to reach an agreement with the company to cease trading – just in time for Christmas.

**Home Improvement Officer (Fuel poverty):** A client from Barlborough was in urgent need of a boiler as his had broken and he was having heart surgery imminently. The Officer visited the gentleman in his home and assessed his situation. As the boiler was very old, he was then referred to the LAEP Derbyshire Healthy Home Project.

In 2 days he had a new system installed with modern heating controls for when he got back from hospital. The Community Outreach Team then visited him to make sure he was on all the correct benefits and this was then followed up by a fuel switch from the Home Improvement Officer.

**Housing and Pollution Team (Hoarding case):** A client with learning difficulties had been left estranged for many years when his parents died in the 1980s. The Environmental Health Officer worked with the Home Improvement Officer to deliver a number of successful measures.

The client had his house cleared of clutter and waste, new furniture was provided, his house fully insulated and work is being done to secure a new boiler. By utilising national fuel poverty funding, the client will save around £400 on his heating bills every year thanks to £1,100 of funded works. He also has dignity and maintains full independence thanks to the cross cutting efforts of the Environmental Health Team.

**Community Outreach Team:** A family were referred to Community Outreach from Social Care. They had a premature baby and also the mother had mental health issues. The family were living in a property that had a broken boiler system and as a result were heating their homes using electric fires. The house did not have any fire safety measures and was very unsuitable.

Other environmental health services were provided and a cross cutting approach was adopted. The team got the family onto the choice based letting scheme for better accommodation, plus ensuring they were claiming all appropriate benefits, whilst the other teams worked with the landlord to have the property brought up to an acceptable standard. This included a new boiler through
the LAEP Derbyshire Healthy Home Project and a whole variety of safety measures.

Praise received from colleagues: “Colin, Melvin, Andrew and Steve have worked exceptionally hard over the last two months dealing with pest and dog control. They have done all this with a friendly smile”.

Further praise: “Chris has had a lot to cope with recently with his family moving house and having a baby, but he has still managed to have a positive impact on the district. His work was acknowledged by the local residents and in the Derbyshire Times on the 10th September 2015. Chris is always bubbly and will help you out whenever you need, even if he has a vast workload of his own. He has cleaned up the streets, resolved noise complaints and buried a few people with no next of kin and all with a smile on his face”.

Licensing Team: The Council received a complaint that a taxi driver, who had diabetes but wasn’t keeping a check on his blood sugar levels, mounted a kerb and hit a wall whilst transporting a passenger.

Checks were made by the Licensing Team on the drivers history and previous employment which included checks with an adjacent Council and his employer. Although the driver’s most recent medical report was satisfactory, it turned out that he had not declared his diabetes and his monitoring equipment had been stolen from his vehicle and he had not bothered to replace it.

The Licensing Team immediately suspended the vehicle on public safety grounds as the accident had damaged his vehicle and he was not allowed back on the road until the vehicle was tested at the Council Depot. Also, as he was considered to be a danger to himself, passengers, other road users and pedestrians the Licensing Team immediately suspended his taxi licence.

At a subsequent Licensing Committee Hearing the driver’s licence was revoked as the Committee were not satisfied that he was a fit and proper person as he had endangered himself and others by not taking medication and still driving and he had not taken any action to obtain testing equipment post the theft of it.

Housing and Pollution Team: The team used new powers under the Anti social behaviour, Crime and Policing Act to close two domestic properties at Shuttlewood and Killamarsh where the behaviour of occupants and visitors were causing extreme anti social behaviour to other residents.
Examples of how Environmental Health contributes to economic growth and service transformation:

- Progressing a Transformation Plan to secure service improvements and efficiencies.

- Part of a regional partnership group working with businesses and other regulators such as Fire Officers and Trading Standards to ensure that our public protection services are delivered in a way that supports businesses and does not present a regulatory burden.

- Supporting and advising new food businesses to ensure that they understand how to achieve compliance with food law and do not incur unnecessary expenditure on equipment and structural alterations.

- Additional resource and support has been provided to assist with the re-development of the former Coalite site at Bolsover and at The Avenue site at Wingerworth together with the Planning and Economic Development teams.

- Working with Derbyshire County Council and other Districts on a Transformational Challenge of the Disabled Facilities Grant process.

Future proposals or looking ahead

The Joint Environmental Health Service is continually being aligned and developed to meet the needs of the community and businesses and endeavours to introduce improvements for customers wherever possible. There will be ongoing review to ensure that the service remains flexible and resilient going forward.
Getting in Touch

For general enquiries about the Joint Environmental Health Service please contact:

Tel: 01246 242424 (BDC) or 01246 231111 (NEDDC)
Email: enquiries@bolsover.gov.uk
      or
      ConnectNE@ne-derbyshire.gov.uk
Web: www.bolsover.gov.uk or www.ne-derbyshire.gov.uk
Post: Joint Environmental Health Service
      North East Derbyshire District Council
      District Council Offices, 2013 Mill Lane, Wingerworth,
      Chesterfield, Derbyshire S42 6NG

If you would like further information about this Annual Report please contact:

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Tel: 01246 217848 / 01246 217841
Email: Sharon.gillott@ne-derbyshire.gov.uk
       or
       Samantha.bentley@ne-derbyshire.gov.uk
We speak your language

Polish
Mówimy Twoim językiem

French
Nous parlons votre langue

Spanish
Hablamos su idioma

Slovak
Rozprávame Vaším jazykom

Chinese
我们会说你的语言

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Bolsover District Council on 01246 242424 or
North East Derbyshire District Council on 01246 231111