

**Public Protection & Health Improvement
Service Plan 2016-17**



What We Do



The Public Protection and Health Improvement Service consists of a number of teams who work to improve the safety and health of the residents, visitors and workers in Bath and North East Somerset. The service is one of five that together form Environmental Services within the Place Directorate of Bath & North East Somerset Council. Here is a brief description of the activities they perform:

Active Lifestyles

- Improving health and well-being through a range of physical activity opportunities, in order to reduce health inequalities.

Animal Health & Welfare

- Policing farm livestock, welfare and disease.

Environmental Monitoring

- Testing and monitoring of air quality, private and public water supplies, investigation of pollution incidents and contaminated land sites.

Environmental Protection

- Investigating and enforcement of statutory nuisances and environmental pollution, including drainage. The team also provides advice on planning and licensing consultations. The Dog Warden Service helps to manage stray dogs and promote responsible dog ownership.



What We Do

Events

- We offer an Advice and Support Service to assist event organisers in planning safe and successful outdoor events across Bath and North East Somerset. The Events Team also delivers Council supported major events.

Food Safety

- Every year officers inspect over 600 businesses to ensure safe standards of hygiene are maintained. They give advice to encourage and support healthy eating and to highlight safety in food preparation.

Health & Safety

- Investigations and interventions following accidents or in high risk workplaces which may include warehouses, and other workplaces to ensure safe and healthy operating practices, to protect staff and members of the public

Infectious Disease

- Investigation of the source of food poisoning cases and outbreaks.

What We Do

Leisure

- The delivery of the new leisure contract for the next 20 years and the lead team supporting and co-ordinating the delivery of the Fit for Life strategy.

Licensing

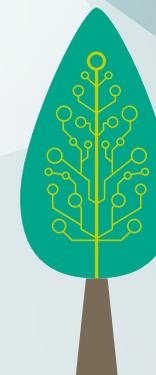
- Licensing and enforcement of alcohol sales, taxis, street trading, gambling establishments, skin piercing and tattoo studios, fireworks, etc.

Pest Control

- Providing expert, cost effective advice and treatments for a range of pests including rodents and wasps to domestic and commercial premises.

Trading Standards

- Inspection and testing for fair trading, product safety, food standards and labelling, weights and measures, consumer credit, age restriction sales, counterfeit goods, and prevention/investigation of consumer fraud.



Public Protection & Health Improvement Service Plan 2016-17

Contents The service plan is structured in four sections:

1

A strong economy and growth

Bath and North East Somerset Council is committed to regenerating business districts, creating new modern office space, supporting the transition to a low carbon economy, working with others to address the issues of worklessness and opening up opportunities for local residents who find the greatest difficulty in entering the labour market.

In the Place directorate, we will ensure that clear prioritised strategies and implementation plans are in place to direct development and resources. For example, we will implement, 'Better Business for All' with the introduction of business support and joint working with Economy & Culture.

3

A new relationship with customers

Bath and North East Council wants to make sure that residents' views and needs are at the heart of everything that we do. We will do even more to deliver good value services at the standards local residents expect and we will be clear about what we can and cannot provide.

In the Place directorate we will provide improved opportunities for residents to participate in sport and recreation in order to improve levels of physical activity as part of the 'Fit for Life' Active Living Strategy.

We will develop our Noise Toolkit web pages to inform our customers about the actions they can take when being disturbed by noise nuisance.

2

A focus on prevention

We will support people to live well, be healthy and remain independent for longer – keeping people out of hospital and making our area a great place to walk, cycle and be active. In the Place directorate we will ensure we place the wellbeing of the community at the forefront of our activities.

In the Place directorate we will monitor age restricted sales and further develop our Buy with Confidence project to deliver Buy with Confidence Care Plus for the vulnerable.

We will consult on and develop an updated air quality action plan for Bath

4

An efficient business

Bath and North East Somerset Council faces significant change in the years ahead and we need to plan proactively to protect the services that matter most to our local residents and to make the most of new opportunities and ways of doing things.

In the Place Directorate, we will ensure that efficiency savings are delivered such as the delivery of the joint working arrangements with North Somerset.

A Strong Economy and Growth

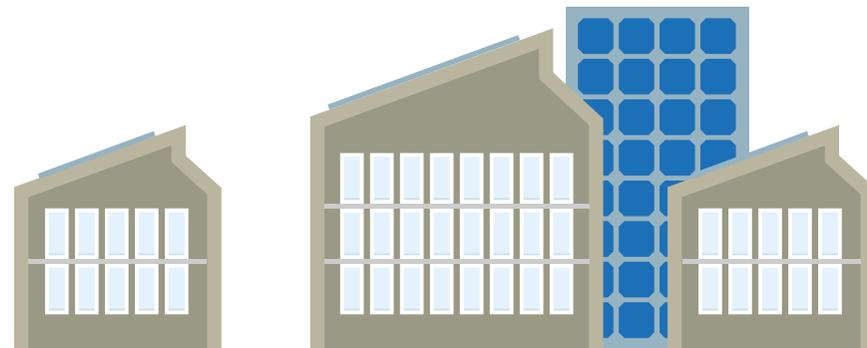
How we will contribute to the Council priorities 2016/17

- We will provide accreditation and approval schemes such as Buy with Confidence Care plus and the Food Hygiene Rating Scheme.
- We will undertake a programme of risk-based inspections and interventions with local businesses to help them comply with Public Protection legislation.
- We will take firm action against illegal businesses and those selling counterfeits and other illegal products.
- We will inspect high-risk restaurants and other food businesses, and help them to achieve high standards of food safety and hygiene as the public expects.
- We will conduct targeted H&S interventions in workplaces to safeguard the protection of employees.
- We will provide advice and guidance through the planning process that will help businesses conduct their trade in a responsible and non-polluting manner.
- We will continue to support the Safety Advisory Group for Events (SAGE) to ensure that major events are delivered in a safe and co-ordinated manner across the area.
- We will continue to provide one point of access to event organisers to ensure safe and successful events.
- Work will start on the £8 million refurbishment of Bath Sports and Leisure Centre.
- A site will be secured for the new leisure centre in Keynsham with planning permission and final designs completed alongside consultation with the public.
- £90k of investment will be delivered into the Pavilion in Bath.
- £400k of investment will be delivered into Culverhay Sports Centre.
- We will continue to support start-up businesses through the provision of street trading pitches throughout the authority.

A Strong Economy and Growth

The Pearl Izumi Tour Series comes to Bath

Cyclists from across the UK battled to be crowned Britain's fastest team, in the 2015 Pearl Izumi Tour Series finale, in Bath on the 11th June 2015. Before the main event, school children and amateur cyclists from the area took part in a series of races over the challenging course. The top British professional men's and women's teams, then took to the demanding circuit, taking in Marlborough Buildings, Royal Crescent, Brock Street, The Circus, Gay Street and Royal Avenue. Bath & North East Somerset Council worked with the community and the organisers to ensure a successful event, which attracted 15,000 visitors to the city. A number of teams across the Place Directorate, led by the Events team, ensured that the event ran smoothly. The event showcased Bath beautifully and was broadcast live on ITV 4 and to 60 countries worldwide.



A Strong Economy and Growth

Licensing - Bath Christmas market

The Bath Christmas Market has become extremely successful and now attracts millions of visitors to the city each year, bringing in income to the local economy. The Licensing team plays a vital role in supporting the safe operation of the market, processing premises applications and street trading applications. The team provides pre-application advice and carries out checks to ensure compliance.



Power to the street traders

Street traders in Union Street in Bath now have their own dedicated power supply. Bath & North East Somerset Council, working with Western Power Distribution, has put in place new power points for seven pitches. Each pitch is individually metered and a nominal amount added to the permit charge to cover the cost of the electricity.

“ Having used a generator for so long I am very pleased that the Council has installed this facility as it is going to make my life a lot easier. Having reliable lighting enhances the floral displays bringing life and vibrancy to the pitch, particularly now as it is getting dark earlier. ”

- Gary Weisberg from the Union Street Flower Stall



A Strong Economy and Growth

Health and Safety – Skin Piercing

In 2015, we targeted the beauty sector within B&NES.

This industry is one of the key sectors within the authority and is continually expanding.

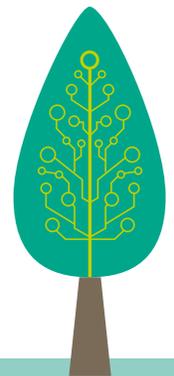
The team were aware that many salons were carrying out skin piercing activities such as ear piercing and electrolysis without being registered with the local authority.

Skin piercing activities can carry additional risks such as blood borne disease if not managed properly. 70 businesses were identified and the majority of these were visited.

A number of additional businesses were also identified when officers were out in the field. Around 30 businesses were found to be operating unregistered skin piercing activities.



“ 3 out of 7 skin piercing establishments were unlicensed when we inspected ”



A focus on prevention

How we will contribute to the Council priorities 2016/17

- We will continue to recruit those businesses with the highest standards of food hygiene onto the **Eat Out Eat Well** scheme to promote healthy eating.
- We will work with our new leisure provider to improve opportunities for young people and adults, particularly families, and those with a range of health-risk factors to participate in sport and physical activity, to ensure sustainability longer-term and close the gap on health inequality.
- We will support Bath University's REACT research project aimed at individuals over 65 years who are starting to find everyday activities such as walking, climbing stairs and getting up from a chair difficult.
- We will undertake a programme of "test purchase" operations to ensure that children and young people are protected from age restricted products and activities by testing the willingness of pubs, off-licences and other retailers to sell alcohol and tobacco to under 18s.
- We will provide a range of advice and support services to encourage people to lead a more active lifestyle, in order to promote healthier lifestyles for all to support the delivery of a 1% year on year increase in rates of participation as measured by the Sport England Active Lives Survey.
- We will respond to and investigate reports of rogue trader incidents.
- We will deliver an air quality action plan for Bath.
- We will develop options for a Clean Air Zone to improve air quality in the city and press the Government for appropriate enforcement powers to make such a zone effective if implemented.
- We will provide advice and guidance in relation to environmental nuisances and will investigate continuing or repeated instances.
- We will provide an affordable pest control service, offering concessions to those who may have difficulty paying or those who have difficulty with mobility, helping to alleviate the stress that pests can cause and creating a safer environment for everyone.
- We will undertake regular multi-agency enforcement visits to licensed premises to ensure they are safe and do not create nuisance.

A focus on prevention

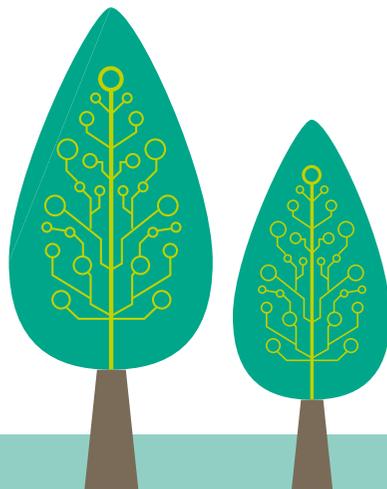
Valley Fest

Services across Public Protection and Health Improvement, and Building Control worked together to ensure that the first Valley Fest in Chew Magna was successful, safe and alleviated the fears of local residents.

Some of the issues officers had to deal with, related to the safety of a wooden staircase, treatment of fabric in marquees to ensure that it was fire retardant and the provision of fire exits and emergency exit signs to marquees.

The Food team inspected all the high risk stalls on the site, finding problems at one which had insufficient refrigerated storage and no hand washing facilities. This stall was not allowed to trade until these issues were rectified. Environmental Health Officers monitored the site to ensure sound limits imposed by the licence were complied with.

The event went off safely and without any noise disturbance to the local residents.



A focus on prevention



Air Quality

During 2015, officers from Public Protection worked with a number of teams (including Transport and Public Health,) to analyse the reasons why air quality in some areas of Saltford and Keynsham, did not meet the UK objective to reduce Nitrogen Dioxide. Members of the public were consulted and these responses are being reflected in our Air Quality Action Plans for these areas.

We also improved our ability to monitor harmful pollutants so that we can take action to prevent ill health which can be caused by very fine particles from entering our lungs. The new monitors are capable of monitoring particles which measure 500 times smaller than a millimetre.

“ Many thanks once again for your assistance last week. Ben Howlett MP commented on the detailed understanding the Minister had of Bath. We were able to provide him with this info largely as a result of our discussion with you so thanks. ”

- Laura Denison (Defra)
Feedback received regarding briefing for Houses of Parliament air quality debate



River safety rescue cabinets

Historically, life-saving equipment has been frequently vandalised along the River Avon in Bath. Members of the Environmental Protection team have worked with colleagues in Economic Regeneration and Avon Fire and Rescue to develop bespoke robust, vandal-proof cabinets for life saving equipment. 14 cabinets were installed at various locations along the River Avon in June 2015 and a promotional film has also been developed to show how anyone should use the cabinets in the event of an emergency.

The cabinets have been welcomed and are attracting interest from other cities which have experienced similar issues with river safety.

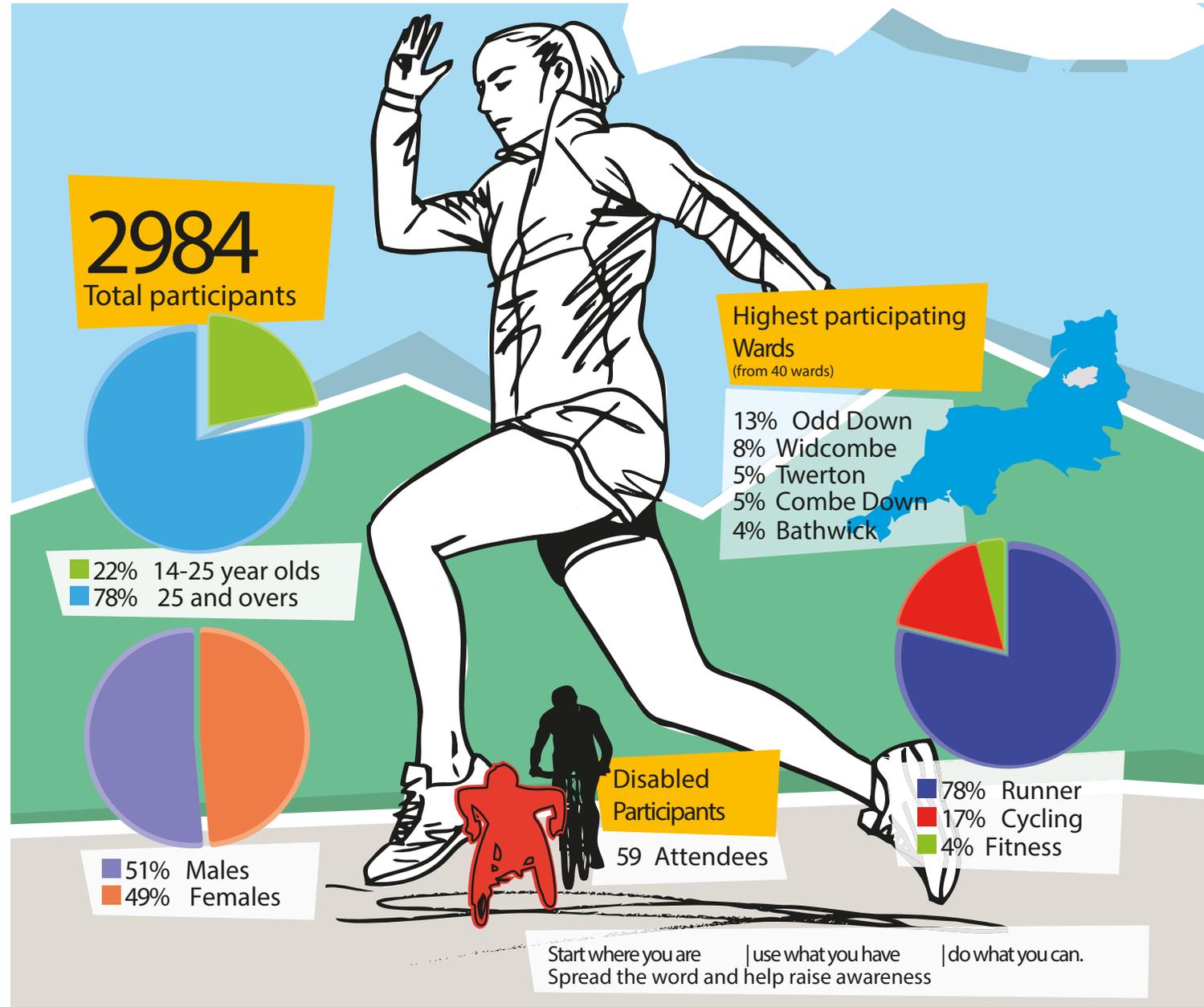


A focus on prevention

Try Active

Try Active is a joint project with Bath Rugby Foundation that uses cycling, running and rugby/outdoor fitness to get people active and healthier.

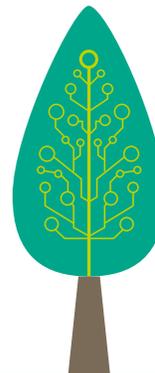
Here are some successes that Try Active has achieved during 2015/16.



A new relationship with customers

How we will contribute to the Council priorities 2016/17

- We will provide a range of advice and support services to encourage people to lead a more active lifestyle, in order to promote healthier lifestyles for all.
- We will continue to work with residents, businesses and local buskers to address the issues around inappropriate busking performances through the promotion of the Busker's Guidelines and Buskers Forum.
- We will introduce an on-line event application process (Event App) providing a more streamlined and coordinated service to the customer.
- Working with BIS and our Economic Development colleagues we will further develop the Business Support model through the Better Business for All (BBfA) initiative.
- We will work with our transformation team to prioritise a programme of work which continues to improve our service to the customer. We will review the opportunities for further developments in our licensing offer.
- We will continue to develop our Noise Toolkit webpages to enable our customers to be more informed about the action they can take when being disturbed by noise nuisance.
- We will continue to offer the business support model to businesses which are failing to comply with the basic food safety standards.
- We will provide advice and guidance through the licensing process for a range of applications including taxi licences, premises licences and temporary event notices.



A new relationship with customers

Buskers Forum

The Environmental Protection team has been working with residents, businesses and local buskers to address the issues around the high number of complaints caused through inappropriate busking performances.

Following a workshop, as part of the Public Space Protection Order Consultation, a review of the busking guidance was suggested and a Buskers Forum created.

The forums began in September 2015, chaired by Cllr Veal and are held every three months. They are attended by local Cllrs, the BID, Busker representatives, resident associations, and representatives from Bath Abbey and PP&Hl.

We promote street entertainment and encourage performers to follow the guidance to reduce the number of complaints.



A new relationship with customers

Trading Standards – Scams

The Trading Standards team work in partnership with the National Scams Hub. The National Scams Hub collectively receives intelligence about scam victims across the country from so-called 'suckers lists'. Trading Standards officers from Bath and North East Somerset Council will then visit B&NES residents on the list and advise them against falling victim to scams. At the moment B&NES Trading Standards have nearly 400 victims on this list. £3,732.00 is the estimated saving from 11 victims from April 2015 – Jan 2016 Officers will also arrange for a 'call blocker' device to be installed which stops up to 95% of nuisance calls in the homes of those vulnerable residents who are or could become the victim of telephone scams.



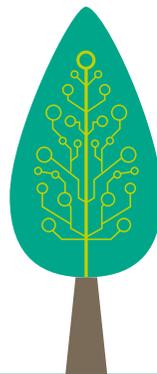
Passport to Health

"D was very seriously ill at the beginning of the year. When he was discharged after being in hospital for 23 weeks, his fitness levels were depleted and D's physio suggested his GP refer him to Passport to Health. Claire from Passport to Health assessed D's preferred activity prior to his illness and put us in touch with Felix as D had previously enjoyed cycling.

The first time we met Felix, D managed two laps of the cycle circuit at Odd Down but, with encouragement from Felix, over several weeks, that was increased to eleven and eventually lead to D being able to use the cycle path between Bristol and Bath.

The benefits of meeting and working with Felix are too many for me to mention them all. Cycling has greatly improved D's independence. As well as improving his physical fitness, it has increased his self-esteem and feeling of wellbeing so his psychological health has improved too.

Watching D enjoying his session with Felix encouraged my participation too and now we have both rediscovered the enjoyment of getting out on our bikes and have given us an activity we can enjoy together."



An efficient business



Joint working North Somerset

The joint working project for regulatory services commenced in 2014/15 and has already achieved some excellent outcomes.

The Purpose of the Project is to:

- Increase service resilience.
- Build on existing good working relationships.
- Work together more effectively and efficiently.
- Explore ways to reduce the regulatory burden on businesses and get it right first time.
- Move from a regulatory to a business support focus.



Some outcomes and achievements to date

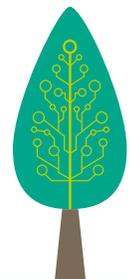
- Licensing policies and procedures have been shared.
- The aligning of child sexual exploitation safeguarding arrangements, and sharing of good practice. (Bath lead)
- Fireworks safety – cross training and support. (North Somerset lead)
- A joint working agreement on how we will work together.
- Both councils positively promote our respective organisations and activities, and have a plan in place to jointly submit award nominations during 2015/16 where appropriate.
- A project plan in place to develop our support for local business
- We have secured funding from the Department for Business Innovation and Skills (BIS) to support this programme of joint working and to progress the Business Support model.
- We have produced case studies relating to local businesses illustrating the help and support our officers have given.
- We are pathfinders in regulatory services for involvement in the devolution conversation through our work on the Better Business for All (BBfA) programme with BIS.
- Jointly presented to Economic Development Colleagues across the West of England.
- We have commenced engagement with the Local Enterprise Partnership (LEP).
- Hosted a West of England workshop for regulators, elected members and businesses.

An efficient business



How we will contribute to the Council priorities 2016/17

- We will continue to work in partnership with other responsible authorities to carry out compliance visits by the Licensing Enforcement Group.
- We will continue to find efficiency savings such as the delivery of the joint working arrangements with North Somerset.
- We will continue to find new ways of working to improve efficiency and the customer experience through reviews of service as in Project Utopia.
- We will continue to provide online application forms for our licence applications.
- We will develop the BBfA initiative with colleagues from the West of England, the Local Enterprise Partnership and the growth hub.



An efficient business

Project Utopia

The Environmental Protection team recently underwent a transformation with a view to increasing efficiency and improving the customer experience.

Following a deconstruction of the original way of working, officers isolated the parts of the service which were wasteful and also generated further unnecessary work.

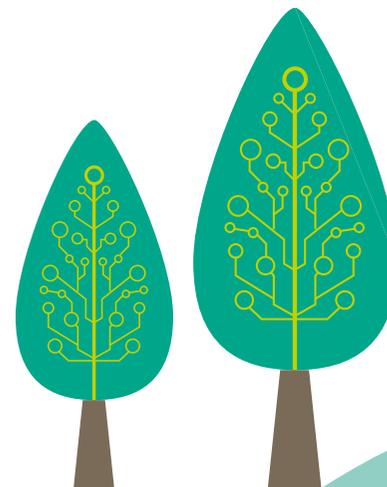
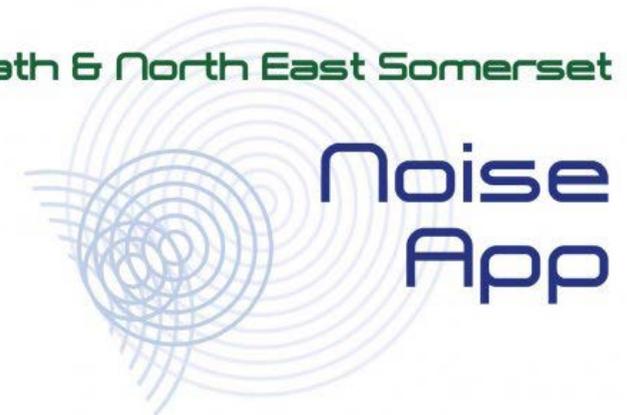
Several significant changes were realised as a result of the project. The Environmental Health officers now directly handle all calls to the team, meaning they can provide the very best advice at the first point of contact and have a really meaningful conversation with potential complainants.

In addition, the customers' ability to self-serve has been improved considerably. Customers can now access information, advice, a 'noise toolkit' and template letters, as well as make use of our 'Noise app' 24hours a day by visiting www.bathnes.gov.uk.



Bath & North East Somerset

Noise
App



About PP&HI Prosperity & Protection

Since the introduction of new ways of working from Project Utopia, we have achieved;



Noise Complaints



28%



Bonfire Complaints



45%

FOOD HYGIENE RATING

74% Rated 5 in B&NES
62% Rated 5 Nationally



2090

Registered food businesses in B&NES.

All rated for food safety risk and provided with support or enforcement.

Since the introduction of a Buskers Forum, busking complaints are down



50%

Some Facts & Figures about the PP&HI Service

75% of event enquiries became events

There were 24,686 hits on the licensing web pages

954 Hits on the Noise Toolkit webpage. Helping customers to help themselves



96% are satisfied with our service

Please Contact Us We are here to help

Consumer Advice:
03454 040506

Pest Control Service:
01225 396007
council_connect@bathnes.gov.uk

Active Lifestyles and Health
Improvement:
01225 396429
getactive@bathnes.gov.uk

Environmental Protection
01225 477551

Environmental Monitoring
01225 396517

Food Safety & Hygiene
Animal Health & Welfare
01225 477508

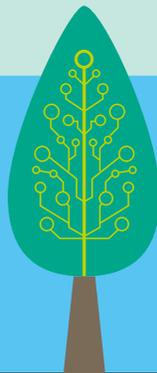
Trading Standards
Health & Safety at work
01225 396759

General Licensing
01225 477531

Taxi Licensing
01225 477689

Events Team
01225 396056
event@bathnes.gov.uk

Email us at:
public_protection@bathnes.gov.uk
licensing@bathnes.gov.uk
environmental_protection@bathnes.gov.uk



A wide range of advice, information and self-help is available at: www.bathnes.gov.uk

Look for our seal of approval

Trading Standards
checked and
approved
businesses,
tradespeople and
domiciliary care
providers



Environmental
Health assessment
and rating of
restaurants, take-
aways and other
food businesses



Only use a taxi
or private hire
vehicle displaying
the proper
authorisation

