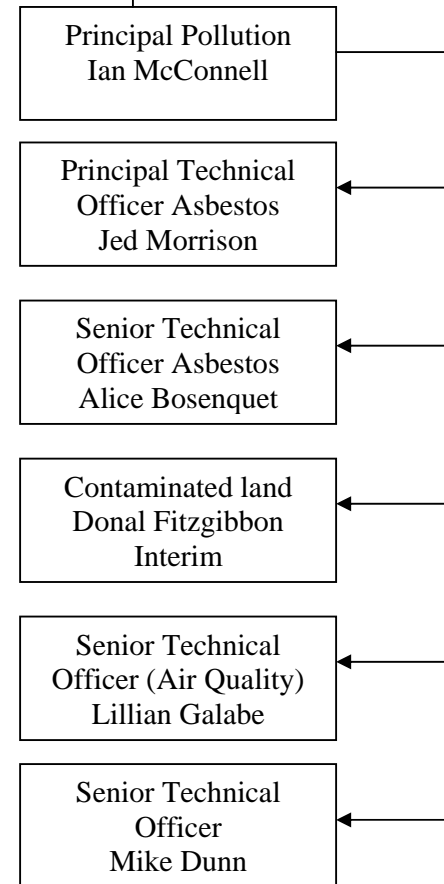
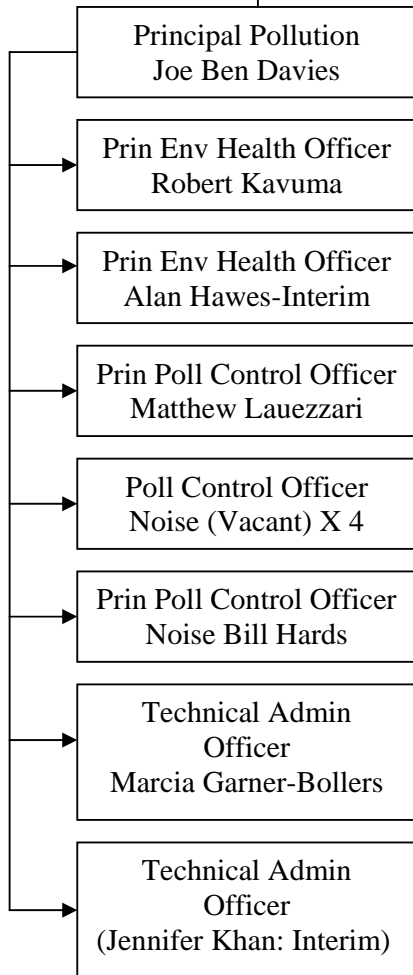




# **Pollution**

# **Team Plan 2004/07**

**Head of Enforcement**  
Deborah Bell



<b>Team Plan for the Pollution Service</b>	<b>Director: Jon Judah</b> <b>Assistant Director: Jim Paterson</b> <b>Originating Officer: Deborah Bell</b> <b>Date: 23<sup>rd</sup> April 2004</b>
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Service	Scope / Description	Aims and Objectives
<ul style="list-style-type: none"> <li>Enforcement and Pollution</li> </ul>	<ul style="list-style-type: none"> <li>Responsibility for pollution control and environmental enforcement.</li> </ul>	<ul style="list-style-type: none"> <li>To protect the environment taking enforcement action where necessary.</li> </ul>
<ul style="list-style-type: none"> <li>Pollution Group</li> </ul>	<p>Pollution Control encompasses:</p> <ul style="list-style-type: none"> <li>a daytime and out-of-hours' reactive noise service;</li> <li>a contaminated land service, which is responsible for determining the presence of historic contaminated land and where contamination is harming health or the wider environment;</li> <li>deals with other statutory nuisances such as smell, smoke and dust;</li> <li>provides air quality monitoring and management of an Action Plan to improve air quality in partnership with Mayor's Plan for London.</li> <li>provides an asbestos sampling, analysis and management service to all Council departments and advisory service to the general public</li> <li>provides comments on planning and entertainment license applications from an environmental perspective</li> <li>registering, inspecting and authorising of prescribed industrial processes.</li> </ul>	<ul style="list-style-type: none"> <li>To respond efficiently and effectively to complaints about noise and other statutory nuisances from domestic or commercial premises, including car or burglar alarms and construction sites.</li> <li>To prosecute offenders and carry out works in default where appropriate and seek injunctions to deal with persistent offenders.</li> <li>To secure remedial action where land contamination is harming health or the wider environment and ensures the original polluters foot the bill.</li> <li>To carry out the Council's air quality management duties and implement plans to improve local air quality.</li> <li>To enforce pollution prevention legislation on prescribed industrial processes.</li> <li>To provide an asbestos sampling analysis and management service to all Council departments.</li> <li>To comment on planning and entertainment license applications to prevent future complaints about noise, odours, dust and smoke and protect the amenity of local residents.</li> <li>To secure remediation of contaminated land and ensure developments do not worsen air quality and to minimise noise disturbance.</li> </ul>

Service	Scope / Description	Aims and Objectives
	<ul style="list-style-type: none"> <li>• assessing environmental impacts of major developments</li> <li>• approves chimney heights and combustion plant</li> <li>• monitoring the quality of local drinking water and private water supplies.</li> <li>• Managing and developing a Noise Map for the Council</li> <li>• enforcement of Vehicle Emission Regulations in partnership with the Mayor of London</li> </ul>	

<p>Challenges for the service</p> <ul style="list-style-type: none"> <li>• Accommodating all staff required to deliver services (current) the developing in-house noise service and the THORP Project.</li> <li>• Establishing an efficient and effective out-of-hours noise service.</li> <li>• Improving the image of the Service.</li> <li>• Developing and delivering an enforcement strategy.</li> <li>• Addressing the difficulties with recruitment and retention of staff.</li> <li>• Delivering seamless services across the Directorate.</li> <li>• Maximising external funding.</li> <li>• CPA inspection</li> <li>• Implementation of Air Quality Action Plan</li> <li>• Olympic Bid/ Leaside Regeneration</li> <li>• Licensing devolution</li> <li>• Corporate duty to manage asbestos in our buildings</li> <li>• UKAS accreditation of asbestos lab</li> <li>• Up grade complaints software in order to meet e-government targets.</li> </ul>	<p>Impacts on the service</p> <ul style="list-style-type: none"> <li>• Anti-Social Behaviour Act.</li> <li>• Requirement for Air Quality Improvements.</li> <li>• Re-focusing services to improve BVPI out-turns.</li> <li>• Requirement to improve CPA score from 1 to 3.</li> <li>• E-government targets – requirement to deliver 60% of services electronically by March 2005.</li> <li>• Requirement to have an Asbestos Register in place by May 2004.</li> <li>• The Olympic bid.</li> <li>• Achieving 2% efficiency savings whilst providing new services (more with less).</li> <li>• Reducing sickness absenteeism.</li> <li>• Maintaining the Investors in People Standard.</li> <li>• Devolution of Licensing function</li> <li>• Pollution Prevention Control Act</li> <li>• ELLX</li> <li>• CTRL</li> <li>• Regeneration of area</li> </ul>
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Please refer to the Enforcement and Pollution Service Area Plan for contributions to the Mayor's Priorities

- Improving opportunities and quality of life in the borough, promoting social inclusion and reducing inequality
- Making sure the Council works properly and efficiently
- Involving the whole borough in what we do

Please refer to the Enforcement and Pollution Service Plan for contributions to the Community Strategy

- A vision for Hackney
- Housing for a mixed community
- A cohesive social and community infrastructure
- A safe, high quality public realm
- Economy, enterprise and employment that delivers prosperity
- Better transport
- Better life chances for all our children
- Tackling health inequalities

<b>Summary of Performance 2003-4</b>	
Key Actions in 2003/04 Service Plan	Performance against key actions
<ul style="list-style-type: none"> <li>• To reinstate a noise service that will provide an out of hours service, dependent on the level of NRF funding made available.</li> </ul>	<ul style="list-style-type: none"> <li>• The service commenced on 11 July using NRF and budget underspend but from April 2004 the weekend out-of-hours service will be met from the Directorate's base budget. Plans to implement this are being drawn up.</li> <li>• In 2003, the Pollution Group saw a significant increase in the number of noise complaints received, especially from domestic sources; up to 2,114 complaints (the comparable figure for 2002 was 1,281). This increase was due to the reinstatement of the out of hours noise service three nights a week from 11 July. Resultant enforcement action was also up with 125 statutory nuisance notices served compared with 51 last year. These figures will continue to rise next year with a full year out of hours service in place and a publicity campaign to increase awareness of the service.</li> </ul>
<ul style="list-style-type: none"> <li>• Expert Opinions</li> </ul>	<ul style="list-style-type: none"> <li>• Meanwhile in 2003 the Enforcement (Pollution) team has dealt with 265 planning applications, 181 entertainment licenses and 63 contaminated land service requests.</li> </ul>

<ul style="list-style-type: none"> <li>• Air Quality</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle emission testing commenced in 2003. This scheme operates across London to stop and test vehicle emissions issuing fixed penalties to those that fail.</li> <li>• In 2003 the Shoreditch air quality monitoring station became affiliated to the London Air Quality Network – guaranteeing the quality of results and sharing of them across London.</li> </ul>
<ul style="list-style-type: none"> <li>• Asbestos</li> </ul>	<ul style="list-style-type: none"> <li>• Number of inspections: routine – 598, emergencies – 8, Capital Schemes – 12, Private property - 48</li> </ul>
<ul style="list-style-type: none"> <li>• Contaminated Land</li> </ul>	<ul style="list-style-type: none"> <li>• 38 enquiries received, 25 reports appraised</li> </ul>
<ul style="list-style-type: none"> <li>• Major Projects</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation on Olympic bid, CTRL, East London Extension Line (ELLX) and Stratford Rail Lands</li> </ul>
<ul style="list-style-type: none"> <li>• To develop a cross-service Enforcement Strategy which will encompass enviro-crime and forge closer working and co-ordination across the many regulatory and enforcement functions the directorate provides.</li> </ul>	<ul style="list-style-type: none"> <li>• A pilot project on joint working on abandoned vehicles across all relevant service areas in the Directorate and with the Housing Directorate ran from 1 September – 3 October 2003 and was successfully completed.</li> <li>• A cross-service Enforcement Strategy issues paper is scheduled to be submitted for Cabinet approval early in 2004.</li> </ul>

**As well as delivering the Key Deliverables this Service is responsible for, we recognise our contribution towards achieving corporate and directorate wide objectives. Our contribution can be found in the Enforcement and Pollution Service Area Plan. The important Key Deliverables are**

- KD 11 Olympic Bid**
- KD15 Anti-Social Behaviour**
- KD17 Landlord Services**
- KD 20 Environmental Regulation**
- KD 34 Transport**

<b>Service Deliverables</b>					
<b>SD No.</b>	<b>Task/Deliverable</b>	<b>Lead Officer</b>	<b>Outputs / success measure</b>	<b>PIs/Targets</b>	<b>Risks</b>
<b>Service Area: Pollution</b>					
1	To produce a Pollution Team Plan incorporating, noise, statutory nuisance, contaminated land, air quality and asbestos	Deborah Bell	Complete by March 2004	(i) To respond to on-going statutory nuisance complains within one hour during periods service is in operation and other service requests within agreed timescales. (ii) To complete contaminated land data base by March 2005. (iii) To implement Air Quality Action Plan by June 2004. (iv) To inspect prescribed industrial processes in accordance with Defra guidance by March 2005. (v) To UKAS accredit asbestos laboratory by October 2004.	Loss of staff due to recruitment /retention risks.  Air Quality work dependant on successful growth bid.  Contaminated land work dependant on successful recruitment.
2	To provide an in-house noise service to include out of hours.	Deborah Bell	Reactive noise service available evenings/nights on Thursday to Sundays.	(i) to respond to on going noise complaints within one hour when service is operating. (ii) to send warning letters within 5 days of event occurring. (iii) leaflets and posters distributed and new service successfully promoted by June 2004.	Unable to recruit to vacant posts.
3	To develop and provide an environmental noise service to Planning and	Deborah Bell	Development of PPG 24 Noise Map	Installation of Map software and implementation (including staff training) by June 2004	None

<b>Service Deliverables</b>					
<b>SD No.</b>	<b>Task/Deliverable</b>	<b>Lead Officer</b>	<b>Outputs / success measure</b>	<b>PIs/Targets</b>	<b>Risks</b>
	Entertainment Licensing				
4	Air Quality Management	Deborah Bell	Action Plan approve at Cabinet Action Plan implemented Fourth Stage review approved at Cabinet. Completion of updating and screening assessment	Assessment complete June 2004	Cabinet does not approve reports
5	Air Quality Monitoring	Deborah Bell	Operation of two Air Quality Monitoring Stations throughout the year. NOx tube survey of the borough PAH monitoring on one site	Completion of monitoring programmes by end of March 2005.	
6	Contaminated Land	Deborah Bell	Assessment of all allotments in the borough for contamination Assessment of all day care nurseries in the borough for contamination	Assessments complete by march 2005 Respond within 5 days to all enquiries for contaminated land information.	
7	Asbestos	Deborah Bell	UKAS accreditation of laboratory  Response to service requests	31 March 2005  Emergency – same day Routine – 5 days	Being unable to successfully schedule UKAS inspection within one year Subject to successful growth bid.
8	Daytime reactive service to statutory nuisance	Deborah Bell	Reactive service available 9am – 5 pm Monday to Friday	To respond within one hour of complaint of on going nuisance	Difficulties with staff recruitment and retention
9	Comments to Licensing and Planning Applications	Deborah Bell	Respond to service requests	Within 14 days for Licensing and 28 days for Planning	Difficulties with staff recruitment and retention
<b>In addition to the Pollution Deliverables there are a number led by the Resources Division. These can be found in the Enforcement and Pollution Service Area Plan.</b>					

<b>Finance, Resources &amp; Other - Summary</b>				
Budget	Net Revenue Budget - £1,843,570  Some elements of this service plan are reliant on short-term funding e.g. NRF to deliver projects and some Service Deliverables and Service Priorities are the subject of growth and external funding bids.  Growth bids: Out of hours noise service 164k (Unavoidable growth).			
Staffing	Total FTE's – 17 (This is subject to budgets being reconciled to any new approved restructures).			
Other resources				
Cabinet / Council Decisions	<b>SUBJECT</b> <b>Directorate Key Strategies</b> Enforcement Strategy  <b>Other Strategies / Key Policies and Documents</b>  Air Quality action Plan	Issues Paper    Issues Paper	CMT  13 April 25 May	Cabinet  28 June 26 July

Crime & Disorder	<p><b>Enforcement</b> – responsible for Pollution Control and Environmental Enforcement</p> <p><b>(Noise and) Pollution Control</b> - provides a daytime and an out of hours' reactive service investigating complaints about noise and other statutory nuisances from domestic and commercial premises, including car and burglar alarms. Enforcement action is taken where necessary including the seizure of equipment and use of injunctions. Noise nuisance is considered to be a major source of anti-social behaviour.</p>
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**This Service Area will contribute to**

- **The achievement of Corporate or Directorate targets**
- **Statutory Best Value PIs**

**Further details can be found in the Enforcement and Pollution Service Area Plan, of importance are:-**

<b>Corporate Indicators – This Service Area will contribute to the achievement of the following corporate or directorate targets</b>							
No	Indicator description	Comments	Corporate outturn 2002/03	Target 2003/04	Estimated outturn 2003/04	Target 2004/05	Indicative London average 2002/03
BV157	E Government % of interactions with the public capable of electronic service delivery which are delivered using internet protocols or other paperless methods	Target is 100% by 2004/05	49.67%	75%	TBC	TBC	49.79%

No	Indicator description	Comments	Corporate outturn 2002/03	Target 2003/04	Estimated outturn 2003/04	Target 2004/05	Indicative London average 2002/03
Local 4	a) Number of stage 1 complaints b) % responded to within 15 working days	New for 2003/04		b) 75%	b) 51% (Directorate)	TBC	
Local 5	a) Number of stage 2 complaints b) % responded to within 15 working days	New for 2003/04		b) 75%	b) 43% (Directorate)	TBC	
Local 6	Number of complaints that go to become stage 3 complaints	New for 2003/04		TBC	14 (Directorate)	TBC	
Local 9	Telephone answering: a) % of incoming calls answered b) % of answered calls responded to within 3 rings	Not monitored corporately in 2002/03		a) 80% b) 85%	a) 73% b) 82% (Directorate)	a) 80% b) 85%	

<b>Statutory Best Value PIs</b>							
PI No	Indicator description	Comments	Outturn 2002/03	Target 2003/04	Estimated outturn 2003/04	Target 2004/05	Indicative London average 2002/03
BV 166	Score against a checklist of enforcement best practice for environmental health and trading standards		46.3% (EH) 48.3% (TS)	63.3% (EH) 51.6% (TS)	57.5% (EH) 56.6% (TS)	73.3%(EH) 56.6%(TS)	80%(EH) 84%(TS)

<b>Local Performance Indicators</b>							
<b>Enforcement</b>							
EN1	To responding to ongoing noise complaints and other statutory nuisance within one hour when the service is in operation.	New PI	N/A	N/A	N/A	100%	N/A
EN2	To inspect all nuisance vehicles (abandoned and untaxed) within 48 hours of a complaint being received and to remove them within 48 hours of any statutory notice placed on them expiring (this is working days).	New PI	N/A	N/A	N/A	100%	N/A
EN3	To produce a monthly air quality bulletin.	New PI	N/A	N/A	N/A	100%	N/A
EN4	Asbestos response to service requests: Emergency – same day Routine – 5 days	New PI	N/A	N/A	N/A	100%	N/A

<b>Service Priorities 2004-7 - Developments and future plans</b>				
Service Area				
Tasks/Deliverable	Success criteria/PIs/targets			Risks
	Year 1	Year 2	Year 3	
<b>ENVIRONMENT DIVISION</b>				
<b>Service Area: Enforcement</b>				
<p>To bring the Noise Service back in-house.</p> <p>To be successful at growth bids to increase the hours of service operation.</p>	<p>Target of 100% of staff in post.</p> <p>To respond to on going noise complaints within one hour during hours service is operating.</p>	<p>Maintain Year 1 targets.</p> <p>Increase service provided.</p> <p>To carry out customer satisfaction survey</p>	<p>Maintain Year 1 targets.</p> <p>Increase service provided.</p>	<p>Not being able to successfully recruit staff.</p> <p>Increasing hours of service operation is dependant on successful future growth bids.</p>
<p>To deliver Air Quality Action Plan, to meet the review and assessment timescales set by DEFRA.</p> <p>To be successful at a growth bid to recruit an additional air quality officer to meet national performance targets.</p>	<p>Completion of Progress Report.</p> <p>Growth bid agreed.</p>	<p>Completion of Updating and Screening Assessment</p>	<p>Completion of Detailed Assessment. Completion of Progress Report.</p>	<p>Not being successful at the bids and therefore not meeting the targets.</p>
IT strategy	<p>Provide hand held equipment for staff.</p> <p>Upgrade complaints system.</p> <p>Provide access to data base at weekends</p>	e- government compliance.	IT review	Financial costs
To develop partnership working with private landlords	Develop joint procedures for noise/statutory nuisance.	Implement joint procedures.	Implement joint procedures.	Agreement to joint working. Staff resources unavailable.