

## Environmental Health Service Plan Key Service Objectives for 2023/24

See our website for the full [Environmental Health service plan](#)

3.1 Service priorities we will deliver in 2023/24 which support the Council Plan Priorities; the Poverty Action Plan and Health & Wellbeing. (Carbon reduction activities see section 5 below)	Financial/ corporate resource	Lead Officers
Protect the health of the public and the environment and work to improve healthy lifestyles and reduce health inequalities.	Influence the Council Plan and direction of travel of the Council to focus on public health outcomes	Assistant Director – Environmental Health
Review and make recommendations for the Assure software system with other Devon districts to enhance the Corporate Health & Safety and keep our people safe at work.	Budget and Strata support	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S
Contributions towards delivering the actions in the <a href="#">Poverty Reduction Strategy</a> and Winter Pressures Plan.	Cross Service cooperation and involvement in delivery of the actions agreed	Principal Environmental Health Officer - Private Sector Housing
Assist the work of the Poverty Working Panel, e.g. by continuing to monitor and collate the council’s progress against the <a href="#">poverty-strategy-action-plan-v7.pdf (eastdevon.gov.uk)</a> .	Cross Service cooperation and involvement in delivery of the actions agreed	Public Health Project Officer
Reduce the Council’s carbon footprint and deliver the actions in the <a href="#">Climate Change Strategy</a> and <a href="#">Devon Carbon Plan</a>	Cross Service cooperation and involvement in delivery of the actions agreed	Climate Change Officer

Introduce new Public Space Protection Orders following consultation on amendments to existing arrangements.	Enforcement resources in place	Principal Environmental Health Officer - Environmental Protection
Be proactive in encouraging improved water quality in private water supplies, rivers, watercourses and sea, using available legal powers to tackle water and land contamination.	Resources in place	Assistant Director – Environmental Health
Support businesses in attaining high standards of food hygiene and safety, health & safety and improve food security through advice and enforcement.	Resources in place	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S
Meet Food Standards Agency expectations on inspections, following the COVID-19 pandemic, through the delivery of the LA Recovery Plan, with the priority on high-risk premises; non-compliant premises; approved premises; and fraudulent food and criminal activities.	Resources in place	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S
Develop the officer Safeguarding Forum to oversee organisational safeguarding, share experience and drive improvements in safeguarding practice.	Cross Service cooperation and involvement in delivery of the actions agreed	Assistant Director – Environmental Health
Support improvements in the energy efficiency of homes using a variety of grants, loans, education and advice to reduce fuel poverty and improve energy efficiency. Paying particular attention to the reduction in damp and mould in homes.	Resources in place	Principal Environmental Health Officer - Private Sector Housing
Improve the conditions in owner occupied and private rented homes to reduce risks.	Resources in place	Principal Environmental Health Officer - Private Sector Housing

Reduce the number of empty homes and utilise the tools available to bring empty homes back into use.	Resources in place	Principal Environmental Health Officer – Private Sector Housing
Deliver the Financial Assistance policy to administer the Better Care Fund.	Resources in place	Principal Environmental Health Officer – Private Sector Housing
Be proactive in improving air quality to protect public health, including PM <sub>2.5</sub> pollution using available legislative powers.	Resources in place	Principal Environmental Health Officer - Environmental Protection
Liaise with others including Devon County Council, local NHS organisations and/or community groups to support good physical and mental health of residents. As required could include supporting progress of One Devon [Integrated Care System], and /or supporting local community-led health & wellbeing groups e.g. WEB Board.	Resources in place	Public Health Project Officer
Liaise with others including voluntary/community groups e.g. to support access to healthy food and nutritional awareness. Could include liaising with Devon Food Partnership, championing healthy eating exercises/initiatives, supporting a community garden to grow produce, supporting community larders / food banks to meet anticipated increasing need.	Resources in place	Public Health Project Officer
Research and write a regular stream of evidence-based health & wellbeing messages in line with local, regional or national initiatives, suitable for staff, residents, members, &/or tenants; to share using appropriate social media and by working with the Communications team.	Resources in place	Public Health Project Officer

<p>Produce a programme of Systems Thinking reviews and deliver as agreed, to give clarity of purpose and ensuring that we are doing 'what matters' to the customer, eliminating waste and concentrating on value demand.</p> <p>We will also embrace the Financial Sustainability Strategy and seek efficiency savings, good value and robust budget management.</p>	<p>Cross Service cooperation and involvement in delivery of the actions agreed</p>	<p>Assistant Director – Environmental Health</p>
<p>Review and refresh the corporate Emergency and Business Continuity Plans to ensure that we have fit for purpose arrangements going forward to mitigate the impacts of service disruption.</p>	<p>Cross Service cooperation and involvement in delivery of the actions agreed</p>	<p>Emergency Planning Officer</p>
<p>Maintain and develop partner engagement with the East &amp; Mid Devon Community Safety Partnership to deliver the Community Safety priorities.</p>	<p>Resources in place</p>	<p>ASB &amp; Community Safety Coordinator</p>
<p>Be proactive in improving animal welfare within licensed premises using programmed inspections, complaint responses and enforcement actions and available legislation.</p>	<p>Resources in place</p>	<p>Principal Environmental Health Officer – Environmental Protection</p>
<p>Excellent service to residents through interaction with customers and business support in the form of information and data supporting the Environmental Health functions.</p>	<p>Resources in place</p>	<p>Assistant Director / Business Support Team Leader / Principal Environmental Health Officer – Private Sector Housing</p>
<p>Promoting a strong H&amp;S focus and compliance in the business community and maintaining good links with the Health &amp; Safety Executive.</p>	<p>Resources in place</p>	<p>Principal Environmental Health &amp; Safety Officer – Commercial Premises &amp; Corporate H&amp;S</p>

Deliver a cost-effective Pest Control service to residents.	Resources in place	Principal Environmental Health Officer – Environmental Protection
Support communities to manage anti-social behaviour through advice, guidance and use of appropriate enforcement tools.	Resources in place	Principal Environmental Health Officer – Environmental Protection/ Community Safety & ASB Officer
Advising on infectious diseases – COVID, Avian flu, Monkeypox and other threats to human and animal health.	Resources in place	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S
Maintain a safety-first corporate H&S stance protecting our people at work.	Resources in place	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S
<b>Refresh climate change action plan</b> Review and record progress to date Create a dashboard Embed the DCC climate change plan Produce and deliver communications plan (including review of website)	Support from all service areas	Assistant Director/Climate Change Officer
<b>Project to work with Parish and Town councils</b> Create a standard presentation about first steps, clarifying the role of the council and signpost measures they can deliver Community engagement event	Resources in place	Climate Change Officer
<b>In house training (Climate Literacy) delivery</b>	Resources in place	Climate Change Officer
East Devon Together month Talks for external groups	Resources in place	Climate Change Officer

<p>Business Support to create an information management system, ensuring documents, forms, procedures etc., are organised, current and in one central location.</p> <p>This work will serve two major areas of improvement for our team:</p> <ul style="list-style-type: none"> <li>• Reduce errors ensuring the correct and most up-to-date documents are used</li> <li>• Provide the groundwork needed to progress with the team training matrix</li> </ul>	Resources in Place	Business Support team Leader
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3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
Climate Change - Create a <b>Green Team</b> with representatives from all Services to oversee, monitor and report on the delivery of the actions in our Climate Change Strategy and Action Plan.	Greater oversight of the implementation of the Climate Change Strategy and Action Plan.	Existing resources supported by the climate change budget
<b>Link to Council Plan priorities</b>	<b>Greener East Devon</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Terms of reference and scope agreed	April 2023	Climate Change Officer
2. Service representatives identified	May 2023	Climate Change Officer
3. Carbon literacy training undertaken to raise competency levels	July 2023	Climate Change Officer
4. First meeting	July 2023	Climate Change Officer

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
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Private Sector Housing - Improve the energy efficiency of owner occupied and private rented homes to reduce fuel poverty and improve SAP rating to deliver affordable warmth for the occupiers and reducing the carbon output of heating systems.	Improved SAP rating across the housing stock with more properties achieving C and above	Staff, partners, external grant funding, strengthened government policy
<b>Link to Council Plan priorities</b>	<b>Better Homes &amp; Communities</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Production of an updated homes energy policy note	May 2023	Principal Environmental Health Officer - Private Sector Housing
2. Contributions to the Climate Change action plan and Poverty Strategy	Ongoing	Principal Environmental Health Officer - Private Sector Housing
3. Deliver the Winter Resilience to support tenants and owner occupiers experiencing damp & mould; disrepair and fuel poverty	Ongoing	Principal Environmental Health Officer - Private Sector Housing
4. Work with partners to increase the capacity and advise and promote the energy efficiency of homes.	Ongoing	Principal Environmental Health Officer - Private Sector Housing
<b>3.2 Service development / project * (this will be monitored in SPAR)</b>	<b>Resources required</b>	
Environmental Protection - Monitor and seek to improve air, land and water quality in the district concentrating on pollution hot spots. This can be achieved through a combination of lobbying, pressure, influence and use of enforcement powers.	Measurable improvements in air, land and water quality.	Existing resources

Link to Council Plan priorities	A greener East Devon	
Milestones	Due date	Lead officer
1. Production of an air quality policy statement which will link to the ASR (Annual Status Report) for Air Quality produced for Defra. <a href="#">About Air Pollution - Defra, UK</a>	September 2023	Principal Environmental Health Officer - Environmental Protection
2. Influence Planning Policy - through the application of environmental and health impact studies and statutory consultation on planning applications.	Ongoing	Principal Environmental Health Officer - Environmental Protection
3. Review sewerage discharges and liaise with the Environment Agency and other agencies as appropriate, to address polluting incidents.  Produce a Sewage Discharge Water Quality Strategy in conjunction with the Environment Agency.	Ongoing	Assistant Director – Environmental Health
4. Explore the potential for Community led projects to support the improvement of land, air and water quality.	May 2023	Principal Environmental Health Officer - Environmental Protection

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
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Commercial Premises – Improve food quality and food security across the district.	Access to high quality food for all and a reduction in food waste.	Existing resources
<b>Link to Council Plan priorities</b>	<b>Greener East Devon</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Promote the sourcing of local foodstuff, reduced food miles, good dietary habits and food hypersensitivity controls which includes food allergy, intolerance and coeliac disease.	Ongoing	Principal Environmental Health & Safety Officer – Commercial Premises
2. Promote food hygiene and public health education and the national food hygiene rating system.	Ongoing	Principal Environmental Health & Safety Officer – Commercial Premises
3. Assess the FSA Strategy 2022-2027 and ensure that our ambitions are complimentary.	August 2023	Principal Environmental Health & Safety Officer – Commercial Premises
4. Ensure that we comply with Local Authority Enforcement Monitoring System (LAEMS) requirements.	Ongoing	Principal Environmental Health & Safety Officer – Commercial Premises

<b>3.2 Service development / project *</b> (this will be monitored in SPAR)	<b>Expected outcome</b>	<b>Resources required</b>
Community Safety & ASB – Identify and progress safeguarding improvements following the self-assessment audit, good practice and suggestions from the Safeguarding Forum.	Improvements in safeguarding awareness and practices.	Contributions from all Services and partner agencies
<b>Link to Council Plan priorities</b>	<b>Better Homes and Communities</b>	

<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Produce a community safety & ASB programme and policy statement.	June 2023	Community Safety & ASB Officer
2. Implement the improvements from the safeguarding self-assessment audit.	December 2023	Community Safety & ASB Officer
3. Support the Safeguarding Forum and assist in the organisation of meetings, discussion and actions agreed.	Ongoing	Community Safety & ASB Officer
4. Support the Community Safety Partnership and participate in multi-agency activity aimed at improving community resilience and safe places.	Ongoing	Community Safety & ASB Officer

<b>3.2 Service development / project * (this will be monitored in SPAR)</b>	<b>Expected outcome</b>	<b>Resources required</b>
Public Health – Implement the Public Health Strategy.	Improvements in physical and mental health in individuals and communities	Contributions from all Services and some partner agencies
<b>Link to Council Plan priorities</b>	<b>All Council Plan priorities</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Looking forward, create and publish the council's Implementation Plan 2023/24 to monitor and track the delivery of commitments against the current Strategy.	March 2023	Public Health Project Officer
2. Looking back, write and publish our Annual Review of Public Health Activities by the council throughout 22/23.	September 2023	Public Health Project Officer

3. Planning ahead, research, draft, share and publish the next version of our Public Health Strategy for 2024 onwards.	January 2024	Public Health Project Officer
4. Looking forward, create and publish our Implementation Plan 24/25 to monitor and track the delivery of commitments against the new Strategy.	March 2024	Public Health Project Officer

<b>3.2 Service development / project *</b> (this will be monitored in SPAR)	<b>Expected outcome</b>	<b>Resources required</b>
Emergency Planning – Review and refresh the corporate Emergency and Business Continuity Plans to ensure that we have fit for purpose arrangements going forward to mitigate the impacts of service disruption.	Maintaining as near as possible business as usual services	Corporate involvement and ‘buy in’
<b>Link to Council Plan priorities</b>	<b>All Council Plan priorities</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Create a scoping document for the review of existing plans to keep them up to date, relevant and fit for purpose	May 2023	Emergency Planning Officer
2. Ensure that staff are aware of responsibilities and actions required in an emergency of service interruption scenario	August 2023	Emergency Planning Officer
3. Align with Devon County Council and district plans as part of the Devon Emergency Planning Partnership and Local Resilience Forum.	May 2023	Emergency Planning Officer
4. Review current plans and processes and incorporate good practice and learning into them	Ongoing	Emergency Planning Officer

5. Community and flood plan development with town and parish councils.	Ongoing	Emergency Planning Officer
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<b>3.2 Service development / project * (this will be monitored in SPAR)</b>	<b>Expected outcome</b>	<b>Resources required</b>
Utilise COMF grant (Contain Outbreak Management Fund) received via DCC on positive health outcomes.	Improvements in health and reduction in health inequalities	Funding from DCC and existing staff resources
<b>Link to Council Plan priorities</b>	<b>Better homes &amp; communities</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Identify projects that meet the funding criteria.	April 2023	Assistant Director
2. Liaise with DCC to draw grant down	April 2023	Assistant Director
3. Further our public health ambitions through funding of projects	June 2023	Assistant Director
4. Link funding use with our Public Health and Poverty Strategies	June 2023	Assistant Director