
**Wyre Forest District Council
Pollution Control Section**

**Service Delivery Plan
2007/2010**

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Executive Summary

This Service Plan covers the Council's Pollution Control services for 2007/2010, which falls within the Environment Health & Licensing Department within the Planning Health & Environment Division. The plan demonstrates the Pollution Control Service objectives, a background to the service, information on service delivery, resources, improvement and achievement of performance targets and methodology for reviewing the plan.

The key service improvements identified for the year 2007/2010 are;

- Maintain Service Delivery Standards
 - Formulate Pollution Control Procedures Manual
 - Enhance and Update web based information & Public register for all pollution control services
 - Public Contaminated land Progress Report
 - Review The Current Contaminated land Strategy
- Complete a detailed assessment of Sulphur Dioxide in Bewdley
- Undertake a full review & risk assessment of LAPPC work as required by DEFRA AQ note

The Section is currently undertaking an internal review using the CPA KLOE's, findings of which will hopefully highlight any shortcomings and performance enhancements which are tangible within the current capacity of the section. it is envisaged that such improvements will be implemented for the year 2007 – 2008.

Background

Profile of the Local Authority

The Wyre Forest District lies at the northern most tip of Worcestershire to the south and west of the West Midland conurbation. South Staffordshire, Dudley, Bromsgrove, Wychavon, Malvern Hills, Herefordshire and South Shropshire adjoin its boundaries.

The district covers a large rural area of 19,571 hectares and has a population of approximately 98,000 in 40,279 households with the main towns being Kidderminster 54,600, Stourport on Severn 18,700 and Bewdley 9,000.

The Wyre Forest District is a mixed urban and rural district with the majority of the population living within the 3 main towns. Kidderminster is an industrial centre, which was once almost entirely based on carpet manufacture.

Much diversification has take place over the last 10 – 15 years; in part brought about by the decline in carpet manufacture and the need for alternative employment.

Introduction

During September 2004 the Council underwent its Comprehensive Performance Assessment (CPA) and was rated a 'Fair and Improving' Council. The outcome of the assessment was the introduction of a three year improvement plan (2005 – 2008)

The Service Plan covers the Council's Pollution Control services which falls within the Pollution Control Section in the Environmental Health & Licensing Section.

The Planning Health & Environment Division through the Pollution Control Section is responsible for providing a Pollution Control Service within the Wyre Forest District.

This includes protecting public health and the environment and ensuring public awareness of pollution control issues through enforcement of relevant Environmental Protection legislation and the provision of advice, information and education on air quality management, contaminated land, industrial pollution control and private water supplies.

This plan is seen as an important document ensuring that Service demands, objectives and performance targets are met to continually improve the public's awareness of the Pollution Control Service.

Services Functions & Links

Services

The Pollution Control team consist of 4.5 F.T.E. (including management). Majority of its work consists of statutory functions : -

- Noise Complaint Investigation
- Air Pollution Complaint Investigation
- Odour Complaints Investigation
- Contaminated Land Complaints & Enquiries
- LAPPC Licensing
- Water Quality Sampling
- Air Quality Strategy

Advisory Capacity : -

- Planning - Development Control Section
- forward Planning
- Licensing Section
- Environment Agency
- Neighbouring Local Authorities
- Police

Complaint Investigation (Noise, Air, Odour & Land)

The section receives approximately 650 complaints a year the majority of which (57%) are noise related.

87 % of the services are provided during the working week, with the other 13% allocated to night time work responding to complaints and their investigation, again the majority relating to noise problems. The team respond to all complaints within 3 working days of receipt with the exception of emergencies which have a 24 hour response time.

Staff have three main functions with regard to the majority of complaints : -

1. Educative
2. Mediatory
3. Enforcement

Dependant on the status of complaints staff will ultimately attempt to resolve the majority informally, by educating all parties, and acting as communicator when relations break down on domestic and commercial matters. The majority of problems are resolved through this communication.

In more severe circumstances officers will arrange to internally mediate between all concerned and will hold meetings should all be willing to attend, and will strive to achieve a common ground of consent.

Should the above fail, the department will then investigate matters using a number of different techniques which may demand the use of sophisticated noise or air monitoring equipment, extensive knowledge of sampling techniques, and sound scientific research methods.

Severe problems usually demand statutory action, and the service of notices under relevant legislation. With the some extreme cases resulting in the obtaining of warrants and seizure of property, and eventual prosecution.

Proactive Activities

Air Pollution

The pollution team are also responsible for long term strategic work relating to air quality within the district, and continuously monitor and review any changes. DEFRA regulates this process, and demand that the section regularly publish reports on current status, follow local air quality trends, and forecast future levels. this is critical with regard to securing future sustainability, and securing the health of the local community. Detailed knowledge on these matters mould and shape future town and transport planning.

Contaminated Land

Due to the industrial heritage of the area, many brownfield sites are heavily contaminated with chemicals, heavy metals and other harmful organic compounds. There are approximately 1,000 sites of concern within the district. It is incumbent on the section to investigate these sites for the purpose of future remediation and land planning use. A High degree of knowledge is required of Hydrology, Geology, Soil Science and Chemistry.

Water Sampling

A number of private ground water abstraction points exist throughout the district, and the section periodically sample the water (for human consumption) which is used for a variety of purposes in business, canteens etc. and domestic premises. Sampling will involve the interpretation of the results also from the laboratory conclusions, which requires a knowledge of Chemistry.

Advisory Capacity

In addition to complaint work there are a number of joint working initiatives that the team undertake :-

Planning Section

Advise the Development Control Section on Contaminated Land and Noise control issues with any development application. The section will assist in the formation of planning conditions, and validate work prior to discharge of conditions. When necessary the pollution team will also undertake independent investigatory work for the purpose of advising Development Control and Planning Enforcement sections on compliance with relevant conditions.

We will also advise & liase with the County Council and Environment Agency on matters pertaining to waste management with regard to planning and regulatory functions.

Licensing Section

In relation to licensing both sections work closely on regulation, relating to compliance and complaint work. Joint working visits are undertaken with the police and Trading Standards in relation to problem premises, and regular meetings are held in relation to information sharing, for the purpose of effective and efficient targeting of resources.

Objectives

Protect public health and the environment and ensure public awareness of the Public Protection Pollution Control Service through enforcement of legislation and the provision of advice information and education by;

- Fulfilling the Council's Statutory Duties in relation to industrial pollution control under Part 1 of the Environmental Protection Act 1990, the Pollution Prevention and Control Act 2000, and associated regulations.
- Fulfilling the Council's Statutory Duties in relation to contaminated land under Part II of the Environmental Protection Act 1990, and associated regulations.
- Fulfilling the Council's Statutory Duties in relation to air quality management under Part IV of the Environment Act 1995, and associated regulations.
- Fulfilling the Council's Statutory Duties in relation to private water supplies used for human consumption under the Water Act 1989 and the Private Water Supplies Regulations 1991.
- Responding to public complaints and other requests for service and investigating within service standard.
- Working in partnership or in co-operation with the Environment Agency, Primary Care Trust, DEFRA, other departments and external agencies.

Links to Community, Corporate & Divisional Strategic Objectives

Community Strategy

Vision : By working together Wyre Forest, in 2014, will be a prosperous district where everyone can thrive at work and play, at home and in the community and can learn and develop throughout their lives in a safe, attractive and healthy environment.

5 themes:

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• Improved health and wellbeing• Better environment• Shared prosperity• Safer communities• Greater learning and participation. | → | <p>Environmental Health priorities</p> <ul style="list-style-type: none">• Improved health and wellbeing• Better Environment• Safer communities |
|---|---|--|

The following functions link into the better environment theme on a direct level : -

- Complaints Service
- Contaminated land Strategy
- Worcestershire County Council Complaint Strategy
- Air Quality Strategy

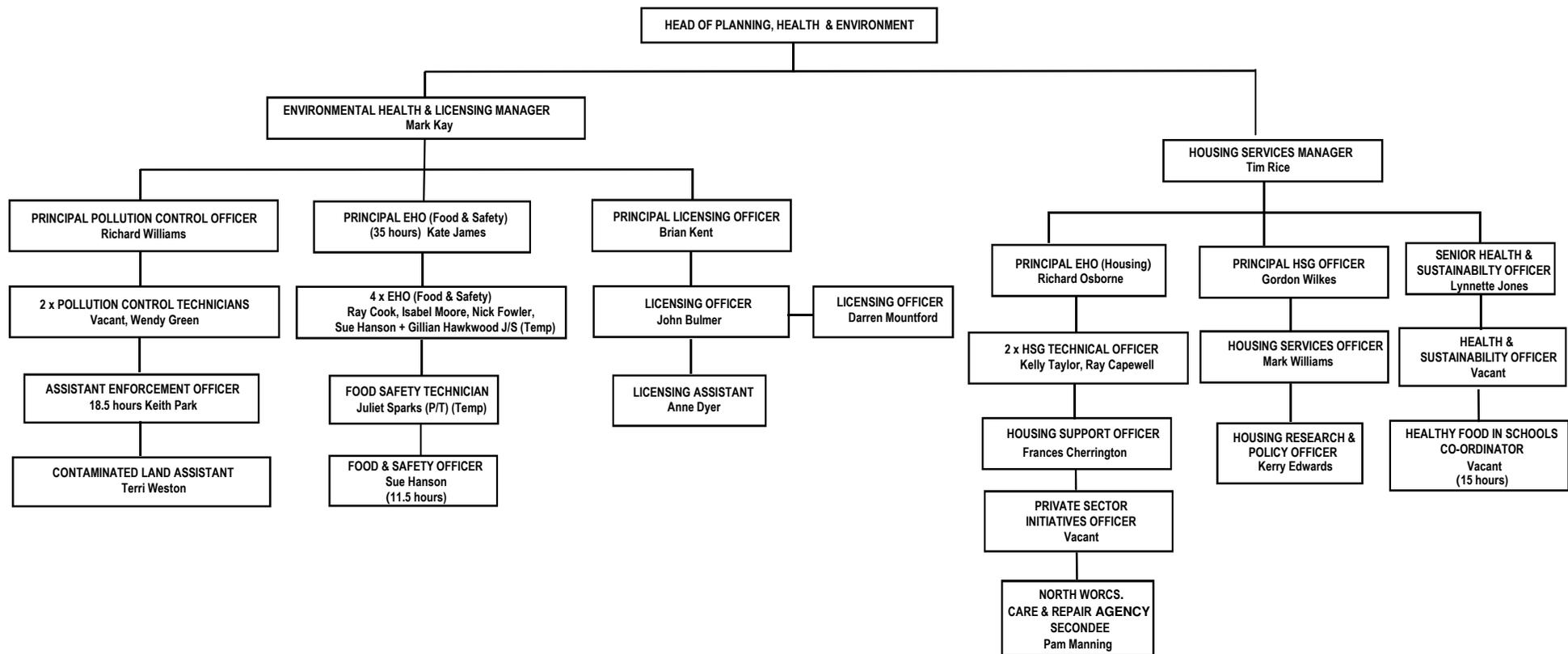
As indirect themes : -

- Licensing Policy Statement
- Worcestershire County Council Local Transport Plan

Representation

- Council Environmental Wellbeing Working Group
- Built and Natural Environment (Sub Group)

Organisational Structure and Reporting lines



Political Arrangements

Under the Councils new constitution, Pollution Control falls under the Portfolio of the Cabinet Member for Planning Health & Environment. The Service Delivery Plan is reported annually to the Cabinet Member.

Service Delivery Points:

Pollution Control Section
Planning Environment & Health Division
Duke House
Clensmore Street
Kidderminster
DY10 2JX

	(01562) 732928
Fax	(01562) 732556
Out-of-Hours:	(01562) 850053
Email	customer.service@wyreforestdc.gov.uk
Web Site	www.wyreforestdc.gov.uk
Opening Hours:	09.00 - 16.30 Monday - Friday

Complaints Service Delivery

Demands on the Division's Complaints Service

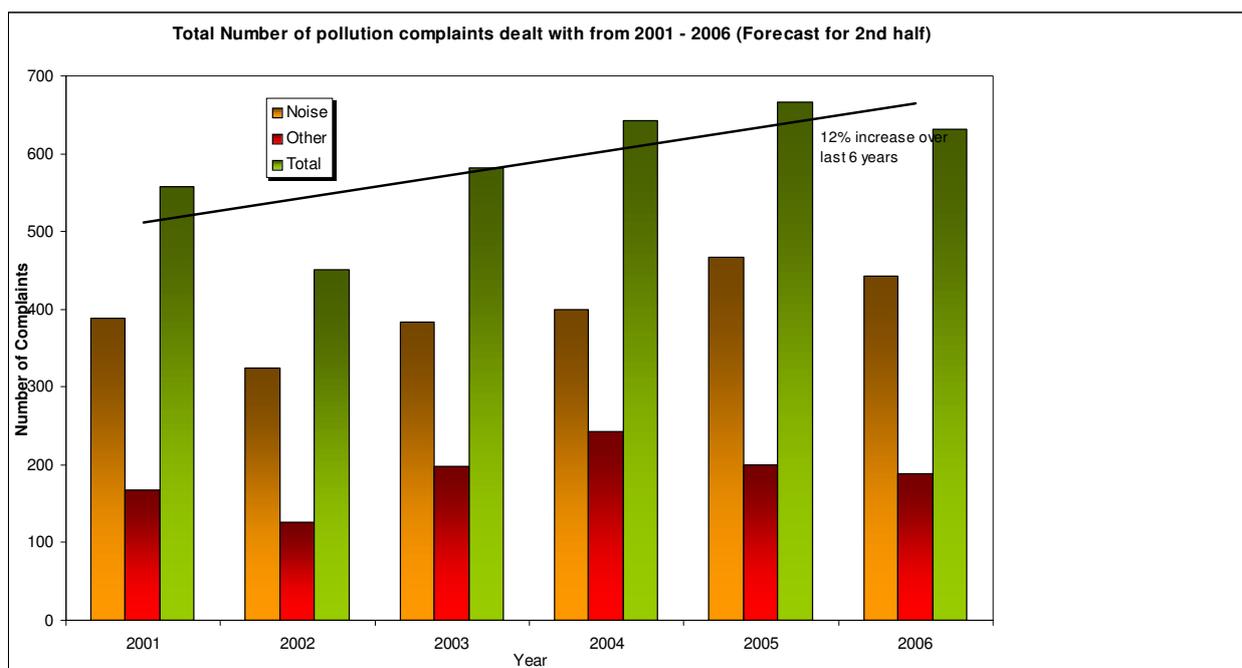
The anticipated demand for the service in 2006/2007 is:-

Noise Complaints	443
Other Complaints	188

External factors impacting on Service Delivery

- Introduction of new legislation & introduction of the Licensing Act
- Large rural area
- Large areas of urban open space

Current Trends



Enforcement Policies

Corporate adoption of the Enforcement Concordat and operate a risk based enforcement policy which is integrated into the Environmental Health computer record system. Work is allocated a risk rating depending on type of problem and severity. Response times are thus automatically generated into three categories with 24 hours, within 3 working days and 5 working days. (See appendix for examples)

Complaint Enforcement

Wyre Forest District Council has a duty to Investigate, and where appropriate taken enforcement action to secure compliance with relevant Environmental Pollution control legislation.

Management of Complaints

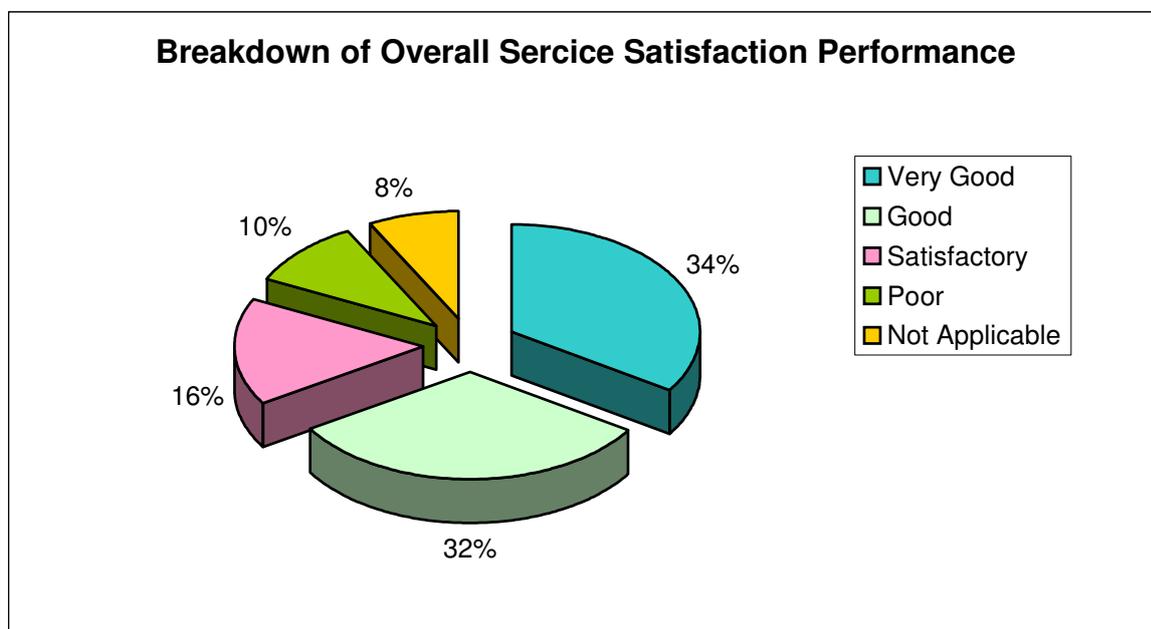
It is the policy of Wyre Forest District Council to give a first response within 24 hours to all urgent complaints and 3 days to all non-urgent complaints. (*see appendix*)

The 2006/2007-performance target is to respond to 100% for urgent complaints within 24 hours, and 95% within 3 working days. The targets are historical, and were likely to have been agreed upon locally dependant on resources.

Service review

in 2005/2006 a customer satisfaction survey was undertaken of the service. A return rate of 20% was achieved out of a total of 390 questionnaires sent, this is considered to be an accurate and representative sample. 82% of all respondents satisfied with the service with 10% stating it as poor.

Satisfaction of Service Breakdown



Liaison with Other Organisations

The Authority participates in the following liaison groups or organisations related to complaint investigation and management in order to ensure that enforcement action taken within the Wyre Forest District is consistent with those of neighbouring local authorities:

- Chartered Institute of Environmental Health
- Worcestershire County Pollution Group
- Midlands Joint Advisory Committee
- National Society for Clean Air and the Environment
- Environment Agency
- DEFRA
- Worcestershire Chief Environmental Health Officers group and associated Liaison Groups.

Awareness and Promotion

The Authority will be involved in the following promotional activities in relation to pollution complaints.

- Provision of web based air quality information

Training for Officers

Training will be provided for all authorised officers to ensure continued professional development, officer competency and safe working arrangements in line with the Council's Employee Development Review Scheme.

Key Service Achievements 2005/2006

In addition to routine work significant progress has been made in relation to overall service improvements. Key service achievements over the past year include: -

- Improvements in responding to complaints within the 3 day service delivery target.
- Partnership working with Licensing and the Police on complaints
- Improved enforcement performance in relation to service of statutory notices.
- Increase in the number of Hi-Fi equipment seizures.

Key Actions for 2006/2008

The following areas of service development have been identified for 2006/2007:

Improve current performance in relation to keeping complainants informed.
Develop service standards in relation to e-mailed service requests.
Develop specific Complaint enforcement policy

Industrial Pollution Control Service Delivery

Demands on the Division's Industrial Pollution Control Service

The anticipated demand for the service in 2006/2007 based on 2005/2006 figures is:-

Enforcement Notices Served	1 per annum
PPC Consultations from Environment Agency responded to	2 per annum
Applications for PPC Permits	1 per annum
PPC Permit inspections	per annum (100% of all inspections to be completed)

External factors impacting on Service Delivery

- Introduction of new legislation and guidance
- Large rural area
- Large areas of urban open space

Enforcement Policies

Corporate adoption of the Enforcement Concordat
Departmental Procedures Manual

Industrial Pollution Control Enforcement

Wyre Forest District Council has a duty to consider appropriate enforcement action where breaches of permit conditions are witnessed.

Industrial Pollution Control Complaints

It is the policy of Wyre Forest District Council to give a first response within 24 hours to all urgent industrial pollution control complaints and 3 days to all non-urgent industrial pollution control complaints.

Liaison with Other Organisations

The Authority participates in the following liaison groups or organisations related to industrial pollution control issues in order to ensure that enforcement action taken within the Wyre Forest District is consistent with those of neighbouring local authorities:

- Chartered Institute of Environmental Health
- Worcestershire County Pollution Group
- Midlands Joint Advisory Committee
- National Society for Clean Air and the Environment
- Environment Agency
- DEFRA
- Worcestershire Chief Environmental Health Officers group and associated

Liaison Groups.

Awareness and Promotion

The Authority will be involved in the following promotional activities in relation to industrial pollution control;

- Development of web based information

Training for Officers

Training will be provided for all authorised officers to ensure continued professional development, officer competency and safe working arrangements in line with the Council's Employee Development Review Scheme.

Key Service Achievements 2005/2006

In addition to routine work significant progress has been made in relation to overall service improvements. Key service achievements over the past year include: -

- 100% of inspections completed
- Attainment of Contaminated land and Compliant driven Performance indicators and BVPI targets.

Key Actions for 2006/2007

The following areas of service development have been identified for 2006/2007:

Develop improved web presence for industrial pollution control services
Continued development of the in house Procedures manual
Undertake an audit as required by Defra AQ note
Develop specific industrial pollution enforcement policy

Air Quality Management Service Delivery

Demands on the Division's Air Quality Management Service

The anticipated demand for the service in 2006/2007 is:-

Undertake nitrogen dioxide monitoring with diffusion tubes & Real time analyser	26 tubes per month
Consultations from planning on air quality responded to	2 per annum

External factors impacting on Service Delivery

- Introduction of new legislation or changes to Air Quality objectives
- Large rural area
- Large areas of urban open space

Enforcement Policies

Not relevant

Air Quality Management Enforcement

Wyre Forest District Council has a duty to monitor air quality across its district to ensure national air quality objectives are achieved. Air Quality Management Areas must be declared where objectives are not met

Air Quality Management Complaints

A risk based complaint management system is integrated into the Environmental Health computer record system. Work is allocated a risk rating depending on type of problem and severity. Response times are thus automatically generated into three categories with 24 hours, within 3 working days and 5 working days. *(See appendix for examples)*

The 2006/2007-performance target is to respond to 100% for urgent complaints within 24 hours. Due to the nature of air pollution incidents a rapid response is required

Third Review and Assessment of Air Quality

The review and assessment of air quality commenced in September 2005 and completed by April 2006. The review and assessment has to look at all pollutants and establish whether a detailed assessment is required at any location for a specific pollutant. Consultants were commissioned to undertake modelling of data.

Liaison with Other Organisations

The Authority participates in the following liaison groups or organisations related to Air Quality Management issues in order to ensure that enforcement action taken within the Wyre Forest District is consistent with those of neighbouring local authorities:

- Chartered Institute of Environmental Health
- Worcestershire County Pollution Group
- Midlands Joint Advisory Committee
- National Society for Clean Air and the Environment
- Environment Agency
- DEFRA
- Worcestershire Chief Environmental Health Officers group and associated Liaison Groups.

Awareness and Promotion

The Authority will be involved in the following promotional activities in relation to Air Quality Management.

- Provision of web based air quality information

Training for Officers

Training will be provided for all authorised officers to ensure continued professional development, officer competency and safe working arrangements in line with the Council's Employee Development Review Scheme.

Key Service Achievements 2005/2006

In addition to routine work significant progress has been made in relation to overall service improvements. Key service achievements over the past year include: -

- Installation of real-time Nitrogen Dioxide Analyser in the Horsefair in Bewdley.
- Air Quality management web page updated

Key Actions for 2006/2007

The following areas of service development have been identified for 2006/2007:

Monitor and implement new legislation as required
Complete detailed assessment of air quality in Bewdley & Progress report.

Contaminated Land Service Delivery

Demands on the Division's Contaminated Land Service

The anticipated demand for the service in 2006/2007 based on 2005/2006 figures is:-

Consultations from Planning responded to	40% of all consultations per annum
Contaminated land site visits made	58 per annum
Land Charges enquiries received	18 per annum

External factors impacting on Service Delivery

- Introduction of new legislation
- Large rural area
- Large areas of urban open space

Enforcement Policies

Corporate adoption of the Enforcement Concordat
Contaminated Land Strategy

Contaminated Land Enforcement

Wyre Forest District Council has a duty to survey its district for contaminated land and investigate and where found take appropriate enforcement action to secure its remediation.

Contaminated Land Complaints

A risk based complaint management system is integrated into the Environmental Health computer record system. Work is allocated a risk rating depending on type of problem and severity. Response times are thus automatically generated into three categories with 24 hours, within 3 working days and 5 working days. *(See appendix for examples)*

The 2006/2007-performance target is to respond to 100% for urgent complaints within 24 hours.

Contaminated Land Inspection Strategy

The Council has adopted a 10 year contaminated land inspection strategy. Part of

the work on the strategy to develop and deliver a risk based inspection strategy is complete, and 100+ inspections have been completed with respect to top tier sites.

Liaison with Other Organisations

The Authority participates in the following liaison groups or organisations related to Contaminated Land issues in order to ensure that enforcement action taken within the Wyre Forest District is consistent with those of neighbouring local authorities:

- Chartered Institute of Environmental Health
- Worcestershire County Contaminated Land Group
- Midlands Joint Advisory Committee
- National Society for Clean Air and the Environment
- Environment Agency
- DEFRA
- Worcestershire Chief Environmental Health Officers group and associated Liaison Groups.

Awareness and Promotion

The Authority will be involved in the following promotional activities in relation to Contaminated Land.

- Provision of web based contaminated land information

Training for Officers

Training will be provided for all authorised officers to ensure continued professional development, officer competency and safe working arrangements in line with the Council's Employee Development Review Scheme.

Key Service Achievements 2005/2006

In addition to routine work significant progress has been made in relation to overall service improvements. Key service achievements over the past year include: -

- Contaminated land prioritisation completed
- 100+ High risk sites inspected (10% of all identified sites)

Key Actions for 2006/2007

The following areas of service development have been identified for 2005/2006:

Develop additional web content for contaminated land services
Continued site inspection in relation to the risk based assessment strategy.

Water Quality Service Delivery

Demands on the Division's Private Water Quality Monitoring Service

The anticipated demand for the service in 2006/2007 based on 2005/2006 figures is:-

Private Water Supplies sampled	3 per annum
Private Water Supplies re sampled	34 per annum
Complaints received	0 per annum

External factors impacting on Service Delivery

- Introduction of new legislation
- District sits on a vulnerable ground water abstraction zone

Enforcement Policies

Corporate adoption of the Enforcement Concordat

Private Drinking Water Quality Enforcement

Wyre Forest District Council has a duty to monitor private drinking water supplies (depending on classification) and investigate failures to meet health standards and where found take appropriate enforcement action to secure improvement.

Private Drinking Water Quality Complaints

It is the policy of Wyre Forest District Council to give a first response within 24 hours to all urgent drinking water quality complaints and 3 days to all non-urgent water quality complaints.

The 2006/2007-performance target is to respond to 100% for urgent complaints within 24 hours.

Liaison with Other Organisations

The Authority participates in the following liaison groups or organisations related to Private Drinking Water Quality issues in order to ensure that enforcement action taken within the Harrogate District is consistent with those of neighbouring local authorities:

- Chartered Institute of Environmental Health
- Worcestershire County Pollution Group
- Worcestershire Food, Health & Safety Group
- Worcestershire Primary Care Trust
- Severn Trent Water PLC
- Drinking Water Inspectorate
- Worcestershire Primary Care Trust

- Worcestershire Chief Environmental Health Officers Group

Education Awareness and Promotion

The Authority will be involved in the following promotional activities in relation to water quality.

- Provision of web based drinking water quality information

Training for Officers

Training will be provided for all authorised officers to ensure continued professional development, officer competency and safe working arrangements.

Key Service Achievements 2005/2006

In addition to routine work little progress has been made in relation to overall service improvements due to the demand on other services provided by the section.

Key Actions for 2006/2007

The following areas of service development have been identified for 2006/2007:

- To contact all users of boreholes and other users of private water abstraction, and arrange for the purpose of self sampling and regulation.
- Interpretation of compliance and analysis will still be undertaken by the section, and communicated and enforced as necessary by the section.

Resources

Financial Allocation

The Pollution Control Service financial costs are budgeted for within the “Environmental Control” cost centre.

The overall expenditure for the Pollution Control Service over the last 2 years is as follows.

	2005/2006	Revised	2006/2007
Income	£27,470	£20,700	£17,330
Expenditure	£236,620	£222,430	£242,070
Total Direct Costs	£209,150	£201,730	£224,740

8.1.2 Approximate individual costs within the PC Cost Centre as follows:

	2005/2006	Revised	Provisional
Salaries	£139,170	£131,900	£144,980
Support services	£69,910	£65,280	£69,990
Income	£27,470	£20,700	£17,330
Equipment	£27,540	£25,250	£27,100

Staffing Allocation

Total Environmental Protection Resources 2006/2007	4.5 FTE
The total resource currently available made up of:-	
- Principal Pollution Control Officer	1.0 FTE
- Enforcement Officers	2.0 FTE
- Contaminated land Assistant	1.0 FTE
- Out of Hours Enforcement Officer	0.5 FTE

Staff Development Plan

The Division currently holds Investors In People Accreditation. Employee development and training needs are reviewed and identified through a formal employee appraisal system (the EDR) on an annual basis with 6 monthly review period.

Ad hoc training may be identified through the year to meet CPD requirements

Capital Resources

One air quality monitoring station, landfill gas monitoring equipment. Annual maintenance and running costs are met within the Environmental Protection Service cost centre budget.

Review

Review Against the Service Plan

The Service Plan will be reviewed every 3 years and reported to the Cabinet Member. The review will link into the 3 year budgetary cycle and the review of Best Value and CPA Performance Plans.

Performance is monitored quarterly with a management review of progress.

Appendices

Pollution Control Enforcement Examples of Prioritisation of Workload

This is a guide to prioritisation of workload and cannot cover for all scenarios given the wide range of work undertaken by the team.

Subject	Very low priority advice only	Low priority Scheduled into workload (5 days response)	Medium priority (3 working days response)	High priority (24 hour response)
Noise Complaint	One on one noise complaint e.g. one off Party	On going investigation of historic complaint.	Initial complaint a noise affecting a number of households. e.g. Fan defect in a Factory	Serious disturbance affecting whole community. e.g. Intruder Alarm, Rave or Outdoor Music concert (Public Nuisance)
Bonfire Complaint	Advice Required whether bonfire is permitted, leaflets etc.	N/A	Known repeating problems, likely to recur with consequential Dark Smoke or Nuisance implications	Known Problem or initial complaint with serious Dark/Black Smoke /Nuisance implications affecting the whole community.
Contaminated Land	General advice leaflet sent etc.	Planning or EIR enquiry regarding land contamination (10 day target)	Pollution incident or spillage of a minor nature which would require investigation.	Significant contamination giving rise to serious adverse affect to neighbouring properties and persons or imminent health concern or risk to individuals. (e.g. landfill gas)
Pollution Incident	N/A	N/A	EA informs the department of a pollution incident concerning a site which is managed by the local authority with respect to IPC.	Serious pollution incident giving rise to air land water and noise pollution. e.g. Romwire incident, fire at Churchfields warehouse incident etc.
Air Pollution	Advice on clean air zones	Air pollution relating to road traffic, or exceeding air quality objectives.	Release from IPC regulated process of low risk nature, of insignificant risk to health, but damage to the environment.	Serious release of chemicals/gas to the atmosphere resulting in damage to the environment and imminent health concern to members of the public e.g. Incident at Ashland etc.