



**London Borough of Hackney**

# **Environmental Protection Law Enforcement Service Plan 2021/22**



INVESTOR IN PEOPLE

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## INTRODUCTION

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Hackney Council as a Local Authority has a statutory obligation to investigate and take action on noise and nuisance complaints. The Environmental Protection Team investigates all nuisance complaints which emanate from commercial premises or are linked to a commercial activity.

### What is a Statutory Nuisance?

A statutory nuisance is 'an unlawful interference with a person's use or enjoyment of land (including their home) or some right over, or in connection with it'. Statutory Nuisance is defined by Part Three of the 1990 Environmental Protection Act. Section 79 of the Act lists the following matters which constitute to a 'statutory nuisance' :

- (a) Any premises prejudicial health or nuisance
- (b) Smoke
- (c) fumes or gases
- (d) dust, steam or smell arising from industrial, trade or business premises
- (e) Any accumulation or deposit which is prejudicial to health or a nuisance
- (fa) Insects emanating from relevant industrial , trade or business premises
- (fb) Light
- (g) noise from a premises
- (ga) noise from vehicle, machinery or equipment
- (h) any other matter declared by any enactment to be a statutory nuisance

Noise is the primary cause of all nuisance complaints and amounts to more than 90% of all nuisance complaints in Hackney.

### What is Noise?

The definition of noise is 'unwanted sound'. The World Health Organisation (WHO) states on its website the following with regards to excessive noise exposure;

***'Excessive noise seriously harms human health and interferes with people's daily activities at school, at work, at home and during leisure time. It can disturb sleep, can cause cardiovascular and psychophysiological effects, reduce performance and provoke annoyance responses and changes in social behaviour'.*** [<http://www.euro.who.int/en/health-topics/environment-and-health/noise>]

Annoyance from noise can have a variety of adverse effects on the health of people, however, the impact on sleep disturbance, interference with communication as well as an increase in the levels of stress hormones in the blood is viewed as the most common and immediate effect to health. Studies by the WHO has also found that long term exposure to noise can have detrimental effects on health and wellbeing and has now been linked to individuals developing cardiovascular disease and the impairment of cognitive performance amongst children.

### The Environmental Protection Team

As the number of residents grows in the borough and business activity intensifies especially within the night time economy zones, demand for a service to address statutory nuisance complaints will also increase. As a result, the Environmental Protection Team was established to address statutory nuisance complaints specifically emanating from commercial premises and activities in the borough. Noise and Nuisance is an issue of concern for both Hackney residents and workers and it is agreed by all parties that a remedy to reduce its impact is sought and imposed. Therefore, a sustainable long term approach

must be found to investigate the increasing number of noise and nuisance complaints without being impeded by financial constraints, allocation of resources and directorate restructure/reorganisation.

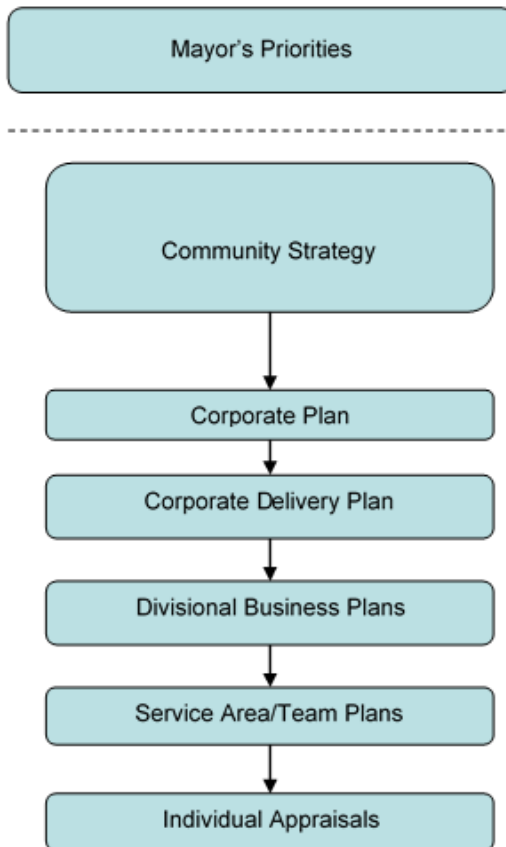
This service plan aims to provide such an approach and demonstrate new strategies enacted by the service to overcome obstacles and other impediments faced by the department. However, it also identifies areas that will need to be addressed for 2021-2022 in order to maintain the current level of service being provided.

1.1.0 How the Service Links to Corporate Priorities

1.1.1 Corporate Priorities

How the Service Links to Corporate Priorities

*Hackney's Vision: A place for everyone*



**Mayor's Priority 1:** Working and campaigning to keep Hackney a place for everyone with genuinely affordable homes, job opportunities and excellent schools; where everyone can play a part and where tackling inequality is at the heart of what we do.

**Mayor's Priority 2:** Making Hackney a place where everyone can feel healthy and safe, at home, at work, and on streets, parks and estates.

**Mayor's Priority 3:** Making Hackney an economically and environmentally sustainable place, with strong, cohesive and diverse communities.

The **2018-2028 Community Strategy** has five cross-cutting themes:

1. A Borough where everyone can enjoy a good quality of life and the whole community can benefit from growth.
2. A Borough where residents and local businesses fulfil their potential and everyone enjoys the benefits of increased local prosperity and contributes to community life.
3. A greener and environmentally sustainable community which is prepared for the future.
4. An open, cohesive, safer and supportive community.
5. A Borough with healthy, active and independent residents.

## REVISED CORPORATE PLAN PRIORITIES

As a result of the Covid-19 Pandemic, priorities from the 2018 corporate plan have been simplified and consolidated into the following 7 priorities:

### **FAIRER**

1. Poverty reduction
2. Rebuilding an inclusive economy
3. Lasting solutions to London's housing crisis and homelessness
4. Supporting children and families to thrive
5. Community wellbeing and tackling health inequalities

### **SAFER**

6. Reducing harm

### **GREENER**

7. Responding to the climate emergency

The corporate plan refresh document can be found at the following link: <https://hackney.gov.uk/corporate-plan>.

### **1.1.2 The Environmental Protection Team contributes to the delivery of the following local policies and plans:**

- The Environmental Protection Service meets the Mayor's Priority 2 (Safer) by providing a response service to residents and businesses to address Noise and Nuisance complaints.
- The 2018-28 Community Strategies 1 is met by the Environmental Protection Team by investigating complaints received by the service with the aim to provide a resolution to nuisance complaints.

#### **The Service aims to:**

- Respond and Investigate noise and nuisance complaints to ensure that residents and businesses in the borough are not disturbed by Statutory Nuisances.
- Work with commercial premises to abate and prevent the cause of nuisance. This will be in the form of general advice and guidance.
- Act as the Responsible Authority for Licensing Applications and Temporary Event Notices with regards to the 'Prevention of Public Nuisance' objective of the Licensing Act.
- Provide recommendations for Planning Applications with regards to noise
- Appraise and grant Section 61 Applications
- Approve Local Authority Agreements for Statutory Undertaking works
- Work in partnership with both internal departments and external agencies such as the Police and Statutory Undertakers, as relevant.

### **1.1.3 Profile of the Local Authority**

A service review of the Community Protection Directorate resulted in the commercial noise and nuisance section of the service migrating over to the Community Safety, Enforcement and Business Regulation Service under the title 'Environmental Protection' in May 2017. The Team is approaching its third year of service delivery.

Hackney has become a nightlife hotspot in London and as a result there has been a substantial increase in the number of commercial premises providing late night regulated entertainment in the borough. These are primarily located in the South and North West of the borough with new premises being registered each week providing similar late night entertainment. Attraction of the night life has also witnessed large scale gentrification in Hackney resulting in an increase in the number of new residents to the borough. This in combination with derelict land being redeveloped for mixed residential and commercial use has resulted in the increased number of complaints received by the Environmental Protection Team in regards to nuisance.

### 1.1.4 Organisational Structure

The Environmental Protection Department structure is as following:

- 1.0 x Team Leader
- 5.0 x Senior Environmental Protection Officers
- 1.0 x Temporary Event Notice's Officer.

### 2.0 Scope of the Service

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The Environmental Protection Team primarily enforces the following legislation:

- Section 79 of 'The Environmental Protection Act 1990' (EPA 1990). This is the primary legislation which authorises local authority officers to investigate nuisance complaints received from residents within their borough. Section 79 of the Act lists all nuisances which must be investigated by the enforcing local authority. Nuisances such as noise, odour and light are covered in the legislation.
- Section 60 and 61 of The Control of Pollution Act 1974 and
- Licensing Act 2003. The Environmental Protection Service acts as the responsible authority for licensing applications, are consulted for planning applications with regards to noise and also for Section 61 applications received under The Control of Pollution Act 1974.

Environmental Protection provides the following service:

- Respond to and investigate commercial and industrial noise complaints
- Respond to and investigate nuisance complaints listed under section 79 of the Environmental Protection Act 1990, such as artificial light nuisance, dust, smoke and odour (smell)
- Respond to and investigate complaints regarding noise from Construction Sites
- Assess and comment on Planning Applications with regards to Noise and Nuisance
- Comment and act as a Responsible Authority for Licensing Applications
- Comment and act as a Responsible Authority for Temporary Event Notices
- Assess and comment on section 61 applications for consents
- Assess and grant Local Authority Agreements – This covers works that are required to be carried out within short notice such as Statutory Undertakings (road works, gas, water etc.). The agreement grants the applicant consent to carry out a short period of work outside of the permitted hours for noisy construction works.
- Staff the Out of Hours Noise Service
- Working with commercial, industrial and licenced premises to help them comply with their legal and licensing responsibilities, by providing information, advice and guidance
- Instigate and review Premises Licences – Acting as Responsible Authority



## 2.1 Performance Indicators

### 2.1.1 Key Performance Indicators

Key Performance Indicators	Frequency of reporting	Target for Service Year 2020-2021	Target for Service Year 2021-2022
Percentage of First Response to new service requests met within target (10 days)	Monthly	100%	100%
Percentage of Licensing Application comments made within target (28 days)**	Monthly	82%	100%
Percentage of Temporary Event Notices met within target (3 days)	Monthly	100%	100%
Percentage of Section 61 Applications met within target (28 days)	Monthly	100%	100%
Number of noise abatement notices served under section 80 EPA 1990 in respect of commercial noise and nuisance*	Monthly	N/A	N/A

### 2.1.2 Local Performance Indicator

Local Performance Indicator	Frequency of reporting	Target for 2021-2022
Officer Response to reports of nuisance complaints once assigned	Quarterly	<b>5 working days</b>
Response to general queries (These are questions and concerns raised by members of the public or other agencies)	Monthly	<b>10 working days</b>
Determination of Planning applications	Monthly	<b>21 days</b>
Premises Licence Applications (including variations & minor variations)	Monthly	<b>15 working days</b>
Determination of Section 61 applications	Monthly	<b>21 days</b>
Response to members' referrals/enquiries	Monthly	<b>2 working days</b>
Percentage of compliance from service of COPA section 60 Notice (7 Day Target – Site monitoring will be arranged if further complaints are received)	Monthly	<b>90%</b>
Percentage of compliance from service of EPA section 80 Notice (28 Day Target – However this will be dependent on the nature of the nuisance and its complexity to abate).	Monthly	<b>90%</b>

### **3.0 Covid-19 Impact**

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In order to adhere to government guidelines in relation to social distancing and for the safety and welfare of officers and the public, temporary procedures will be put in place for inspection procedures. This will inevitably affect the performance of the service and will likely cause delay in the resolution of a proportion of complaints.

A new working pattern will be introduced for officers which will consist of limited office presence and working from home. Officers will be put on a duty rota system and working hours will be more flexible so that it can accommodate evening site visits. This process will be in place until restrictions are eased and services can be fully resumed.

It is predicted that until commercial premises who provide licensed 'Regulated Entertainment' (Pubs, Clubs, Restaurants) are fully reopened, the number of nuisance complaints from such premises will be reduced. However, when the restrictions are lifted and licensed premises are permitted to reopen providing all their licensable activities, it is also predicted that there will be a temporary surge in the number of complaints against these premises as there will be a high demand for their services. The level of complaints will return back to normal after the initial surge period is over, however, a timeline cannot be provided at this time.

It is also predicted that the level of complaints regarding construction sites will increase due to a large number of the public in lockdown or working from home. Residents who previously would not experience such noise will now be exposed to loud construction noise and unfortunately for longer periods. Officers will be working on the new flexible working patterns in order to observe any breaches of the permitted hours for noisy construction work.

In order to maintain a fully functioning service, the retention of staff is paramount until service levels operated prior to the outbreak are again resumed.

#### **Support of new Covid Response Team (CRT)**

The Environmental Protection Team (EPT) is also supporting the Covid Response Team (CRT) by temporarily providing three officers to the team. Officers who are registered with the Environmental Health Registration Board (EHRB) can be legally authorised under the new Covid legislation to instigate enforcement action. Please note that the EPT will not be experiencing a loss of function as a result of this support to the CRT primarily due to the reduction in service demand in the EPT. It should also be noted that this support is only possible due to the EHORB status of officers in the team which is a very limited resource in the Council.

#### **Cyber Attack**

As a result of the recent cyber attack on Hackney, nearly all online portals are now no longer available to the public. This has resulted in a drastic reduction in the number of complaints received by the service. Residents can send an email through to the pollution support inbox with the nature of their complaint but unfortunately this process is not being widely used due to the fall in the number of complaints received.

However, the cyber attack has also affected the service operation as we are not able to access our internal complaints database. This has not only affected our ability to investigate noise and nuisance complaints but it also had a knock on effect on other services that we provide such as Planning, Licensing and Section 61 application consultation.

As a service, we have been heavily impacted by this attack and therefore have had to find new ways of addressing nuisance complaints.

In order to maintain the service and manage individual officer caseloads, a temporary spreadsheet was created to log all incoming complaints and service requests. However, due to the rudimentary nature of the spreadsheet and its temporary use, the spreadsheet has limited data analysis capabilities. Therefore, we are unable to obtain detailed information from each service request that is logged. The service is in the process of reviewing and obtaining the use of a new database as it was confirmed that access to the previous database and complaints history is no longer available. The new database will be used for both case management and the logging of service requests.

### **Planning Consultation**

Due to the Planning Portal being down, the service is unable to access the relevant information required to provide adequate consultation to our Planning colleagues. As we are also not able to access our service database and premises history for complaints, we therefore cannot provide evidence required as part of the consultation.

### **Licensing Consultation - Responsible Authority**

As stated above, due to the fact that we are unable to access our service databases, we cannot search a premises history and provide evidence as part of the consultation. A temporary condition is being drafted which will consist of a 3 month trial period after which subject to no complaints we will not instigate a review of the license. This process is still in the initial stages and will require further senior management approval.

### **Look Ahead 2021 - 2022**

It is hoped that the limitations presented by the cyber attack will be addressed and all services and functions are returned back to normal by June 2021.

Further to the recent government briefing regarding the lifting of restrictions, a provisional date of 21<sup>st</sup> June 2021 has been provided to when all restrictions will be lifted. As this date falls right in the summer season, It is envisaged that there will be a significant rise in the number of complaints during this period. This also includes Planning, Licensing and Section 61 Applications as they have all been put on hold by applicants during the outbreak. In order to address this spike in both application and complaints, the service will need to return back to its full complement of officers prior to providing officer support to the CRT. It cannot be accurately confirmed when this surge in demand will level out and return back to those experienced prior to the Covid-19 outbreak, however, a period of 6 months is predicted before demand for the service is returned back to normal.

## 4.0 Demands on the Service

As a result of the Covid Pandemic, the number of service requests experienced a significant drop in numbers. This is primarily due to the closure of licensed and commercial premises. However, due to the cyber attack in October 2020 a significant portion of data for Service Year 2020-21 was also a major factor in the low level of service demand.

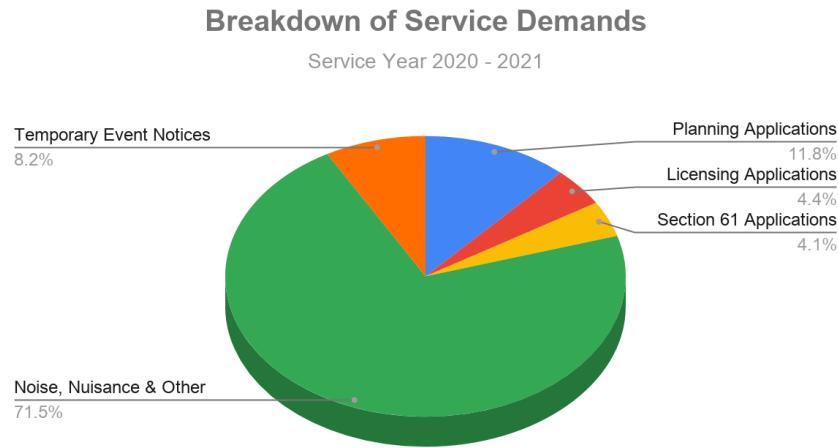


Fig.01

**Comparison of Service Demand between Service Year 2019-20 & 2020-21**

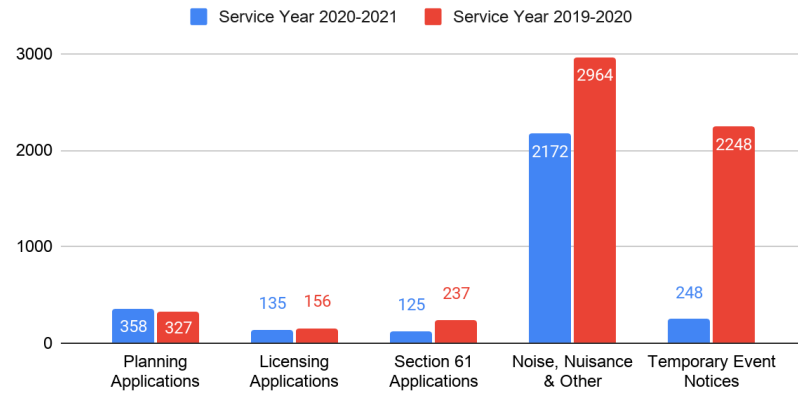


Fig.02

Fig.01 above shows the breakdown of service demands for Service Year 2020-21. Fig.02 shows a direct comparison between the number of Service Demands for Service Years 2019-20 and 2020-21.

#### 4.1.1 Service Request by Service Year

	Service Year 2018-2019	Service Year 2019-2020	Service Year 2020-2021	Percentage Difference from previous year (2019-2020 vs 2020 - 2021)
Noise & Nuisance Complaints	2635	2964	2172	-27%
Temporary Event Notices (TEN's)	2108	2248	248	-89.00%
Section 61 Applications	116	237	125	-47.00%
Planning Applications	328	327	358	9.50%
Licensing Applications	169	156	135	-13.5
Members & Mayoral Enquiries, Corporate Complaints	96	66		
Total (Excluding TEN's)	3344	3750	2790	-25.60%

The above table breaks down the service requests received for each request type by the Environmental Protection Team and compares the data with previous service years.

The data shows the reduction in service requests experienced by the service in the 2020-2021 service year. The most significant reduction in requests was for Temporary Event Notices. This was primarily due to all licensed activities and large gatherings being prohibited under Covid-19 restrictions. Noise and Nuisance Complaints only experienced a 27% reduction from the previous year. However, compared to the 2018-2019 Noise and Nuisance Complaints, this is only a 18% reduction compared to that year. Majority of the complaints stemmed from noise related to food operating business, either from their extract systems being heavily used due to the demand in take away food, their condensing units servicing refrigerators or the general activities from within their premises. One possible reason for the unexpectedly large number of complaints during this period was the impact of lockdown and the rise in working from home. Residents were now at home during times they were previously either at work or out of their homes. As a result of a high number of residents at home and working from home due to the lockdown restrictions being applied, noise which was generally ignored previously or went unnoticed now became the primary cause of complaints.

Section 61 Applications were reduced by 47% compared to the previous year. This can be contributed mainly to the number of construction sites experiencing staff shortages and maintaining social distancing on sites resulting in a smaller workforce thus causing a delay or the cancellation of projects.

In regards to Licensing Applications which experienced a reduction of 13.5%, the total number is still within the region expected if the trend was to continue from the previous years in the reduction of the total number of applications per year. This can be due to a number of reasons but perhaps most significantly due to most commercial premises having obtained their licenses already.

The only service requests which experienced a healthy and significant rise was the request for Planning Application consultations. The majority of the applications were for the refurbishment of premises resulting in new design and build or for the installation of extract systems and condensing units.

#### 4.1.2 Temporary Event Notices(TENs).

	Service Year 2018-2019	Service Year 2019-2020	Service Year 2020-2021	Percentage Difference from previous year (2019-2020 vs 2020 - 2021)
<b>Total Number of TEN's Received</b>	2108	2248	248	89.00%
<b>Total Number of TEN's responded on target</b>	2019	2162	248	
<b>Percentage of Temporary Event Notices met within target (3 days)</b>	95%	96%	100%	

The above table presents the data from the number of Temporary Event Notices received by the service and compares it with previous service years. The total number of TEN applications received by the service from April 2020 to January 2021 was reduced significantly in comparison to the previous year primarily due to licensed premises being closed and the prohibition of group gatherings. The total number of TEN's received from the period of April 2020 to January 2021 is 230 and in contrast, in the same period last year, the total number of TEN's was 1267. This reflects the impact of Covid-19 on the service as it not only has reduced the number of TEN's it also reduced the income brought in by the application fee by each TEN. Applications received during the lockdown period and especially when restrictions were heightened were made to demonstrate how they are going to meet all the government guidelines/restrictions. Therefore, applications that were not able to provide this information were objected to.

### 4.1.3 Enforcement Action – Notices Served

	Service Year 2019-2020	Service Year 2020-2021	Percentage Difference from previous year (2019-2020 vs 2020 - 2021)
Number of Section 80 EPA 1990 Notices Served	115	17	-85%
Number of Section 60 COPA 1974 Notices Served	66	51	-23%

The above table shows the number of Enforcement Notices Served by the Environmental Protection Team between Service Year 2019-2020 and Service Year 2020-2021. Section 80 Environmental Protection Act 1990 Notices are notices served when a Statutory Nuisance is witnessed under Section 79 of the Environmental Protection Act 1990. Section 60 Notices are notices served under the Control of Pollution Act 1974 on construction companies or those carrying out construction work outside of the permitted hours for noisy construction work and to also impose noise and vibration conditions on the site. The significant drop in the number of notices served for the period 2020-2021 is primarily due to the pandemic breakout resulting in the closure of all non-essential commercial premises. Restaurants were open for a brief period of time but were put into lockdown shortly after. Therefore, a large proportion of commercial premises which would potentially cause a nuisance to nearby residents have been closed since the start of lockdown restrictions.

It should also be noted that due to the Covid-19 restrictions, internal assessments in residential properties were temporarily paused to protect the residents and officers and to also prevent the spread of the virus. This resulted in the service being unable to witness the nuisance experienced by the residents in their homes and therefore preventing the service serving Section 80 notices on the perpetrators. To work around this limitation, the service assessed nuisance externally on the street or from other communal parts. This action provided the service to meet the minimal threshold required to serve notice on the perpetrator on the 'likelihood' of the nuisance amounting to a statutory nuisance in a nearby residential property. Unfortunately, as the requirement threshold for witnessing a breach of a notice is 'beyond a reasonable doubt', witnessing the nuisance externally did not meet this threshold. Although this caused difficulties for the service, officers worked with perpetrating business on an informal basis and found resolution to the problems.

## **5.0 Service Delivery**

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### **5.1.1 Complaints and Service Requests**

Residents and businesses can contact the service through the online e-form platform. This has recently been updated and streamlined for each type of noise complaint either residential or commercial and now includes a map option for residents who are unable to locate the source but can identify a possible position or source. Complaints can also be made by telephone or via the Environmental Protection email address. It should be noted that a large number of service requests for commercial premises are received via the Out of Hours Noise Service. Consultation applications such Planning and Section 61 Applications are all received via the email address. Due to the pandemic, the number of visits to assess nuisance complaints have been reduced. This is primarily for the protection of both residents and officers from exposing them to the outbreak.

### **5.1.2 Visits**

As a result of the pandemic outbreak, visits are only being made to the source of the nuisance complaints and addressed informally at this time. Visits to witness nuisance internally from within residential properties is not currently being made due to the health and safety concerns.

### **5.1.3 Proactive Visits**

Proactive visits will be arranged by officers to sites for which prior intelligence has already been received. This can be regarding a premises which has been served a Section 80 Notice or information received by the service for a potential illegal rave. Proactive visits are only being made to the source of the nuisance complaint and not to residential properties.

### **5.1.4 Consultation Meetings (External & Internal)**

Consultation meetings will be held with applicants for both Licensing and Planning Applications if required via video conference. Meetings will also be held with the relevant service in the Council to discuss any relevant application via Google Meet which is an internal video calling app.

### **5.1.5 Out of Hours Service (Including pro-active visits)**

The Environmental Protection Service supports the Enforcement Team providing the 'Out of Hours Noise Service' and primarily investigates and responds to all commercial noise and nuisance complaints. The 'Out of Hours Service' provides the Officers the best opportunity to carry out visits to assess nuisance. This is due to the fact that the majority of complaints emanate from premises which operate during the evening. Pro-active visits will also be arranged by Officers for the Enforcement Team and the Environmental Protection Officer working on the service. However, during any lockdown period, no visit will be made internally to residential properties.

### **5.1.6 Sunday Construction Patrol**

This will be on a referral basis from sites which have operated on the previous Sundays.

### **5.1.7 Tasking**

Complaints that fall outside of the working hours for the Environmental Protection Service will be referred to Enforcement Officers via 'Tasking' on a weekly basis.



### **5.1.8 Licensing Operational Enforcement Group**

This is a monthly meeting chaired by the Licensing Team to bring together all agencies involved in the consultation of Licensing Applications and the enforcement of Licensed Premises, this includes the Police, Trading Standards and Public Health. Concerned licensed premises are discussed in the meeting and action points are drawn up for each responsible authority regarding enforcement.

## **5.2 Enforcement Policy**

- 5.2.1** A revised Enforcement Policy was approved by Cabinet on 21<sup>st</sup> January 2019 and the Team recognises that whilst commercial and licensed premises look to maintain their reputation and wish to maximize profits, they also seek in most instances to be on the right side of legal requirements without incurring excessive expenditure and administrative burdens. Therefore, in considering enforcement action, the service will assist commercial and licensed premises to meet their legal obligations without unnecessary expense, whilst taking firm action that may include prosecution, license review or other formal action, where appropriate, against those who disregard the law or act irresponsibly.
- 5.2.2** The Environmental Protection Team also takes account of the principles of the Enforcement Concordat and has regard to Crown Prosecution Service guidelines and Equality Impact issues when undertaking any enforcement action.
- 5.2.3** The Service will generally seek to recover from businesses the costs associated with any additional official controls (such as works in default and legal costs).
- 5.2.4** The new Hackney Enforcement Policy has been approved and plans are in place to make it available on the Hackney Council website.

<b>Officer Time Breakdown</b>	<b>52 weeks (260 days)</b>
Annual Leave / Bank Holidays	7 weeks (35 days)
Training / Briefing etc	2 weeks (10 days)
Sick leave / dependency / special leave etc	1 week (5 days)
Number of working weeks	42 weeks
Number of working days	210 days
<b>Total hours</b>	<b>210 days (1512 hours)</b>

**6.1.2 Staffing for Environmental Protection function for 2020-21 is as follows:**

- 0.3 FTE – Regulatory Services Manager
- 1.0 FTE x Team Leader
- 3.0 FTE x Senior Environmental Protection Officers
- 1.0 FTE x Senior Environmental Protection Officer (Fixed Term Contract until September 2021)
- 1.0 FTE x Temporary Event Notice’s officer.
- 0.4 FTE x Technical Business Support officer

Please note that we have 3 FTE x Senior Environmental Protection Officers (1 Agency Staff until September 2021) seconded to the Food Safety Team and the Covid Response Team until further notice.

**Total staffing resources (excluding seconded staff members) = 6.7 FTE**

**6.1.3 Total Resource Required - Unable to provide as service data does not reflect the true level of reports received due to the pandemic. Therefore, calculating resources required with data available for Service Year 2020-2021 will not be correct.**

## 7. QUALITY ASSESSMENT

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### 7.1.1 Internal Arrangements

- Monthly 'check-in' will be carried out with each officer to monitor case workload, assess the quality enforcement work and to make sure that officers are meeting their targets and expectations. This will also provide the opportunity for officers to feedback on the service performance and case load allocations. Development needs and training plans will be reviewed at each check-in as part of the check-in process and officers will be required to demonstrate adherence to the competency framework.
- Monthly team meetings are held with the Regulatory Service Manager to discuss service performance and to address other issues.
- A 6 months review will be carried out for each officer to monitor performance against local targets.
- The service will also be measured on a monthly basis to make sure that KPI's and local targets are being met. This will be provided to the Head of Service to review each month.
- Material obtained from external and internal training will be cascaded to the the team
- Accompanied/validation inspections will be carried out by the Team Leader to confirm adherence to Policy.

## 8 KEY SERVICE DEVELOPMENT

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### 8.1.1 Key Developments for Service Plan 2021 - 2022

The following Key Developments are from Service Plan 2020-2021 which were not met due to major ICT issues and the Covid-19 Pandemic. As a result, they will be transferred onto Service Plan 2021-2022.

Key Activity	Objective	Target
<b>Digitisation of Section 61 approvals on website via Earth light</b>	The aim of the 'Digitisation Process' is to provide location sites within the borough of approved Section 61 Works, Street Works and Statutory Undertaking Works on an interactive map available on the Council web site. By making this information available to the public, it is envisaged that complaints regarding out of hours noisy works from construction works will be reduced. Members of the public will be able to check on the website if the works have been approved and will have all the information regarding the works such as completion time and date. Complainants will be directed to the map when they access the website to make a complaint.	End of Q4
<b>Noise Limiter Certification Programme</b>	The Noise Limiter Certification Programme will address complaints emanating from premises which have a Noise Limiter installed to control their noise and to prevent disturbances to nearby residential properties. This chargeable service will provide certification on agreed sound levels for premises which will also assist addressing future complaints.	End of Q1
<b>Deliveries and Collections Policy</b>	The London Borough of Hackney currently does not have a Policy for deliveries and collections from commercial premises in the borough. Therefore, the only way a noise complaint for early morning or late night delivery/rubbish collection can be investigated is by physically witnessing the noise amounting to a statutory nuisance in the complainant's property. As most of these incidents occur outside of service hours, the logistics required to witness the nuisance is very difficult. The introduction of a unified policy for early morning and late night collections and deliveries will remove this obstacle in addressing these complaints.	End of Q3

<b>Outdoor Events Guide</b>	There is currently no working guidance available for outdoor events being held in the borough. Agreements to noise levels and additional conditions are currently made with event organisers, Hackney Events team and the Environmental Protection Team each time an event is held in the borough. However, a written guidance is required which not only provides information to the event organisers about the chosen site but also provides monitoring points and boundary noise levels. The guidance will also have an application for the event organisers to submit to the Environmental Protection Team which will provide a summary to the service regarding what the event will entail and also make the service aware of the event so that adequate resource for monitoring is in place.	End of Q2
<b>Noise Application Tool</b>	As part of the digitalisation and streamlining of the Environmental Protection Service, a noise app will be made available to Hackney residents via the Hackney EP website. The app will be ONLY used as part of the initial investigation to obtain intelligence as a way of providing date and time stamps for when a nuisance has occurred. It will remove the need for diary sheets to be submitted and also provide officers with an insight into what type of nuisance has occurred.	End of Q1
<b>Online Submission of Section 61 Applications</b>	Develop an online application submission portal to process Section 61 Applications. This will work inline with the Digitization Process mentioned above. This was a key development in the Service Plan for Year 2019-2020. However, development was delayed to the new Hackney Website prioritising more front line services for development.	End of Q4
<b>Income Revenue Generation</b>	Methods of income generation will be explored further. For example, Nuisance Training for Enforcement Officers (External).	TBC
<b>Construction Code of Practice - Air Quality &amp; Planning Inclusion</b>	The draft Construction Code of Practice will be revised to include sections from the Air, Land and Water (ALW) Department and the Planning Department. The ALW will insert a section for Air Quality and Dust Suppression/Management. The Planning Department will insert a section in regards to Construction Management Plans. Once completed and approved by senior management, the document will be made available on the Council website primarily for developers and construction companies, but also for residents who wish to know our policy in regards to construction work.	End of Q2

### 8.1.2 Projects

<b>Activity</b>	<b>Objective</b>	<b>Target</b>
Seasonal Operations (Christmas 2021)	Carry out joint site visits with Licensing and Trading Standards to concerned premises prior to the start of the Christmas festive period. Aim of the visit is to make sure that the premises are prepared for any events they may have during this festive period.	End of Q3 (December 2021)
River Lee - Bank Side Enforcement	Carry out joint patrols of the banks of the River Lee with officers from the Enforcement Team. Issues have been raised in previous years regarding Noise and ASB being caused by moored boats.	Summer Period (Post June 2021)
Licensing and EP Joint Visits	Carry out joint visits with the Licensing Team on a monthly basis to concerned premises, events being held in the borough and to also unlicensed sites.	Monthly (Post June 2021)

Police Operations	Participate in Police Operations in the Borough such as the recent Operation TYBO and LAGANA . These were joint projects with the Police, Licensing and The Enforcement Team to address commercial premises in the borough with late night licenses for regulated entertainment.	As required
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## 9. REVIEW

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### 9.1.1 Review against the Service Plan 2021-2022

Monthly and quarterly briefings are provided to the Director of Public Realm, Enforcement and Business Regulation Service Management Team and the Cabinet Member on performance against P.I's, performance targets detailed in the service plan. Performance of the service is reviewed through a variety of mechanisms which include performance appraisals, monthly one-to-one meetings and monthly team meetings.