
Environmental Health Service

Overview of the service

The Environmental Health service is based on three core functions, which impact on public and environmental wellbeing, through regulatory control of environmental hazards and public behaviours.

The service is delivered by three operational teams, whose responsibilities are listed below.

Commercial Team

- Food Safety – food safety is a statutory function, with approximately 900 food premises registered in the district;
- proactive inspections of premises carried out linked to the food hygiene rating scheme
- Health and Safety – health and safety regulation of workplaces is a statutory function and includes investigation of workplace accidents and fatalities
- Communicable disease control – investigation of infectious disease, food poisoning outbreaks

Home Improvement Agency

- housing grants – supporting the elderly, disabled and vulnerable to access mandatory disabled facilities and discretionary grants by organising and overseeing the building works to current building regulations and planning laws and submitting applications on the client's behalf through to completion of work
- sign posting – supporting clients to access other forms of help by liaising with charities, support groups and local contractors
- benefits checks – provides a benefit checks to all clients who are subject to a financial meant test to ensure they are receiving the correct income and refers onto appropriate organisations where necessary

Domestic Team

- housing conditions – officers undertake a range of housing functions, the aim being to tackle poor housing conditions in all sectors and to develop strategies and procedures that address and improve housing standards. Formal enforcement action is taken to secure compliance with standards when required
- environmental protection – the core function is statutory and relates to the protection of public health and the environment by the regulation and support of individuals and businesses in areas such as air quality review and strategy, contaminated land, nuisance investigations, Environmental Pollution Prevention Control permits, pest control advice and enforcement and stray dog services; the department is a statutory consultee for planning and licensing applications

- environmental crime – officers undertake statutory functions to ensure a clean and safe environment, these include the enforcement of fly tipping, littering, dog fouling and abandoned vehicle offences, through the use of a wide range of enforcement options, for example, fixed penalty notices (FPN's) and Community Protection Notices (CPN's) right through to prosecutions for more serious offences; in addition enforcement officers work with residents, businesses and local groups to provide education and advice to help improve understanding of the impacts and penalties of environmental crime.

All activities stem from legislative requirements, but the service utilises a range of external organisations, provision of advice and guidance, educational and promotional activities, as well as traditional enforcement actions, in delivering those requirements. In turn, this reduces the regulatory burden and seeks to create a level playing field for businesses with fairer trading environments, whilst still protecting the public and local environment.

The Environmental Health service is uniquely positioned to improve individual and public health and wellbeing, health inequalities and provide the lead and coordination on actions to tackle the wider determinants of health.

Looking forward to 2025-26 and onwards, the major challenge for the service will be to take on the significant additional work required as the result of new legislation aimed at improving housing conditions in the privately rented sector. This is likely to impact the more vulnerable residents in the district and additional staff resources are already being sought for this additional work.

Cost of service

The cost of the service totals £809,022

Staffing information

Director Operations	Part time
Waste and Environmental Services Manager	Part Time
Senior Environmental Health Officer (EHO) Domestic team	Full Time
EHO Domestic team 2 FTEs	Full Time
Technical Officer - Domestic 3 FTEs	Full Time
Dog Warden	Full Time
Scientific Officer	Full Time
Admin Domestic	Full Time
Senior EHO Commercial team	Full Time

EHO Commercial 3 FTEs	Full Time
Admin Commercial	Part Time
Senior Case Worker HIA	Full Time
Case Worker HIA x 2.5FTE	1xPart Time 2x FullTime
Technical Officer HIA x3 FTE	Full Time
Business Support Officer	Part Time
Admin HIA	Part Time

Environmental Health Service Delivery Plan 2025 to 2026

This Service Delivery Plan describes what the Environmental Health Service will be doing to deliver continuous improvement (service objectives). Each performance measure relates to the Council’s strategic outcomes and Corporate Plan 2025 to 2026.

Corporate Plan Theme/s: Sound financial management.
Cleaner, greener East Cambridgeshire
Sustainable communities

Environmental Health service priorities:
Reduce environmental crime across the district
Support our residents to live happy and healthy lives
Support our businesses to thrive in East Cambridgeshire

Links to Corporate Plan:
Development of the Environment Crime Action Plan
Work to maximise Better Care Fund spend on DFGs
Respond positively to new requirements in housing standards legislation in the private rented sector.

Performance measure	Target and reporting timescale	Baseline/output from 2024-2025
Continue to work with Sanctuary Housing and maintain commitment to provide 40% of the cost towards Disabled Facilities Grants within their stock.	£157,000 by end of March, annually.	Whilst these funds are no longer ringfenced, East Cambs. is still the only area that Sanctuary Housing commit to paying 40% of the DFG cost.
Maintain fee income of £120,000 by 31 March 2024	£120,000 end of March, annually.	£138,000 in 2024-25, but this varies as DFGs are demand led.
Support the Council’s growth agenda by undertaking a fees and charges review	By December Annually	Annual review complete by November 2025

Performance measure	Target and reporting timescale	Baseline/output from 2024-2025
Meet all statutory duties relating to the protection of the natural and built environment	100%, annually	100% completed
Undertake targeted promotional or press releases aimed at increasing public awareness to reduce incidence of Environmental Crime, littering and dog fouling	3 targeted campaigns by March 25	7 targeted campaigns
Meet all statutory duties relating to official controls of food and food hygiene	100%, annually	100% completed
Deliver the Home improvement Agency service in line with contract requirements for Fenland District Council	100% KPI's within contract Annually	100% completed
Meet all statutory duties relating to the allocation of Disabled facilities Grants funding	100% Annually	All Better Care Funding for the year was committed. However, roll forward budget from previous years still left a surplus of £211K unallocated. Work ongoing to address client delays (through partnership working), eligible works costs (council policy), and contractor delays (new framework contract).
Meet all statutory duties relating to official controls over poor housing standards in the private sector	100% annually	100% completed

