



## Management response

**Local Authority:** Monmouthshire County Council

**Report title:** Environmental Health follow-up review

**Issue date:** December 2019

### Proposals for improvement

Ref	Proposal for improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
P1	The Council should undertake a fresh analysis of statutory and non-statutory service obligations to support and inform any future service changes.	Any future service changes are informed by an analysis of both statutory and non-statutory environmental health services that enables decision makers to understand the benefits of non-statutory services and how they contribute to Council priorities.	Yes	Yes	<p>We strive to balance our statutory duties with important non-statutory work streams that we consider provide valuable services to our residents.</p> <p>We will continue to analyse our statutory and non-statutory obligations as part of our service planning. We can provide clarity on statutory/non-statutory services in our Annual report to members.</p>	May 2020	Head of Public Protection

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P2	<p>In order to develop a prosperous and future-proof environmental health service the Council should consider the following:</p> <ul style="list-style-type: none"> <li>Balancing statutory duties with non-statutory services and discretionary income generation.</li> <li>Aligning its income generation activities with the Council's overall Commercial Strategy and considering how the service might benefit.</li> <li>Working in more formal partnerships with other authorities to deliver services.</li> <li>Exploring how transformation and technology could improve efficiency and effectiveness.</li> </ul>	Inform strategic planning of a sustainable environmental health service	Yes	Yes	<p>We strive to balance our statutory duties with important non-statutory work streams that we consider provide valuable services to our residents.</p> <p>We will continue to analyse our statutory and non-statutory obligations as part of our service planning.</p> <p>Environmental health continues to be innovative in income generation and has a commercial culture that aligns to the focus of the commercial strategy and this will continue to be considered as the commercial activity progresses.</p> <p>The Environmental Health team are already involved in numerous working groups with other organisations and always work in partnership where required. The Environmental</p>	December 2020	Head of Public Protection and Principal Environmental Health Officers.

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					<p>Health team will consider any more formal partnership opportunities.</p> <p>Following the success of a number of new technological advances, e.g. the Noise App used to reduce officer time spent on noise nuisance interventions and a new document management system to save time, the Environmental Health service will continue to seek new opportunities to utilise technology further.</p>		