

# Environmental Health Service Plan 2005/06



DRAFT

*'Working with and  
on behalf of local  
people'*

**Kettering**  
Borough Council



## 1. SERVICE SUMMARY & OBJECTIVES

### Service Summary

The Environmental Health Unit consists of four main areas of activity:

- Health Protection - Food Safety, Health & Safety including Corporate Safety, Licensing, Infectious Diseases and Health Education
- Environmental Protection - Contaminated Land, Public Health, Home Energy Conservation, Nuisances, Pest and Dog Control
- Waste Management and Administration
- Bereavement Services
- Provide a summary statement as to the service provided and what it aims to achieve.
- Provide a short list of the main services provided

The services provided by the teams are:

- To provide a regulatory and advisory service to our customers to protect the health of individuals and the environment.
- To develop and monitor the Council's Waste Management Strategy and to provide
- And improve opportunities for recycling waste in the Borough.
- To provide a pest and dog control service.
- To reduce litter and associated problems by means of a combined programme of education and enforcement
- To provide and manage public convenience facilities within the Borough.
- To co-ordinate the Council's legal duties as an employer with regard to Health & Safety.
- To deal with all licensing matters for which the Authority is responsible in a manner that supports business and protects the rights of individuals.
- To promote burials and cremations and associated services

**Key Service Aims:**

Set out the key aims of the service, and link these to the Council’s Key Commitments and in the format of the table below.

Service aim	Improving the quality of life	Protecting & improving the environment	Economic regeneration	Local involvement in decision making	Equality of opportunity	Integrity and best use of resources
To provide a regulatory and advisory service to our customers to protect the health of individuals and the environment	✓	✓	✓	✓	✓	✓
To inspect and provide a response service to improve the environment in which people live and work	✓	✓		✓	✓	✓
To implement the Council’s Waste Management Strategy and provide a comprehensive flexible recycling scheme	✓	✓			✓	✓
To provide a customer focussed quality burials and cremation service	✓	✓	✓	✓	✓	✓
To work with public and private partners to deliver services in the most cost effective, customer focussed way.	✓	✓	✓	✓	✓	✓
To continually review the service in order to respond to changing customer needs and provide value for money	✓	✓	✓	✓	✓	✓

## Key Service Objectives

### Short term objectives

#### General

1. To review the service to address changing customer demands and new legislation, particularly, the Clean Neighbourhood Bill and the Licensing Act.
2. To roll out phase 2 of the borough wide recycling scheme and prepare for the start of phase 3 in April 2006
3. To review the role of wardens in preparation for decriminalised parking in August 2005
4. To work with Environmental care to clarify roles and responsibilities with respect to the objectives above
5. To support the 2<sup>nd</sup> phase of the response centre in the transfer of routine environmental Health calls
6. To support the development of the website and Intrakett in accordance with the IEG strategy

#### Specific objectives

##### Environmental Protection

1. To review the work of the unit to address the impact of the Clean Neighbourhoods Bill, anti-social behaviour legislation and impending changes to noise management guidance
2. To participate with other partners to improve the service with respect to abandoned vehicles
3. To assess the need for provision of the service outside “normal” working hours, with particular regard to noise and the impact of new licensing legislation
4. To review the role of the litter and dog warden with respect to provision of generic warden role across the Council

##### Waste Management and Administration

1. To roll out phase 2 of the borough-wide recycling scheme and prepare for the start of phase 3 in April 2006.
2. To review the role of the litter and dog warden with respect to provision of generic warden role across the Council
3. Review the role of the pest control and stray dog service in conjunction with the above
4. To participate in the County joint waste partnership and ensure that the needs of the council are addressed as through that body
5. Clarify the roles of Environmental Health and Environmental Care with respect to waste management policy and management and delivery of the recycling service
6. To review the service administration provision with regard to the customer response centre

**Burials and Cremations**

1. To introduce the new software system for the service to facilitate on line services for customers
2. To introduce the facility for debit and credit card payments
3. To carry out a financial and technical analysis to assess the best option for the service in preparation for the requirements with respect to mercury emission legislation
4. To manage the burials and cremations projects identified in the Council's capital programme
5. To work with local groups to improve the maintenance and cleanliness of the cemeteries
6. To set up and implement a programme of inspection of cemeteries with regard to the safety of memorials and any necessary action to address problems identified.

**Health Protection**

1. To review the food hygiene and health & safety inspection service with reference to new guidance and set the annual programme accordingly.
2. Review the work of the unit to provide a more proactive, education, advisory and information provision based service to support increased inspection by businesses.
3. To improve the links with Heartlands PCT to work in partnership to address the government's public health agenda
4. To ensure that the transfer of liquor licensing is completed and to integrate the new legislation into the work of the unit with particular regard to the provision of enforcement outside "normal" working hours.

**Medium term objectives**

1. To work with the police to improve the licensing process to assist in the reduction of crime and disorder
2. To work with the PCT to develop joint working to identify and address specific health and environmental needs.
3. To continue to increase the range of services available electronically to meet the Council's targets on e-govt.

**Long term objectives**

1. To work with the County Council and districts to develop the County Joint Waste Management strategy

**Links to cross cutting themes:****Community Plan:**

The Community Plan for 2005 to 2008 is being consulted on with a view to strengthen the partnership working of organisations within the Borough, and to clarify the Local Strategic Partnership's overall strategic aims. The Council's commitments to the Community Plan are delivered via the Corporate Improvement Plan. Contributions to the community plan include recycling abandoned vehicle removal, litter and dog fouling enforcement, air quality, energy conservation and the healthy homes initiative.

**Corporate Improvement Plan:**

The Corporate Improvement Plan will be updated in the spring 2005. This plan will act as a driver for prioritised improvement across the organisation over the next three years.

**Next Steps Programme and organisational improvement:**

The Council's next steps and organisational improvement programme activity will be intensified during 2005/06 including: the delivery of efficiency savings, the development of procurement, the establishment of systems that improve the delivery of services and supporting the implementation of major change initiatives.

**Asset Management Plan and Capital Strategy:**

The Council attained 'good' ratings for both The Asset Management Plan, and The Capital Strategy last time they were subject to external validation. The Capital Strategy will be reviewed / refreshed during 2005 with the overarching aim of continuing to identify opportunities for making best use of the Council's resources. Due to the strategic importance of the Council's asset portfolio and its links with the delivery of key priorities, such as economic development, all decisions that impact on the future use of the Council's land and buildings will be given strategic consideration, including discussion at SMT. Premises include the crematorium, cemeteries and public conveniences and reviews are carried out in accordance with the asset management plan

**E-government:**

E-government cuts across all service areas and aims to ensure that efficiency savings are made as a result of investment in technology, maximising access channels and choice and transferability of front-line staff.

**Social Inclusion:**

The work of the unit aims to address issues of equality and social inclusion and comply with corporate policies and procedures regarding equality of opportunity and all legislative requirements.

The **Crime, Disorder and Drug Strategy** is a three stage strategy (2005 – 2008) to tackle crime and disorder and the misuse of drugs in Kettering. It has been developed jointly by the Council, county council, police, police authority, fire authority, and primary care trust in co-operation with the probation service and others.

The unit plays an active role in the crime and disorder reduction partnership with particular emphasis on flytipping, abandoned vehicles, litter, noise and the effects of licensing on crime and disorder

The provision of the Environmental Health service requires support from and joint working with all other Council services. In particular this year the following issues will be main priorities:-

Environmental Care – street scene, clean and green

Development Control – contaminated land

Human Resources – Environmental Health review

The **Housing Strategy**, which assesses housing need within Kettering Borough and sets out a framework for meeting this need over the next three to five years across all tenures.

The **HRA Business Plan**, which evaluates the investment needs of the local authority stock and sets out the Council's spending plans over a thirty year period.



## 2. KEY ACHIEVEMENTS

- Introduced phase 1 of the kerbside recycling scheme to 14,000 properties in the Borough achieving 50% recycling of waste in that area
- Successfully obtained government funding in excess of £1.5 million for recycling
- Through the litter warden initiative issued over 130 fixed penalty notices for litter and flytipping offences
- Worked with the schools to reduce litter problems in their areas
- Set up a countywide licensing unit to deal with the new liquor licensing legislation
- Carried out a comprehensive programme of improvement at the crematorium to ensure compliance with legislation and improve access and service for the disabled
- Set up “Smoke Free Northamptonshire” a scheme to promote reduction in smoking in pubs, clubs and restaurants

### 3. STANDARDS OF SERVICE

All Kettering Borough Council staff will use the following customer service standards when dealing with their customers. This applies to all customers, internal or external.

#### General Customer Service

In respect of general day to day business we adopt the following customer service standards when dealing with our customers. This applies to all customers, internal or external.

- All our staff will be polite and helpful
- We will answer telephone calls within 15 seconds or 5 rings and answer calls professionally and courteously
- All our correspondence will be acknowledged within 3 working days and full responses provided within 12 working days. We will use plain English so that they are easy to understand
- We will return telephone messages within 1 working day
- We will acknowledge e-mails the same day providing a full response within 2 working days

All staff will carry identification with a photograph and wear a name badge

- Attitude

We will:

- Demonstrate a positive attitude at all times, showing care, empathy, courtesy, - respect and a willingness to deliver a quality service.
- Give fair and consistent treatment to all our customers, treating them as individuals, to ensure they have equal access to our services.
- Work as a team on behalf of the customer, demonstrating ownership, accountability and commitment to follow-through.

- Skills

We will:

- Communicate honestly and effectively in listening, questioning and understanding.
- Ensure our written communication is professional and jargon free.
- Deliver on promises, keeping the customer informed at all times even when there is no news.
- Take the initiative to solve problems, deliver solutions and not excuses.
- Seek and act on feedback in pursuit of improving our performance.
- Challenge disrespectful behaviours and attitudes in colleagues that impact our goal of service excellence.

## 4. WHAT CUSTOMERS SAY

### A. Customer surveys

Regular customer satisfaction surveys are carried out on a weekly basis. A summary of the results of the surveys carried out throughout the year are shown on the following table:-

Environmental Health Customer Satisfaction Survey Results: 2004 - 2005							
	Excellent	Good	Average	Poor	V Poor	Total	Service Level
Please rate the amount of time you had to wait to speak to an appropriate member of staff.	160	152	33	6	1	352	89%
Please rate the quality of service you received.	195	120	27	8	3	353	89%
If any follow up was necessary, how would you rate the quality and timeliness of this?	95	100	27	2	7	231	84%
How does the level of service you received compare with the service you were expecting to receive?	180	128	27	4	6	345	89%
How does the level of service you received compare with the service you have received from the Council in the past?	130	132	36	4	3	305	86%

### B. Kettering People's Panel 2004

The recent *People's Panel* autumn 2004 survey asked respondents to rate the importance and satisfaction of a range of council services including food safety inspections and control of pollution and noise on a scale of 1-10 (1 = totally unimportant/lowest possible satisfaction and 10 = extremely important/highest possible satisfaction) in order to help gauge public opinion of the level of priority in this area.

The results showed that people rank food safety and inspections and pollution and noise ninth and tenth respectively, in order of importance amongst 22 other issues. In terms of satisfaction, they are high (amongst the top five of services).

### C. Burials and cremations Service

Regular customer satisfaction surveys are carried out by the Burials and Cremations Service which asks customers to rate the various facilities provided by the service. 693 questionnaires were sent out during 2004/05 of which 46.9% (325) were received. The survey found that **100%** were satisfied with the service.

## 5. HOW WE PERFORM

Ref No.	Description	Year End 2003/04	Target 04/05	04/05 to date	04/05 Year end Estimate	Target 05/06	Target 06/07	Target 07/08
BV 82a	Recycling	5.23%	14.00%	9.25%	12.5%	20.00%	45.00%	45.00%
BV 82b	Composting	0.00%	9.00%	2.08%	3.5%	14.00%	22.00%	22.00%
BV 91	% recycling within 1 km of kerbside collection of recycling	9.73%	32.00%	34.65%	35%	64.00%	100%	100%
BV 166	Score on Environmental Health Checklist	76.00%	96.00%	76.00%	9.6%	100%	100%	100%
LPI 12	Percentage of people who put their recycling bins out for collection	n/a	75.00%	97%	90%	80.00%	95.00%	98%
LPI 13	Number of schools participating in KBC recycling scheme	0.00	18	22	22	27	36	36
LPI 14	Number of visits made by the bus in the year	0.00	31	20	22	14	0	0
LPI 15	No of households known to have home compost bins	2676	3000	2748	2760	3900	3000*	3100
LPI 29	Percentage of required EPA inspections done	67%	100%	21.00%	100%	100%	100%	100%
LPI 31	Percentage of environmental health service requests responded to within target times	95.00%	96.50%	99.00%	99%	97.00%	98.00%	99%
LPI 34	Percentage of planned health and safety inspections completed	100%	90.00%	84.00%	80%	90.00%	90.00%	100%
LPI 36	Cost of recycling per household	£2.87	£10.20	£0.77		£15.26	£24.00	
LPI 39a	Percentage of food premises inspections carried out - High-risk premises	100%	100%	82.00%	90%	100%	100%	100%
LPI 39b	Percentage of food premises inspections carried out - Other premises	100%	100%	77.00%	80%	100%	100%	100%
LPI 42	The average time taken to remove fly-tips	2.42	2.80	1.87	1.85	1.9	1.8	1.7
LPI 76	The level of satisfaction expressed by users of the burials and cremations service	99.70%	99.50%	100%	100%	99.50%	99.50%	99.5%
LPI 80 (to Delete)	Average length of time in working days that it takes to remove abandoned cars.	4.70	3.00	5.00	5.00	4.00	3.00	3.00
BV-216a&b	Contaminated land	N/A	N/A	N/A	N/A	N/A	N/A	N/A
217	Pollution control	N/A	N/A	N/A	N/A	N/A	N/A	N/A
218a&b	Abandoned vehicles	N/A	N/A	N/A	N/A	N/A	N/A	N/A

**Sickness / Absence management**

The Council has set a target of achieving no more than 8.5 days lost per employee in 2004/05. The Council is currently achieving an annualised rate of 10.85 days, which although off target, is an improvement on the previous year at 13.05 days for 2003/04.

During 2004/05 5.73 working days were lost to sickness per full time equivalent in Environmental Health.

## 6. HOW OUR PERFORMANCE COMPARES

The following table compares our current statutory performance to date to the all England quartile data for 2003/04.

Ref No.	Description	2004/05 Qtr 3	Upper quartile	Median	Lower Quartile
BV 82a	Recycling	9.25%	16.00%	13.05%	9.93%
BV 82b	Composting	2.08%	6.01%	2.67%	0.32%
BV 91	% recycling within 1 km of kerbside collection	34.65%	100.00%	95.00%	80.35%
BV 166	Score on Environmental Health Checklist	76.00%	90.00%	83.00%	70.00%

## 7. OUR PLAN FOR PROGRESSING PERFORMANCE IMPROVEMENT (WITH RISK ASSESSMENT)

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION	WHEN	WHO	CORPORATE PRIORITY
EH1,EP &WM2/3/5 &HP1/24	Changing legislation, customer needs	Environmental Health Service review	To review the service and implement the proposals	Nov05	Head of EH	5A 6B
CUSTOMER FOCUS		RISK ASSESSMENT				
Impact	Measurable customer outcomes	Risk of failure	Consequence of failure	Risk Priority	Recommended action	
High	Improved service and customer satisfaction levels	Medium	High	High	Prepare project plan for the review to include consultation with relevant members, staff, finance and human resources	

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION	WHEN	WHO	CORPORATE PRIORITY
EH2	Corporate priority	Increase recycling to meet local and statutory targets	Roll out phase 2 of the recycling scheme	April05	HEH Recycling team	2A
CUSTOMER FOCUS			RISK ASSESSMENT			
Impact	Measurable customer outcomes	Risk of failure	Consequence of failure	Risk Priority	Recommended action	
High	Recycling rate, participation rate	Medium	High	High	Roll out in accordance with project plan	

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
EH3/4	Changing legislation, customer needs	Street cleanliness Improvement of Environment	To review the role of wardens in preparation for decriminalised parking in 2005 and impending legislation change			Nov05	HEH	2B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
High	Enforcement targets, Fixed penalty notices Customer feedback		Medium	Medium	Medium	Prepare project plan for the review to include consultation with relevant members, staff, finance and human resources		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
EH5 & WM6	Corporate priority	Improved customer service	To analyse the work of the administrative support for EH to prepare for the 2 <sup>nd</sup> phase of the response centre.			July	HEH	5A 6B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
High	Calls answered Customer satisfaction		Medium	Medium	Medium	Work with the response centre project team to manage transition		



REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
EH6	Government target	Increased delivery of electronic services	To continue to develop the EH element of the web site and provide increasing on line facilities particularly with respect to licensing and burials and cremations			Ongoing	EH activity managers EH webmaster	5A 6B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
Medium	Use of on line services and website		Low	Medium	Medium	Programme of work set and monitored by EH website team		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
EP2	Corporate priority	Reducing time to remove abandoned vehicles	Work with County partners to support the new contract for removal of abandoned cars			April 05	EPM	1C, 2B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
High	Time taken to remove abandoned vehicles		Medium	High	High	Introduce new system of vehicle inspection to support the partnership		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
EP3/HP4	Changing legislation Customer needs	To provide a more comprehensive level of service outside normal working hours	To be included in the review of the service			Nov05	HEH	5A
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
High	Improved service and customer satisfaction levels		Medium	Medium	Medium	Include in project plan, monitor and review		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
WM1	Corporate priority	Increase recycling to meet local and statutory targets	Roll out phase 2 of the recycling scheme			April05	HEH Recycling team	2A
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
High	Recycling rate, participation rate		Medium	High	Medium	Roll out in accordance with project plan		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
<b>WM4</b>	County partnership	Ensuring best value in the delivery of services	Assess the proposals of the partnership and recommend action. Implement as agreed			April05 and ongoing	HEH	1C
CUSTOMER FOCUS			RISK ASSESSMENT					
<i>Impact</i>	<i>Measurable customer outcomes</i>		<i>Risk of failure</i>	<i>Consequence of failure</i>	<i>Risk Priority</i>	<i>Recommended action</i>		
High	Value for money customer satisfaction levels		High	Medium	Medium	Continued work with the partnership. Report on assessment		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
<b>BC1 &amp;2</b>	IEG Targets	Improving customer service	Introduction of new software to facilitate on line services and payment facilities			July05	BCM	5A
CUSTOMER FOCUS			RISK ASSESSMENT					
<i>Impact</i>	<i>Measurable customer outcomes</i>		<i>Risk of failure</i>	<i>Consequence of failure</i>	<i>Risk Priority</i>	<i>Recommended action</i>		
Medium	Improved level of service Increased customer satisfaction		Medium	Medium	Medium	Prepare implement and monitor project plan		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
BC3	Changing legislation	Meeting govt. standards	To assess the financial and technical options to meet new standards on pollution			Aug05	BCM	2B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
Low	Reduced level of pollution		Medium	medium	Medium	Analysis completed by August to inform decision on future options		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
BC4	Capital programme	Ensuring best value of resources	Prepare project plans for all capital projects			Ongoing	BCM	
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
Medium	Improving facilities for customers		Medium	Medium	Medium	Project plans agreed and monitored on a monthly basis		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION	WHEN	WHO	CORPORATE PRIORITY
BC5&6	Customer feedback	Ensuring best value of resources	To analyse and assess options for improvements to the standards of maintenance and cleanliness of cemeteries, the crematorium grounds and closed churchyards	Oct 05	HEH/ BCM/ GSM	2B, 5A, 6B
CUSTOMER FOCUS			RISK ASSESSMENT			
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action
High	Improved level of cleanliness/maintenance		Medium	Medium	Medium	Set up a programme to work with Ground maintenance, finance and members to prepare proposals for recommended action

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION	WHEN	WHO	CORPORATE PRIORITY
HP3	Govt. Guidance	Improving customer service	To work with the PCT to identify the EH role in the Govt's public health agenda and implement as agreed	Oct05	HPM	1C
CUSTOMER FOCUS			RISK ASSESSMENT			
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action
Medium	Improved level of service		Medium	Medium	Medium	Work in partnership with the PCT to agree proposals

## 8. RESOURCE ASSESSMENT

A summary of the service unit budget for 2005/6 is set out below.

	Budget 05/06
	£000
<b>EXPENDITURE</b>	
Employees	926,100
Premises	101,800
Transport	45,400
Supplies & Services	407,800
Third Party Payments	187,600
Transfer Payments	0
Support Services	245,700
Capital Charges	98,700
<b>GROSS EXPENDITURE</b>	<b>2,013,100</b>
<b>INCOME</b>	
Grants, Fees & Charges	1,019,300
Recharges	0
<b>GROSS INCOME</b>	<b>1,019,300</b>
<b>NET EXPENDITURE</b>	<b>993,800</b>

### Delivering economic, efficient and effect services

Kettering Borough Council is committed to increasing the economy, efficiency and effectiveness of the services it provides in order to continually improve value for money in service provision.

It is the Council's aim to exceed the 2.5% efficiency target set by the Government. The Environmental Health Service will continue to identify and deliver efficiency savings in order to enhance the level of value for money provided to local people and service users.

A number of actions set out in this Service Plan aim to deliver more economic, efficient and effective service delivery.

In order to comply with the requirements of the new national efficiency framework, the Council will set out more specific information relating to the delivery of efficiency savings in its Annual Efficiency Statement. This will be published in April 2005 in line with national timetable.

## 9. CONTACT INFORMATION

All correspondence sent out from the service contains the name of the officer dealing with the matter, direct line telephone number, fax number and e-mail address.

- Persons visiting the Council offices are dealt with by the Customer Services Centre where staff have procedures to deal with environmental health matters and are trained in the use of the Flare database.
- Persons telephoning the offices with general enquiries will initially speak to a member of the administration team who in the majority of cases will deal with the enquiry although on occasion reference to an officer will be necessary.
- Three general e-mail addresses have also been set up:

[licensing@kettering.gov.uk](mailto:licensing@kettering.gov.uk)

[pestcontrol@kettering.gov.uk](mailto:pestcontrol@kettering.gov.uk),

[environmentalhealth@kettering.gov.uk](mailto:environmentalhealth@kettering.gov.uk) and

[Bereavementservices@kettering.gov.uk](mailto:Bereavementservices@kettering.gov.uk) as an additional means of contact

### Main Contact telephone numbers

<b>Environmental Health</b>	534307	or	534286
<b>Burials and Cremations</b>	525722		
<b>Steve Isbister</b> Head of Environmental Health	534348		
<b>John Bugby</b> Waste policy and administration Manager	534247		
<b>Paul Fox</b> Bereavement services manager	525722		
<b>Russ Howell</b> Health Protection manager	534323		
<b>Chris Stopford</b> Environmental Protection manager	534280		