

City | Coast | Countryside

# Environmental Health Services

## Our services to you

This brochure outlines the range of services offered to protect people's health and the environment in the Lancaster district. Our work primarily reflects the council's statutory duties to carry out investigation, inspection and enforcement of legal requirements. We also provide environmental monitoring, education, advice and information.

Our **aims** are to:

- Protect the community and environment through a range of statutory, strategic and advisory services
- Protect and improve health, safety and the environment for people who live in, work in or visit the district
- Contribute to health improvement and reduce health inequalities with our working partners
- Secure availability and choice of decent, secure, accessible and affordable homes for all the district's residents

The service's **main areas of work** are listed below (*for more details see the following pages*).

### **Cemeteries** (page 2)

Maintaining cemeteries, organising burials and keeping records dating back over 100 years

### **Dog wardens** (page 3)

Collecting stray dogs and dealing with dog-related problems and offences

### **Emergency planning & Business continuity** (page 4)

Planning for emergencies, assisting in major incidents, coordinating recovery after disruption

### **Environmental protection** (page 5)

Providing services for pollution and noise control, public health protection, environmental regulation

### **Food safety & hygiene** (page 6)

Carrying out food hygiene inspections, infectious disease investigations, port health controls, water /food testing

### **Health and safety at work** (page 7)

Regulating safety in workplaces, cooling tower checks, caravan site licensing, bathing water testing, home safety education

### **Pest control** (page 8)

Providing treatments to control pests (rats, mice, fleas, wasps, etc.) including contract services

### **Port health** (page 9)

Regulating food, hygiene and infectious disease controls at two ports and onboard ships

### **Private sector housing** (page 10)

Regulating housing standards – ensuring safe, comfortable and well managed rented housing  
Home improvement services – providing support for home owners over 60, disabled or in poverty  
Preventing homelessness – dealing with homeless people and the causes of homelessness

*Contact details and more information are provided in the following pages.*

## Cemeteries

Lancaster City Council operates an award-winning cemeteries service. We are responsible for the administration and maintenance of seven cemeteries within the district.

- Carnforth
- Hale Carr Lane (including its woodland section)
- Morecambe
- Skerton
- Lancaster
- Scotforth
- Torrisholme (including its woodland section)

The service is not responsible for the district's crematorium, which is operated by a private company.

### Grounds Maintenance Standards

As part of our continued commitments to improvements in grounds maintenance, we produce and annually review our Cemeteries Grounds Maintenance Plan. A copy of this document is available on our website.



*Torrisholme Cemetery – 'Cemetery of the Year 2009'*

**There is more information on our website:** [www.lancaster.gov.uk/cemeteries](http://www.lancaster.gov.uk/cemeteries)

#### **Contact us:**

Cemeteries department  
Environmental Health Services, Lancaster City Council, Town Hall, Marine Road East, Morecambe, LA4 5AF

Email: [environmentalhealth@lancaster.gov.uk](mailto:environmentalhealth@lancaster.gov.uk)  
Telephone: 01524 582635

## Dog Wardens

The Dog Warden service collects stray dogs, deals with dog-related nuisances, and promotes responsible dog ownership through education, enforcement and practical advice offered whilst patrolling.

The Dog Warden service will do this by:

- Responding to requests for service and investigating complaints regarding stray dogs, fouling, dogs off leads, dogs in prohibited areas, dog attacks and barking dogs.
- Enforcing appropriate legislation, by targeting problem areas.
- Promoting good dog ownership by developing local initiatives and taking opportunities to involve schools and attend suitable events, when resources are available.



*Liz Akister,  
Dog Warden*

The Dog Warden service can assist with:

- Stray Dogs
- Dog Fouling
- Dog Attacks
- Dog Barking
- Local Educational Initiatives
- Being a responsible dog owner
- Re-homing your dog and general concerns over animal welfare

Regretfully the Dog Warden service cannot help with stray cats or other animals.



*Alison McGowan,  
Dog Warden*

**There is more information on our website:** [www.lancaster.gov.uk/dogwardens](http://www.lancaster.gov.uk/dogwardens)

**Contact us:**

Dog Warden Service  
Environmental Health Services, Lancaster City Council, Town Hall, Marine Road East, Morecambe, LA4 5AF

Email: [dogwardens@lancaster.gov.uk](mailto:dogwardens@lancaster.gov.uk)  
Telephone: 01524 582757

## Emergency Planning & Business Continuity

The council has arrangements in place for anticipating and responding to community emergencies.

The majority of emergency incidents are dealt with by the Police, Fire and Ambulance services not needing to call on council resources. However the council is called upon to assist during a significant number of major incidents every year where it can play an important role in protecting communities and subsequently restoring normality.

Depending on the nature of a particular emergency the council will provide local knowledge, specialist staff, equipment and transport, and may even need to establish Rest Centres for evacuees. The council assists in helping the community towards full recovery. This may involve dealing with physical scars and the psychological ones, from the re-building of houses to assisting in the re-building of people's lives.

The council liaises closely with Lancashire County Council (which has closely related responsibilities), the emergency services, voluntary organisations and other organisations such as the Environment Agency to ensure that plans are maintained and tested, fostering a multi-agency approach.

### District Emergency Plan

The council's District Emergency Plan sets out arrangements for responding to any significant emergency incident occurring within the council's area, or a request for mutual aid and assistance from another emergency responder. The District Plan is linked with a number of other emergency plans prepared by the council and partner organisations for use in specific circumstances, for example flooding, hazardous substances, oil pollution, and incidents involving radioactivity.



*Operation Merlin – Chemical Incident  
Junction 34, M6 February 2009*

**There is more information on our website:** [www.lancaster.gov.uk/emergency](http://www.lancaster.gov.uk/emergency)

#### **Contact us:**

Civil Contingencies Officer  
Environmental Health Services, Lancaster City Council, Town Hall, Marine Road East, Morecambe, LA4 5AF

Email: [civilcontingencies@lancaster.gov.uk](mailto:civilcontingencies@lancaster.gov.uk)  
Telephone: 01524 582680

## Environmental Protection

We offer a wide range of statutory and responsive services dealing with pollution in the environment:

- Investigating complaints and incidents
- Inspecting sites to check on legal compliance
- Monitoring and sampling environmental quality
- Assessing environmental impacts (including consultation on proposed developments)
- Offering advice and recommending environmental controls

### Air quality

We all want to breathe clean air but poor air quality is a concern for many communities. The council enforces a range of air pollution control legislation and has three formal air quality management areas.

*More information:* [www.lancaster.gov.uk/airquality](http://www.lancaster.gov.uk/airquality)

### Contaminated Land

Over 2,000 identified sites in the council's area may have been contaminated by previous or existing industrial uses. Some may potentially present hazards to health or the environment. We inspect these sites and require investigation and remediation where necessary.

*More information:* [www.lancaster.gov.uk/contaminatedland](http://www.lancaster.gov.uk/contaminatedland)

### Drains and Sewers

Whilst defective and blocked drains and sewers can be unhygienic and a nuisance, the people responsible for them are sometimes unaware or slow to act. We respond to complaints, investigate and advise to identify what needs to be done, taking formal action if necessary. *More information:* [www.lancaster.gov.uk/drainage](http://www.lancaster.gov.uk/drainage)

### Industrial Pollution Control

An environmental permitting system provides pollution control regulation about 45 'prescribed' industrial and commercial processes in the district. *More information:* [www.lancaster.gov.uk/industrialpollutioncontrol](http://www.lancaster.gov.uk/industrialpollutioncontrol)

### Noise

Unwanted noise is a problem for many of us from time to time. The council takes problems of noise seriously and it has a range of duties and legal powers which can help.

*More information:* [www.lancaster.gov.uk/noise](http://www.lancaster.gov.uk/noise)

### Odour

People are also troubled by temporary unpleasant smells from time to time, not least in rural areas. The council may be able to intervene for persistent or highly unpleasant smells that are caused unreasonably.

*More information:* [www.lancaster.gov.uk/odour](http://www.lancaster.gov.uk/odour)

### Radiation and Radioactivity

Everyone encounters radiation from the sun and other natural sources every day. Usually this is harmless. However sometimes radiation can be hazardous and the council monitors levels, especially those of manmade radioactivity in the environment. *More information:* [www.lancaster.gov.uk/radiation](http://www.lancaster.gov.uk/radiation)

### Smoke

Smoke is a frequent cause for complaint. There are no byelaws governing domestic bonfires but sensible precautions should be followed to prevent nuisance. Other sources of smoke are subject to legally enforceable control.

*More information:* [www.lancaster.gov.uk/smokecontrol](http://www.lancaster.gov.uk/smokecontrol)

### Contact us:

Environmental Protection section  
Environmental Health Services, Lancaster City Council,  
Town Hall, Marine Road East, Morecambe, LA4 5AF

Email: [environmentalhealth@lancaster.gov.uk](mailto:environmentalhealth@lancaster.gov.uk)

Telephone: 01524 582935 Fax: 01524 582709



Ray Liver – Technical Officer  
Monitoring background radiation

## Food Safety

We inspect standards and legal compliance in food businesses, provide information on food safety, investigate food complaints, food poisoning and other cases of infectious disease, and deliver health promotion. For any further information on any of the topics listed below please contact us or see our website.

### Food law and guidance

- Starting a Food Business
- Food Hygiene Inspections
- Food Hygiene Inspection Online Reports
- Registration of Food Premises
- Catering from home
- Industry Guides
- Food Labelling
- Imported Food
- Useful food links

### Food safety and raising awareness

- Food Sampling
- Food Alerts
- Food Complaint Investigations
- Report unhygienic premises or practises
- Food-borne disease and food poisoning investigations
- List of local food hygiene trainers

### Other areas of work

- Infectious Disease
- Shellfish
- Health Promotion
- Food Information Topics (such as BSE, GM Food, Organic Food)
- Port Health



*Jo Hayes & Carrie Morphet  
Technical Officers  
Taking water samples*



*Sarah Mason – Environmental Health Officer  
Conducting a Food Hygiene Inspection*

**There is more information on our website:** [www.lancaster.gov.uk/foodsafety](http://www.lancaster.gov.uk/foodsafety)

### Contact us:

Food safety team  
Environmental Health Services, Lancaster City Council, Town Hall, Marine Road East, Morecambe, LA4 5AF

Email: [environmentalhealth@lancaster.gov.uk](mailto:environmentalhealth@lancaster.gov.uk)

Telephone: 01524 582936

## Health & Safety at Work

The council is responsible for ensuring that over 3,000 premises in the district are maintaining good standards of health and safety at work. These include shops, offices, hotels, restaurants, warehouses and leisure facilities. Our Health & Safety team carries out unannounced health & safety inspections according to the likely risks that premises pose to employees and the public. The team's work includes:

- Formal inspections checking legal compliance
- Accident investigations
- Complaint investigations
- Cooling tower registration
- Swimming pool water testing
- Promotion of various safety and health related initiatives including the popular schools safety quiz

We also provide advice and information, guidance and training to help businesses meet their legal requirements. For more information on a range of workplace health and safety topics, see our website.

### Health & Safety Executive

Certain premises such as factories, hospitals and building sites are regulated not by the council but by the Health & Safety Executive (telephone 0161 952 8200).

### Registration of Premises for Health & Safety

If you employ staff you should register your premises with the council using the on line form. In addition, if you sell or prepare food you must also register as a Food Premises

**There is more information on our website:** [www.lancaster.gov.uk/healthandsafety](http://www.lancaster.gov.uk/healthandsafety)

#### Contact us:

Public Health & Safety team  
Environmental Health Services, Lancaster City Council, Town Hall, Marine Road East, Morecambe, LA4 5AF

Email: [environmentalhealth@lancaster.gov.uk](mailto:environmentalhealth@lancaster.gov.uk)

Telephone: 01524 582936

## Pest Control

The Pest Control Service is managed by a senior environmental health officer. Our professional administrative staff will be your first point of contact over the phone.

Pest control treatments and advice are provided by a small team of highly trained and experienced Pest Control Officers. Each covers an area of the district and drives a fully equipped, unmarked vehicle to provide on-the-spot treatments.

### *Our Pest Control Officers*



Ron Haygarth

Andy Henworth

Lee Illingworth

Mike Tyrrell

Every pest control problem is slightly different. For general information see our website. For specific advice please contact us.

### **What to expect**

We aim to provide a prompt response in all cases. However requests are dealt with in order of priority and a more urgent response if offered for rats, cockroaches, fleas and bedbugs. Many pest problems are resolved by a single visit although revisits are offered routinely for treatments of rats and mice.

During the summer the Pest Control Service is particularly busy. There is a short waiting list for non-urgent treatments although our officers will visit as soon as they can. You will be informed of the waiting time in case you prefer to use an alternative pest control company.

### **Customer Satisfaction**

The Pest Control Service consistently reports high rates of customer satisfaction.

**There is more information on our website:** [www.lancaster.gov.uk/pestcontrol](http://www.lancaster.gov.uk/pestcontrol)

#### **Contact us:**

Pest Control Services

Environmental Health Services, Lancaster City Council, Town Hall, Marine Road East, Morecambe, LA4 5AF

Email: [environmentalhealth@lancaster.gov.uk](mailto:environmentalhealth@lancaster.gov.uk)

Telephone: 01524 582935

## Port Health

Lancaster is the Port Health Authority for ports at Heysham (a full-scale commercial port) and Glasson (a small port). Our services there include:

- Providing effective control over imported foods (excluding animal products)
- Inspecting vessels to ensure compliance with international and United Kingdom health requirements for food hygiene
- Preventing infectious disease entry into the UK through ports (inspecting vessels and documentation, investigating cases of notifiable infectious diseases)



*Port Health Officers – Andre Hunt & Jo Hayes*

### Working In partnership

Lancaster's port health team works closely with the management at Heysham Port and Glasson Port Commission to ensure checks of ports and vessels are undertaken in a timely manner. We work with a number of partners having a presence at the ports, including Port Medical Officers (Doctors on-call) from the Health Protection Agency (HPA). The council is a member of the UK Association of Port Health Authorities.

**There is more information on our website:** [www.lancaster.gov.uk/porthealth](http://www.lancaster.gov.uk/porthealth)

#### **Contact us:**

Public Health & Safety team  
Environmental Health Services, Lancaster City Council, Town Hall, Marine Road East, Morecambe, LA4 5AF

Email: [environmentalhealth@lancaster.gov.uk](mailto:environmentalhealth@lancaster.gov.uk)

Telephone: 01524 582936

## Private sector housing

### Regulating housing standards

Private tenants are entitled to safe, comfortable, well managed rented accommodation. Our Housing Standards team inspects and enforces legal requirements to safeguard residents in private tenanted accommodation.

If you rent your home, major repairs are generally the responsibility of your landlord. This includes repairs to the structure and exterior of the property as well as internally. If your home has any problems that could be a hazard or you are concerned about management issues, you can ask your landlord to put things right. If your landlord doesn't do anything to improve the situation, you can contact the housing standards team. We can also provide general advice on private renting.

The Council operates an accredited property scheme for all types of property, and mandatory licensing for houses in multiple occupation. Both schemes aim to promote good standards in rented accommodation so if you are an owner and would like your property accredited or want to know if it should be licensed, or you are a tenant who would like information on whether a property is accredited or licensed, contact the Housing Standards Team.

**Ask for:** the Housing Standards team **Website:** [www.lancaster.gov.uk](http://www.lancaster.gov.uk) (search under "private housing")

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### Home Improvement Services

The council's Home Improvement Team provides a range of Home Improvement Agency type services for vulnerable residents. These services are designed to help residents remain independent in their own home.

*Handyperson services* – free labour to get small repairs and improvements done around the home. Eligible applicants have to be aged 60 or over and not be in paid employment.

*Caseworker services* – free impartial advice and support for independent living, moving home and raising finance for home repairs.

*Home maintenance services* – free inspections and advice on repair/maintenance works, energy advice, accident prevention, grants towards urgent repairs and help finding builders.

*Disabled facilities financial assistance* – administering grants for home adaptations to meet disabled people's needs. Eligibility depends upon the Social Services having assessed the occupant as being in need of the proposed adaptation.

**Ask for:** the Enabling team **Website:** [www.lancaster.gov.uk](http://www.lancaster.gov.uk) (search under "home improvement")

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### Homelessness

Homelessness means not having a home, not having any rights to stay where you live, or your home being unsuitable for you. People are entitled to help as homeless persons in some instances if they only have access to unsecured or unsuitable accommodation. Shelter, the housing and homelessness charity, has produced a guide that explains what help you are entitled to from your local council.

If you think you are homeless, contact us and we will assess your circumstances and needs. We may be able to offer temporary accommodation before assisting with finding more permanent accommodation. Our Advice Officers can continue to advise and support you until alternative accommodation is found. Floating support may be available to help you in your new accommodation.

If you are threatened with homelessness our Housing Advice team will work with you to try to stop you becoming homeless. The Homelessness team operate an out of hours service seven days a week. The out-of-hours contact telephone number is 01524 67099.

**Ask for:** the Homelessness team

**Website:** <http://www.lancaster.gov.uk/housing/private-housing/homelessness>

**Contact us:** Private Sector Housing  
Environmental Health Services, Lancaster City Council, Town Hall, Marine Road East, Morecambe, LA4 5AF

Email: [customerservices@lancaster.gov.uk](mailto:customerservices@lancaster.gov.uk)

Telephone: 01524 582257