

## **Background Information about Service Request Data for Environmental Health**

### **What is included in the data?**

- The numbers of service request received by the Environmental Health Service by financial year in the different categories.
- Service request may also be referred to as complaints.
- The data has been gathered from the SRU data base in the service computer system APP.
- These service requests may have been received from members of the public (residents, visitors) and businesses; this includes reopened service requests .
- A reopened service request is a request that has been made about a particular issue, that has been closed, and a further service request has been made within 3 months of the original receipt.

### **What is not included in the data?**

- Work of the Environmental Health Service which is recorded in other databases such as notices, prosecutions, pre programmed visits.
- Pre programmed visits are undertaken in relation to food safety, food sampling, health and safety, accident investigation, animal welfare, Pollution Prevention and Control, private water, planning consultations, air quality monitoring, Houses in Multiple Occupation etc.

### **Points to assist in interpreting the data**

- The 'additional comments' column below may explain changes in how the data is recorded, or further explanation of the category

<b>CatCode</b>	<b>All Category</b>	<b>Additional comments</b>
AAA	Complaint about EH Service	
AAB	FOI Request	Only started recording on APP in 14/15, prior to this it was recorded corporately
AAC	FOI/EIR Request	
M15	Search Enquiry	Refers to additiopnal land searches

**Service Requests including re-opened**

<b>CatCode</b>	<b>Animal Welfare Category</b>	
L04	Animal Boarding Establishment	From 2011/12 Licensing function moved to Licensing section therefore service request dealt with by them.
N06	Animal By-products	
N05	Animal Disease	
L08	Dangerous Wild Animals	
N02	Dead Animals	
L05	Dog Breeding Establishment	From 2011/12 Licensing function moved to Licensing section therefore service request dealt with by them.
N01	Movement Records	
L07	Pet Shops	From 2011/12 Licensing function moved to Licensing section therefore service request dealt with by them.
L06	Riding Establishment	
N03	Transportation of Animals	
N04	Welfare Issues	

**Service Requests including re-opened**

<b>CatCode</b>	<b>Dog Category</b>	
G06	Dangerous Dogs	
GA4	Dog - officer told owner to put dog on lead (DCO)	Started using code when Dog Control Orders introduced 3rd Sept 2012
G05	Dog Fouling	Ceased using code 3rd Sept 2012 when Dog Control Orders introduced

GA1	Dog Fouling - Public land (DCO)	Started using code when Dog Control Orders introduced 3rd Sept 2012
G07	Dog Found	
G09	Dog Neutering Voucher Requested	
GA3	Dog not on a lead (DCO)	Started using code when Dog Control Orders introduced 3rd Sept 2012
GA5	Dog sighted in Dog Exclusion area (DCO)	Started using code when Dog Control Orders introduced 3rd Sept 2012
G08	Dog to be chipped	
G10	Dogs - General Enquiry	
GA6	Dogs - person walking six or more dogs (DCO)	Started using code when Dog Control Orders introduced 3rd Sept 2012
G03	Dogs Reported Lost	
G01	Stray Dog Reported	

#### Service Requests including re-opened

CatCode	Drainage Category	Some drainage functions transferred to Yorkshire Water on 1st October 2011
B06	Cesspool	
B12	Defective Soil/Waste Pipe	
B03	Drain Problem	From 1st Oct 2011 figures likely to be affected by above transfer
B14	Drainage Advice	
B02	Dye Test	
B13	Effluent in Property	
B08	Land Drainage	
B11	Road Gully	
B05	Septic Tank	
B04	Sewer Problem	From 1st Oct 2011 figures likely to be affected by above transfer
B01	Smoke/Essence Test	
B10	Troughing etc Disrepair	
B09	Water In Cellar	

#### Service Requests including re-opened

CatCode	Environmental Protection Category	
M06	Abandoned Vehicles	
M09	Animal Nuisance	
L02	Caravan Sites	
M22	Community Clean Up	

GA2	Dog Fouling - Private land	Up to 2011/12 all dog fouling complaints on private land logged under G05
M24	Duty of Care - Commercial	Waste storage issues on Commercial premises
M25	Duty of Care - Domestic	Waste storage issues on Domestic premises
L21	Entertainment	
L12	Exhumations	
M04	Eyesore on Land (S215)	Dealt with by Planning Services
M02	Filthy & Verminous Premises	
M03	Flytipping	
M19	General Enquiry	Generic code used when someone may be just seeking advice as opposed to making a specific complaint
M13	General Nuisance	May include several nuisance issues, or be non specific in nature.
E04	Grit/Dust	
M20	High Hedges	Dealt with by Planning Services
B07	Internal Domestic Odour	
E07	Light Pollution	
M18	Litter	
M21	Nuisance Vehicle	Vehicles that may cause problems but not abandoned
B15	Odour	
E03	Odour/Fumes	
E02	Open Burning	
L25	Operator's Licence Consultation	Refers to consultations.
L28	Pavement Cafe Licence	Refers to consultations.
M07	Pigeon Nuisance	
M08	Rats in the Area	
M01	Refuse Accumulations	Includes dirty gardens, excessive accumulations on domestic & commercial premises .
M05	Sharps Disposal	
E01	Smoke From Chimneys	

M23	Waste Collection Issue	Received by EH but mainly about issue with municipal collection of waste/recycling. Waste Management predomianetly deal with collection issues.
L27	Waste Management Licence Consultation	

**Service Requests including re-opened**

<b>CatCode</b>	<b>Food Category</b>	
F09	Complaint re: FHRS Rating	
F04	Export Certificate	
F01	Food Advice	
F00	Food Complaint	
F05	Food Hazard Warning	Only enquires from members of the public about warnings, not the actual number of Food hazard warnings.
F26	Food Premises Regn. Enquiry	Enquires about food registration issues.
L13	Game	
F56	Illegal Slaughter	
F08	Request for FH Reassessment	
F07	SFBB Mentoring	
F52	Structural Disrepair	
F40	Surrender/Condemnation of Food	
F51	Unhygienic Practices	
F50	Unhygienic Premises/Vehicle	

**Service Requests including re-opened**

<b>CatCode</b>	<b>Health &amp; Safety Category</b>	
S02	Accidents	Only refers to enquires from members of the public about accidents, not the actual number of accident notifications.
L17	Acupuncture	
L20	Children's Act	
L18	Cosmetic Piercing	
L16	Electrolysis	
S01	H & S Legislation Enquiry	
S04	HASAWA	
L14	Late Night Refreshment House	
L19	Marriage Act	
F55	No/Inadequate Public Fac.	
S05	Smoke Free Legislation	
L15	Tattooing	

**Service Requests including re-opened**

<b>CatCode</b>	<b>Housing Category</b>	
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H24	Clearance	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H16	Condensation	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H17	Dampness	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H23	Defective Premises Nuisance	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H07	Disconnection of Services	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H01	Disrepair	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H28	Electrical Wiring Defects	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H15	Flue Defects	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H22	Gas Appliance Defect	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
HA2	HMO conditions/disrepair	From 2014/15 all HMO conditions/disrepair logged against this category code
H14	HMO Enquiry	Category code used upto 2013/14 then from 2014/15 HA4 category code used
HA4	HMO Information/Advice	From 2014/15 all HMO information/advice logged against this category code
H29	HMO Licence	Not used
H21 & HA8	Immigration Inspection	From 2014/15 all Immigration inspections logged under HA8

H10	Insecure Property	From 2014/15 all insecure property logged against category codes HA1 or HA2
H05	Lack of Baths/WCs (HMO)	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H06	Lack of Cooking Fac. (HMO)	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H03	Means of Escape (HMO)	Category code used upto 2013/14 then from 2014/15 HA2 HMO conditions/disrepair category code used
H18	Overcrowding	Category code used upto 2013/14 then from 2014/15 HA 1 or HA2 used
H04	Overcrowding (HMO)	Category code used upto 2013/14 then from 2014/15 HA2 HMO conditions/disrepair category code used
H02	Poor Management (HMO)	Category code used upto 2013/14 then from 2014/15 HA2 HMO conditions/disrepair category code used
H13	Request for Housing Info/Advice	From 2014/15 all housing advice logged against category codes HA3 or HA4
HA1	Single Let conditions/disrepair	From 2014/15 all single let housing conditions /disrepair logged against this category code
HA3	Single Let Information/Advice	From 2014/15 all single let information/advice logged against this category code
H27 & HA9	Traveller Sites	From 2014/15 all Traveller sites logged under HA9
H09 & HA6	Void Property	From 2014/15 all Void property logged under HA6

**Service Requests including re-opened**

CatCode	Infectious Disease Category
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I01	Communicable Disease General	Only refers to enquires from members of the public about infectious disease issues, not the actual number of notifications.
I10	E-Coli 0157	Only refers to enquires from members of the public about infectious disease issues, not the actual number of notifications.
I11	Food Poisoning	Only refers to enquires from members of the public about infectious disease issues, not the actual number of notifications.
I02	Health Certificates	Only refers to enquires from members of the public about infectious disease issues, not the actual number of notifications.
I24	Other Disease	Only refers to enquires from members of the public about infectious disease issues, not the actual number of notifications.

#### Service Requests including re-opened

CatCode	Noise Category	
OAA	General Noise Enquiry	
L26	Licencing Act 2003 Consultation	Licensing Act Consultation from licensing Services
ONA	Noise - Alarm	
ONC	Noise - Animals/Birds (not dogs)	
ONB	Noise - Barking Dog	
OND	Noise - Bells (church/phone)	
ONO	Noise - Boats	
ONV	Noise - DIY	
ONM	Noise - Fireworks	
ONW	Noise - Low Frequency	
ONF	Noise - Machinery (fixed)	
ONI	Noise - Music	
ONK	Noise - Party	
ONH	Noise - People	
ONG	Noise - Plant/Machinery (mobile)	
ONE	Noise - Public Address systems	
ONN	Noise - Shooting	



ONL	Noise - TV/Radio	
ONX	Noise - Unidentified/Other	
ONQ	Noise - Vehicle Repairs	
ONP	Noise - Vehicles	
L29	Temporary Event Notice	Temporay Event Notice consultation from licensing Services

**Service Requests including re-opened**

<b>CatCode</b>	<b>Pollution Category</b>	
E09	Air Quality Management	
E05	Authorised Installations	
L23	Building Regulations Consultation	
M11	Closed Landfill Sites	
M10	Contaminated Land	
L24	Development Control Consultation	Planning application consultations
T01	Mains Supplies	
M12	Operative Waste Management Licence	
EPC	PPC Process Complaint	
EPE	PPC Process Enquiry (NOT Complaint)	
T02	Private Supplies	
E06	Radiation	
T03	Recreational Waters	
E08	Vehicle Emissions	
T04	Water Courses	