

**East Cambridgeshire District
Environmental Services Department**

COMMERCIAL TEAM

**Food and Health and Safety Service Plan
2019/2020**

Written in accordance with the Food Standards Agency's The Framework Agreement on Official Feed and Food Controls by Local Authorities Amendment No. 5 April 2010 and the Health and Safety Executive's Guidance to Local Authorities.

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INTRODUCTION

East Cambridge District Council is responsible for food safety and health and safety enforcement¹ in its area and is required, by the Framework Agreement², to produce an annual service plan clarifying how it proposes to meet this obligation. The aim of this plan is to ensure that national priorities and standards set by the Food Standards Agency and Health and Safety Executive are addressed and delivered locally.

The Commercial Team which undertakes these duties within East Cambridge District Council, is committed to enforcement that is effective, risk based, proportionate and consistent, in common with the directives of both the Food Standards Agency and Health and Safety Executive. It is also committed to working with all its customers to ensure that it is fulfilling its responsibilities.

This plan is consistent with the current Environmental Services Service Delivery Plan and the Council's corporate objective of "Delivering a Financially Sound and Well Managed Council"³.

Liz Knox
Environmental Services Manager

April 2019

¹ *In businesses for which the local authority is the enforcing authority (Reference The Health and Safety (Enforcing Authority) Regulations 1998).*

² *Food Standards Agency's The Framework Agreement on Official Feed and Food Controls by Local Authorities Amendment No. 5 April 2010*

³ "Our Vision for the Future" ECDC Corporate Plan 2017-2019

1. COMMERCIAL TEAM AIMS AND OBJECTIVES

1.1. Aims and Objectives

The regulatory and advisory roles of the Commercial Team (the Team) support the Council's corporate objective "Delivering a Financially Sound and Well Managed Council" and also those of the Environmental Services Delivery Plan.

The Team operates within the Environmental Services Department. The link between the Council's corporate objectives and the Environmental Services Delivery Plan is in the commitment to "Continue business reviews to minimise bureaucracy, increase efficiency and provide excellent 'can do' and 'open for business' services". It also links some functions with the Cambridgeshire Health and Wellbeing Strategy.

As an enforcement service for Food Safety, Health and Safety and Public Health legislation, the aim of the Team is to improve public health in both food and health and safety. The key objectives are:

- Planned and reactive inspections of registered and approved food establishments
- The investigation of service requests and complaints relating to food and food premises
- The investigation of cases and outbreaks of food-borne and food poisoning illnesses.
- The investigation of accidents reported under RIDDOR⁴ and complaints about safety
- Undertaking health and safety advisory visits and inspections according to Health and Safety Executive (HSE) protocols and guidance.
- Giving advice and guidance to businesses and other internal and external customers

The Team operates on a risk-based approach supporting firstly with advice and guidance on compliance. Enforcement is undertaken having regard to the Council's enforcement policies and guidance from the Food Standards Agency (FSA), the HSE, and Public Health England (PHE).

2. AUTHORITY PROFILE AND ORGANISATIONAL STRUCTURE

2.1. Authority Profile

East Cambridge District Council is a largely rural area of some 651.3 square Kilometres with a population of 83,300 according to the 2011 Census. It has its main commercial centre at Ely, which, due to its cathedral is a major tourist attraction.

The district has more than twice the national proportion of agricultural businesses. The average employment rate is high at 72.3% for people between the ages of 16 and 74.

⁴ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

The district has around 4000 VAT registered businesses of every description. Many of the businesses in ECDC are independents, rather than being part of chains or multiples and this type of business traditionally relies on the Council as a source of advice and guidance.

The Council is responsible for the enforcing food, public health and safety law in approximately 850 food businesses and other commercial premises.

The responsibility for enforcement of Health and Safety at commercial premises is divided between the Health and Safety Executive and Council and because businesses do not need to register under health and safety law, an accurate database is not available.

2.2. Organisational Structure

The Environmental Services Department, reports to the Regulatory Services Committee and has a designated Councilor Champion supporting the service.

The departmental lead is the Environmental Services Manager who in turn reports to the Director of Operations. The Commercial Team sits within the Environmental Services Department.

Reporting to the Environmental Services Manager is the Senior Environmental Health Officer (SEHO) who is designated as the Lead Food Officer. They undertake the day-to-day supervision of the Commercial Team as well as contributing to inspection and complaint investigations. The Team is responsible for the Council's enforcement role in relation to most food, health and safety and infection control aspects of public health legislation.

Officers are authorised to undertake a range of food health and safety and public health enforcement according to their job profile, competence and experience. The Team are supported in this role by the Council's Legal Services department.

External to the Council, the Team have an authorised Public Analyst (PA) with the role currently being undertaken by Public Analysts Scientific Services Ltd and a Food Examiner undertaken by Public Health England at Colindale.

2.3. Liaison with Other Organisations

Working closely within a small authority, the Team liaises with Licensing, Building Control, the Markets Team, Waste Management, and Ely Tourism.

The Team liaises with neighbouring districts, both by direct contact and regional Cambridgeshire Food and Safety Group meetings, and with other neighbouring authorities as required. Representatives from PHE, Trading Standards, HSE and FSA attend these meetings.

Heads of Service attend strategic meetings at a county level.

Officers attend the Safety Advisory Group meetings allowing work with emergency services and other County representative on larger events. No special resources are needed to undertake this liaison.

Officers work with Cambridgeshire County Council on the Healthier Options project.

2.4. Cambridgeshire & Peterborough Better Business for All Partnership

The Cambridgeshire & Peterborough Better Business for All (BBfA) Partnership has drawn regulators, Signpost 2 Grow and business representatives together with the aim of providing an effective signposting and targeted business support service tailored to meet local needs.

The aims and objectives of BBfA Partnership are;

- Developing a relationship between businesses, business focussed support organisations and regulators built upon trust, understanding and a desire to together improve compliance with regulation and support of business growth,
- Committing to consult with business to improve understanding of how the partnership can assist businesses to achieve and maintain compliance
- Clear communication and provision of all information in one accessible location
- Streamlining and improving access to information, to enable businesses, to understand and apply regulation and guidance
- Promoting and supporting Primary Authority with businesses that would benefit from being part of a partnership
- Helping to build confidence amongst the business community enabling them to plan and make compliant business decisions, for example by signposting to funding and advice
- Promoting exporting and support that the Department for International Trade (DIT) can provide to businesses who wish to expand their businesses to an overseas market.

2.5 Enforcement Policy

The Council has a Corporate Enforcement Protocol in line with the Regulators Code. Under the umbrella of that Protocol, the Council has separate Food and Health and Safety Enforcement policies. These are available on the Council's website.

Officers follow the ECDC Food Safety Enforcement Policy, supporting and guiding businesses in compliance with food laws in the first instance. Where advice and guidance and an informal route fails, Officers will use a graduated approach into formal enforcement.

3. THE COMMERCIAL TEAM

3.1. Scope of the Commercial Team

The Team is primarily responsible for the following work areas:

- Carry out official controls at food premises to ensure that businesses comply with the relevant food hygiene legislation and the FSA Food Law Enforcement Code of Practice and Guidance.
- Carry out advisory visits at new businesses and support both new and existing businesses in the use of the required documented, food safety management systems such as the FSA, "Safer Food Better Business" and other guidance.
- Participate in the FSA Food Hygiene Rating Scheme, publicising Hygiene Ratings for businesses within the scope of the scheme.
- Sample food, food environments and articles coming into contact with food to microbiological standards, taking part in National, Regional and local sampling initiatives usually in partnership with Public Health England. Some

compositional sampling may be undertaken for example in respect of imported foods.

- Action Food Alerts or other instructions/ referrals issued by the FSA and Defra.
- Cascade guidance and information from the FSA to local food businesses.
- Investigate complaints about foods and food premises.
- Investigate reported cases of food poisoning and other infectious diseases.
- Enforce imported food controls.
- Provide Home Authority (HA) advice where needed.
- Maintain the register of food establishments and a data base of food businesses.
- Maintain information about the work of the Team on the Council's website.
- Maintain up to date data on hygiene ratings for the FSA website.
- Liaise with Primary Authorities (PA) in respect of businesses with a PA agreement.
- "Hazard-spotting" at commercial premises for compliance with health and safety legislation, where the local authority is the enforcing authority.
- Undertake advisory and proactive health and safety interventions at premises according to HSE guidance.
- Give guidance to prospective and existing business and issue registrations to skin piercing premises and persons providing treatments at those premises.
- Investigate complaints about poor health and safety standards.
- Investigate accidents reported under RIDDOR or via complaints.
- Cascade advice and information from the HSE or other authorities, such as Public Health England to commercial business for which we are the enforcing authority.
- Participate in and give advice concerning the Council's Safety Advisory Group.
- Act as a consultee for planning and license applications in relation to relevant premises.
- Investigate complaints of smoking in relevant premises and hazard spot for smoking during other interventions.
- Liaise with and action directives from, where necessary, Public Health England; FSA; Defra; HSE, Fire Authority; internal and external regulatory partners and regional Environmental Health and Trading Standards departments on both food and safety related guidance, protocols, standards and general public health issues.
- Advise other Council services and stakeholders on all of the above as necessary and where resources allow.

- Give advice and presentations/talks to community and vulnerable groups, where resources allow.
- Participate in meetings and activities identified by the regional food and safety group including peer reviews (Cambridgeshire Food and Safety Group).
- In line with the Health and Wellbeing Strategy and County Council, promoting Healthier Options in independent food businesses to which the scheme applies.
- Maintain the Food Premises register, Cooling Tower register and Notices served under the Environmental Information Regulations 2004.
- Provide statistical and other information to the FSA and HSE.
- Be available to support emergency public health functions supporting teams within the department as necessary.

3.2. Demands on the Commercial Team

The Team is responsible for the enforcement of food, public health and safety law in commercial premises for which they are the enforcing authority. Over all legislative areas the number of businesses for which the Team may have an enforcement role is estimated to be in excess of 4000 (this being the approximate number of VAT registered businesses in the district).

Food law require certain premises handling food products of animal origin to be Approved due to their nature, scale, or complexity. ECDC has 8 Approved Establishments including cold stores; re-wrapping facilities; a smoker, fish cutting and distribution plant and egg packers. This requires the Team to maintain its knowledge of specialist legislation and guidance.

The Team enforces food safety in approximately 850 food businesses.

Food businesses (Food Standards Agency classification)	Number at 23/04/18
Total number of registered food businesses	853
Primary Producers	11
Manufacturers/Packers	36
Importers	5
Distributors/Transporters	27
Food Retailers	155
Food Caterers	618
Number of establishments approved under Regulation EC No	8

853/2004 (included within the above)	
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There are a small number of businesses undertaking complex processes such as sous vide; vacuum packing and fermentation. Suitably qualified and trained officers carry out interventions in businesses associated with specialist and complex processes and equipment.

There are a number of seasonal businesses and accurate figures are difficult to maintain where they are operating from residential accommodation and mobile/market establishment, some of whom never trade in ECDC. Ely town centre has a regular, twice-weekly market, but has traders on most days which includes food traders.

The district is not only a popular tourist destination, but it supports a large number of artisan traders. To support the district's numerous events requires the Team to ensure that attending food traders are registered, whilst information is provided to other organisations regarding premises registered within the borough. As well as providing an opportunity to inspect local mobile traders, a number of events are selected annually to ensure that standards are being maintained. The events selected for inspection, are based on local intelligence or where this is the only event at which a locally registered local mobile trader can be found trading.

3.3. Turnover of Food Businesses

The district has a noticeable turnover of food businesses opening and closing each year as the table below shows. Officers commit extra time to new businesses giving advice before they open and at their first inspection (which is normally carried out without prior warning), according to the FSA Code. New businesses are inspected in order according to risk where the FSA target of an inspection within 28 days of opening is not met.

Year	2015/2016	2016/2017	2017/2018	2018/19	Anticipated
Number of new businesses	114	112	112	68	101
Number of closed businesses	141	132	112	91	119

3.4. Food Hygiene Rating Scheme

The Team is a partner of and promotes the FSA's Food Hygiene Rating Scheme (FHRS). 675 ECDC businesses are on the FSA website with businesses from 0 (urgent improvements necessary) to 5 (very good). Businesses are encouraged to display their ratings but this is not mandatory. Currently 65% of food premises are scoring 5.

3.5. Cost recovery and income generation

Under the FHRs scheme, a business can request re-rating visit. From 01 April 2018 food businesses must pay a fee of £130.00 for a valid re-rating request.

The Team issues Export Health Certificates, for which a fee is payable. A total of 44 certificates were requested last year each at a cost of £95.00.

From April 2017, the Team offered coaching in Safer Food Better Business for a fee of £50.00 per hour. This is advertised at the time of inspections. To date, no business has applied for paid coaching.

3.6. External Factors

The FSA has a number of roles that can directly influence the operation of the Team. As well as developing and implementing the national guidance and codes of practice for all food authorities, they may also identify and direct reactive work.

Such unplanned, reactive work can impact on the work of the Team. Examples of this include enforcing new laws with FSA guidance, data cleansing and hygiene rating consistency exercises.

3.7. Access to the Team

Inspections typically take place during weekday, office hours; but evening and weekend inspections and advisory visits are made where the business does not open at other times. In accordance with the FSA Food Law Code of Practice, inspections are without prior warning. However, inspections may be made by appointment where a business does not open at set times or officers need to meet with a particular person.

Where a food business is based in residential premises, officers must give 24 hours' notice of entry. The Team does not have a safety enforcement responsibility in dwellings.

Access for service users	Details
Office address: The Grange Nutholt Lane Ely Cambridgeshire CB7 4EE	Opening Hours 08:45 - 17.00 Monday to Thursday 08.45 - 16.30 on Fridays
Day time telephone number	01353 665555
Email	foodandsafety@eastcambs.gov.uk
Council website	www.eastcambs.gov.uk
Out of hours contact	07710 978 900

4. SERVICE DELIVERY

4.1. Review of the Commercial Team Intervention Programme 2018-19

The aims of the Team are to ensure safe food for members of the public, whether for sale inside or distributed outside ECDC. The Team achieves this with an inspection programme and interventions according to the FSA Food Law Code of Practice and Guidance.

The results of all inspections are confirmed in writing and those premises included in the Hygiene Rating Scheme are sent information about their rating. Whilst all businesses are invited to contact the officer about the inspection there is an established procedure for them to contact the senior officer if they are not satisfied.

After a programmed inspection, the business is rated and if it fails to reach a “broadly compliant” standard, it is re-inspected. Currently, 90% of the food business in the district meet the “broadly compliant” definition [If a premises in the Scheme is not broadly compliant, it will achieve a rating of between 0 and 2.]

4.2. Trends in the inspections by the Commercial Team

Category	2016/2017	2017/2018	2018/2019	Inspections Due 2019/2020
A High Risk visit at least every 6 months	3	3	0	2
B High Risk visit at least every 12 months	27	48	32	31
C Medium Risk visit at least every 18 months	85	72	90	100
D Low Risk visit at least every 24 months	76	113	146	136
E Very Low risk visit every 60 months or use alternative enforcement strategy	96	102	113	100
Total	287	338	381	368
Number of re visits undertaken	37	52	30	

4.3. Food Complaints

The Team has a standard operating procedure for the receipt of food complaints. The Team contacts all customers making food complaints (unless anonymous) and will tailor the subsequent investigation using a risk- based approach.

It is considered that Team resources are adequate to effectively deal with complaints with extra funds made available were specialist analytical skills needed.

Food complaints and requests for service are combined and the numbers received and predicted is as below:

Period	2016/2017	2017/2018	2018/2019	Predicted 2019/2020
Number of food complaints	449	365	784	530

There is a marked increase in the number of Requests for Service in the Council's year 2018/19. This is in part due to a change in the method by which Requests are captured and then inputted onto the Council's system

4.4. Primary Authority Scheme and Home Authority Principle

The Primary Authority Scheme is managed by Central Government through the Department for Business, Energy and Industrial Strategy. The Primary Authority scheme enables businesses to form a legal partnership with one local authority, which then provides assured and tailored advice on complying with environmental health, trading standards or fire safety regulations that other local regulators must respect. The Team supports the Primary Authority Scheme but does not have a partnership with any business in the District.

Officers have access to the Primary Authority website to discover, before they approach any business, if it has a Primary Authority partnership. If it has, the officer must use any published inspection plans and have due regard to any qualified guidance agreed under the scheme. The officer must then communicate their findings, for an inspection or complaint, to both the relevant Primary Authority and company contacts.

Primary Authority (PA) partnerships are suitable for businesses with multiple sites ensuring consistency of enforcement across the country. Due to the nature of ECDC's largely small, independent businesses culture, it is not predicted that the Team will form a Primary Authority partnership with a business in the foreseeable future.

If no Primary Authority arrangement has been established, Multi-site Businesses are able to build up a relationship with, and receive advice and information from one particular local authority. This is usually the local authority where the business is based and that authority is referred to as the 'Home Authority'. No inspection plan is published under this scheme and any guidance issued is not given the same weight as through the Primary Authority but should still be followed. The Team fully endorses the Home Authority principle but has no such arrangements in place.

The Team acts as the Originating Authority for Approved Establishments or business supplying food outside the district. At the request of another regulatory authority, the Team will give appropriate information and assistance.

4.5. Advice to Businesses

The district has a high proportion of small, independent businesses that do not have the technical support usually associated with big companies. Therefore, and in keeping with the Council's "open for business" ethos and business growth policy, the emphasis of the Team is to work with businesses and develop positive working relationships. Officers are willing to invest significant time on advice and guidance to both support enterprise and maintain compliance; and so avoid the need for future formal action.

Special emphasis continues to be placed on disseminating the FSA guidance on preventing E coli 0157 in local food businesses, both before businesses open and at the time of inspection. Advice packs are sent out to new businesses and businesses are signposted to the Council's webpages with links to the FSA site.

4.6. Food Sampling

The Team has a sampling policy that commits it to participate in both national and regional sampling programmes of food, food environments and food packaging. Sampling may also be undertaken following complaints such as allegations of food poisoning or of contaminated foods.

Where the results of samples are classed as borderline or unsatisfactory samples, an officer will visit the premises to give advice and carry out further investigation, following this up in writing. Further sampling maybe undertaken where the results of any sampling are not satisfactory.

The numbers of samples taken and predicted to be taken are as follows:

Type of sample	Nos taken 2017/2018	Nos Taken 2018/2019	Predicted 2019/20
Complaint microbiological (e.g. as a result of food poisoning outbreak or allegation	0	8	4
Survey microbiological	33	52	52
Compositional (e.g. contaminated imported food)	0	0	0

Microbiological samples are sent to Public Health England's laboratory at Colindale, whilst compositional sampling is carried out by the appointed Public Analyst (Public Analyst Scientific Services Ltd).

The predicted number of samples will include sampling of local businesses with Approved establishment status, but total numbers may be reduced with the

cessation of the national programme led by the Food Standards Agency and the reduction in the PHE, monthly sampling allocation. Taking formal samples for contaminants is unusual and is likely only as a result of a specific incident. The laboratory makes no restrictions on the number of samples needed in the event of an outbreak and does not charge for allocated numbers of samples.

4.7. **Control of Investigation of Outbreaks and Food Related Infectious Disease**

The Team investigates allegations of food poisoning using a risk-based approach having regard to the history of the premises, intelligence and the willingness of the complainants to provide stool specimens. The Team works in partnership with PHE and the Health Protection Agency in the event of any outbreak or investigation into food borne pathogens/other contaminants including using regional guidance.

There has been a drop in the number of food poisonings reported to the Team because PHE no longer report cases of Campylobacter. As a result of this all cases of reported food poisoning are now investigated to some degree. The majority of food poisonings come to the Team by way of a service request.

The numbers of notified food poisonings are as follows:

Year	2015/16	2016/17	2017/18	2018/19
Number of PHE notified food poisonings	78	30	26	26

4.8. **Food Safety Incidents**

The Team responds to national food safety incidents and alerts as directed by the FSA Code of Practice/Guidance using a standard operating procedure. Based on the small number of food alerts in recent years the number of predicted incidents for the forthcoming year is 2.

The Team would notify the FSA of any local incident.

4.9. **Food Safety Promotional Work and Non-official Controls**

In line with the Cambridgeshire Health and Wellbeing Strategy, Officers promote the Healthier Options project⁵ at food businesses that meet the scheme's criteria. The aim is to work with small businesses and help them to offer healthier choices in their menus.

The Team has introduced a Poor Performers project to directly target a business identified to have a rating of 2 or below. This project represents an investment by both Officers and the Food Business Operator, working with together to improve compliance, reduce the risk of food poisoning and reduce the risk of time consuming legal action.

The team disseminates information to businesses and customers on site, in the post and via its website. On a day to day basis, information is provided mainly in the form of leaflets and web-links during routine correspondence. Information packs are sent out to newly registered businesses and prospective businesses.

⁵ <http://www.healthier-options.org.uk/>

5. RESOURCES

5.1. **Financial Allocation** The budgets for the Commercial Team are shown below.

AREA	2014/15	2015/2016	2016/2017	2017/2018	2018/19
Food (EH003)					
General	122,829	155,724	168,599	151,142.86	163,195.00
Central charges	31,316	45,994	37,135	36,855	32,372.00
Income	3735	6520	4134	5778.50	5377.00
Total	150,440	195,198	201,600	193,776.36	190,190.00
H&S (EH004)					
General	39,896	18,255	15,424	14,939.40	20,408.00
Central charges	18,860	21,041	18,222	17,981	15,491.00
Income					2751.00
Total	58,756	39,295	33,646	32,920.40	33,148.00

Office accommodation, IT and basic equipment such as torches; temperature probes printing etc are included in overheads. Samples are submitted to Public Health England without charge within the Authority's allocation.

Funds would need to be allocated for

- non-routine, microbiological; compositional or other analytical samples.
- any documents that require translation or where interpreting skills are needed.
- any legal proceedings, the costs are met from within the wider Departmental budget.

Any such draw would be met from the wider departmental budgets.

This year it has been possible to isolate the money that the Council receives for the registration of Skin Piercers and Skin Piercing Premises and allocate that to the Health and Safety Budget Code.

5.2. Staffing Allocation

The work of the Team is carried out by the officers and a part-time administrator, supported as needed by the Council's Legal, Reprographics, General Office, Customer and ICT Services.

All officers carrying out enforcement duties are registered with the Chartered Institute of Environmental Health itself or its Registration Board (EHRB). Each enforcement officer is authorised in accordance with the standards and requirements of the respective legislation, the minutes of the Council and FSA Food Law Code of Practice.

The Team consists of an SEHO, who is full time, 1.8 Full time equivalent (FTE) EHOs and a Food Safety Officer. They are supported by 0.5 FTE administrative support. The Team have previously employed contractors to cover vacancies and maternity leave, and in the case of an extreme event or outbreak, the Team can seek additional resources from officers in the Environmental Services' Domestic Team.

5.3. Staff Development Plan

All officers are appropriately qualified according to the Food Standards Agency Food Law Code of Practice and maintain their competencies. The officers also undertake the Regulatory Needs Development Analysis (RDNA) for both food and health and safety. Officers undertake personal study. There is a culture of sharing knowledge and "buddying" colleagues at interventions both for food and for health and safety within the Team. Maintaining competencies in Approved establishments is not only by "buddying" in the district but is also being sought via neighbouring authorities.

Each officer is responsible for the maintenance of their personal Continual Professional Development (CPD) records, subject to the requirements of the Chartered Institute of Environmental Health.

Staff development for the service includes:

- The employment of competent enforcement officers capable of performing their role within the Team with qualifications meeting the requirements of the FSA Code of Practice.
- Maintenance and evidence of formal qualification and CPD. Undertaking in-house or external competency-based training. This includes webinars and other on-line training.
- Officers undertaking external training are required to feed this back to the team members after the event.
- The undertaking of "buddying" or mentoring with qualified or officer with different experience in food or health and safety.

6. QUALITY ASSESSMENT

- 6.1. Quality Assessment & Internal Monitoring** To maintain the quality of the work undertaken, the Team has a series of standard operating procedures which are reviewed periodically. The quality and consistency of each enforcement officer's site interventions is periodically reviewed by way of joint visits, and reviews of data entry and paperwork. All Notices are reviewed before service.

The Team undertakes monthly meetings to discuss procedures, changes in guidance from regulators and other technical matters. The agenda is open to the whole Team. This supports consistency particularly in issuing Food Hygiene Ratings to businesses. Team colleagues are encouraged to discuss ratings or contentious technical matters.

Bite-size training sessions follow the monthly Team meetings and these target identified training needs. This is in addition to personal learning, one to ones, and annual reviews.

The Team contributes to wider peer review exercises in conjunction with the Cambridgeshire Food and Safety Group and the FSA.

7. SERVICE PLAN REVIEW

7.1. Review Against the Service Plan This service plan mirrors the Environmental Service delivery plan which sets out targets for complaint/service request investigation, interventions at the different categories of commercial premises inspected (including health and safety interventions and A-E premises for food activities); approved establishments and new businesses. This service plan is designed to satisfy the requirements of both FSA and HSE annual returns.

There are quarterly and annual reviews of performance targets against the service plan which is reported to the relevant committee. In the intervening period, monthly targets are reviewed by the SEHO with the Environmental Services Manager at one to ones. Officers have regular one to one meetings with the SEHO.

Annual Criteria	Target
Programmed Inspections	
A and B-rated food businesses due an inspection	100%
C and D- rated food businesses due an inspection and E rated by alternative questionnaire	90%
Approved establishments due an inspection	100%
Contact FBOs within 7 days of sampling result received from the laboratory	100%
Complaint Investigations/Service request/ health and safety service request customer contacted within 3 day of receipt	90%
Infectious Disease Investigations within 3 days of receipt	100%

7.2. Identification of any variation from the Service Plan

Variations to this Services Plan may be due to internal issues, such as long term staff absence, or external issues, such as complex investigations or demands from regulators such as the Food Standards Agency or Health and Safety Executive. When variations have been identified this will be discussed between the SEHO and Service Manager, and at monthly meetings.

8. HEALTH AND SAFETY

8.1. Overview

Whilst the responsibility for managing health and safety risks lies with the individual business, ECDC has a statutory responsibility for safeguarding the health, safety and welfare of employees and the public, in many businesses located within the District.

Under section 18(4) of the Health and Safety at Work etc Act 1974, a duty is placed on ECDC to make “adequate arrangements” for the enforcement of health and safety. These “arrangements” are set out in The National Local Authority Enforcement Code 2013. The Code is a framework ensuring LA regulators adopt a consistent and proportionate approach to enforcement and directs that business operating in comparatively lower risk premises should not be subject to proactive, unannounced inspections, unless there is real and proportionate reason to suspect poor performance (“no inspection without a reason”).

A business can make a complaint to the Council and to the Independent Regulatory Panel if it believes that the Code has not been followed. This has reduced the number of proactive inspections.

Enforcement of health and safety in businesses is divided between the Health and Safety Executive (HSE) and local authorities under The Health and Safety (Enforcing Authority) Regulations 1998 and examples of these are as follows:

LA enforcement	HSE enforcement
Offices (not LA or government)	Factories
Shops and retail premises	Farms
Hotels, restaurants, pubs, clubs	Construction sites
Leisure premises	Nursing homes, hospitals
Care homes, sheltered accommodation	Schools and places of education
Nurseries and playgroups	Garages undertaking repairs/ MOTs
Skin piercers and beauty sector	Gas, electricity and water service providers
Storage warehouses	Warehouses (mainly distribution)
Zoos	Offshore installations
Churches and places of worship	Government / LA undertakings

8.2. Review of the Team’s Health and Safety Work

Local businesses may come to the Team’s attention through complaints, reports, referrals, and national intelligence. In addition the HSE issues Local Authority

Circulars (LAC) on topic areas considered suitable for Local Authority proactive and project work. The current document is LAC 67(2) revision 7.

Accidents may be reported to the Council through service requests or formally under The Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013 (as amended). Any accidents are investigated according to the HSE LAC 22/13: Incident selection criteria.

The Team reacts to referrals from engineers reporting unsafe lifting equipment.

Officers attend the regular Safety Advisory Group meetings (SAG) supporting event organisers and businesses with advice, before, during and after the meetings. Officers also attend the regional Food and Health and Safety Group meetings, share information with the group and use it to undertake peer reviews.

The Team disseminates information about health and safety as a result of alerts from the HSE Advice is given any business seeking support.

The Team will refer any matters of potential national significance to the HSE and reports its activities to the HSE annually.

8.3. Primary and Home Authority

As with Section 3.4 above, the principles of Primary and Home Authority relate to Health and Safety Enforcement as well as Food Safety. For the same reasons as above ECDC does not have a primary authority agreement with a business but Officers will use primary authority plans where they exist.

8.4. Targeting inspections

The Team uses LAC 67(2) as its framework for its daily activities and work plans. Notified incidents and complaints are investigated as stated above. Sources to help target the work of the team come from working relationships with other regulators such as fire, ambulance, police; building control, licensing etc. allowing intelligence to be shared at SAG meetings and at other times. The Team receives alerts from the fire service and HSE. In this small, local authority, officers liaise with colleagues directly in areas such as building control and licensing.

Other sources of work and intelligence include; officers hazard spotting at food inspections, regional meetings with other LAs and the HSE local principal inspector, Social media, local press, and on-line resources.

In 2019/2020, the Team will:

- Investigate all fatalities and major accidents where ECDC is the enforcing authority.
- Investigate other accidents reported under RIDDOR* having regard to the HSE incident selection criteria.
- Investigate allegations of poor health and safety standards/complaints, having regard to the HSE incident selection guidance.
- Continue to raise health and safety standards in businesses as part of other inspections and visits such as food hygiene inspections. As part of this continue to include issues of “Gas safety in commercial catering premises” and “Beverage gases in the hospitality industry”.
- Investigate adverse lift reports sent in by engineers.

- Offer advisory visits to skin piercing premises in relation to the maintenance of autoclaves and management of infection control. This is in addition to the routine offer of support and guidance to skin piercing establishments at the time of registration applications.
- Update the Council's Health and Safety web pages.
- Host a relevant training course for ECDC and external LA officers using an external trainer.
- Continue to attend SAG, the Council's internal health and safety committee meetings and the Cambridgeshire Food Health and Safety Group.
- Build links with Enterprise East Cambridgeshire to help raise awareness of the "Helping Britain Work Well" strategy and HSE website resources
- Refer emerging safety issues to the HSE.

8.5. Competencies and procedures

Officers are responsible for maintaining their competency using the Regulatory Needs Development Analysis by way of personal study, taking part in on line training and webinars. Where external training is undertaken officers share this with other Team members, normally at monthly team meetings.

Officers "buddy" during accident and complaint investigations, where necessary, to help maintain knowledge and practical skills. Officers have targets for maintaining competencies that are reviewed at regular one to ones and at 6 monthly and annual appraisals.

Health and safety Notices are issued having regard to the Enforcement Policy and for health and safety, the HSE Enforcement Management Model (EMM). Health and safety and food safety Notices are reviewed by the SEHO before service.