

**East Cambridgeshire District
Environmental Services Department**

COMMERCIAL TEAM

**Food and Health and Safety Service Plan
2017/2018**

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.

April 2017

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INTRODUCTION

East Cambridge District Council (ECDC) is responsible for food safety and health and safety enforcement* in its area and is required, by the Framework Agreement**, 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 (FSA) and Health and Safety Executive (HSE) are addressed and delivered locally.

The Commercial Team (the Team) which undertakes these duties within ECDC, is committed to enforcement that is effective, risk based, proportionate and consistent, in common with the directives of the Food Standards Agency and Health and Safety Executive. It is also committed to working with all its customers including other enforcement agencies and Public Health England (PHE), no less in fulfilling its responsibilities in working to control infectious diseases.

This plan is consistent with the current Environmental Services Service Delivery Plan and the Council's corporate objective "To be financially self-sufficient and provide services driven by and built around the needs of our customers".

Liz Knox
Environmental Services Manager

April 2017

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

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

SECTION 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 "To be financially self-sufficient and provide services driven by and built around the needs of our customers" and also those of the departmental 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 "A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer". 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.
- Giving advice to businesses and other internal and external customers
- The investigation of accidents reported under RIDDOR* and complaints about safety
- Undertaking "hazard spotting" at the time of food inspections
- Selecting and undertaking health and safety inspections according to HSE protocols and guidance.

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 FSA, the HSE and PHE.

**Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013*

SECTION 2 : BACKGROUND

2.1 Authority Profile

2.1.1 East Cambridge District Council is a largely rural area of some 651.3 square Kilometres. 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.

2.1.2 Between the Census of 2001 and 2011, the District's population saw an increase of

some 5,000 people swelling the numbers to 83,300. There are areas of social deprivation especially to the north of the district.

2.1.3 The Council is responsible for the enforcing food, public health and safety law in approximately 860 food businesses and other commercial premises. The district has around 4000 VAT registered businesses so the numbers of businesses that fall within the enforcement roll of the Team is considered to be in excess of this. Many of the businesses in ECDC are independents rather than being part of chains or multiples and this type of business often rely more heavily on the Commercial Team for advice and guidance. Note: The responsibility for enforcement at commercial premises is divided between the Health and Safety Executive and Council.

2.1.4 A new cinema and leisure complex is nearing completion on the outskirts of Ely enforcement for which falls to the Commercial Team. There are plans for extensive areas of residential development within the district.

2.2 Organisational Structure

2.2.1 The Team sits within the Environmental Services (ES) Department. The ES Department is lead by the Environmental Services Manager (ESM) who reports to the Director of Regulatory Services. ES Department, reports to the Regulatory Services Committee and has a designated Councillor Champion supporting the service. See Appendix 1 and table below.

2.2.2. The Senior Environmental Health Officer (SEHO) reports to the Environmental Services Manager (ESM). The ESM is a qualified EHO. The SEHO is the Lead Food Officer, undertakes the day-to-day supervision of the Team and contributes to the daily 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.

Table of Commercial Team and Colleagues

Name	Position
Councillor Carol Sennitt	Commercial Team Service Champion
Jo Brooks	Director of Regulatory Services
Liz Knox	Environmental Services Manager
Jenny Winslet	SEHO The Council's Lead Food Officer. Day-to-day supervision of the Team, performance monitoring, training and development, and delivery of an operational caseload. Includes approved establishments. Reactive Health and safety work including attendance at SAG meetings.
Louise Wright	Proactive and reactive food safety work. Day-to-day provision of technical and legal advice and operational case load. Reactive Health and safety work. Includes approved establishments. Part time post.
VACANT	EHO As above EHO but full time post.
Jenny Clare	Food and Safety Officer Proactive and reactive food safety work. Day-to-day provision of technical and legal advice and operational case load. Reactive Health and safety work. Sampling coordinator.
Wendy Page	Administrator, part time. Day to day administration.

	Maintains food premises register, administers low risk questionnaires (E premises); uploads Food Hygiene Rating data to the FSA; calibrates equipment.
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2.2.3 The Legal Services department is supports legal proceedings.
Officers are authorised to undertake a range of food health and safety and public health enforcement according to their job profile, competence and experience.

2.2.4 The Team has an authorised Public Analyst (PA) undertaken by Public Analysts Scientific Services and a food Examiner (Public Health England, Food Water and Environmental Microbiology Laboratory, Colindale, London).

2.3 Scope of the Commercial Team

2.3.1 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 legislation and the FSA Food Law Enforcement Code of Practice and Guidance.
- Support businesses in the use of the required documented food safety management systems such as the FSA, “Safer Food Better Business”.
- Participate in the FSA National 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.
- Provide advice to new and existing businesses about food safety.
- Enforce imported food controls.
- Provide Home Authority (HA) advice where needed.
- Maintain the register of food establishments.
- Maintains information about the work of the Team on the Council’s website.
- Maintains 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 proactive health and safety interventions at premises identified by the HSE where resources allow.
- Give guidance to prospective and existing business and carry out interventions at skin piercing 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.
- Give advice and presentations/talks to community and vulnerable groups, where resources allow.
- 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.
- Participate in meetings and activities identified by the regional food and safety group including peer reviews (Cambridgeshire and Peterborough Food Occupational Health and Safety Managers Group).
- Participate in the regional Public Health Responsibility Deal in conjunction with the County Council and neighbouring local authorities promoting Healthier Options in food businesses.
- Maintain the food premises register and Cooling Tower register.
- 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.

2.4 Demands on the Commercial Team

- 2.4.1 The Team is responsible for the enforcement of food, public health and safety law in commercial premises for which they are the enforcing authority. Of these, the Team enforces food safety in approximately 860 food businesses. Note the number of businesses for which the Team has an enforcement role is estimated to be in excess of 4000 (this being the approximate number of VAT registered businesses in the district).

Food businesses (Food Standards Agency classification)	Number
Total number of registered food businesses	859
Primary Producers	10
Manufacturers/Packers	30
Importers	3
Distributors/Transporters	11
Food Retailers	140
Food Caterers	665
Number of establishments approved under Regulation EC No 853/2004	11

- 2.4.2 Food laws require certain premises handling food products of animal origin to be approved according to their nature, scale or complexity. ECDC has 11 approved establishments including cold stores; re-wrapping facilities; a smoker, fish cutting and distribution plant and egg packers for which specialise in the approvals legislation and guidance is needed. There are 30 manufacturers/packers and three businesses where the main activity is importation. There are a small number of businesses undertaking complex processes such as sous vide; vacuum packing; fermentation and the curing and drying of meats. Suitably qualified and trained officers carry out interventions in businesses associated with specialist and complex processes and equipment.
- 2.4.3 Officers hazard spot at food inspections and this is the focus of health and safety in the team. Officers also investigate a range of accidents and customer complaints about health and safety and where resources allow, undertake inspections at businesses listed the in HSE LAC 67-2 directive.
- 2.4.4. Figures are not kept on the percentages of businesses with a first language that is not English. An example is that of the 35 takeaway businesses, 31 are run by operators whose first language is not English. There are a number of seasonal businesses and accurate figures are not kept of these as they are classed under businesses operating in residential accommodation and mobile/market establishment, some of whom never trade in ECDC. Ely town centre has a regular, twice-weekly market which includes regular food traders and the district has a number of annual tourist events including festivals which engage additional food

traders. A number of events are selected for inspection, based on local intelligence or where this is the only event at which a locally registered local mobile trader can be found trading.

2.4.5 Turnover

The chart below shows the turnover of businesses in the district. 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	2014/2015	2015/2016	2016/2017
Number of new businesses	145	114	112
Number of closed businesses	146	141	132

2.4.6 Food Hygiene Rating Scheme

2.4.7 The Team is a partner of and promotes the FSA's Food Hygiene Rating Scheme (FHRS). Around 675 businesses are included in the scheme allowing ECDC which publically rates businesses from 0 (urgent improvements necessary) to 5 (very good).

2.4.8 Under the FHRS scheme, a business can request re-rating visit. The FSA confirmed that cost recovery was an option for re-rating visits only after the Council's annual review of fees and charges. The Team intends to ask the Council to agree cost recovery for re-rating visits ready for its introduction in April 2018. In the meantime, the Team will publicise this cost recovery scheme to its businesses.

2.4.9 Export Certificates and Cost recovery

As this is not a statutory function, the Team issues Export Health Certificates, mainly to a food supplement company for which a fee is payable.

The Team awaits national Guidance from the FSA on cost recovery and the administration of Export Certificates later in 2017.

From April 2017, the Team has offered coaching in Safer Food Better Business for a fee. The Team does not have a way of predicting the demand for this service, but is ensuring that the service is publicised on the ECDC website and is giving out fliers to businesses which may benefit from the service.

2.4.10 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. An example of

this was a request from the FSA to inspect all cold storage premises in the light of the beef adulteration (horsemeat) issue, consistency exercises and surveys.

2.4.11 Access to the Team

Access for service users	Details
Office address: The Grange Nutholt Lane Ely Cambridgeshire SM7 4EE	08:45-17.00 Monday to Thursday and until 16.30 on Fridays
Day time telephone number	01353 665555
Email	foodandsafety@eastcambs.gov.uk
Council email	www.eastcambs.gov.uk
Out of hours contact	07710 978 900

2.4.12 Officers visit most businesses during weekday office hours; but make evening and weekend visits where the business does not open at other times. Where a food business is based in residential premises, the Team must give 24 hours notice of entry. The Team does not have a safety enforcement responsibility in dwellings. According to the FSA Code of Practice, most visits are without prior warning. Visits may be made by appointment where a business does not open at set times or officers need to meet with a particular person.

2.5 Enforcement Policy

2.5.1 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.

SECTION 3: SERVICE DELIVERY

3.1. Review of the Commercial Team Intervention Programme 2013-14

3.1.1 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 Team is made up of qualified and experienced officers. The 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.

3.1.2 The Caps Uniform computer system is used to record information about food businesses and generate statistics, including projections of businesses that are due for routine inspections. Most inspections are carried out without prior warning (the exception would be, for example at a business run from domestic premises where 24 hours notice of entry is required).

3.1.3 The computer system generates premises due for inspection against their risk rating and officers are allocated inspections according to personal performance targets. Officers inspect premises giving priority to those of highest risk; according to Departmental service targets set in line with the FSA codes of practice and guidance. The system also records newly registers business and the priority for their inspection is based on risk.

3.1.4 After a programmed inspection, the business is risk rated and if it fails to reach a “broadly compliant”, it is re-inspected. All inspections are confirmed in writing and premises included in the Hygiene Rating Scheme are sent information about their rating and invited to contact the officer or senior officer about the inspection and letter. If a premises in the FHR Scheme is not broadly compliant, it will achieve a rating of between 0 and 2. There are currently 30 out of 672 business that are not “broadly compliant”.

3.1.5 For the past three years, officers have given priority to how food businesses handling open raw and ready to eat food, conform to the FSA E Coli Guidance. This is in addition to routinely disseminating information on new legislation such as that on allergen laws and carrying out sampling programmes including targeting businesses suspected of being involved in food poisoning.

3.1.6 In the last three years, the Team has used a number of contractors to cover The work of two EHOs leaving and a year’s maternity cover. The Team failed to fill a vacancy for the vacant EHO post in February 2017 putting additional pressure on existing Team colleagues. A contractor was sourced to cover the vacancy until the post is filled.

3.1.7 An explanation of the risk ratings:

The following table shows the inspection frequencies for the different risk categories:

A	High Risk visit at least every 6 months	D	Low Risk visit at least every 24 months
B	High Risk visit at least every 12 months	E	Very Low risk visit every 60 months or use alternative enforcement strategy
C	Medium Risk visit at least every 18 months		

3.1.8 Trends in the inspections by the Commercial Team

Categories of business are defined in FSA guidance with Category A being the poorest compliant and receiving the most frequent interventions (within 6 months). Category E premises are inspected by “alternative means”, i.e. questionnaires and these “low risk” businesses receive a selective site intervention between questionnaires.

Note: The increase in the total of inspections due for the forthcoming year at a timewhen the Team has an unfilled vacancy.

The numbers of inspections for the different categories of premises 2015 -2017 is as follows, together with the projected inspections and revisits for 2017/2018:

Category	2015/2016	2016/2017	Due for inspection 2017/2018
A	6	3	3
B	28	27	48
C	51	85	72
D	113	76	113
E	81	96	102
Total	279	287	338
Number of re visits undertaken/ predicted	58	37	60 predicted

3.2 Food Complaints

3.2.1 The Team contacts all customers making food complaints (unless anonymous) and will tailor the subsequent investigation using a risk- based approach. The Team has a standard operating procedure for the receipt of food complaints. It is considered that Team resources are adequate to effectively deal with complaints and enquiries when fully staffed. Funds would be 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	2015/2016	2016/2017	2017/2018 predicted
Number of food complaints	278	449	500

3.3. Home Authority Principle and Primary Authority Scheme

3.3.1 The Team does not have a Primary Authority partnership with any business in the District but supports the Primary Authority Scheme run by RD (Regulatory Delivery).

All officers have access to the RD website to find out, before they approach any business, if it has a Primary Authority partnership with another local authority: If it has, the officer must use inspection plans or qualified guidance agreed under the scheme. The officer must communicate their findings, for an inspection or complaint, to the relevant Primary Authority and company contacts.

It is not predicted that the Team will form a Primary Authority partnership with a business in the foreseeable future and this is largely due to the nature of ECDC's largely small, independent businesses culture. Primary Authority (PA) partnerships are suitable for businesses with multiple sites ensuring consistency of enforcement across the country. No specific resources are needed for this function.

3.3.2 Where there is no PA partnership, the Team fully endorses the Home Authority

Principle: The Team will share information with other food authorities about a business in ECDC and if necessary, take enforcement action.

The Team does not have a Home Authority arrangement with a company, but is an Originating Authority for any Approved establishments or business supplying food outside the district. At the request of another food authority, the Team would give appropriate information and assistance.

3.4 Advice to businesses

- 3.4.1 In keeping with the “open for business” directives and the Council’s own business growth policy, the emphasis of the Team is to work with businesses and develop positive working relationships. Officers invest significant time on advice and guidance to support enterprise and maintain compliance, to avoid the need for formal action. This happens before a business opens or at any time in its activities. The district has a high proportion of small, independent businesses that do not have the support usually associated with big companies.
- 3.4.2 Numbers of advice enquires are combined with other service requests such as complaints about hygiene (see 3.2 above).
- 3.4.3 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.

3.5 Food Sampling

- 3.5.1 The Team participates in national and regional sampling programmes of food, food environments and food packaging. Wherever possible, the Team samples from local businesses and manufacturers rather than national chains. Sampling is also undertaken as a result of complaints such as allegations of food poisoning or of contaminated foods reported by other enforcement agencies. The Team has a Sampling Policy which forms part of its Food Safety Enforcement Policy. One officer is dedicated to organise sampling and all officers contribute to sampling. Targets for the Team demand that a food business is notified of its results within 7 days of the sample result being sent from the laboratory: In the case of borderline or unsatisfactory samples, an officer will visit the premises for further sampling, advice and or investigation. Further sampling is undertaken where samples are not identified as satisfactory.

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

Type of sample	Nos taken 2016/2017	Predicted 2017/2018
Complaint microbiological (e.g. as a result of food poisoning outbreak or allegation)	14	10
Survey microbiological	82	40
Compositional (e.g. contaminated imported food)	0	0

- 3.5.3 Microbiological samples are sent to PHE at Colindale and the Public Analyst for analysis. The Team has a service agreement with both PHE and Public Analyst Scientific Services (the appointed Public Analyst).

3.5.4 The predicted number of samples has been reduced in the light of the cessation of the Food Standards Agency –led, national programme; the reduction in the numbers of free,routine samples which can be submitted to the PHE in 2017 and the impact on the unfilled vacancy. 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.

3.6 Control of Investigation of Outbreaks and Food Related Infectious Disease

3.6.1 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 the Health Protection Team in the event of any outbreak or investigation into food borne pathogens/other contaminants. Alleged outbreak allegations and associated food sampling are sometimes used as training exercises to maintain the experience of officers in dealing with such matters. In the event of a large outbreak, officer support would be sourced from the Domestic team of Environmental Services where two officers undertook sampling training in 2017. Depending on the nature of an outbreak, this might be reported to the FSA.

3.6.2 There has been a drop in the number of food poisonings reported to the Team because PHE no longer report cases of Campylobacter. The majority of food poisonings come to the Team by way of a service request. The Team tries to contact all those reported as having food poisoning and with anyone alleging food poisoning. Numbers of food poisoning allegations are included in the earlier figures for food complaints. It is considered that resources are adequate to deal with the investigation and control of outbreaks when the team is fully staffed, but if additional resources were needed, they would be sourced from the Domestic Team. The numbers of notified food poisonings are as follows:

Year	2014/2015	2015/2016	2016/2017
Number of PHE notified food poisonings investigated out of the number reported	7/106	12/78	28/30

3.7 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 two. The Team would notify the Agency of any local incident.

3.8 Liaison with Other Organisations

3.8.1 The Team liaises with neighbouring districts by way of the Cambridgeshire and Peterborough Food and Occupational Health and Safety Managers meetings and with bordering Suffolk authorities as required. Representatives from PHE, Trading

Standards, the HSE and FSA attend these meetings. Heads of Service attend strategic meetings at a county level.

Working closely within a small authority, the Team liaises with Licensing; Building Control; Waste Management, other sections of Environmental Health and attends The Safety Advisory Group attended by emergency services and County representatives. No special resources are needed to undertake this liaison.

3.9 Food Safety promotional work and non-official controls

- 3.9.1 As a result of a business customer survey undertaken, the Team has offers at least one food business seminar each year. Businesses with a hygiene rating of 3 or below have been invited to seminars in January 2016 and again in January 2017. The first seminar targeted pubs (of the 49 pubs in the district, these had the highest proportion of 3 or lower ratings) and the second in January 2017 opened the event up to any business. Places are offered to the food business operator and head chef. The Team considers seminars an investment, working with businesses to improve compliance, reduce the risk of food poisoning and reduce the risk of time consuming legal action.
- 3.9.2 The team disseminates information to businesses and customers via its website. At the time of legislative changes, the Team writes to businesses to keep them informed. 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.

SECTION 4 : RESOURCES

4.1 Financial Allocation

4.1.1 *The budgets for the Commercial Team are shown below.*

AREA	2014/15	2015/2016	2016/2017
Food (EH003)			
general	122,829	155,724	168,599
Central charges	31,316	45,994	37,135
Income	3735	6520	4134
Total	150,440	195,198	201,600
H&S (EH004)			
general	39,896	18,255	15,424
Central charges	18,860	21,041	18,222
Total	58,756	39,295	33,646

- 4.1.2 Samples are normally submitted to Public Health England without charge within the Authority's allocation. Any cost for microbiological; compositional or other analytical charges is paid for in a designated sampling budget.
- 4.1.3 In the event of legal proceedings, the costs are met from within the Departmental budget.
- 4.1.4 Offices, IT equipment and basic equipment such as torches; temperature probes etc are included in overheads.

4.2 Staffing Allocation

- 4.2.1 The majority of the work by the Team is carried out by the officers and administrator, supported as needed by the Council's Legal; Reprographics; General Office; Customer and ICT Services.
- 4.2.2 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 and minutes of the Council and FSA Code of Practice on Qualifications.

The Commercial Team consists of:

Team member	Position
Jenny Winslet	SEHO authorised in food safety enforcement functions + 20 years experience. EHORB registered
Louise Wright	EHO (p/t) authorised in food safety enforcement functions + 10 years experience. EHORB registered
Vacant	EHO
Jenny Clare	Food and Safety Officer authorised for some food safety enforcement functions >15 years experience. Higher Certificate in Food Control
Wendy Page	Administration assistant (p/t) + 10 years experience in Environmental Health

- 4.2.3 Where staff shortages or long term vacancies arise, such as for maternity cover, contractors are used to meet the objectives of the service plan. The Team has a history of employing contractors going back at least five years. It is considered that the Team has the resources to cover its needs. In the case of an extreme event or outbreak, the Team would seek additional resources.

Commercial Team FTE	2015/2016 Food	2015/2016 Health and Safety	2016/2017 Food	2016/2017 Health and Safety
EHOs	1.7	0.3	1.35	0.2
Food and Safety Officers	0.9	0.1	0.9	0.1
Administration	0.45	0.05	0.45	0.05
SEHO	0.8	0.2	0.8	0.2

4.3 Staff Development Plan

- 4.3.1 All enforcement officers are appropriately qualified according to the Food Standards Agency Food Law Code on Qualifications, have completed their competency matrices including for the Lead food Officer. The officers also undertake the Regulatory Needs Development Analysis (RDNA) for both food and health and safety. Officers undertake personal study (including on-line courses and webinars), training after monthly team meetings and attend a variety of relevant external courses. Officers are set targets for personal training in the appraisals. The loss of

the FSA training for officers in early 2017 means significant loss of cost free training for officers in food safety. There is a culture of sharing knowledge and “buddying” colleagues at interventions both for food and for health and safety within the Team.

4.3.2 Each officer is responsible for their own undertaking and maintenance of their accredited Continual Professional Development (CPD), subject to the requirements of the Chartered Institute of Environmental Health. The CIEH reviewed the CPD for ECDC officers in 2014.

4.3.3 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 could include 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.

SECTION 5 : QUALITY ASSESSMENT

5.1 Quality Assessment & Internal Monitoring

5.1.1 To maintain the quality of the work undertaken, the Team has a series of standard operating procedures (food ones meet the requirements of the Food Standards Agency) which will be reviewed periodically, drawing any changes to the attention of officers.

5.1.2 The Team undertakes monthly meetings to discuss procedures, changes in guidance from regulators and other technical matters. Officer correspondence is periodically and at the time of any contentious matter reviewed by the SEHO. Consultant’s correspondence is reviewed and joint visits arranged with the SEHO to review site interventions. This supports consistency particularly in issuing Food Hygiene Ratings to businesses. Team colleagues are encouraged to discuss ratings or contentious technical matters. The quality and consistency of each enforcement officer’s site interventions is periodically reviewed by way of joint visits. Health and safety Notices are issued having regard to the Enforcement Policy and for health and safety, the Enforcement Management Model (EMM) designed by the HSE. Health and safety and food safety Notices are reviewed by the SEHO before service.

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

5.1.4. The Team contributes to peer review exercise regarding food work in conjunction with the Peterborough and Cambridgeshire Food, Occupational Health and Safety

Managers Group. The Lead Food Officer (SEHO) organised the regional peer review for food inspections in 2015 and reported this to the FSA. A peer review of health and safety was undertaken by the regional group in 2016. The Team contributes and responds to the FSA, national, peer review exercises.

SECTION 6: SERVICE PLAN REVIEW

6.1 Reviews against the Service Plan

- 6.1.1 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 (includes only for A rated health and safety interventions and A-E for food activities); approved establishments and new businesses. This service plan is designed to satisfy the requirements of FSA and HSE annual returns.
- 6.1.2 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.

Programmed Inspections – Annual Targets	
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%
Estimate of number of re-visits	120
Interventions at high risk new businesses within 28 days of opening	100%
Contact FBOs within 7 days of sampling result received from the laboratory	100%
Complaint Investigations/Service request/ infectious disease/ health and safety service request customer contacted within 3 day of receipt	90%
Infectious Disease Investigations within 3 days of receipt	100%

6.2 Identification of any variation from the Service Plan

- 6.2.1 The Team has satisfied these annual targets and this is achieved by variations being identified and discussed at monthly meetings between the SEHO and Service Manager. The 90% target for C& D premises is normally exceeded.
- 6.2.2 Any additional activities such as formal enforcement or outbreaks are taken into account at reviews.

6.3 Areas for Improvement

- 6.3.1 The FSA Framework Agreement requires every local authority to review its previous year's performance against its service plan. The review must identify where the authority was at variance from the service plan and, where appropriate, the reasons for that variance. If service issues are identified, these are discussed at Team and then between the SEHO and Service Manager.

Section 7: HEALTH AND SAFETY

7.1 Review of Health and Safety Work

- 7.1.1 Guidance from the Health and Safety Executive (HSE) LAC 67/2 as revised, directs health and safety interventions for a reason, such as a complaint, accident or that the type of business features on a list issued by the HSE. The main change of this guidance is in the formalisation of alternative strategies, rather than just relying on a blanket inspection strategy; the Team fully endorses this approach & has introduced it into its work plan for health and safety. Historic, routine, proactive health and safety inspections have been replaced by “hazard spotting” for safety hazards. Officers monitor and address Matters of Evident Concern (MECs)* and Matters of Potential Major Concern (MPMCs)** at the same time as food hygiene or other visits.
- 7.1.2 Under the National Local Authority Enforcement code, the HSE has identified a list of national priorities for proactive inspections. The Team has not undertaken proactive health and safety inspections from this list in the last two years as a result of staff vacancies, the EHO maternity leave (one year) and due to focusing on food law enforcement.
- 7.1.3 The Team has regard to HSE LAC 22/13: Incident selection criteria guidance in the investigation of investigations of accidents, incidents and complaints. It is according to the selection criteria and risk that the Team carries out investigations of complaints and accidents reported under RIDDOR (Reporting of Diseases, Injuries and Dangerous Occurrences) Regulations 2013. The Team has enforcement powers in certain premises and other work places are enforced by the Health and Safety Executive, according to the Health and Safety (Enforcing Authority) Regulations 1998. Where a business has a Primary Authority (PA) agreement health and safety matters would be referred to that PA in the first instance.
- 7.1.4 The Team has regard to its Health and Safety Enforcement policy which is available on the Council’s website ensuring its activities are proportionate and risk based.
- 7.1.5 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. Training is undertaken at courses and disseminated to other Team members, including at monthly team meetings. This has included gas safety and work related death training in the last year. Officers “buddy” during accident investigations, where necessary, to help maintain knowledge and practical skills due to the decreasing level of involvement in health and safety enforcement.
- 7.1.6 Standard Operating procedures are reviewed intermittently and in the light of changes to guidance and/ or legislation.

*Matters of Evident Concern (MEC) are defined as those that create a risk of serious personal injury or ill health and which are observed (i.e. self--evident) or brought to the attention of LA staff.

**Matters of Potential Major Concern (MPMCs) are those which have a realistic potential to cause either multiple fatalities or multiple cases of acute or chronic ill-health.

7.1.7 The Team contributes to the regional managers group (Cambridgeshire and Peterborough, Food, Occupational Health and Safety Managers Group) attended by regional HSE officers. Officers can make contact with regional liaison HSE inspectors as required. Further technical advice is available from the HSE on request.

7.1.8 The Team took part in a regional health and safety Peer Review in the autumn of 2016. This focused on local authority approaches to accident investigation.

7.1.9 The Team undertook the following health and safety work and plans the following:

Activity	Comments	2015/2016	2016/2017	2017/2018
Health and safety complaints	Includes applications for skin piercing registrations	79	102	100
Accidents received	Reported under RIDDOR	32	46	50
Hazard spotting	At food safety interventions where ECDC is the enforcing authority.	40	40	50
Pro active inspections	LAC 67/2 revised	2	0	0
Re visits		10	3	5
Notices served	Improvement Notice	1	0	0

7.1.10 In 2017-18, the Team will:

- Investigate fatalities and major accidents where ECDC is the enforcing authority.
- Investigate accidents reported under RIDDOR* having regard to the HSE incident selection guidance.
- Investigate allegations of poor health and safety standards having regard to the HSE incident selection guidance.
- Where resources allow, carry out routine enforcement inspections of premises only where there is a high risk of injury if health and safety is not properly managed, if intelligence suggests there are uncontrolled risks or the activity is listed in Annexe A (the list) of the HSE National Local Authority Enforcement Code LAC 67/2 as amended.
- Refer emerging safety matters to the regional group and or the HSE and, where resources allow, work in partnership with the HSE on local enforcement initiatives.
- Work with small and medium businesses to raise awareness of health and safety and sensible risk management in accordance with the Better Regulation agenda at the time of a health and safety intervention and where resources allow.
- Hazard spot and raise health and safety standards in businesses as part of other inspections and visits such as food hygiene inspections.
- Undertake inspections at skin piercing establishments at the time of registration applications.

*RIDDOR: The Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013 (as

Amended

Appendix 1:

