



DRAFT PORTFOLIO HOLDER DECISION NOTICE

PROPOSED INDIVIDUAL DECISION BY THE PORTFOLIO HOLDER FOR ENVIRONMENT, HEALTH AND WELL BEING

TOPIC - THE FOOD STANDARDS AGENCY – FRAMEWORK AGREEMENT ON LOCAL AUTHORITY FOOD LAW ENFORCEMENT - FOOD SAFETY SERVICE PLAN 2018/19

PROCEDURAL INFORMATION

The Access to Information Procedure Rules – Part 4, Section 22 of the Council's Constitution provides for a decision to be made by an individual member of Cabinet.

In accordance with the Procedure Rules, the Head of Legal Services (Interim), the Chief Executive and the Strategic Director: Resources are consulted together with Chairman and Vice Chairman of The Overview and Scrutiny Committee and any other relevant overview and scrutiny committee. In addition, all Members are notified.

If five or more Members from those informed so request, the Leader may require the matter to be referred to Cabinet for determination.

If you wish to make representation on this proposed Decision please contact the relevant Portfolio Holder and the following Democratic Services Officer by 5.00pm on 11TH OCTOBER 2018

Contact Officers:

Case Officer: Kevin Gosling Tel: 01962 848520 e-mail: kgosling@winchester.gov.uk

Democratic Services Officer: Matthew Watson mwatson@winchester.gov.uk

SUMMARY

The Food Standards Agency (FSA) and the Health and Safety Executive (HSE) are responsible for directing, monitoring and auditing local authority work in respect of law enforcement.

Both require local authorities to produce an annual Service Plan for their respective activities.

It is a requirement that these Service Plans receive elected member agreement on their content.

PROPOSED DECISION

1. That the Service Plans be approved as attached
2. That the Service Plans be published on the Council's web-site

REASON FOR THE PROPOSED DECISION AND OTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

Central Government agencies require service plans to be approved by Council.

The Council's Food Safety and Health and Safety provision makes a significant contribution to the Councils' strategic aim to promote a healthier, safer and more caring community.

Service Plans are seen as important part of the process to ensure national priorities and standards are addressed and delivered locally. They are designed to focus debate on key delivery issues, provide an essential link to financial planning, set objectives and provide a means of managing performance and making performance comparisons.

The Service Plans have been drafted based on templates which have been used for the last few years and include a review of last year's achievements in addition to objectives for the year.

Key points to note are:

Food Safety

- The number of food businesses within the District has increased from 1259 to 1318. The range of businesses includes those who make cakes from home to those who produce 1000s of litres of milk a day. In the main the work focuses on catering and retail establishments. Occasionally we will deal with novel products that challenge our thinking such as placenta encapsulation, cured meat production and other fermented foods.
- All food premises are ranked A-E based on the outcome of an intervention. High Risk or A rated premises are visited every 6 months, B rated every 12 months, C rated every 18 months and D rated every 24 months. Low risk E rated premises are assessed by alternative intervention (questionnaire). In 2017-18 429 premises rated A-D were due an intervention. 100% of the very high risk premises A and B were inspected. Some lower risk C and D premises will roll over into next year's program. However 388 (86%) of all premises have been completed.
- 22 premises were considered not to be at the required standard at the time of an initial inspection i.e. their rating score had fallen below 3. 68 new

premises have recently registered with us and are awaiting a rating inspection however they are prioritised so that high risk premises receive an intervention but then receive a formal rating inspection at a later date giving them time to settle in.

- 98% of food business within the Food Hygiene Rating Scheme have a score of 3 or more. 677 achieved the highest level of 5. Only those businesses that deal direct with the public are within the scheme.
- Work is on going with partner organisations so that our Health Protection Team is engaged with the Better Business for All programs that the City Council is operating. WCC has formed a link with HCC Trading Standards when seeking Primary Authority Partnerships with local or national companies. WCC has secured funding from Trading Standards to undertake some specialised primary production inspections of our local watercress farms.
- Over the last few years we have engaged external contractors to undertake a percentage of the low risk inspections. Our contractors will inspect businesses that are not high risk and are unlikely to pose an issue. Should they visit a problematic business the work is handed to one of the internal team who visit and take the appropriate action.

Health and Safety

- The Health and Safety Executive liaise with local authorities and steer their intervention strategy. Routine inspections without reason are no longer allowed unless they sit within any strategy the HSE is working on. These strategies are prescribed in directed Plans and are binding in law and allow for national and local priorities.

National Priorities

- Where reactive intelligence allows, the Team will investigate matters of evident concern reported to them which involves the national priority areas listed in the Plan on a risk based approach.
- As part of the national priorities we will proactively inspect a selection of large warehousing and builder merchants

Local priorities

- Intelligence led reactive work: Information received by accident notification, complaints and whistle blowing.
- There are in excess of 20 major public events held in the Winchester District. These require considerable resource from the City Council to support food safety, public health and health and safety compliance. In the run up to the events in 2018, the Service will continue to work with partners to deliver a safe event. We take a lead role in Charing the “Safety Advisory Group” to

bring together key regulators involved with the event to support compliance and to facilitate the arrangements to secure public safety.

- Asbestos remains the biggest cause of workplace deaths in the UK. We prioritise this issue to ensure local businesses are complying with the duty to manage asbestos in the workplace. This will be implemented during routine food hygiene inspections and the receiving of intelligence in other premises.
- To work with local independent publicans by adding value to the Best Bar One award by assisting them in health and safety compliance as part of the Better Business for All program.
- Solid fuel and gas safety. We take a proactive approach to assessing the danger of solid fuel burners and gas safety within the catering sector when undertaking routine food hygiene inspections.
- We reached a final conclusion in the court proceedings involving a local activity centre offering high rope activities. The Judge issued a £30K fine and awarded WCC 200K costs. Inspections continue so that other centres using similar equipment are inspected to ensure risks are minimised and controlled.
- During 17/18 the sampling of Health Spa waters identified and issue with potentially dangerous levels of Legionella. This required immediate and specific action to prevent any spread. Other leisure facilities within the District will be inspected to minimise risk from Legionella and other communicable diseases.

RESOURCE IMPLICATIONS:

There are no direct resource implications as the work is undertaken from within existing budgets.

DATA PROTECTION IMPACT ASSESSMENT (If none, state "None required")

NONE REQUIRED

CONSULTATION UNDERTAKEN ON THE PROPOSED DECISION

Senior officers were consulted on the draft decision notice between the 24th September 2018 and the 1st October 2018.

FURTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED FOLLOWING PUBLICATION OF THE DRAFT PORTFOLIO HOLDER DECISION NOTICE

[CLICK AND ENTER TEXT]

Note for Author: please include detail of any representations received (including those of consulted Members). This will include your response to any alternatives suggested by those making representation and the reasons why these alternatives were rejected. Include comments on risk management where relevant. These need to be taken into consideration when the Portfolio Holder makes the final decision in consultation with the Case Officer.

DECLARATION OF INTERESTS BY THE DECISION MAKER OR A MEMBER OR OFFICER CONSULTED

N/A

DISPENSATION GRANTED BY THE STANDARDS COMMITTEE

N/A

Approved by: (signature)

Date of Decision

Councillor Jan Warwick Portfolio Holder for Environment, Health and Well Being

APPENDICES:

Draft Food Safety Service Plan 2018/19

Draft Health and Safety Plan 2018/19

Note for Author: Please list all appendices included or state "none".

HEALTH PROTECTION TEAM

FOOD SAFETY SERVICE PLAN

2018/19

AUTHOR: KEVIN GOSLING
DATE: July 2018
DOCUMENT No: FS 1

1.0 Introduction

1.1 The Council is designated as a Food Authority under the Food Safety Act 1990 and as the Enforcing Authority under The Food Safety and Hygiene (England) Regulations 2013 as such has a statutory duty to enforce food safety legislation made under the Food Safety Act 1990 or the European Communities Act 1972. This document should be read in conjunction with the Regulatory Enforcement Policy

1.2 Staff working within the Health Protection Team have delegated authority to enforce the legislation.

1.3 This document examines the following:

- (a) the food safety objectives that express the Authority's responsibility as set out in legislation and associated Code of Practice;
- (b) the current work programmes within the unit;
- (c) the Authority's approach on food safety enforcement, sampling, provision of information to business, response to food safety incidents and infectious disease control.

2.0 Service Aims and Objectives

2.1 **Aim**

It is the Authority's aim to strive to ensure that food and drink on sale for human consumption, which is produced, stored, distributed, handled or consumed within the City Council's area is without risk to the health and safety of the consumer.

2.2 **Objectives**

- a) To ensure that food premises receive an intervention in accordance with the statutory Code of Practice and appropriate to risk.
- b) To ensure that the appropriate food hygiene rating is given to all relevant food premises following an inspection in accordance with the Brand Standard for the Food Hygiene Rating Scheme.
- c) To ensure that those premises that are not broadly compliant receive appropriate enforcement action to seek compliance with food safety law.
- d) To take appropriate enforcement action according to the risk involved and in accordance to the Authority's Regulatory Enforcement Policy.
- e) To ensure all staff involved in food safety work are qualified competent and receive appropriate training
- f) To respond to all complaints within 3 working days and in the case of serious risks to health on the day of receipt.

- g) To respond to all Food Alerts for Action on the day of receipt.
- h) To maintain a food sampling programme both nationally and locally
- i) To respond to all reports of food borne infectious diseases on the day of receipt.
- j) To provide advice to business on food safety matters
- k) To ensure that all imported food has been properly controlled in order to protect public health.

2.3 Links to other Council Objectives and Plans

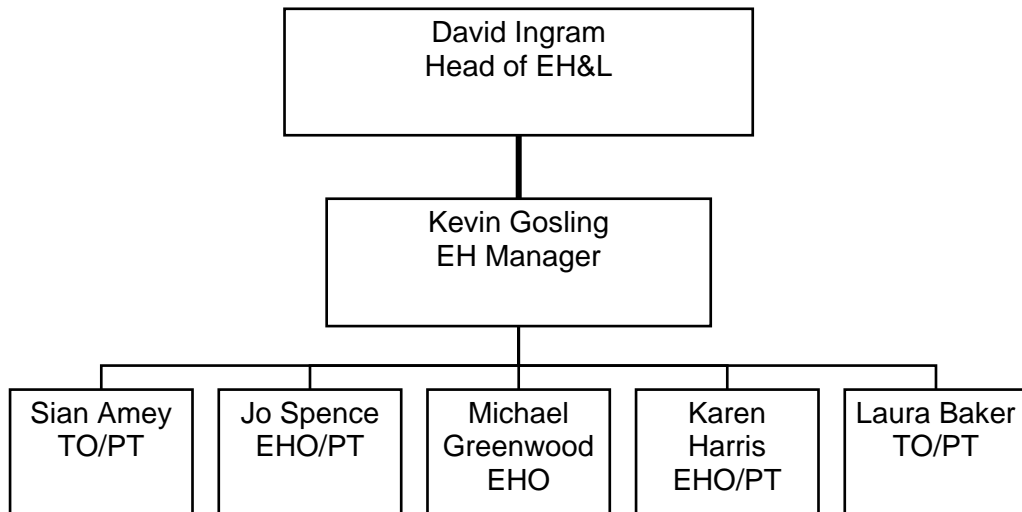
2.3.1 The Council's Food Safety function makes a significant contribution to the City Council meeting its statutory responsibilities and ensures that it meets the Corporate Strategy on Safe and Strong Communities.

3.0 Background

3.1 Profile of Winchester City Council

Winchester City Council covers a large geographical area (240 square miles) with an estimated population of 113,000. There are approximately 1250 food premises mainly composed of restaurants, takeaways and retailers. There are no specific unusual demands on the food safety service except tourism whereby the population within the district can significantly increase due to visitors.

3.2 Service Profile



- 3.2.1 The EH Manager is responsible for the delivery of the Food Service Plan. Including the Team Manager there is a total of 2 full time Environmental Health Officers, 2 part time Environmental Health Officer and 2 Technical Officers with responsibility for Food Safety. Most within the Team also assist in the health and safety function. The Authority has appointed Hampshire Scientific Services and FEWM Laboratory Public Health (England), Porton Down as its Food Examiners when specialist advice is necessary.
- 3.2.2 Resources are available from within the existing budget to ensure that the inspection program is maintained..

3.3 Scope of the Service

- 3.3.1 The food safety service carries out food premises inspection, food inspection, food sampling, the investigation of complaints relating to food products, food safety or food premises, responding to food safety incidents and the provision of advice to businesses and the public on food safety matters.
- 3.3.2 The Health Protection Team is also responsible for health and safety enforcement and infectious disease control.
- 3.3.3 In order to maximise the use of limited staff resources and to ensure a more coherent service to business, the same officer will deal with all food safety and health & safety relating to any single premises, where qualified to do so.

3.4 Demands on the Service

- 3.4.1 The premises profile for Winchester is at annex A and is categorised as per the Food Standard Agencies profiles:

In addition: -

- 11 premise, which includes 2 large dairy producers, have animal products approval which require a greater knowledge and understanding of their business operation
 - High risk premises which include:
 - A large hospital which provides up to a 1000 meals per day
 - Her Majesty's Prison
 - Major fresh salad production and packing unit
 - A number of large events ie Boomtown, MX GP, Hat Fair, Cathedral Christmas Market and Ice Rink.
 - Primary production sites such as watercress beds (10)
- 3.4.2 The service is delivered during normal working hours, (0830 to 1700 hours) by officers based at the City Offices. An emergency contact number is available to the Food Standards Agency and Public Health England outside these hours via the Authority's out of hour's telephone number. Due to the nature of the operation of food premises flexible working arrangements are

in place for officers to visit premises outside the normal working hours, in the main this will be done by engaged contractors.

- 3.4.3 For part of this financial year the fte resource to the service will be reduced due to one of the part time TO being on maternity leave. Efforts to recruit to back fill have not identified a suitable person. This will have an impact on the inspection element of the service and therefore the target will not be met.
- 3.4.4 During this financial year preparation for the UK to withdraw from the European Union will have an impact on the Teams operations. In addition the FSA is undertaking a fundamental review Regulating Our Future. The impacts from both of these are not known at this stage.
- 3.4.5 For this year WCC will undertake funded work on behalf of HCC Trading Standards at Primary Production sites.

3.5 Enforcement Policy

- 3.5.1 The Authority has written its enforcement policy in line with the Regulators Code produced by the Better Regulation Delivery Office
- 3.5.2 All food safety enforcement decisions shall be made following consideration of the Enforcement Policy. Any departure from the Policy will be documented. A copy of the Enforcement Policy will be given upon request.
- 3.5.3 All food law enforcement will be carried out in accordance with the relevant Food Safety Act Code of Practice and other Official Guidance produced by the Food Standards Agency.
- 3.5.4 All food law enforcement will be carried out in accordance with the Regulatory Enforcement and Sanctions Act 2008 in respect of the Primary Authority Scheme.
- 3.5.5 No budget allocation in time or money has been set for proceeding with any court action. Experience indicates that proceeding with court action is an expensive process with full recovery of costs unlikely. However this will not deter the City Council from taking such action.

4.0 Service Delivery Annex B (Outturn 18/19) and Annex C

4.1 Food Premises Inspections

- 4.1.1 The enforcement of food safety legislation is governed by a statutory Code of Practice. This specifies procedures and forms to be used by staff when enforcing the legislation. In particular it specifies a risk assessment scheme to be used to assess the risk associated with each food business and its priority for inspection.
- 4.1.2 The use of the priority risk assessment scheme ensures that the highest priority is given to food manufacturers, caterers where conditions are below standard and premises that cater for vulnerable groups (e.g. hospital and residential care homes). The scheme allows for alternative strategies to be used rather than carrying out inspections for very low risk premises, Cat E premises.
- 4.1.3 Winchester City Council participates in the national Food Hygiene Rating Scheme operated by the FSA. EHM will report on broadly compliant

premises as a performance indicator. Broadly compliant means that the compliance score applied to premises following an inspection does not exceed 10 in any of the 3 compliance elements. The City Council will endeavour to maintain a KPI of 90% for premises that have received an intervention. The number of premises that are broadly compliant is 94%, this equates to 90 premises that were not at the required standard at the time of an initial inspection or have yet to be inspected. 97% of food business within the Food Hygiene Rating Scheme have a score of 3 or more with 677 achieving the highest level of 5

4.1.4 Inspection priorities will be given to businesses that are broadly uncompliant as per KPI, and those that fall below level 3 of the Food Hygiene Rating Scheme as these will be deemed to be the least compliant premises and pose a greater risk to the public.

4.1.5 Special projects will be undertaken to:

- Consider what approach is taken with small businesses that are non-compliant to bring them to at least the minimal standard or better.
- ensure that food markets and events that operate in the district are fully compliant with food safety legislation
- provide advice to the public
- Will work with other partners within the Better Business for All program operated by the City Council.
- Primary Products. WCC will undertake inspections as agreed with Trading Standards

4.1.6 The current profile of premises by risk in Winchester is as follows; Those in the risk category A-C pose a greater risk and therefore a greater effort will be placed on inspecting these premises.

Risk Category	Number of Premises	Inspection Period	Total inspections intervention due in 2016/2017
A	6	6 months	12
B	37	12 months	35
C	197	18 months	122
D	467	2 years	220
E	543	AS*	136
unrated	68**		68
Total	1318		593
Total interventions due 2018/19			593

*AS = Alternative Strategies. Premises contacted via letter and recorded within FSA statistics

** Newly registered businesses awaiting inspection

In addition: -

- An estimated 50 premises per year require re-visiting to check on compliance following adverse inspection reports.
- Initiatives will be undertaken to visit premises during their normal trading hours to assess key criteria i.e. cleanliness,

4.1.7 The national and local priorities for inspection are:-

- To ensure premises that require approval comply with the requirements of EC/852/2004 and EC/853/2004
- To ensure that imported food complies with food safety legislative requirements.
- To ensure that food produced in the area is done so in compliance with food safety legislation

4.1.8 The authority maintains a register of all food businesses within the City in accordance with relevant legislation, Code of Practice and centrally issued guidance.

4.1.9 Certain staff within the team have or will receive appropriate training to ensure knowledge of food specific legislation (i.e. dairies and dairy products).

4.1.10 Food businesses can expect to receive an inspection at anytime that they are trading and not just during office hours.

4.1.11 Food businesses that are in the ownership and managed by the City Council will receive an inspection. The outcomes of that inspection will be reported to the Chief Executive and relevant Director of service.

4.1.12 The HP Team has seen a reduction in staffing resource over the last few years,. to overcome this alternative resourcing has been considered to maintain the food safety inspection programme by engaging food safety contractors.

4.1.13 It is important that all premises within the scope of the national food hygiene rating scheme are inspected in a timely manner and in line with the CoP and FHRS Brand Standard. Additionally it is not known what other impacts the scheme will have on resourcing at this time, eg businesses will have a right to challenge the rating and request a further rating assessment in a 3 month window. The FSA is undertaking consultations as to whether the scheme is to become mandatory.

4.1.14 It is estimated that the resources required for the provision of food premises inspection equates to 2.85 FTEs.

4.2 Request for Service

- 4.2.1 During the course of the year the Authority receives approximately 180 requests for service concerning unfit food or food failing to comply with food safety requirements, hygiene conditions at food premises or for advice. Food complaints represent a small proportion of the work as many requests go unreported, or are reported straight to the retailer or manufacturer. Investigations into food complaints are given a high priority since these can give an indication of where the food supply chain has broken down. Such breakdowns may be one-offs or can indicate a deeper problem, which if left unattended could have serious consequences. Food complaints will normally be responded to within 3 working days or on the day of receipt in case of potential risks to health.
- 4.2.2 Where companies involved are unable to provide a satisfactory defence that they take all reasonable precautions and exercise all due diligence to prevent such a complaint, legal proceedings may be instituted. The decision to prosecute would be taken at the recommendation of the officer concerned in consultation with their Manager and the Enforcement Panel.
- 4.2.3 Currently it is estimated that the resources necessary for the provision of this service equate to 0.2 FTEs of staff.

4.3 Primary Authority Scheme

- 4.3.1 The Primary Authority Scheme is supported by the City Council and will undertake its enforcement work in this area in accordance with the guidance issued by the Better Regulation Executive. In particular the Council:
- Will in consultation with the BRE act as Primary Authority for local businesses providing sufficient resources are available.
 - Will have regard to any information or advice it has received from any liaison with any Primary Authority.
 - Will notify the appropriate Primary Authority of any enforcement action it intends to take as prescribed within the BRE Guidance on Primary Authority Scheme.

4.4 Advice to Business

- 4.4.1 Whilst the Authority will utilise its powers to enforce the food legislation, it realises that where food businesses break the law it is often due to ignorance rather than intent. As a consequence, it is the Authority's policy to provide advice to business in a number of different ways. The Authority is also very supportive of the Government's Better Regulation Office – Better Business for All initiative and will assist by. Charging for advice is being considered.
- Advisory visits,
 - Visits and advice prior to the setting up of a food business,
 - The provision of informal advice on best practice during inspections,

The provision of advice further to Planning or Building Control applications,

- Work is on going to look at how the Team can engage with the Public Health agenda in reducing obesity and coronary heart disease by implementing the Eat Out Eat Well Scheme

4.4.2 Currently it is estimated that the resources necessary for the provision of this service equate to 0.2 full - time equivalent members of staff.

4.4 Sampling

4.5.1 The City Council believes that a pro-active point of sale food sampling programme can provide useful information about the microbiological fitness of food for sale within the District.

4.5.2 We will actively participate in any coordinated national or local sampling programmes in conjunction with Public Health (England) (PHE).

4.5.3 Arrangements have been made with PHE to carry out the microbiological examination of samples.

4.5.4 In addition approximately 3 complaint samples per year are sent to Hampshire Scientific Services at Portsmouth for detailed analysis.

4.5.5 Currently, it is estimated that the resources necessary for the provision of this service equate to 0.2 FTEs of staff.

4.6 Control and Investigation of Outbreaks of Food Related Infectious Disease

4.6.1 The measures to be taken to control the spread of infectious diseases are contained in various Acts of Parliament and their associated Regulations. This legislation includes the control of food poisoning and food and water-borne diseases. Although the number of cases reported locally is comparatively low, it is widely acknowledged that the vast majority of cases go unreported. Moreover, a single case may lead to the discovery of an outbreak and could lead to a further outbreak if the person concerned is a food handler.

4.6.2 Salmonella cases have been decreasing nationally in recent years. Campylobacter species still remains the number one cause of gastro-enteritis from consumption of food. Emerging pathogens resulting in life threatening conditions such as vero-toxin and Shiga -toxin E.coli and Listeria species are on the increase.

4.6.3 There is a need for new initiatives in the prevention of these illnesses. The rigorous enforcement of legislation and the provision of food hygiene training to food handlers should have an impact, but the authority realises that many cases occur in the home. The Authority will therefore continue to promote food hygiene message through its website and by running high profile campaigns at appropriate times such as Food Safety Week and the Christmas and New Year period in conjunction with the FSA.

- 4.6.4 The investigation of food poisoning cases is therefore given a high priority and in an outbreak situation can necessitate utilising qualified staff from the Environmental Protection Team in addition to those in the Health Protection Team. In such a case priority will be given to containment and prevention of spread over routine work where necessary.
- 4.6.5 All investigations will follow the procedures laid out in PHE's Single/Outbreak Control Plans.
- 4.6.6 The Authority supports the PHE Infectious Disease Liaison Group which exists to promote best practice and consistency of approach in this area of work between the neighbouring local authorities. It has also signed the memorandum of understanding between the PHE and Local Authorities to clarify the roles and responsibilities for investigating infectious diseases.
- 4.6.7 The resources allocated to this area of work are approximately 0.1 full - time equivalent members of staff.

4.7 Food Safety Incidents

- 4.7.1 The Food Standard Agency communicates with local authorities and expects the LA to respond to food alert for actions (FAFA). The City Council will also be notified of Product Withdrawal and Product Recall notices.
- 4.7.2 Arrangements are in place to liaise with the Trading Standards Department at Hampshire County Council for deciding on appropriate action following receipt of a FAFA.
- 4.7.3 The Authority has standing arrangements for dealing with food alerts that ensure the most senior food safety officer available is informed immediately on receipt. These arrangements are in accordance with the relevant Food Safety Act Code of Practice.
- 4.7.4 Where an incident occurs out of normal working hours the Food Standards Agency is aware of the Environmental Health emergency telephone number and may use this to alert the Authority. The dealing of Food Alerts has been recognised within the Councils Business Contingency Plans.
- 4.7.5 Where a response is necessary this has absolute priority. This may necessitate contacting, or in some cases visiting premises where the relevant food is likely to be on sale.
- 4.7.6 Where the Authority becomes aware of a serious localised incident or a wider food safety problem, it has arrangements to notify the Food Standards Agency in accordance with the appropriate Food Safety Act Code of Practice.
- 4.7.7 The resources allocated to this area of work are approximately 0.05 FTEs members of staff.

4.8 Liaison with Other Organisations

- 4.8.1 The Authority fully supports the work of Hampshire and Isle of Wight Food Liaison Committee. This body has representatives from all Hampshire and Isle of Wight Food Authorities, Hampshire Scientific Services and Public Health (England).

- 4.8.2 There are internal arrangements to ensure that appropriate consultation is undertaken for Planning and Building Control applications.
- 4.8.3 There are also good liaison arrangements in place with neighbouring authorities, the health services and other agencies.
- 4.8.4 The resources allocated to this area of work are approximately 0.1 full - time equivalent members of staff.

4.9 Food Safety Training, Education and Promotion Activities

- 4.9.1 The Authority education and promotion activities can have a direct impact on food safety standards. It is therefore committed to providing advice and information both to business and the public through a number of initiatives including:
- 4.9.2 The Service offers training for food handlers and currently operates 4 chargeable courses per year.
- 4.9.3 This work is largely dependent on the resources available at the time but it is currently estimated that the resources allocated to this area of work are approximately 0.1 full - time equivalent members of staff.

5 Resources

5.1 Financial Allocation

5.2 The total financial resources allocated to the Food Safety Service are as follows

Cost Centre	17/18 Actual	18/19 Budget
Food Control	£296,000	308,950

5.3 Staffing Allocation

5.3.1 The resources allocated to food safety are 4.6 FTEs members of staff. The breakdown of staff allocated for each element of the service as is as follows: The priorities can be seen at Annex B

ACTIVITY	STAFF (FTEs)
Inspections	2.85
Complaints and Service Requests	0.2
Advice	0.2
Food Sampling	0.2
Infectious Diseases	0.1
Food Safety Incidents	0.05
Liaison	0.1
Training/education/promotion	0.1
Management and administration	0.8
Total	4.6

5.3.2 The staff involved in food safety work are fully competent to inspect all risk categories of premises as required by the Code of Practice. The Team Manager 3 EHOs and 2 TO's, are authorised to serve Hygiene Improvement Notices and the Team Manager, 3 EHOs for Hygiene Emergency Prohibition Notices and Remedial Action Notices.

5.4 **Staff Development Plan**

5.4.1 The Authority's policy is to ensure that all officers involved in food safety work receive a minimum of 20 hours continuing professional development training annually as required by the Code of Practice.

5.4.2 This training may be provided through attendance at externally organised courses and seminars or through in-house training activities.

5.4.3 All training received will be documented as part of the City Council's assessment on competency.

5.4.4 The Code of Practice issued by the FSA requires officers involved in food work to complete a competency matrix, work has begun on this for all food officers in the Team including contractors.

6 Quality Assessment

6.1 **Monitoring Arrangements**

6.1.1 The Authority has in place quality assurance procedures designed to ensure that its food safety service is provided in a way that is consistent with the Food Standards Agency Standard, Statutory Code of Practice and nationally issued guidance.

6.1.2 The Hampshire and Isle of Wight Food Advisory Committee have an advanced system of Inter-Authority Auditing that is carried out on a 5-year cycle. The Authority is committed to this initiative and accepts that there is much that can be learned from the process.

6.1.3 The Council's staff development procedures are documented as part of annual appraisal system. .

6.1.4 In addition the Authority operates a system of peer review where enforcement action, inspections and FHRS outcomes are assessed to ensure a consistent interpretation of legislation, codes of practice and national guidance.

6.1.5 The City Council has gained the Investors in People award and the Customer Excellence Award.

6.2 **Benchmarking**

The Authority is committed to supporting the Hampshire and Isle of Wight Environmental Managers Group work program on benchmarking.

7 Review

7.1 **Review Against the Service Plan**

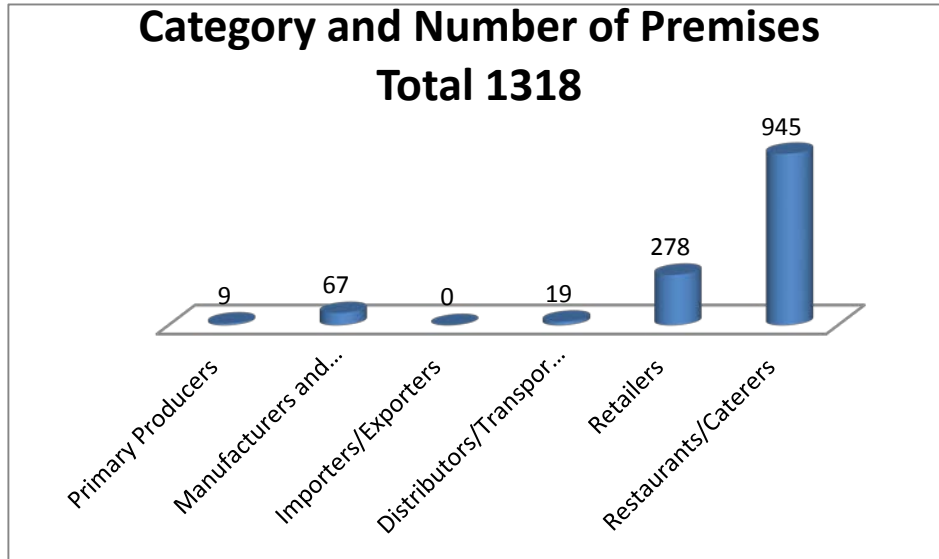
The Authority annually reviews its performance against the service plan. Periodic reviews are carried out and recorded within the City Council's Covalent System.

7.2 Identification of Variances from the Plan

The ongoing review identifies variances from the service plan and where appropriate reasons for those variances.

7.3 Identification of Improvements

Any areas of improvement identified as a result of the review will be included in the service and performance plans for the following year.



Outcomes 20017/18

ANNEX B

Why are we doing this?	What we did?	How will we measure our success?	fte req	Target	How well did we do?	Who's Accountable?
Leg Req	carry out interventions at premises for food safety in line with the inspection rating scheme in the Food Law COP issued under Reg 24 Food Hygiene (England) Regs	Number of high risk A-D. inspections done against those that were due. % of premises broadly compliant	2.85 fte	100% (429) 90%	86% (388) 94%	EH Manager Health Protection
Leg req	deal with request for service, which includes complaints about food and premises, requests for advice? Where these are urgent they will be dealt with within 24 hours, non urgent requests will be responded to within 3 days.	Number of request for service and response times	0.2 fte	100% response time	157 84% (116)	EH Manager Health Protection
Leg Req	deal with food safety alert issued by the FSA. That requires action by LA	Number of alerts response	0.05fte	100%	100%	EH Manager Health Protection
Leg req	carry out sampling of food products as part of a well balanced enforcement approach.	Number of samples taken. No of samples requiring further action	0.2fte		6 0	EH Manager Health Protection
Leg req	Investigate individual cases and outbreaks of food borne illness in line with control plans that have been notified to the authority by PHE and to investigate suspected cases notified by other means	Number of individual cases officially notified. and investigated Number of outbreaks associated with premises within the district	0.1fte		206 14 poss outbreaks	EH Manager Health Protection

ANNEX C

Why are we doing this?	What will we do 2018/19	How will we measure our success?	fte req	Target	How well did we do?	Who's Accountable?
Leg Req	carry out interventions at premises for food safety in line with the inspection rating scheme in the Food Law COP issued under Reg 24 Food Hygiene (England) Regs	Number of high risk (A-D) inspections done against those that were due.	2.85 fte plus contractor	100%		EH Manager Health Protection
Leg req	deal with request for service, which includes complaints about food and premises, requests for advice? Where these are urgent they will be dealt with within 24 hours, non urgent requests will be dealt with within 3 days.	Number of rfs and response times.	0.2 fte	100% response time		EH Manager Health Protection
Leg Req	deal with food safety alert issued by the FSA. FAFA to be dealt with within 24 hours	Number of alerts and number requiring actions	0.05fte	100%		EH Manager Health Protection
Leg req	carry out sampling of food products as part of a well balanced enforcement approach.	Number of samples taken. No of samples requiring further action	0.2fte			EH Manager Health Protection
Leg req	Investigate individual cases and outbreaks of food borne illness that have been notified to the authority by PHE and to investigate suspected cases notified by other means	Number of individual cases officially notified. Number of outbreaks associated with premises within the district	0.1fte			EH Manager Health Protection

Environmental Health and Licensing Service

Health & Safety Service Plan 2018/2019

Health Protection Team

DRAFT

HS 01
Prepared by K Gosling
Date 1st July 2018

1. INTRODUCTION

The purpose of this Health and Safety Service (HSS) Plan is to explain to our customers how we protect and promote compliance throughout the City Council's area, including supporting businesses to compliance. The Plan also outlines the Service's priorities, targets, resources and performance.

The Health Protection Team forms part of the multi disciplinary Environmental Health and Licensing Service of Winchester City Council. WCC covers a geographical area of 250 square miles with an estimated population of 116,600 (Source: Census 2011). The Council is located in Central Hampshire and includes Winchester City plus a number of outlying towns and villages. The HSS is located at Winchester City Council, Colebrook Street, Winchester. SO23 9LJ.

Health and Safety Service

The Council is designated as an Enforcing Authority (EA) under the Health and Safety (Enforcing Authority) Regulations 1998, and is responsible for the enforcement of the Health and Safety at Work Act 1974 (and relevant statutory provisions) for activities which fall to the local authority sector within the borough.

The HSS regulates health and safety in approximately 2500 premises in the district. However our database is no longer accurate as there is no requirement for businesses to notify the LA. Of these, the vast majority are smaller, lower risk businesses such as offices and small retail outlets. 440 of the total fall into the medium risk categories, being smaller residential care units, larger offices and premises deemed to be a medium risk by other activities or previous non-compliance.

The **scope of the Health and Safety Service** primarily includes the:

- provision of information, advice and support to local businesses and the public
- enforcement of health and safety law, with a risk-based approach to regulation
- investigation and appropriate response to requests for service
- maintenance of prescribed public registers
- investigation and appropriate response to accidents, diseases and dangerous occurrences
- role of "responsible authority" under the Licensing Act 2003 and in particular working with the Safety Advisory Group for events within the City's district
- registration functions in respect of special treatments such as tattooing and skin piercing
- participating in the Council's wider input into public health issues

Organisational Structure of the Health and Safety Service

The service is provided by both environmental health teams depending on the function of provision and responsibility.. The Health Protection Team is primarily responsible for the health and safety function which comprises of 1 Environmental Health Managers (EHM), 2.5 Environmental Health Officers and 2 .5 Technical Officers, the EHM (HP) deputises for the Corporate Health and Safety Advisor to the Council. The Environmental Protection Team has an input into licensable activities, asbestos and swimming pools. The Team is part of a wider service Environmental Health and Licensing where the EHM reports to the Head of Service. These officers also undertake other environmental health duties and equates to 0.9fte for the health and safety service..

2. OUR PURPOSE AND PRIORITIES

This section sets the work of the Health and Safety Service in the context of the Councils, and the Environmental Health and Licensing Service's purpose and priorities. The Council's vision is:
Our vision for the Winchester District is of diverse and dynamic communities, where people work together to ensure that everyone has the opportunity to lead a fulfilling life now and in the future

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In support of the Council's Strategy 1017-20 it is the **aim of Environmental Health and Licensing Service: "to safeguard the health, safety and welfare of the community and the environment in which people work and live and, wherever possible, to promote and secure improvements in the quality of life."**

Health and Safety Service Standards

The Health and Safety Service, service standards are:

- responding to requests for service at least within 3 working days and in the case of greater risks, on the same day
- responding to reported ill health, accidents, diseases, statutory reports, etc. within 3 working days and, in the case of greater risks, on the same day
- undertaking appropriate and timely, risk-based interventions of businesses
- ensuring interventions are in accordance with guidance and relevant codes of practice
- taking appropriate enforcement action (proportional to the risks involved and in accordance with the Regulatory Enforcement Policy, providing appropriate help, support and guidance wherever possible)
- ensuring all staff involved in the Service are properly qualified, competent and have adequate equipment and other resources to enable them to undertake their work
- working in partnership with the HSE, other LAs, and other stakeholders to support compliance, provide advice and support and to reduce the burdens on businesses

3. REGULATION AND ENFORCEMENT

There is a Regulatory Services Enforcement Policy and the HSS is governed by its content.

Providing there is no conflict of interest the HSS will regulate on premises that the Council own but sub contract the management to an external operator. This would include for example leisure centres and residential care provision.

The Council also operates a complaints and appeals procedure which initially encourages contact with the officer dealing with the matter, and also offers a means of escalating issues should this be necessary.

Both the **Regulatory Services Enforcement Policy** and the **Complaints and Comments procedure** can be found online at www.winchester.gov.uk .

In addition, and regarding matters of health and safety regulation, businesses may approach the **Health and Safety Executive, Independent Regulatory Challenge Panel** which will look into complaints regarding advice given by Local Authority officers where the customer believes that incorrect information has been given or where what is required to control the risk exceeds what the law requires. The panel consists of independent members who have the competence and experience to assess advice that has been given on regulatory matters. Before the Panel is approached it is expected that a business will first have tried to resolve the matter with the relevant officer and their manager.

4. DEMANDS ON THE HEALTH AND SAFETY SERVICE

This section reviews the principal demands placed on the Health and Safety Service.

Reactive Demands

- The Service continues to be a frontline point of business contact for local businesses with officers able to deliver key business support and advice.

- As a “Responsible Authority” under the Licensing Act 2003, it is anticipated that the Service will have reviewed more than 600 licence applications in all, and appropriately commented on a significant number during the year, raising representations and undertaking enforcement visits as required to deliver against the public safety objective. Winchester has a prolific event scene and the Service plays an active part within the Safety Advisory Group.
- The Health and Safety Service also registers and licenses as appropriate, skin piercers, tattooists, hairdressers, acupuncturists, electrolysisists and their premises, in accordance with relevant health and safety legislation and local byelaws to ensure that consistent standards are maintained and good public health practice is in place.
- It is estimated that the Service will have reviewed over 90 statutory notifications of accident, diseases and dangerous occurrences and investigated as required with appropriate interventions to control health and safety risks.

Proactive Demands

- **Proactive Inspections of poor performing businesses (National and Local Priority)**

The Service continues to use a risk-based approach to inspection. It has provided appropriate interventions to ensure that there is an overall improvement, and reduction in risks to health and safety at all those rated as high risk “A rated” premises, using proportionate enforcement action in accordance with the Enforcement Management Model. There are 2 premises within this category at present.

- **Medium to low risk premises**

For low risk premises not included within the programme of directed work, non-inspection interventions are considered acceptable. Compliance has been monitored in medium/lower risk premises resulting from service requests, accident notifications, visits for food safety and other causes of intervention. Officers determined the most suitable types of interventions taking into account a number of risk factors.

- **Provision of Business Advice and Support including Service Requests**

The Health and Safety Service will provide advice and support to businesses on health and safety issues at every opportunity to support business growth and development. This is particularly pertinent in the difficult economic climate and fits in with WCC approach to the Governments initiative Better Business For All (BBFA) The Service is similarly the frontline for public enquiries and support.

As a result of ongoing regulatory reform, direction from the Health and Safety Executive requires Local Authorities to carry out appropriate local interventions in intelligence led, high-risk sectors. In all cases, the Service has ensured that it has taken proportionate action and used the full range of intervention methods available to ensure that it has supported local business, protected the community and contributed to the wider public health agenda. It has ensured its responses have been consistent and maintained a strong deterrent against businesses who fail to meet their legal obligations.

In reviewing the proactive work required of the Service, the national priority areas evidenced by the HSE and use of local knowledge help to inform an intervention plan: [National Priorities for LA Sector](#)

Local health and safety initiatives based on local public health needs

- **Registration for Special Treatments (Local Priority)**

The Service registers ear piercers, tattooists, hairdressers, acupuncturists, electrolysis and their premises in accordance with relevant health and safety legislation and local byelaws to ensure that consistent standards are maintained and good public health practices are in place.

The Service has continued to engage the local trade and has responded rapidly and appropriately with regulatory partners to deal with public health risk arising from special treatments.

- **Safety Advisory Groups**

The Service has a key role representing Winchester City Council at the Safety Advisory Group where EH&L has acted as a lead partner in non-statutory SAGs to support safe and successful events. Winchester has a prolific events scene ranging from large music festivals to the British leg of the Moto-cross Grand Prix.

5. HEALTH AND SAFETY SERVICE PLANNING FOR 2018/2019

Reactive Demand

During 2018/19 the Health and Safety Service anticipates that it will receive the following reactive demands:

- 40 service requests from the public concerning matters relating to health and safety
- 600 licence applications for temp event or formal review with comments on at least 30 applications
- 40 annual Licence application for animal welfare ie animal boarding/horse riding establishments
- 17 applications for skin piercing, tattooing, hairdressing, etc.
- 90 accident notifications with appropriate interventions to control health and safety risks.

Proactive Demand

In accordance with the direction given to Local Authorities by the Health and Safety Executive, the Service Plan for health and safety is shown in the format of a Table as follows:

Intervention Priority Area (National)	Why intervene? Evaluation of evidence	Where to intervene? Sectors and activities to be targeted	How and when to intervene? Range of interventions available and the timing (if applicable).
<p>1 – Legionella Control</p> <p>Premises with cooling towers/evaporative condensers and other ‘at risk’ water systems.</p>	<p>As informed by local knowledge and evidence, to support control of systems which pose a high risk if poorly managed. “Cluster cases” have been found in previous years across North Hampshire and Nationally.</p> <p>Workstream supported and coordinated with Hampshire Health and Safety Advisory Group.</p>	<p>Businesses with equipment registered on the Cooling Towers and Evaporative Condensers public register (held by the Council).</p> <p>Businesses with other ‘at risk’ water systems e.g. vulnerable adults and hot/cold water systems based on local intelligence.</p>	<p>Initial contact with registered businesses to discuss control measures to motivate “responsible persons”, with suitable and supportive intervention, if required.</p> <p>During other interventions, as appropriate.</p> <p>Participating in the PHE national sampling campaign of spa pools and taking the necessary enforcement action when adverse results are seen</p>
<p>2 – Explosion caused by leaking LPG</p> <p>Premises (including caravan parks) with buried metal LPG pipework.</p>	<p>As informed by local knowledge and evidence, to continue to support this priority area.</p> <p>Workstream supported and coordinated with Hampshire Health and Safety Advisory Group.</p>	<p>Businesses identified as having bulk LPG systems, based on local intelligence and HSE notification</p> <p>Additional sites identified by HSE that will need contact during 17/18.</p>	<p>Undertake inspections of sites identified by HSE. Officers will identify during routine food inspections other.</p> <p>To follow up on “matters of evident concern” which arise during other interventions, complaints or requests for service.</p>
<p>3 e.coli/cryptosporidium infection especially in young persons</p> <p>Premises included – animal handling venues ie zoo and mobile animal farms</p>	<p>Pathogenic organisms cause considerable pain and suffering including death and serious kidney damage.</p>	<p>Open Farms and visitor attractions plus visiting mobile attractions</p>	<p>Likely notification will come from Public Health England, and a outbreak control will be set up. Likely to be an immediate response to prevent further spread.</p>
<p>4A – Fatalities/injuries resulting from being struck by vehicles</p> <p>High volume Warehousing & Distribution</p> <p>Specifically workplace transport</p>	<p>As directed by HSE’s “list of activities/sectors for proactive inspection by LAs”.</p> <p>Workplace transport fatalities increased over a 3 year period to 2011 (source HSE).</p> <p>Workstream supported and coordinated with Hampshire Health and Safety Advisory Group.</p>	<p>LA enforced businesses in which warehousing and distribution are high volume.</p>	<p>Education & awareness campaign for businesses with high volume warehousing and distribution, to deal with workplace transport.</p> <p>To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents or requests for service.</p>
<p>4B – Fatalities/injuries resulting from being struck by vehicles</p> <p>Tyre fitters</p> <p>Specifically the use of two-post vehicle lifts.</p>	<p>As directed by HSE’s “list of activities/sectors for proactive inspection by LAs”.</p>	<p>LA enforced businesses such as tyre fitters in which two-post vehicle lifts are used.</p>	<p>Education & awareness campaign for businesses using two-post vehicle lifts.</p> <p>To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents, LOLER reports or requests for service.</p>
<p>5 – Fatalities/injuries resulting from falls from height/ amputation and crushing injuries - Industrial retail/wholesale</p>	<p>As directed by HSE’s “list of activities/sectors for proactive inspection by LAs”.</p> <p>Workstream supported and coordinated with</p>	<p>LA enforced steel stockholders, builders & timber merchants.</p>	<p>Education & awareness campaign including inspection by appointment, focussing on workplace transport, work at height, cutting machinery and lifting equipment.</p>

<p>premises</p> <p>e.g. steel stockholders, builders/timber merchants, specifically workplace transport & work at height & cutting machinery /lifting equipment.</p>	<p>Hampshire Health and Safety Advisory Group.</p>		<p>To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents, LOLER reports or requests for service.</p>
<p>6 – Industrial diseases (occupational asthma/deafness) Industrial retail/wholesale premises e.g. steel stockholders, builders/timber merchants</p> <p>Specifically use of isocyanate paints & noise & dust</p>	<p>As directed by HSE’s “list of activities/sectors for proactive inspection by LAs”.</p>	<p>LA enforced steel stockholders, builders & timber merchants.</p>	<p>Education & awareness campaign including inspection by appointment, focussing on safety and health in the use of isocyanate paints and to assess compliance with requirements relating to noise and dust.</p> <p>To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents, LOLER reports or requests for service.</p>
<p>7 – Falls from height</p> <p>High volume Warehousing and Distribution</p> <p>Specifically work at height</p>	<p>As directed by HSE’s “list of activities/sectors for proactive inspection by LAs”.</p> <p>Workstream supported and coordinated with Hampshire Health and Safety Advisory Group.</p>	<p>LA enforced businesses in which warehousing and distribution are high volume.</p>	<p>Education & awareness campaign for businesses with high volume warehousing and distribution, to deal with work carried out at height.</p> <p>To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents or requests for service.</p>
<p>8 – Crowd control & injuries/fatalities to the public</p> <p>Large scale public events/sports/leisure facilities e.g. motorised leisure pursuits including off road vehicles and track days.</p> <p>Inadequate consideration of public safety e.g. poor organisation and/or supervision of high speed or off-road vehicle movements</p>	<p>As directed by HSE’s “list of activities/sectors for proactive inspection by LAs”.</p> <p>Delivery of the Service role as a Responsible Authority for “Public Safety” in accordance with Licensing Act 2003.</p>	<p>Large scale local events and motorised leisure pursuits.</p>	<p>Engagement with applicants through the role of responsible authority and, for non-licensed activities, as they arise.</p> <p>Preventative interventions through SAGs and by inspection as appropriate. Continuing to work proactively with the organisers of large scale events to provide for a safe event, in partnership with co-regulators.</p> <p>To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents, or requests for service.</p>
<p>9 – Carbon monoxide poisoning in commercial catering premises using solid fuel cooking equipment</p> <p>Lack of suitable ventilation and/or unsafe appliances</p>	<p>As directed by HSE’s “list of activities/sectors for proactive inspection by LAs”.</p> <p>Workstream supported and coordinated with Hampshire Health and Safety Advisory Group.</p>	<p>LA enforced food premises.</p>	<p>Delivering a project to assist Food Officers in the identification and appropriate enforcement action for matters of evident concern whilst inspecting food businesses.</p> <p>To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents, or requests for service.</p>

<p>10 – Violence at work</p> <p>Premises with vulnerable working conditions (lone/night working/cash handling e.g. betting shops/off-licences/care settings) and where intelligence indicates that risks are not being effectively managed.</p>	<p>As directed by HSE’s “list of activities/sectors for proactive inspection by LAs”.</p> <p>Workstream supported and coordinated with Hampshire Health and Safety Advisory Group.</p>	<p>LA enforced premises.</p>	<p>Reacting to intelligence and working with other agencies (e.g. Police) to identify premises where risks are not being effectively managed or there is a significant concern with crime.</p> <p>To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents, or requests for service.</p>
<p>11 – Poor Performing Businesses</p>	<p>As directed by HSE’s “list of activities/sectors for proactive inspection by LAs” and LAC 67/2.</p> <p>Risk-based approach to proactive inspection. Highest risk premises within the Borough, such as where intelligence suggests that risks are not being effectively managed.</p>	<p>LA enforced premises previously inspected and rated as A – high risk and poor performer.</p>	<p>Proactive inspections of poor performing businesses where appropriate.</p> <p>Proportionate intervention where standards fall below required standards.</p> <p>To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents, ill health, or requests for service.</p>
<p>Intervention Priority Area (Local)</p>	<p>Why intervene? Evaluation of evidence</p>	<p>Where to intervene? Sectors and activities to be targeted</p>	<p>How and when to intervene? Range of interventions available and the timing (if applicable).</p>
<p>1 Asbestos</p> <p>Remains the biggest cause of workplace deaths in the UK. Priority to ensure compliance with the duty to manage asbestos in premises.</p>	<p>From local intelligence, there is generally poor awareness and compliance with legislation requiring the management of asbestos in buildings with associated and ongoing risk.</p> <p>HSE “National Planning Priority”</p> <p>Workstream supported and coordinated with Hampshire Health and Safety Advisory Group.</p>	<p>All LA enforced premises built before 1999, as appropriate.</p>	<p>Education & awareness campaign to encourage/improve compliance with requirement to manage asbestos.</p> <p>To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents, or requests for service.</p> <p>To assist Food Officers in the identification and appropriate enforcement action for matters of evident concern whilst inspecting food businesses, including Asbestos.</p>
<p>2 Registration and support for businesses involved in the Beauty Sector</p>	<p>The Service registers ear piercers, tattooists, hairdressers, acupuncturists, electrolysis and their premises in accordance with relevant public health legislation.</p> <p>HSE “National Planning Priority”</p>	<p>Beauty sector businesses within RBC.</p>	<p>Reactive intervention through responses to licensing and registration processes.</p> <p>Proportionate intervention where standards fall below those required, or those who have failed to register.</p> <p>To follow up on reactive work in this area, and “matters of</p>

	Workstream supported and coordinated with Hampshire Health and Safety Advisory Group.		evident concern” which arise during other interventions, complaints, accidents, ill health, or requests for service.
3 Adventure Activity Centres	Following a recent prosecution and cautioning further focus on AAC will be undertaken	Known AAC	Proactive intervention and necessary enforcement action
4 Events	There in excess of 20 major events and due to the nature of these it will require the input of considerable resource to support both food safety and health and safety compliance. In the run up to the event in 2016, the Service will continue to work with partners to deliver a safe event including the lead role in Chairing the Gold Command “Safety Advisory Group” to bring together the regulators involved with the event to support compliance and to facilitate the “sign-off” of the arrangements to secure public safety.	Working with the event organisers, statutory agencies and contractors.	Partnership working and advice/guidance through attendance of SAG and regular site visits during the build-up and during events To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during interventions, complaints, accidents, ill health, or requests for service.
5 RIDDOR Reports	Serious accidents, incidents and ill health in LA enforced premises are reported to the Council via the RIDDOR reporting system.	LA enforced premises.	To reactively investigate RIDDOR reports – selected using the HSE’s incident selection criteria. To investigate non-reportable incidents if appropriate. To investigate incidents where there has been a failure to report. Proportionate intervention where standards fall below required standards. To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents, or requests for service.
6 Intelligence led Employee concerns Complaints from public	Seriousness of the allegation	LA enforced premises	Based upon the information received the outcome will risk assessed to determine most appropriate intervention.
7 Proactive approach in undertaking interventions at large warehousing and builders yards	As per items 5,6 and 7 in National priorities above	LA enforced premises, rolled over from 16/17	Education & awareness campaign including inspection by appointment, focussing on workplace transport, work at height, cutting machinery and lifting equipment. To follow up on reactive work in this area, and following up on “matters of evident concern” which arise during other interventions, complaints, accidents, LOLER reports or requests for service. Education & awareness campaign including inspection by

			<p>appointment, focussing on safety and health in the use of isocyanate paints and to assess compliance with requirements relating to noise and dust.</p> <p>To follow up on reactive work in this area, and following up on "matters of evident concern" which arise during other interventions, complaints, accidents, LOLER reports or requests for service.</p> <p>Education & awareness campaign for businesses with high volume warehousing and distribution, to deal with work carried out at height.</p> <p>To follow up on reactive work in this area, and following up on "matters of evident concern" which arise during other interventions, complaints, accidents or requests for service.</p>
8 Proactive approach in looking at solid fuel burners, gas safety within the catering sector which includes solid and cylinder gases	As per item 9 for National priority above and Hampshire HS group priority	LA enforced premises	<p>At all relevant premises a proforma gas safety questionnaire to be completed and information stored on EH database..</p> <p>To follow up on reactive work in this area, and following up on "matters of evident concern" which arise during other interventions, complaints, accidents, or requests for service.</p>
9 Proactive approach at looking at leisure facilities focusing on swimming pool and spa safety	Follow up on PHE sampling interventions on legionella in 17-18 which identified a need for further interventions	LA enforced premises	To identify matters of evident concern where the risks of public health are at there greatest.

6. QUALITY ASSESSMENT

The Service has quality assurance procedures including staff development procedures designed to ensure that the Health and Safety Service is provided in a way that is consistent with emerging framework agreements, codes and relevant guidance.

WCC will participate in any Hampshire and Isle of Wight Health and Safety Liaison Group Peer Review. The service will be open to audit and to making improvements through the audit recommendations.

At a local level, the Service similarly operates a system of officer peer review whereby officers carry out joint inspections to ensure a consistent interpretation with regular team meetings, personal appraisals and one-to-one reviews where matters of review and improvement can be discussed.

Each officer will try and gain at least 10 hours CPD within the field of health and safety annually.

7. REVIEW

The Service reviews its performance throughout the year through reports presented to the Environmental Health and Licensing Head of Service. The authority continues to submit annual returns to the Health and Safety Executive as required. This document will be reviewed annually.

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