 Executive 10 June 2009		Agenda Item No.
Title	Food and Occupational Safety & Health Division - Service Plan	
For further information about this report please contact	Rob Chapleo	
Service Area	Environmental Health	
Wards of the District directly affected	All	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006	No	
Date and meeting when issue was last considered and relevant minute number		
Background Papers	Service Plan	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	Yes - 152

Officer/Councillor Approval		
With regard to officer approval all reports <u>must</u> be approved by the report authors relevant director, Finance, Legal Services and the relevant Portfolio Holder(s).		
Officer Approval	Date	Name
Chief Executive	21.5.09	Chris Elliott
Deputy Chief Exec	21.5.09	Bill Hunt
CMT	21.5.09	
Section 151 Officer	15.5.09	Mike Snow
Legal	15.5.09	Peter Oliver
Finance	15.5.09	Mike Snow
Portfolio Holder(s)	15.5.09	Cllr Felicity Bunker
Consultation Undertaken		
Final Decision?		Yes
Suggested next steps (if not final decision please set out below)		

1. SUMMARY

- 1.1 As part of the Council's Service Planning process each team is required to prepare a work plan. In addition to this there are requirements from the Food Standards Agency and the Health & Safety Executive that a service plan be approved by the Council, detailing how each authority will deliver its services in relation to Food Safety and Health & Safety.

2. RECOMMENDATION

- 2.1 That the proposed service plan is approved.

3. REASONS FOR THE RECOMMENDATION

- 3.1 The service plan demonstrates the resources, organisation and processes which the service puts in place in order to deliver the required services. There is increasing pressure on local authorities, from government agencies, to demonstrate the competency of the service as a whole in respect of food safety and health & safety issues.

4. ALTERNATIVE OPTION CONSIDERED

- 4.1 None.

5. BUDGETARY FRAMEWORK

- 5.1 The work is planned to be deliverable within the current year's budget.

6. POLICY FRAMEWORK

- 6.1 The service plan supports the Corporate Strategy priority of promoting high standards of environmental health in the district.

The work also contributes to the draft Sustainable Community Strategy vision for Healthier Communities, promoting healthier lifestyles and improving collaborative working between partners.

7. BACKGROUND

- 7.1 See attached service plan

Food & Occupational Safety & Health

June 11

2009

Plan required by the Food Standards Agency & the Health & Safety
Executive

Divisional
Service Plan

1.0 INTRODUCTION

1.1 Warwick District Council has an Environmental Health Unit within the Living & Lifestyles Directorate. The Food and Occupational Safety & Health Division is part of the Department and covers areas relating to food safety, health and safety at work, infectious disease control, and some licensing functions.

1.2 The Food and Occupational Safety & Health Division is located at the Council's headquarters at Riverside House. Businesses and public may access the Service through the following channels

- in person – Riverside House reception, between 8.45 am to 5.15 pm Monday to Friday
- by telephone to the Council's main switchboard – 01926 450000
- by telephone in emergency out of hours to the Divisional EHO's mobile 'phone
- a message will be taken or a message can be left on their voicemail. Calls will be returned in accordance with the Council's customer care standards
- by email – foodsafety@warwickdc.gov.uk ehsafety@warwickdc.gov.uk
- by fax – 01926 456746
- weekend emergency telephone number – 07788 972672

1.3 The Food Standards Agency (the national competent authority for food safety and standards in the UK) requires local authorities to draw up, document and implement a service plan at least annually in accordance with guidance it provides.

1.4 Similarly the Health and Safety Executive (HSE) requires local authorities to produce and make available an annual health and safety service plan agreed by elected members and which makes clear how the local authority will contribute to current HSE priorities for health and safety in the workplace. These are set out in general terms in 'A strategy for workplace health and safety in Great Britain to 2010 and beyond' (HSE). More specifically the work of the Department in 2009/10 will aim to contribute to the national targets below.

- Injury reduction – a 3% reduction in the incidence rate of work related fatal and major injuries.
- Ill health reduction – a 6% reduction in the incidence rate of cases of work related ill health.
- Days lost – a 9% reduction in the incidence rate of days lost due to work related injuries and ill health.

This Service Plan sets out how the Environmental Health Unit will provide all aspects of its food and occupational safety and health service between 1 April 2009 and 31 March 2010. It outlines how the Department will deliver the service in general terms, and details specific planned activities for the year ahead.

Once approved the service plan will be publicised on the Council's web site (www.warwickdc.gov.uk).

2. SERVICE AIMS AND OBJECTIVES

2.1 Aims and Objectives

2.1.1 The Council's Corporate Strategy 2007-2011 has the stated vision, *inter alia*, as –

Warwick District: a great place to live, work and visit

2.1.2 Relevant to the Council's vision, the key aims of the Food and Occupational Safety & Health service are to:

Advance and enforce food and occupational safety and health standards,

and in particular

- ensure that consumer and worker health in the Warwick District is protected through the effective promotion and enforcement of food and occupational safety and health.
- provide a level of service to stakeholders which is of a demonstrable, and externally auditable, high quality through the efficient use of resources.
- ensure that where local authorities are ranked in order of the achievement of performance indicators relating to food and occupational safety and health promotion and enforcement, Warwick District Council is listed in the top quartile.
- prevent foreseeable workplace injuries, diseases and dangerous occurrences, and the promotion of workplace health, safety and welfare for employees and the public, including compliance with legislation, in businesses in the district for which the Council is the statutory enforcement authority.

2.2 Links to Corporate Objectives and Plans

2.2.1 The Service Plan contributes to the corporate objectives and local and national targets viz. to:

- *Provide high standards of environmental services...etc,*
- *Promote safe, healthy, ... etc local communities, and*
- *Improve the efficiency of service delivery to the Council's customers.*

to:

- *Promote healthy eating by supporting ... the Heartbeat Healthy Food Award*
- *Achieve improved satisfaction of local business with Local Authority regulatory services*

and this incorporates DCLG National Indicators

- NI182 Satisfaction of local businesses with local authority regulation services.

Much effort is expended in ensuring customer care, effective timely communications and consistent advice and enforcement.

- NI184 Food establishments in the area which are broadly compliant with food law.

With respect to NI 184, in 2008/09 86% of businesses were 'broadly compliant'. Through enforcement and encouragement, using the Hygiene Rating Scheme for example, the aim is to increase this proportion of compliant businesses.

2.2.2 Service Objectives

- Perusal of plans and giving advice for setup of new or adapted businesses
- Maintaining the computerised register of businesses and issuing licences/approvals
- Inspection of trading businesses subject to new registration
- Inspection of temporary and permanent businesses in the area
- Promotion of Hazard Analysis Critical Control Point food safety management
- Contribution to the 'Primary', 'Home' and 'Lead' Authority Principles
- Issue of 'Heartbeat Awards' to food business proprietors
- Issue of Food Safety Awards
- Follow-up visits to premises where significant contraventions are found in order to monitor compliance
- Giving informal advice, serving Improvement and Prohibition Notices and prosecuting offenders

- Responding and resolving all complaints and requests for service (RFS) in a timely manner
- Maintaining a documented management system to monitor the quality and nature of inspections undertaken by officers
- ISO 9001 Quality Assurance System, Customer Care and Equality Standards Development
- Food Sampling
- Meetings of the Warwickshire Food and Health & Safety Liaison Groups
- Responding to all complaints by members of the public concerning items of food and working conditions
- Responding to all notifications of imported food requiring inspection
- Responding to all requests for certification of food for export
- Responding to any notification of a consignment into the District of meat unfit for human consumption
- Investigations of all suspected cases of food poisoning, accidents, injuries, diseases and dangerous occurrences
- Dealing with notifications of food handlers suspected to be suffering from infections

BACKGROUND

3.1 District Profile

See:

[http://www.warwickshire.gov.uk/Web/corporate/pages.nsf/Links/235442C53D66DF2480256B64004BBD2C/\\$file/warwick.PDF](http://www.warwickshire.gov.uk/Web/corporate/pages.nsf/Links/235442C53D66DF2480256B64004BBD2C/$file/warwick.PDF)

3.1.2

Warwick District covers the four main towns of Warwick, Leamington Spa, Kenilworth and Whitnash. It covers an area of 28,253 hectares.

- The population of Warwick has increased by 9.4% since 1981. Following national and countywide trends the elderly and very elderly populations have increased significantly.
- The Indian ethnic group accounts for 4.1% of the population – the largest concentration of minority ethnic groups in Warwickshire although not significant regionally (ranking only 29th of 34 West Midlands local authorities). Warwick ranks 3rd and 4th in the West Midlands for proportion of residents of the Buddhist and Sikh faiths. 16.3% of respondents said they had no religion placing Warwick 1st of all West Midlands' authorities.
- Warwick district has the highest number of single people in Warwickshire – almost a third of the population ranking the district 4th (of 34) regionally. This probably reflects the significant student population though.
- Levels of car ownership are high (although lower than Stratford). 38.2% of households have 2 or more cars, 42.4% have one with only 19.4% having no car.
- One person households within Warwickshire are highest in Warwick district, representing almost a third of all households. The district is ranked 4th of 34 regional authorities.
- Warwick district performed particularly well, well compared regionally, on the Census health topics ranking 33 of 34 authorities for limiting long term illness, general health 'not good' and people providing unpaid care. Warwick district had the lowest level of people providing more than 50hrs per week of unpaid care. However 9.8% (12,348 people) of the population providing unpaid care with 1.5% (1,847 people) more than 50hrs per week.
- 64.7% of residents were in employment (13th of 34 regional authorities) and the district is ranked 2nd and 3rd regionally for economically active and inactive students. Almost 10% of the population fall into these two categories. Levels of economic inactivity due to looking after home/family, permanently sick or disabled or other inactivity are amongst the lowest in the West Midlands.
- Travel to work by car is the lowest of all Warwickshire districts (68.8%) but still only 5.3% of residents use public transport to get to work.
- Warwick district's residents are the most highly qualified in the West Midlands. 29% of the population have degree level or higher qualifications. The district ranks 33rd of 376 English and Welsh authorities. 22.2% of residents have no qualifications at all – the lowest level in the West Midlands.
- 73.2% of households are owner occupied compared to 68.9% nationally.

3.2 Organisational Structure

3.2.1 In May 2000, in response to central government proposals for the reform and modernisation of local government, a new decision making process was introduced by Warwick District Council.

Many day to day decisions are made by the Council's Executive which are scrutinised by the Council's Overview and Scrutiny Committees.

However, all the Councillors meet together as the Council and decide the Council's overall policies and set the budget each year. At Council meetings, the minutes of the Executive and all Committees are received for information, and there is the opportunity to debate and decide on any recommendations made by the committees on matters where they do not have powers delegated to them.

The Executive forms part of this process and considers all matters previously considered by Committees (excluding those delegated to officers, and to the Employment, Planning, Licensing and Regulatory Committees).

The main function of the Regulatory Committee is to consider matters relating to the licensing function of the Council except those licences under the Licensing Act 2003.

See officer structure at Appendix 1.

3.2.2 Day-to-day responsibility for managing the Council's Food and Occupational Safety & Health service lies with the Divisional Environmental Health Officer.

3.2.3 Specialist food services are provided by external agencies (Appendix 2) appointed by the Council for the microbiological examination of food, water and environmental samples, and compositional analysis of food and water respectively. Other external experts will be employed/consulted as necessary, with those most likely to be used also in Appendix 2.

3.3. Committee Reporting

3.3.1 The Environmental Health Department reports on Food and Occupational Safety & Health service through the Environment portfolio holder to the Executive Committee.

3.4. Scope of the Food and Occupational Safety & Health Division

3.4.1 The Food and Occupational Safety & Health Division is responsible for the following food and health and safety related functions.

- Programmed food hygiene interventions and health and safety inspections based on national inspection rating schemes.
- The inspection and sampling of food produced and/or sold in the district.
- The investigation of consumer complaints about food sold in the district, food premises, and by employees and others about health and safety workplace standards.
- The investigations of food borne disease, including outbreaks.
- The investigation of infectious disease notifications.
- Investigating accidents, occupational diseases and dangerous occurrences
- Issuing and enforcing Statutory Notices such as Improvement Notices and Prohibition Notices.
- Taking prosecutions consistent with the Enforcement Policies.
- Undertaking planned campaigns or targeted enforcement initiatives
- The provision of advice to businesses.
- Responding to food alerts issued by the Food Standards Agency.
- Enforcing the smoke free legislation brought in by the Health Act 2006.

- Acting as a statutory consultee for applications under the Licensing Act 2003.
- Issue of licences for body piercing activities such as acupuncture
- Investigating complaints about the food and health and safety service the Council provides.

3.4.2 Food standards enforcement within the district is provided by Warwickshire County Council's Trading Standards Service. Trading Standards Officers provide a wide range of food and other statutory duties. Their main food duties (which differ from those of Environmental Health Practitioners) are to ensure that food is of the correct composition and labelled correctly.

3.4.3 The Health and Safety Executive (HSE) inspectors also have enforcement responsibilities in some premises in the District as listed in the Health and Safety (Enforcing Authority) Regulations 1998 (e.g. schools and factories).

3.4.4 The Department may use an external contractor to provide elements of the food and health and safety service if it was judged during the year that programmed targets will not be met.

3.5 Demands on the Food Law Enforcement Service

3.5.1 Food Hygiene Inspections

There are 1453 risk rated and 28 unrated food premises in the Council's district (as at 26 May 2009) which are subject to programmed food hygiene inspections in accordance with the Food Law Code of Practice.

Historically, businesses have been inspected in accordance with an inspection rating scheme –the higher the notional risk to public health the premises presents, the greater the score and more frequently it is inspected. Those that handle open, high risk foods, such as caterers, tend to be in categories A, B or C, the actual category being determined by the size of the business and compliance with legislation; those handling wrapped foods (e.g. small retailers, newsagents) tend to be in categories D or E.

A revised Food Law Code of Practice gives local authorities more flexibility in how they deal with food businesses by moving to a system of interventions. The overall intention is to give officers ability to spend more time at the least compliant businesses, and less time at those that are, and have been historically, broadly compliant.

A breakdown of food premises by inspection rating category as at 05 May 2009 is in Table 1 below.

Table 1 Number of Food Premises by Inspection Rating Category

CATEGORY OF PREMISES	MINIMUM INSPECTION FREQUENCY	NO. OF PREMISES
A(highest risk)	6 months	22
B	12 months	105
C	18 months	624
D	2 years	260
E (lowest risk)	3 years	455
UNRATED		23
TOTAL		1489

The Food Law Code of Practice does not require low risk category E premises to be inspected; instead they may be subject to an alternative enforcement strategy (e.g. a self assessment questionnaire) at least every three years

The breakdown per type of business and risk category is as Table 2 below.

Table 2 Breakdown per Business Type and Risk Category

Type of Business	Total
Primary Producer	6
Manufacturer/packer	12
Importer/exporter	3
Distributor/transporter	14
Supermarket/hypermarket	19
Small Retailer	256
Retailer other	45
Restaurant/cafe/canteen	245
Hotel/Guest House	81
Pub/Club	220
Retailer	2
Caterer	4
Takeaway	109
Caring Premises	141
School	82
Mobile	102
Restaurants/Caterers other	148
TOTAL	1489

3.5.2 Manufacturers/Producers

There are a number of businesses that manufacture/produce food in the district including: desserts and cake, bakery products, meat products, ready meals, potato and maize snacks, beer, a milk and cream on farm dairy and several seasonal low throughput poultry slaughterhouses.

3.5.3 Home Authority Businesses

The Council is home authority for Shire Pies, Elisabeth the Chef, Warwickshire Care Services and Warwickshire County Caterers. Also, as originating authority for many Walkers snack products, investigations are made at the plant on behalf of other Environmental Health Departments.

3.6 Demands on the Health and Safety Law Enforcement Service

3.6.1 Health and Safety Inspections

There is a total of 3050 risk rated premises for which the Council is the statutory enforcement authority for health and safety (as at 5 February 2008). These premises are inspected in accordance with the Health and Safety Executive/Local Authorities Enforcement Liaison Committee Circular 67/1 (rev. 3), and the internal procedure on health and safety inspections.

Premises are inspected using a risk based approach. After each inspection the conditions found and confidence in how the dutyholder is managing health and safety, contribute to a score. The higher the score, the sooner the premises will be inspected again. A breakdown of health and safety premises (as at 5 February 2008) by inspection rating category is in Table 3 below.

Table 3 Number of Health and Safety Premises by Inspection Rating Category

CATEGORY	MINIMUM VISIT FREQUENCY 1	NUMBER OF PREMISES
A(highest risk)	1 year	42
B1	18 months	31
B2	2 years	312
B3	3 years	761
B4	5 years	442
C (lowest risk)	Not required to be inspected	1337
UNRATED		125
TOTAL		3050

For categories B3 and B4, Councils may use 'other intervention strategies' than an actual inspection, but the rating category of the business must be reviewed after the prescribed minimum number of years. Category C businesses do not have to form part of the inspection programme and Councils may simply use other intervention strategies to monitor these premises periodically.

The breakdown per type of premises is as Table 4.

Table 4 Breakdown of Premises per Business Type and Risk Category

Type of Business	Total
Retail shop	786
Wholesaler	102
Office	656
Catering service	649
Hotels/short stay accommodation	80
Residential care homes	27
Leisure and cultural	155
Consumer services	375
Other premises	72

3.6.2 Lead Authority Partnerships

The Council is not the lead authority for any business. A Council may enter into a lead authority partnership with a business the head office of which is in that Council's area. That Council then acts as a central point of contact and advice on health and safety issues for the business and for local authorities which have enforcement responsibility for other branches of the business nationwide. There are no plans to enter into a lead authority partnership in 2009/10. It is, however, the Government has introduced the concept of the Primary Authority Principle which may have implications for the resourcing of a service along similar but more mandatory lines.

3.7 Factors that Impact upon Service Delivery

Temporary events such as those held at the National Agricultural Centre place demands on staff resourcing in peak episodes around holiday periods. Similarly there are temporary events at public open spaces such as the Peace Festival and the Warwick Mops. They are often the most difficult premises to deal with due to their mobility.

This also goes for the many restaurants in the area which are only staffed and manned at night.

Inspectors may be called upon for duty at any time of day, night, weekend or Bank Holiday.

3.8 Enforcement Policy

In 1998 the Council signed up to the Central/Local Government Concordat on Good Enforcement which is a government produced standard aimed at promoting best practice in enforcement. The Division is committed to this code and working with businesses to comply with the law whilst remaining prepared to take action against those that contravene the law and put consumers at risk.

The Food and Occupational Safety & Health Division works to the Council's enforcement policies which embrace the principles the Enforcement Concordat and which have regard to Crown Prosecution guidelines.

The Service is cognisant of, and seeks to minimise the burdens on business that it imposes. Along the lines of the Hampton Principles, interventions will be scheduled on the basis of risk and consumer interests, concentrating on alleged 'rogue traders' where they are implicated by intelligence. Visits for joint Food Safety and OSH purposes will be made by Environmental Health Officers and Food Safety and Health & Safety Inspectors will disseminate information and act as 'eyes and ears for their opposite discipline.

4.0 FOOD SERVICE DELIVERY

4.1 Food Premises Interventions and Revisits to Check Compliance

4.1.1 It is the Departmental policy to ensure that:

- Interventions are focused on those food premises that present the highest risk to public health;
- Interventions are carried out in accordance with the Food Law Code of Practice and other centrally issued guidance such as that issued by the Local Authorities Coordinators of Regulatory Services (LACORS) and the Food Standards Agency;
- Premises are revisited to check compliance before the next programmed intervention where there has been a significant breach of hygiene regulations and taking into account the willingness of the food business operator to comply, the history of compliance, and the officer's confidence in the management/food control systems.
- Interventions take into account imported food as well as UK produced food.

4.1.2 Officers will determine the risk a business presents using the intervention rating scheme detailed in the Food Law Code of Practice.

4.1.3 In 2009/10 the Department will undertake programmed interventions of approximately 1000 food businesses. This includes low risk food businesses that will be subject to an alternative enforcement strategy. The Food Law Code of Practice provides flexibility for local authorities not to visit these businesses but to use an alternative enforcement strategy such as a self assessment questionnaire.

4.1.4 One of the Department's performance indicators is that 100% of food hygiene interventions (including those that will be subject to an alternative enforcement strategy) are undertaken.

4.2 Food and Food Premises Complaints

4.2.1 Complaints received and investigated concern:

- Food contamination (either by microorganisms, chemicals or physical objects);
- Complaints about food businesses (e.g. poor hygiene or handling practices)
- Food alerts (issued periodically by the Food Standards Agency).

4.2.2 Complaints are investigated in accordance with relevant centrally issued guidance and internal procedures.

4.2.3 One of the Department's performance indicators is that 90% of first responses are equal to or within the target set for that type of complaint. All food and food premises complaints should have a first response no later than 3 working days from the day of receipt.

4.2.4 It is not possible to say precisely how many complaints will be received in 2009/10. However, based on the average over the last 3 years there will be approximately 25 food complaints and 100 food premises complaints.

4.3 Food, Water and Environmental Sampling

4.3.1 Samples are taken in accordance with the Annual Warwickshire Food Sampling Plan and relevant centrally issued Local Authorities Coordinators of Regulatory Standards (LACORS) or Health Protection Agency (HPA) guidance and internal procedures.

4.3.2 This authority's contribution to the plan will be at least 10 samples per month. Poor results may necessitate resampling in addition.

4.3.3 Samples will be analysed and/or examined by the accredited laboratories appointed by the Council (Appendix 2).

4.3.5 The Council receives an allocation for microbiological examination from the Health Protection Agency (HPA) and this will be fully exploited.

4.4 Investigation of Outbreaks and Food Related Infectious Diseases

4.4.1 The Food and Occupational Safety & Health Division receives and investigates notifications of infectious diseases from GPs and the Warwickshire Health Protection Unit (the offices of the Consultant in Communicable Disease Control (CCDC)). In addition, consumers may complain that they have suffered illness after eating food from a business in the district. Routine infectious disease notifications are undertaken by the Consumer Advice Assistant. However, in the event of an outbreak of illness, additional staff will be involved according to the circumstances.

4.4.2 It is not possible to predict the number of notifications that may be received in 2009/10. However, based on the average in the last 3 years the number will be approximately 135.

4.4.3 Any notifications of infectious disease that are known or suspected of being part of an outbreak of illness will be investigated in accordance with the Warwickshire Health Protection Unit Outbreak Control Plan.

4.5 Food Alerts Issued by the Food Standards Agency

4.5.1 The Food and Occupational Safety & Health Division will respond as appropriate on receipt of any food alert issued by the Food Standards Agency under the Food Law Code of Practice. Two types of alert may be issued: for information or for action. Any action taken will be consistent with that specified in the food alert.

4.5.2 Food alerts are transmitted electronically to a dedicated email box. If this electronic system is 'down' the warnings are received by fax. The Divisional Environmental Health Officer receives alerts out of office hours using a portable device.

4.5.3 It is not possible to predict the number or nature of food alerts that will be issued in the year, but an average of 20 may be expected.

4.6 Advice to Food Businesses

4.6.1 The Food and Occupational Safety & Health Division will continue to work with food businesses to help them comply with the minimum standards required by law, and to encourage the adoption and use of best practice. This will be achieved through various activities such as the following.

- Advice given verbally and/or in writing as a result of inspections and other visits.
- Provision of booklets and leaflets including the use of articles in Warwick News.
- Updating of the Division's web-based advice
- Participating in national food awareness events such as National Food Safety Week.
- Responding to enquiries from food business operators or food handlers.
- Provision of centrally and locally produced healthy eating advice.
- Participation in the Warwickshire Heartbeat Award scheme. A target of 10 extra awards will be followed for the plan year.

4.6.2 It is not possible to predict the number of enquiries that may be received in the plan year. However, based on the average in the last five years there will be approximately 400.

4.7 Liaison with Other Organisations

4.7.1 The Division is committed to ensuring the approach to enforcement of food law is consistent, not only between officers, but with other local authorities. Regular liaison on food enforcement matters takes place through the Coventry & Warwickshire Food Liaison Group. This is a forum routinely attended by food

safety representatives from each of the 5 Districts and Coventry, Warwickshire County Council Trading Standards Service and the Health Protection Agency. The Group plans to meet 6-weekly and the Divisional Officer attends.

An Inspector attends meetings of the Warwickshire Food Sampling Sub Group.
Twice yearly meetings of the HPA's Joint Health Protection Forum are supported.

There is a multi-agency licensing forum which is attended by consultees including the Divisional Officer from FOSH

An annual return based on the financial year is submitted by the Senior Environmental Health Officer (Food Safety) to the Food Standards Agency.

4.7.2 Environmental Health Officers liaise with Planning and Building Control Officers on proposals for new and existing businesses to ensure structural compliance.

4.8 Complaints about the Service

The Council has a corporate policy on the investigation of complaints about both its staff and the services provided. Any complaints about the service in 2009/10 will be investigated in accordance with it.

HEALTH AND SAFETY SERVICE DELIVERY

5.1 Programmed Health and Safety Inspections and Revisits to Check Compliance

5.1.1 It is the Council's policy to ensure inspections are undertaken in accordance with the following parameters.

Inspections are focused on those health and safety premises that present the highest risk (i.e. those rated as category A, B1, B2, B3 or B4).

Inspections are undertaken on a topic based approach concentrating on one or more of the priority hazard (FIT3) areas as applicable to the business being inspected. The topic areas are those that contribute nationally the highest rates of accidents/incidents and ill health at work, as determined by the HSE. They include:

- Slips and trips
- Falls from height
- Musculoskeletal disorders
- Workplace transport
- Work related stress
- Occupational Asthma
- Contact Dermatitis
- Violence at Work
- Exposure to asbestos

5.1.2 Inspections are carried out in accordance with the internal procedure on health and safety inspections and relevant centrally issued guidance.

5.1.3 In 2009/10 approximately 1000 businesses will be programmed for inspection. The target is for approximately 50% of the Team's time to be spent on national priority topics, i.e. 1.5 man years.

5.1.5 Businesses will be revisited to check compliance where there has been a significant breach of regulations and taking into account the willingness of the employer to comply, the history of compliance, and the officer's confidence in the management of the business.

5.2 Health and Safety Complaints and Enquiries

5.2.1 All health and safety complaints and enquiries are investigated in accordance with centrally issued guidance and the Enforcement Policy. One of the Department's performance indicators is that 90% of first responses are to be equal to or within the target set for that type of complaint. Health and safety complaints about the workplace should have a first response no later than 3 working days from the day of receipt.

5.2.2 Where the Council is not the enforcing authority for the premises being complained about, the complaint details will be passed to the relevant local authority or HSE on the same working day received.

5.2.3 It is not possible to say precisely how many complaints and enquiries will be received in 2009/10. However, based on the average over the last five years the approximate number of Requests for Service will be 250.

5.3 Investigating Incidents

5.3.1 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations require employers to notify the Council if an employee is killed or seriously injured at work, is off from work for more than 3 days resulting from a workplace activity, if an employee suffers an occupational disease, or there is a dangerous occurrence, or if a member of the public is taken to hospital as a result of an accident at work.

5.3.2 All incidents reported to the Council will be investigated in accordance with centrally issued guidance and the Enforcement Policy.

5.3.3 It is not possible to say precisely how many incident notifications will be received in 2009/10. However, based on the average in the last 3 years approximately 100 will be received.

5.4 Health and Safety Campaigns to Support Local and National Priorities

5.4.1 The Division will contribute to the HSE's 'Fit for work, Fit for life, Fit for tomorrow' programme (FIT3), or its successor, devised as a partnership between the HSE and local authorities nationally. The FIT3 programme is a portfolio of campaigns that are designed to contribute to delivering local and national health and safety targets.

5.4.2 In 2009/2010 the Division will continue its work concentrating on the residential care of older people.

5.5 Advice to Business

5.5.1 The Food and Occupational Safety & Health Division will continue to work with businesses in 2009/10 to help them comply with the minimum standards required by law, and to encourage the adoption and use of best practice. This will be achieved through various activities such as verbal or written advice following inspections and investigations, or through updating the Council's web pages and the provision of booklets and leaflets, including the use of articles in Warwick News, to support campaign work or other initiatives.

5.6 Liaison with Other Organisations

5.6.1 The Divisional Officer meets with other Councils in Warwickshire at the Health and Safety Liaison Group. The Group meets 6-weekly to discuss current issues and benchmark approaches and performance in developing health and safety services. The HSE's regional Partnership Liaison and Enforcement Liaison Officers are also represented on the Group.

5.6.2 An annual return based on the financial year is submitted by the Senior Environmental Health Officer (OSH) to the HSE.

All the above liaison arrangements will be maintained in 2009/10.

RESOURCES FOR FOOD AND OCCUPATIONAL SAFETY & HEALTH

6.1 Financial Allocation

6.1.1 The revenue budget for the Food and Occupational Safety & Health service in 2009/10 is £377,500.

6.1.2 The financial provision in the budget made for taking legal action is £2800. Costs incurred will be debited against the necessary budget area (e.g. food complaints, accidents etc.) Requests for funds to pay for Counsel's Opinion or presentation of a case by a barrister are considered on their merits using the Enforcement Policy.

6.2 Equipment

6.2.1 All Officers within the Food and Occupational Safety & Health Division will continue to be provided with the necessary equipment to undertake Food and Occupational Safety & Health work in 2009/10.

6.3 Staffing Allocation and Profile

6.3.1 The Division is managed by the Divisional EHO.

6.3.2 The Council employs 7.5 field staff constituting 2 FTE Environmental Health Officers (EHOs), 3.5 Food Safety Inspectors and 2 Health & Safety Inspectors.

6.3.2 Consumer and business advice, and the processing of food complaints and accident investigations, the production of expert reports and the maintenance of a accurate databases is provided by 2.5 FTE Consumer Advice and administrative staff.

6.3.3 The competency profiles of the staff is given in Appendix 3.

6.4 Staff Development Plan

All staff will receive training commensurate with their duties, individual and collective training needs and in accordance with the Continuing Professional Development requirements of the respective qualifying professional institutions. Individual training needs will be discussed at performance appraisals and collective requirements will be addressed by the Food Standards Agency, HSE or the professional bodies. A element of the Divisional Training Budget will be allocated to the collective training budget of the Warwickshire Food & Safety Liaison Groups.

QUALITY ASSESSMENT

7.1 Internal Quality Assessment

7.1.1 The following monitoring activities will be undertaken by the Divisional EHO to assist in both the quantitative and qualitative assessment of the work undertaken by officers and to comply with the ISO 9001 Quality Assurance system for the Food Safety Team's activities.

- Annual and six-monthly one-to-one appraisal meetings with Members of the Division.
- Monthly Divisional meetings.
- Accompanied visits with inspecting officers.
- Monitoring of a sample of each officer's post inspection administration.
- Maintenance of the system of internal audits for food safety procedures
- Maintenance of a system of peer review of inspections and of post inspection administration
- Monitoring of statutory enforcement action.

7.1.2 In addition, the Divisional EHO discusses performance issues at the monthly Departmental Management Team meetings.

7.2 External Quality Assessment

7.2.1 Third party assessment of the Council's Food and Occupational Safety & Health service is recognised as an important tool in monitoring standards.

7.2.2 Third party assessment may be provided by either an audit by the Food Standards Agency, Health and Safety Executive, and/or the Council's participation in an inter-authority audit coordinated through the Warwickshire Liaison Groups.

The Council has not yet been notified that it is to be audited by the Food Standards Agency or Health and Safety Executive in 2009/10. There are currently no plans for any inter-authority audits.

7.2.3 Lloyds Register Quality Assurance assessors carry out independent audits of the Food Safety Team's system against the ISO 9001 standard with respect to its accreditation for the 'promotion and enforcement of food safety'.

7.2.4 The most important evaluation of the excellence of service delivery is through the administration of client questionnaires to dutyholders at regulated businesses and to service users. The anonymity of responses to the questionnaires is rigorously preserved in order to maintain objectivity of the assessment of the individual service interaction. The results of the questionnaires are reviewed at Divisional meetings and every single criticism is examined in order to determine whether service improvements are feasible.

REVIEW

8.1 Review Against the Service Plan

8.1.1 Performance against the Service Plan is reviewed at every Divisional Meeting and reported in the minutes which are copied to the Head of Environmental Health.

8.1.2 A schedule of internal audits ensures corrective action against the requirements of the food safety quality system.

8.2 Identification of any Variances against the Service Plan

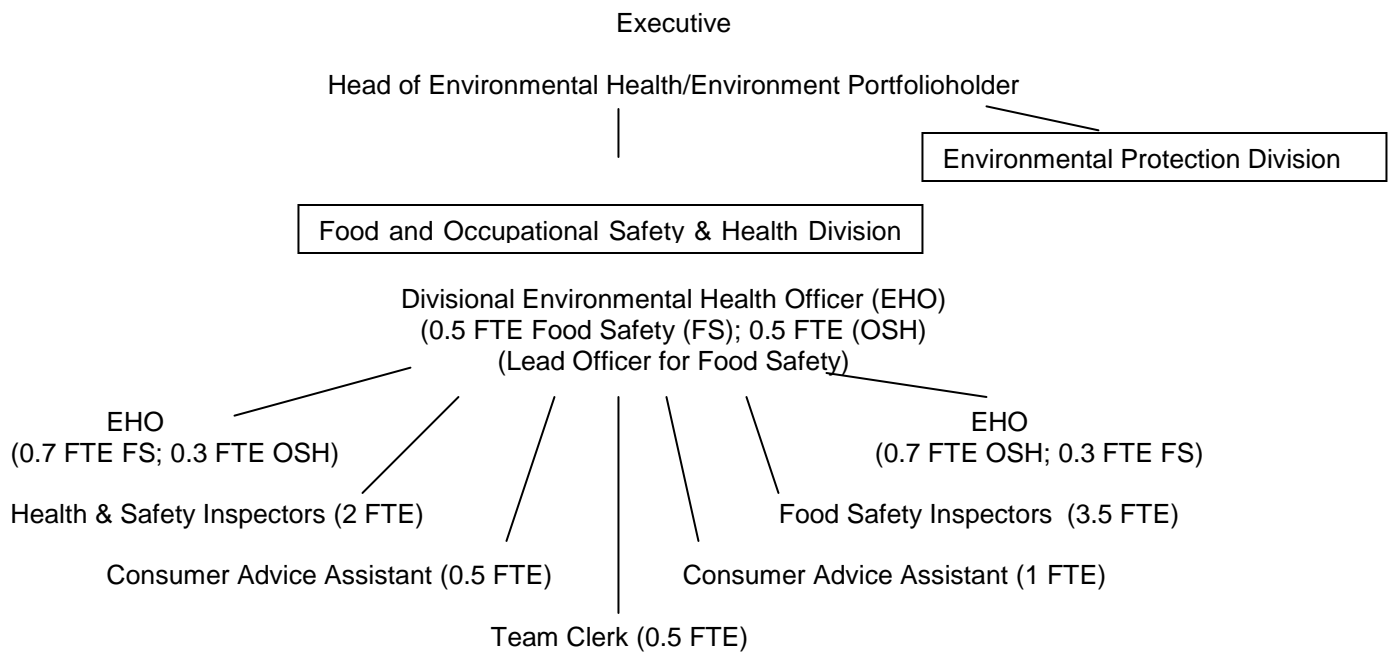
8.2.1 The monthly review of performance against qualitative and quantitative criteria identifies variances and the appropriate corrective actions. Progress with the completion of the corrective measures is monitored through the minutes.

8.3 Areas for Improvement

An annual fundamental review of the food safety quality system is made in order to assess its appropriateness and fitness for performance to ensure excellence of service.

Appendix 1

Organisational Chart Relevant to Warwick District Council's Food and Occupational Safety & Health Service



Appendix 2

ACCESS TO EXTERNAL EXPERTS IN FOOD EXAMINATION AND ANALYSIS

Public Analyst Appointed by Warwickshire County Council Trading Standards

Eurofins Ltd

Unit D3
Broad Oak Business Park
Ashburton Road West
Trafford Park
Manchester
M17 1RW

Food Examiner Appointed by the Council/Examination and Analysis of Private Water Supplies

Health Protection Agency accredited testing laboratory, Heartlands Hospital, Birmingham

Laboratory for Examination of Clinical Specimens

Public Health Laboratory, Coventry & Warwickshire Hospital, Coventry

Entomology

Examination and identification of insects

Insect Research & Development Limited,
incorporating
Medical Entomology Centre,
6 Quay Court,
Colliers Lane,
Stow cum Quay,
Cambridgeshire, CB25 9AU

Provision of Food Safety and Technology Advice

Main sources of advice:

Campden and Chorleywood Food Research Association,
Chipping Campden,
Glos GL55 6LD

Food Standards Agency,
Aviation House,
125 Kingsway,
London WC2B 6NH

Local Authorities Coordinators of Regulatory Services,
Local Government House,
Smith Square,
London SW1P 3HZ

Appendix 3**Authorised Officer Competency Profile –Food and Occupational Safety & Health Division**

Competency	No. of Officers Achieving Standard
Food Safety	
Inspection of HACCP based management control systems	7
Inspection of risk category A and B premises under EC Regulation 852/2004	6
Inspection of risk category C to E premises under EC Regulation 852/2004	7
Inspection of approved establishments under EC Regulation 853/2004	6
Inspection of manufacturers and processors classified as “substantial”	6
Service of Hygiene Improvement Notices	6
Service of Hygiene Emergency Prohibition Notices	3
Inspection, detention and seizure of foodstuffs	3
Taking of informal samples	7
Taking of formal samples	7
Dealing with food complaints	3
Investigation of food related infectious diseases	7
Investigations potentially leading to legal proceedings	7
Health and Safety	
Inspection of business within the responsibility of the Council under the Health and Safety (Enforcing Authority) Regulations	5
Service of Improvement Notices	5
Service of Prohibition Notices	3
Investigation of incidents and complaints	5
Institution of legal proceedings	3

Nature of Contribution	Resources (Staff Days) spent	Bid for HSE/LAU funds
1. Slips and Trips - Reducing slips/trips in food/drink manufacture, food retail, hotels/catering, care homes		
1. 1 day SHAD for County Care Home Managers joint event with HSE	14 days (2 + 12 planning)	£2k
2. Significant factor addressed at retail/commercial premises visits	20 days	Nil
2. Noise in the music and entertainment industry -Promotion of 'Sound Advice' (industry-led guidance) with a range of duty holders (e.g. nightclubs, pubs etc).		
2. Addressed with proposals for licensed premises	2 days	
3. Asbestos Duty To Manage (DTM)		
3. Significant project to promote awareness amongst contractors Design of literature shared with County Mail shot	100 days	
4. Asthma in small bakeries and catering businesses		
4. Addressed at visits to small number of craft and in-store bakeries	2 days	
5. Violence at work		
5. Insignificant		
6. Improving management of health and safety in care homes ◇		
6. Visits to 40 care homes	40 days	
7. Loading and Unloading (logical successor to Moving Goods Safely)- Inspection and awareness raising of activities in land around loading bays		
7. Consideration at major retailers/builders yards	2 days	
8. Construction Engagement		
8. Significant factor addressed as consultee for planning applications	20 days	

Nature of Contribution (Inspections, SHADs, etc) – How this work will be delivered	Resources (Staff Days)	Funding bid
9. Vulnerable Workers (Political Imperative)		
9. Insignificant		
10. Musculo Skeletal Disorders		
10. Visits inc. Care homes	40 days	
11. Stress at Work Objective: reduction in the incidence of ill health due to work related stress through preventive management action, as well as other health and safety risks.		
11. Officer training in workplace stress Visits to large commercial enterprises	12 days	
12. Skin Diseases		
12. Visits to catering premises/beauty premises	40 days	

Issue	Proposed workstream
Director Leadership	Exploit all opportunities to engage at board level via face to face engagement with directors and encourage leadership behaviours at all times, recommending IoD/HSE guidance INDG 417.
Worker Involvement	Recognition of importance of Worker Involvement; improved involvement of workers/ reps; ownership of issues.
Vulnerable Workers	Intelligence-led inspection of duty holders employing, especially, migrant workers.
Competence and Consultancy	Promote competence in terms of basic, sensible and proportionate health and safety management, and good practice use of third parties. Challenge and, where appropriate, enforce against, incompetent consultants. Consider opportunities to publicise both good and bad practices in consultancy.

Midlands Divisional Projects –

Nature of Contribution (Inspections, SHADs, etc) – How the contribution will be delivered	Resources (Staff Days)	Funding bid
Violence at Work		
Joint project with HSE.	10 days	
Aerial Satellite Installers		
Joint project with HSE.	10 days	
Gas		
Joint project with HSE. Caravan sites, hire craft, landlords etc	10 days	
Loading and Unloading (MGS)		
Joint project with HSE.	10 days	
Estimated total time in days of contribution to 09/10 LA Portfolio of Work	260 days	
Estimated total time in days of contribution to 09/10 Midlands Projects	40 days	