



Hinckley & Bosworth
Borough Council

A Borough to be proud of

Document no.1

Environmental Health Commercial Services

Enforcement service delivery plan 2016 / 2017

May 2016

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Glossary

BBfA	-	Better Business for All
BRDO	-	Better regulation delivery office
CIEH	-	Chartered Institute of Environmental Health
CQC	-	Care Quality Commission
EHO	-	Environmental Health Officer
FTE	-	Full time equivalent
FSA	-	Food Standards Agency
HELA	-	Health and safety executive / Local authority enforcement liaison committee
HSE	-	Health and safety executive
HSG	-	Health and safety guidance
IAA	-	Inter authority audit
Idox	-	Idox Plc - Data software supplies to Environmental Health
LAC	-	Local authority circular
LAE1	-	Local authority enforcement annual report form to health and safety executive
LAEMS	-	Local authority enforcement monitoring system
LLEP	-	Leicester and Leicestershire Local Enterprise Partnership
LSP	-	Local strategic partnership
MIRA	-	Motor Industry Research Association
PDA	-	Personal development appraisal
RIDDOR	-	Reporting of injuries, diseases and dangerous occurrences regulations 2013
TO	-	Technical Officer

1. Introduction

This service delivery plan outlines how Hinckley and Bosworth Borough Council, through its Environmental Health services, intends to fulfil its statutory obligations to enforce food safety and health and safety legislation.

The plan brings together into one document a service plan for food safety enforcement and health and safety enforcement.

The formats of the enforcement service delivery plans are prescribed by each of the central government agencies responsible for policy in these areas. For food safety the Food Standards Agency prescribe the contents of a service delivery plan in their 'Framework Agreement on Local Authority Food Law Enforcement', the Health and Safety Executives is prescribed in Section 18 Health and Safety at Work etc. Act 1974 Mandatory Guidance. Due to these agencies differing prescription, the layout of this document is occasionally inconsistent however the essential information is conveyed as required by them.

2. Equal opportunities statement

In developing this plan, the Council has recognised its responsibility under the Equality Act 2010 to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not

The Act and the Council seeks to outlaw unlawful discrimination against a person or group of people because of their:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnerships (in respect of the requirement to have due regard to the need to eliminate discrimination)
- Pregnancy and maternity
- Race
- Religion
- Sex
- Sexual orientation.

The council will not be affected by improper or undue influence from any source. To assist in this:

- The policy and associated documents will be available on the Internet, and in other formats upon request.
- Multi-language sections may be included in all leaflets upon request.
- Support will be offered to individuals who are socially excluded to assist in their understanding of legislation and legal requirements

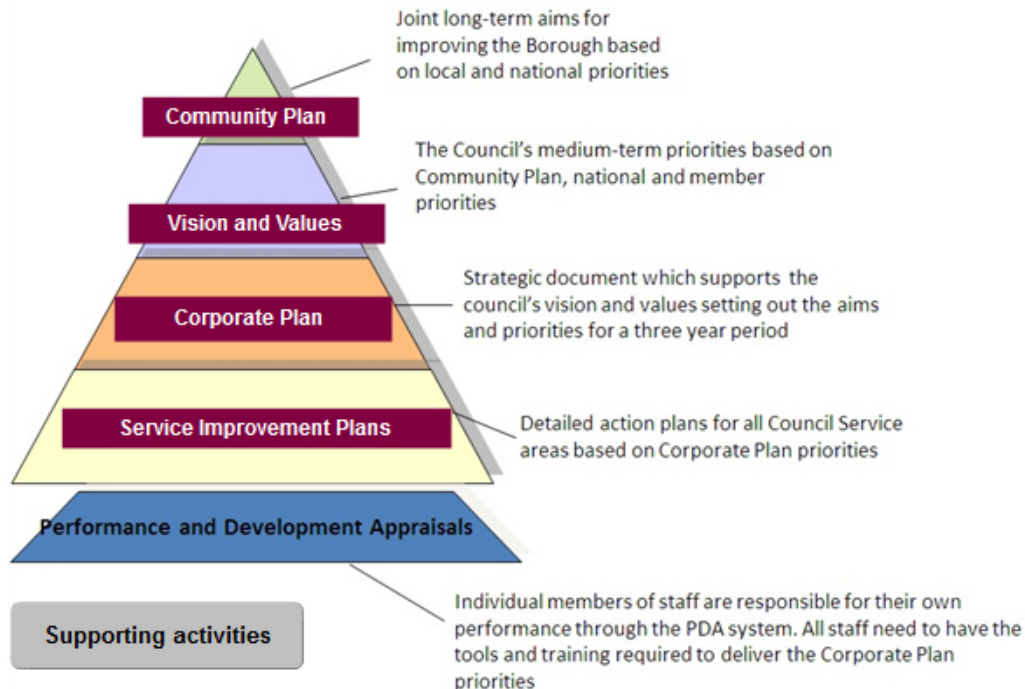
- Action will be taken to ensure that all enforcement action, particularly against those individuals from disadvantaged groups or who share protected characteristics, is dealt with fairly.

3. Service aims and objectives

3.1 The corporate planning framework

Hinckley and Bosworth Borough Council recognises it has to balance what it can do against the resources at its disposal in order to achieve good quality and good value. Therefore the Council has to focus its activities and resources on priority areas. In choosing its activity areas the Council uses different plans and strategies at all levels of the organisation. The framework for these plans and strategies is represented by the diagram set out below; a simple explanation is given to each element.

Corporate Plan Framework



3.2 The Community Plan

The Community Plan details the long term vision for the Borough of Hinckley & Bosworth, and sets out the priorities for tackling the most important challenges facing the Borough, in achieving this vision. The priorities are informed by evidence gathered through ongoing consultation and research.

The Community Plan is overseen by the Local Strategic Partnership (LSP), to ensure that progress is being made on the agreed priorities. The LSP brings together senior representatives from all of the key organisations providing local services including: the local authority, the county council, police, the education sector, private sector and the voluntary and community sector.

The LSP Board is supported by a range of key delivery partnerships, who deliver on the Community Plan priorities, and present regular performance reports to the LSP.

3.3 Vision and values

The councils overall vision is to create 'A borough to be proud of'; in achieving this, the authority works with a number of underpinning values:

- To continuously strive to improve
- To be customer focused by listening, caring and being respectful
- Deliver what we can and be clear about what we can't
- Be ambitious and maximise opportunities
- Equality and fair treatment for all
- To be a confident and capable council

3.4. The Corporate Plan

The Corporate Plan 2013 – 2016, sets out the aims and underpinning priorities through which the council's overall vision will be achieved, enabling everyone to know what the council will be focusing on to improve the quality of life for residents of the borough

Aims:

- Creating a vibrant place to work and live
- Empowering communities
- Supporting individuals
- Providing value for money and pro active services

3.5 Service improvement plans

Service improvement plans set out how each service area in the council contributes to the achievement of the aims set out in the corporate plan. They set out a series of actions with progress monitored against these actions throughout the year.

3.6 Environmental Health's objectives

In working towards achieving the council's vision the Environmental Health Services has the objectives of:-

- a) Ensuring the food and drink intended for human consumption, which is produced, stored, distributed, handled or consumed within the borough is without risks to health and safety of the consumer and satisfies the requirements of the Food Safety Legislation
- b) Identifying and investigating where necessary all infectious diseases and food poisoning to prevent the spread, where possible, of such infections in the community
- c) Carrying out the necessary inspections to enable us to licence or register the various premises for which we are responsible and to ensure that they comply with all legal requirements for which we are the enforcing authority.
- d) Securing the workplace health, safety and welfare for both employees and the public in the borough.
- e) Disseminating information to the public and commercial organisations in the district to promote a healthier life style.

Within Environmental Health Services, these objectives are the responsibility of officers employed in the Commercial Section. This plan sets out how the Commercial Section intends to work towards achieving the objectives in 2015/16, through education, training and enforcement.

3.7 Links to strategic aims

This service plan supports the Community Plan, Corporate Plan and the council's Vision and Values by setting out in detail the actions the council intends to take, in relation to food safety and health and safety.

This plan also expands the Service Improvement Plan for the Commercial Section, already approved by council. It includes clear objectives together with key tasks, targets and performance indicators against which progress can be measured in delivering the food safety and health and safety service.

The council is well aware of the importance of involving staff, at all levels in the organisation, as part of performance management. Staff involved in the plans implementation have been consulted on its contents.

The service plan and supporting budgets form the basis of the council's work programme on food safety and health and safety for the year.

3.8 Continuous improvement

The council is committed to continually improving its services to the public. A number of improvement techniques within its Performance Management Framework are used to keep its services under review to ensure they reflect the right balance between quality and cost, and also that they show continuous improvement. The Commercial section is committed to strive continually to improve service delivery and provides training to staff to improve their performance and knowledge. The Commercial section has used this concept and the advice given within the Framework Agreement on Local Authority Food Law Enforcement and Health and Safety Executive's Section 18 Guidance to look at the ways our work is carried out.

4. Background

4.1 Profile

The borough of Hinckley and Bosworth is situated in the south west of Leicestershire, covering an area of 300 square kilometres. The 2011 census showed the population of the borough to be 105,000 occupying some 46,909 homes. The population is overwhelmingly white British (94.6%) with the largest group from the ethnic population (5.2%) being Indian Asians 1.3%. Almost 90% of the borough is rural and 60% of the working population are employed within the manufacturing and hospitality industries.

Hinckley is the main administrative centre of the borough and holds regular markets (including a farmers market). Market Bosworth is a small historic market town which contains a large number of popular tourist attractions and hosts a street market every Wednesday. Other major centres in the borough include Barwell, Burbage and Earl Shilton. In addition there are 20 other parishes which contain villages and hamlets of different size and character.

The council is part of a two tier arrangement for local government in Leicestershire. Food Standards and Animal Feeding Stuffs enforcement is therefore the responsibility of Leicestershire County Council's Regulatory Services department.

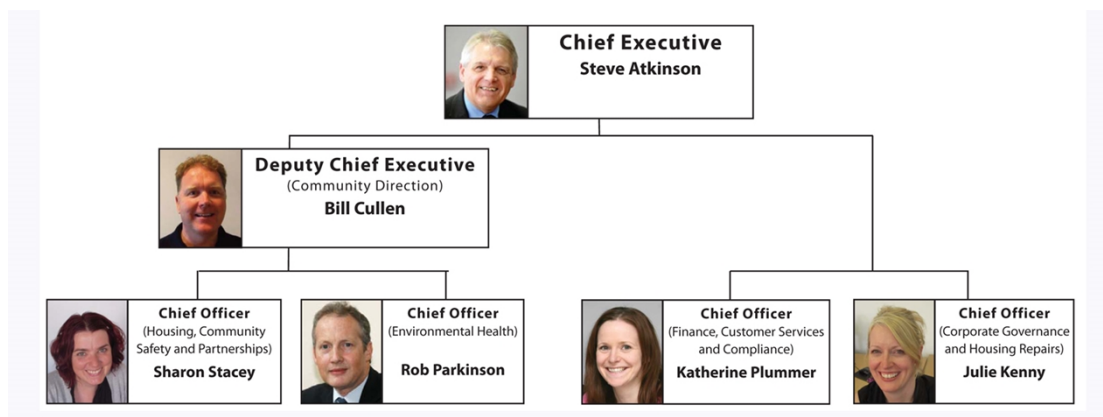
The council is also part of the national two tier arrangement for enforcement of health and safety legislation along with the Health and Safety Executive. Health and Safety enforcement in factories, construction sites and utilities is administered by the Health and Safety Executive from their Northampton offices (Telephone 01604 738333).

4.2 Organisational structure

The council consists of 34 councillors serving 24 parishes. The council operates a cabinet style structure, called the Executive. The Executive consists of eight councillors, each with an executive portfolio, one of which includes the Executive Member for rural communities & tourism, licensing & environmental services. This member is responsible for ensuring the Environmental Health Service achieves the objectives and delivers the service demanded by the council.

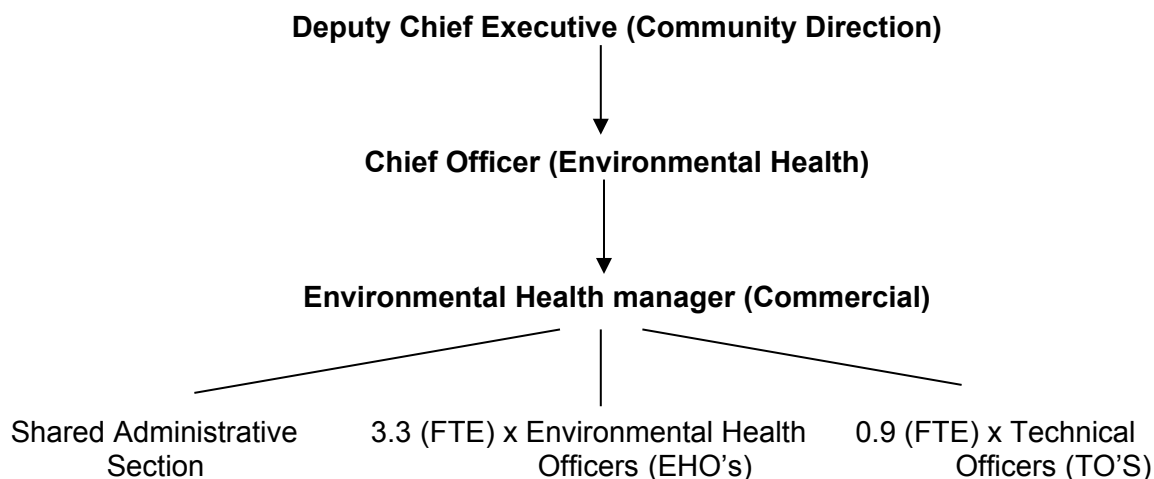
Officers headed by the Chief Executive carry out strategic and operational management of the Council Services. The Chief Executive and Deputy Chief Executives form the Strategic Leadership Board, responsible for the strategic management, whilst four Chief Officers form the Corporate Operations Board, responsible for operational management of council services. The figure below shows the organisational structure for the delivery of council services:

Operational management structure of council services



The Deputy Chief Executive (Community Direction) is responsible for the Environmental Health Services, which includes the Commercial Section that deals with Food Safety and Health and Safety Enforcement.

The Commercial Section of Environmental Health Services structure is described below:



Contact telephone numbers for the various people involved are shown in the table below:

	Name	Telephone number
Deputy Leader of Council and Executive member for rural communities & tourism, licensing & environmental services	Councillor K Morrell	01530 261928
Chief Executive	Mr Steven Atkinson	01455 255606
Deputy Chief Executive (Community Direction)	Mr Bill Cullen	01455 255700
Chief Officer (Environmental Health)	Mr. Robert Parkinson	01455 255641
Environmental Health Manager (Commercial)	Mr Steven Merry	01455 255735
Lead Officer – Food hygiene & health & safety	Mr Steven Merry	01455 255735

Specialist food safety services that is a food analyst, and examiner, are not employed directly by the council. Staffordshire County Council's public analyst and Public Health England, through the Good Hope Hospital, Heart of England NHS Foundation Trust, Birmingham, provide these services respectively. Equally the services of Staffordshire County Council's public analyst are used for analysis of samples of a health and safety nature and specialist services for health and safety may be called upon from the Health and Safety Executive.

5. Food safety enforcement service delivery plan 2016/2017

5.1 Scope of the food safety service

Food safety enforcement is part of the service provided by the Commercial Section of Environmental Health Services. Besides food safety, the section is also responsible for delivering the council's obligations in relation to occupational health and safety, infectious diseases, health improvement, animal welfare and licensing. These activities in general are seen as complementary to food safety as they give a fuller picture of premises standards and therefore combined enforcement benefits both consumers and businesses alike.

Food safety activities mainly revolve around inspection of commercial food establishments in the borough, but are complemented by a food sampling programme, investigation of food complaints and food poisoning incidents, and health promotional activities including the delivery of food hygiene talks, seminars and courses.

The Commercial section is managed by the Environmental Health Manager (Commercial) who also has lead responsibility for food matters.

In 2014 a cost neutral restructure was undertaken to enable the service to better respond to the emphasis to enforcement on higher risk businesses and activities. One of the existing Environmental Health Officer posts was made up to full time hours, to 37 hours, by reducing the hours assigned to the Technical Officer post to 34 hours. In January 2016, a further minor cost neutral adjustment of hours was undertaken following a request from one of the part time Environmental Health Officers to reduce their hours. This led to an increase in hours for the other part time Environmental Health Officer and the Post of Technical Officer becoming full time.

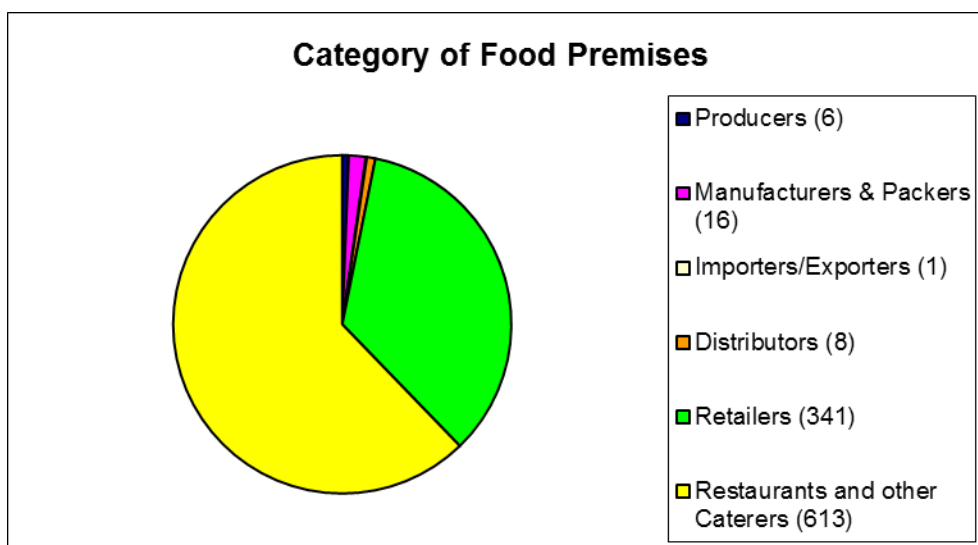
Hence as at 1 April 2016 there are 4 Environmental Health Officers, (representing 3.26 full time equivalents) who undertake the full range of duties of the Commercial section. There is also one full time Technical Officer who is also a qualified Environmental Health Officer and has gained considerable experience of food safety over the past year and now therefore assessed as competent to inspect all food premises risk categories and to carry out all the duties of the section.

Support to the service on the Idox computer system is provided by a member of the ICT service.

5.2 Demands on food safety service (as at 1st April 2016)

In the borough there are 985 premises subject to food hygiene inspection in the following risk categories:

Risk category	Number of premises
A	2
B	41
C	208
D	357
E	349
Unrated	28
Total	985



The borough has two fully approved Dairy Products premises one manufacturing cheese the other ice cream. Additionally there is one fully approved premise processing chicken. In March 2016 a further premises received Conditional Approval for Dairy Products for its on farm milk processing activities. Conditional Approval is generally given to new premises in their first months of operation to ensure they have and operate all appropriate controls effectively before they can be granted, or refused, full approval. All Approved premises receive inspections from officers who have had specialist training in these fields.

There are also three premises approved under European legislation as being egg grading establishments and one premises which produces Indian cooking sauces, pastes, pickles and chutneys which are exported internationally. No other specialist or complex food processing is carried out in the borough.

Staff and facilities are located on the first floor at Hinckley Hub, which is located within Rugby Road, Hinckley. All personal callers are received at reception located on the ground floor, Monday to Thursday from 8:30 hrs to 17:00 hrs and on Friday's 8:30 hrs to 16: 30 hrs.

The service can also be accessed via an out of office hours number, which is used for all emergency environmental health issues, 01455 251137. A website www.hinckley-bosworth.gov.uk is used to 'post' information about the services that the team provides for consumers and business and also provides a direct e-mail address for service requests, esadmin@hinckley-bosworth.gov.uk . Access can also be made through a community portal, www.hinckleyandbosworthonline.org.uk.

5.3 Enforcement policy

On the 6 April 2014 a revised Regulators Code from the Better Regulation Delivery Office came into force. Through the Regulatory Partnership set up under the Leicester Leicestershire Enterprise Partnership, the service drafted a Corporate Enforcement Policy and Service Standards applicable to all regulatory services within the Council which was formally adopted at the Council's Executive in September 2015 . This Corporate Enforcement Policy details the general principles of good enforcement that the service is committed to adhere to and is available on the Council website. The general principles of good enforcement practice are further enhanced by a Food Safety Enforcement Policy adopted by the council in January 2002, with revised versions in 2008, 2011 and 2015.

These detail what food businesses and others being regulated can expect from officers and how specific legislative powers are applied to food premises.

In developing these policies through the LLEP these policies help ensure consistency of approach across Leicestershire and have been developed with input of business.

5.4 Service delivery

5.4.1 Intervention programme

All food premises receiving a food hygiene intervention will be risk rated following the intervention. The rating scheme used by Hinckley and Bosworth Borough Council is that set out Chapter 5.6 to the Food Law Code of Practice (England) (April 2015), produced by the Food Standards Agency. This means that all premises will receive an intervention within a range of six months to three years, depending upon the risk associated with the premises.

The current premises profile with respect to risk rating is shown below with the category of premises due in 2016/17 shown in column six

Category	Minimum frequency of Intervention	No. premises	Interventions due 2016/17	Interventions carried over from 2015/16	Total no. interventions required in 2016/17
A	at least every six months	2	4	0	4
B	at least every year	41	41	4	45
C	at least every 18 months	208	125	16	141
D	at least every two years	357	166	8	174
E	at least every three years	349	102	6	108
	Unrated	28	0	28	28
		985	438	62	500

It is anticipated in 2016/17 that 3.5 full time equivalent officers will be engaged in food hygiene enforcement.

The issue of local authorities having insufficient resources to undertake their food safety inspections is known by the Food Standards Agency and consequently the agency do allow local authorities to use other means of assessing the lowest risk rated premises compliance with food safety legislation other than by inspection. This Council adopted, several years ago, the use of self-assessment questionnaires for lower risk rated businesses.

In order to manage the inspections in 2016/17 emphasis will be placed on ensuring that all high risk rated food premises (Category A – C) and unrated premises (ie prospective

new businesses or new registrations) will be inspected. Category D premises will also be inspected and those Category E premises whose last intervention was a questionnaire (30). Therefore the total inspection target for 2016/17 is 422. Those Category E premises due in the 2016/17 that received an inspection at their last intervention will be dealt with by way of self-assessment questionnaires, as detailed in our Alternative Enforcement Strategy. This equates to 78 premises.

The target therefore for food safety in 2016/17 is 500 interventions, resulting from 422 inspections and 78 self-assessment questionnaires. This will mean that 100% of all premises due an intervention will receive an intervention in 2016/17.

It is estimated that each inspection of a Category A-C and unrated food premises takes four hours to complete, whilst Category D and E take on average three hours, whilst a questionnaire takes approximately 0.5 hour to administer. 1523 hours will therefore be required to complete the food hygiene inspection programme. These resources do not include support officer and management time or the resources required for revisits.

The number of revisits required following a programmed inspection is dependant on the level of compliance found and the action taken by the officer. Re-visits to premises following a programmed inspection will be made where significant contraventions of food hygiene or processing regulations and / or poor hygiene practices are found. In addition revisits due to proprietors requesting a revisit to improve their Food Hygiene Rating (see 5.6), will also be undertaken, last year 16 requests were received for this service, a decrease from 19 in 2015/16. In addition 62 revisits to check on progress of remedial works following an inspection were also undertaken, equating to 78 revisits in total being undertaken in 2015/16. It is likely that approximately 70 revisits will be required this year, at approximately 1.5 hours per re-visit, including any follow up administration, this will require approximately 105 hours of the section's time.

In addition, other visits will be made to food premises; for instance to follow up poor sampling results, complaint investigations, special surveys etc.

The activities of the section relating to food hygiene and safety will be affected by the reactive workload as it arises and this may mean an adjustment to the routine inspection and sampling programmes in order to devote increased resources to higher priority areas of work.

No targeted inspection activity is envisaged in 2016/17 unless requested by the Food Standards Agency. Equally no priorities relating to nationally or locally driven issues are expected or known of for that period.

In previous years a measure of the councils performance with respect to food hygiene has been through a National Performance Indicator NI 184, 'The number of broadly compliant food premises'. The service has seen a substantial rise in the borough of broadly compliant premises from 78% in April 2010 to 91% in March 2015. This significant increase in the overall standards of food hygiene in the boroughs food premises has been brought about with a combination of officers promoting Safer Food Better Business and the councils introduction of its hygiene rating schemes. Whilst, the performance indicator is no longer required to be reported to national government, it is seen by the Food Standards Agency as a useful measurement as to the continuing performance of local authorities and also to this council as to a useful guide as to the overall indicator of food hygiene levels in businesses in the borough. As such it is intended to continually monitor this indicator with the aim of improving further the number of food businesses in the Borough who are broadly compliant with legislation. Clearly though as the indicator approaches its maximum value it will be harder to continue to achieve further improvement and therefore it is pleasing to note this year saw a 3% rise in broadly compliant premises to 94% as at 31 March 2016, above our target of 92%.

This year therefore a target for March 2017 has therefore been set to maintain a level of 93% or higher.

In order to help achieve a level of 93% of food businesses in the borough being broadly compliant, this year Officers will continue to make use of the interventions allowed by the Food Standards Agency for those businesses which have a high level of compliance and thereby using released resource to increase attention on non compliant businesses. Therefore all food businesses rated 5 in the Food Hygiene Rating Scheme (see 5.6) at their last inspection may be subjected to only a sampling and verification visit or partial inspection to establish that conditions found on the last inspection remain. A full inspection will be made at their next programmed inspection date.

In line with the council's food safety training policy which implements in full the Food Standards Agency's Code of Practice in respect of the qualifications and experience of Authorised Officers, all officers in the section are appropriately qualified and trained, and where necessary supervised, to carry out their respective duties in relation to food safety inspections.

5.4.2 Food complaints

Complaints about food will be dealt with in accordance with procedures for the handling of complaints and enquiries to the service. In addition account will be taken of the requirements of Food Law Code of Practice (England) in respect of complaints which may be more appropriately dealt with by the County Council.

In 2015/2016 the service received 38 complaints about defective food and 52 other complaints and requests for advice concerning premises or practices. 20 of the service requests related to enquiries from prospective businesses for advice. In 2016/17 it is anticipated that there will be, in total, approximately 100 complaints and enquiries to be dealt with by the service. 1000 officer hours have been allocated to this area of work.

Any foods requiring analysis will generally be forwarded to the public analyst at Stafford and occasionally the Leicester Museum is used for identification of insects.

5.4.3 Primary Authority principle

The Primary Authority scheme operates under guidance from the Better Regulation Delivery Office (BRDO). The scheme places a legal duty upon Local Authorities to consult with a Primary Authority (a local authority which has formal arrangements with a business to offer guidance on a companies policies and procedures) where they are considering taking formal enforcement action against a business with such an arrangement.

The service has no formal Primary Authority relationships with any business in the borough.

The council and the service support and adheres to the principles of Primary Authority and has in place documented procedures to ensure that staff comply with it when enforcing food hygiene legislation, for example when investigating a food complaint in respect of food manufactured outside of the borough.

5.4.4 Advice to business

The provision of advice to food businesses on food hygiene is an important part of the team's documented enforcement policy and represents the first option when dealing with minor contraventions. Proactive advice is provided to businesses on a routine basis during inspections.

During the year it is also anticipated that a number of telephone calls for advice by businesses will be made and responded to.

In the past targeted information to specific food industry sectors has been sent out from the service, for instance on the Food Information Regulations and to all nursing and residential care homes issuing advice on the prevention of listeria infection. However, no topical issues worthy of issuing an information mailshot emerged during the year. Should a suitable topic arise in 2016/17, consideration will be given to distributing an information mailshot.

Since the retirement of our only qualified trainer in September 2014, the service was unable to deliver any food hygiene courses for food handlers using the Chartered Institute of Environmental Health Level 2 (Foundation Certificate) in 2015/16. However during the year one of the Environmental Health Officers undertook and passed the Level 3 Award in Education and Training providing the opportunity for the Council to recommence Level 2 Awards in Food Safety in Catering. In 2016/17 it is envisaged that 2 such courses will be facilitated.

The service was able though, through an experienced qualified Cantonese food safety trainer, able to facilitate a Level 2 Award in Food Safety in Catering training course aimed at Chinese and Cantonese restaurants and takeaways in Hinckley & Bosworth.



The course on the importance of food safety was conducted in Cantonese to the 14 candidates from local takeaways. All candidates passed the examination conducted at the end of the course.

5.4.5 Food sampling and inspection

The service has in place a documented food hygiene sampling policy, procedure and programme which has been developed with the help of the food examiners from Public Health England at the Good Hope Hospital, Birmingham, where the samples are taken

for examination, and the county food liaison group. In order to achieve the programme 270 food samples and 44 environmental samples were taken from food premises during 2015/2016.

In 2015 Public Health England announced a review of its 5 Food, Water and Environment laboratory structure in England. Currently, the laboratory at Good Hope Hospital, Birmingham, is used by all Leicestershire authorities, including Hinckley and Bosworth. Unfortunately, following the review it was announced that the 5 laboratories would be cut to 3 nationally, with the laboratory at Good Hope Hospital to close and that all Leicestershire samples would now be couriered to London for analysis. The move to three laboratories was said to meet the required savings target, provide greater long term service resilience, reduce duplication, providing long term financial stability and enable limited resources to be focussed on priority frontline functions in order to continue to provide these vital services.

A detailed project implementation plan is being developed to ensure that the work is transferred in a safe and efficient manner and that service levels are maintained. The funding of the courier system and analysis costs remains, at present with Public Health England continuing to enable an allocation of samples to be analysed free of charge. Transfer is anticipated to begin around September 2016 and be completed by January 2017. However it is already known, that due to uncertainties created in the review period, Good Hope Hospital have been suffering staff shortages and as such in combination with transfer arrangements it is anticipated that the number of samples to be submitted during 2016/17 will be reduced. Therefore during 2016/2017 it is anticipated that 225 (from usual 270) samples will be submitted for analysis. A resource of 115 officer hours has been allocated to this area of work.

The service still continues to use the United Kingdom Food Surveillance System (UKFSS), a national database that centrally holds a record of all food and feed samples taken by local authorities and port health authorities. It enables greater intelligence enabling targeting of resources to risk based sampling programmes at local and national levels and thereby improved public protection. The system also allows officers to complete sampling forms in the field and transmit them electronically, saving officer time in completing paperwork, printing and duplications in data entries.

5.4.6 Water sampling

A programme of water samples is undertaken from large food businesses within the district. In 2015/16, one business was sampled on a regular basis, whilst others infrequently resulting in 21 samples being taken for bacteriological quality over the year.

In 2016/17 it is anticipated that 15 samples will be taken, 30 officer hours have been allocated to this area of work.

5.4.7 Imported foods

Although we do not have any inland ports we do have one premise that imports food from other countries for ingredients in its sauces that it produces. Whilst inspecting food premises checks are occasionally carried out to ensure that there is no illegal imported food used within the premises. If any are found then they will be dealt with in accordance with legal procedures.

5.4.8 Control and investigation of outbreaks and food related infectious diseases

All formal and informal notifications of food poisoning and food borne illness, except campylobacter, are investigated within two days of receipt in accordance with the appropriate policy. During 2015/2016, 138 notifications were received and of those 82

were campylobacter, 14 salmonella, 5 paratyphoid, 6 E.coli, 6 cryptosporidia, 17 giardia, 3 dysentery, 3 hepatitis E , 1 suspected food poisoning and 1 legionella. Due to the isolated occurrences of campylobacter and therefore difficulties in tracing sources, campylobacter cases are not routinely investigated however 1 case involving an under 1 year old was investigated; all other cases were investigated with 5 of the E.coli and 4 paratyphoid cases each being associated with a family outbreak.

Based on historic rates it is anticipated that a similar number, approximately 130 cases of food poisoning and food borne illness will be notified in 2016/2017, with approximately 50 cases requiring investigation, being other than campylobacter. Hence 50 officer hours have been allocated to the investigation of individual cases.

5.4.9 Food safety incidents

The service has a documented procedure which deals with the action to be taken following the receipt or initiation of food alerts. The procedure complies with the requirements of the Food Law Code of Practice (England). During 2015/16 there were 79 food alerts, one of these alerts required action from local authorities, however due to the incident involving an illegal additive, action was required from Leicestershire Trading Standards service rather than from this council. A similar number of alerts are expected in 2016/17.

5.5 Liaison

The Commercial Section is represented on the Leicestershire CIEH Food Liaison Group which includes representatives from all food enforcement authorities across the county including Leicestershire County Council Trading Standards, Public Health England and the public food examiner from Good Hope Hospital, Birmingham.

Infectious disease investigations and enforcement issues were discussed with Public Health England (East Midlands) at an Environmental Health Liaison meeting in September 2015.

The Environmental Health Manager (Commercial) along with other representatives of the East Midlands Area attends a liaison meeting with Severn Trent Water Authority once per annum.

The section has internal liaison with all service areas within Hinckley and Bosworth Borough Council but especially the planning service as regards planning applications and the Licensing Service as regards matters which are being dealt with by the Licensing Committee set up to deal with licensing legislation.

5.6 Food hygiene promotion

5.6.1 Food Hygiene Rating Scheme

Since January 2008 the council has operated a food hygiene rating scheme for all catering businesses. In 2010 the council joined the national Food Hygiene Rating Scheme operated by the Food Standards Agency. When inspected food businesses are scored against a set of criteria for hygiene compliance, structural compliance and food safety management/control systems. The subsequent rated results are then posted on a website to provide members of the public details of the premises' hygiene rating at the last inspection. Each business is also supplied with a certificate displaying their rating which they were encouraged (but not legally required to do) to display either on the entrance door to the premises or adjacent windows.

At the beginning of April 2016, the hygiene rating of 857 food premises in the Borough are now available at www.food.gov.uk/ratings.

5.6.2 Food safety management systems

During inspections of food premises Officers establish if there is in place a documented Food Safety Management System, in effect documented procedures and checks to ensure that the food safety risks in the business have been assessed and are being controlled. A national model called `Safer Food, Better Business` has been developed by the Food Standards Agency and is promoted to food business proprietors in the borough should they not have an alternative system in place during inspections, seminars, newsletters etc.

5.6.3 Food safety week

The theme for last year's Food Safety Week (18 to 24 May 2015) was `The Chicken Challenge` aimed at reducing the quarter of a million people each year in the United Kingdom (UK) affected by the most common food poisoning organism, Campylobacter, 90 cases of which arose in Hinckley and Bosworth borough in 2014/15.

During the week presentations by officers from Environmental Health were given in 7 Community Centres, Luncheon Clubs and Age UK premises throughout the borough at Hinckley, Markfield, Barwell and Earl Shilton. In total, 193 male and female audiences of 60 plus years took part in the Chicken Challenge presentations and discussions.

The presentation and discussions covered important food hygiene information including:-

- Covering and Chilling Raw Chicken
- Don't Wash Raw Chicken.
- Wash Hands and Clean Utensils.
- Cooking

The difference between Use by and Best Before dates, how to handle left over chicken and meats was also discussed with some of the groups.

A quiz sheet was used to evaluate the presentation and discussion. The evaluation showed all groups to have a good understanding of the information provided and discussed. Attendees were also provided with Chicken Challenge leaflets and a poster provided for display within the Community Centres and Luncheon Clubs to help spread the message.

Social Media and a press release was also used to promote the Chicken Challenge along with Twitter and Facebook for tweeting and retweets .124 people were noted to have shared the information from Facebook.

5.6.4 E.coli 0157

E.coli food poisoning is fortunately a rare occurrence; however when it does occur it is particularly devastating as it takes very few E.coli organisms to cause illness and the effects are usually severe with often kidney failure and death seen in a high percentage. Over the past few years the service have made a concerted effort to improve standards of food hygiene practises in the butcher's premises supplying cooked and raw meats especially concentrating on the few premises in the borough that used to use one vacuum packaging machine to pack cooked raw and cooked food. Whilst concentrating on this high risk sector, officers have also been highlighting the principles of preventing E. coli infection to the wider catering trade and have been utilising the Food Standards Agency 'Guidance on the Control of the risk of cross contamination from E.coli 0157', now on its third revision. All officers have received training on this guidance and have

due regard to its contents during their inspections. The guidance has also been publicised to businesses by newsletters, given out during inspections and during correspondence with them.

5.6.5 Food Hygiene Rating Scheme Project

A project took place within Leicestershire in conjunction with the Leicestershire County Council Trading Standards Department between 1 September and 30 November 2015 with the aim to look at how food businesses were using their Food Hygiene Rating Sticker (or certificate) and also to see whether any businesses were displaying false or misleading information to indicate a better rating than they actually had.

Research for the Food Standards Agency (FSA) has shown that Food Business Operators believe the display of a high food hygiene rating award gives their business a competitive edge, by reassuring customers about the safety of the food produced. However, as it is not currently mandatory for businesses to display their Food Hygiene Rating Sticker, there is a significant under-display of ratings, particularly in non-compliant businesses. A study for the Food Standards Agency in 2013 showed that in England, Food Hygiene Rating stickers were being displayed in 52% of food businesses. The display of inaccurate food hygiene rating stickers, where this takes place, gives misleading information to consumers and is a breach of consumer protection law enforced by Trading Standards.

The Leicestershire Food Liaison Group and Leicestershire Trading Standards devised a survey conducted during their inspection of a premises to assess levels of non-display and misleading display of food hygiene rating stickers within Leicestershire with the objective of:

- assessing the number of food businesses displaying misleading food hygiene rating award stickers.
- assessing the number of food businesses not displaying their food hygiene rating stickers.
- promoting the display of food hygiene rating stickers
- rectifying the display of misleading award stickers when found

Within Hinckley and Bosworth Borough Council's district, 78 businesses were assessed. 69% of premises were found displaying their previous rating, with, as expected the higher rating premises more likely to be displaying than lower rated premises, 93% of 5 rated, 47% of 4 rated, 36% of 3 rated and those below 3 did not display. Only 3 (4%) premises were found to be displaying the incorrect rating from their last inspection having either left a sticker up from a previous inspection or in one business had a certificate displaying which related to a previous scheme which was no longer valid and operational. Where the incorrect sticker was displayed this was removed and no businesses were referred to Trading Standards for a formal visit relating to misleading consumers. Interestingly, 3 businesses were also found to have had a lower rating certificate or sticker up than their actual rating.

Those businesses that were not displaying were encouraged and agreed to display their new FHRS sticker.

The project showed a high level of display of FHRS stickers within HBBC businesses, especially within 5 rated businesses and that was not a significant issue with false or misleading displays to the detriment of the customer. It also enabled the value of the rating scheme to be discussed with businesses and them to be encouraged to display the rating which resulted from the inspection visit.

5.6.6 Further promotional work

In previous years various articles on food matters are produced for the Borough Bulletin, a council publication sent to all dwellings and businesses within the borough. However in 2015/16 no articles were published. Instead three press releases on Food Safety Week, Safely defrosting turkeys at Christmas and Food Hygiene Rating Scheme promotion for Valentine's Day were issued resulting in several local publications publicising the topics.

5.7 Future food hygiene strategy

In February 2016 the FSA began consultation on the future of food safety regulation. It is recognised that the existing food regulatory system, which has operated some 30+ years still works well however is coming under strain with technological and market advances. Therefore the FSA is looking at a new regulatory model fit for a further 30 years and have identified five principles that are presently being consulted on and form the core of discussions with stakeholders:

1. Businesses are responsible for producing food that is safe and what it says it is, and should be able to demonstrate that they do so. Consumers have a right to information to help them make informed choices about the food they buy – businesses have a responsibility to be transparent and honest in their provision of that information
2. FSA and regulatory partners' decisions should be tailored, proportionate and based on a clear picture of UK food businesses
3. The regulator should take into account all available sources of information
4. Businesses doing the right thing for consumers should be recognised; action will be taken against those that do not
5. Businesses should meet the costs of regulation, which should be no more than they need to be

The service will continue to watch and participate on consultations on the strategy as it develops.

6. Health and safety enforcement service delivery plan 2016/17

6.1 Description of service

Health and safety enforcement is part of the service provided by the Commercial Section of Environmental Health. The service:

- Inspects places of work and entertainment to ensure high standards of health, safety and welfare in accordance with current enforcement responsibilities
- Carries out accident and complaint investigations
- Provides advice and guidance to businesses, employees and the public

6.2 Aim of health and safety enforcement service

The overall aim of the health and safety enforcement service is:

- To secure the workplace health, safety and welfare for both employees and the public in the borough

6.3 Priorities of health and safety enforcement service

In recent years protecting people in the workplace and in society as a whole remained a key health and safety priority for central government; however the focus of the health and safety regime has moved to a lighter touch approach concentrating on higher risk industries and on tackling serious breaches of the rules. Consequently the HSE and local authorities have reduced the number of inspections carried out; to have greater targeting where proactive inspections continue; and to increase information provision to small businesses in a form that is both accessible and relevant to their needs.

Guidance produced by the HSE through their National Local Authority Enforcement Code launched in May 2013 and the Health and Safety Executive /local authorities' enforcement liaison committee revised Local Authority Circular 67/2 (Rev 5) March 2016 'Advice/guidance to local authorities on targeting interventions' have therefore been used to determine this councils' key priorities for 2016/17.

The HSE code indicates that local authorities are expected to target proactive inspections on high risk activities in specified sectors or on workplaces where intelligence suggests that risks are not being effectively managed. A listing of the activities and sectors suitable for inspection is published along with the code.

Based on the code the key delivery priorities of the health and safety service of Hinckley and Bosworth Borough Council are:

- To target health and safety interventions on higher risk areas and dealing with serious breaches of health and safety legislation
- Investigating major injury incidents and fatalities. This approach is used to assess and target poor management as part of the better regulation agenda

The service will need in 2016/17 to continue to keep a watching brief on national developments in health and safety policy. In particular, regard will be had to the Health and Safety Executive 2016 new strategy document for improving health and safety, 'Helping Great Britain Work Well'. This document has six themes; Acting Together; Tackling Ill Health; Managing Risk Well; Supporting Small Employers; Keeping Pace with Change; Sharing our Success. The emphasis of the document is on the strategy not just being for regulators but for further improvements in health and safety at work to occur all

sectors need to work together including employers, employees, unions, insurers and government. The document is available to view at:

<http://www.hse.gov.uk/strategy/index.htm>

6.4 Delivery of the health and safety service priorities 2015/16

Whilst no specific projects were identified in 2015/16, the service did continue the Legionella project, identified in Local Authority Circular 67/2 (Rev 4.1) May 2015 as a priority initiative.

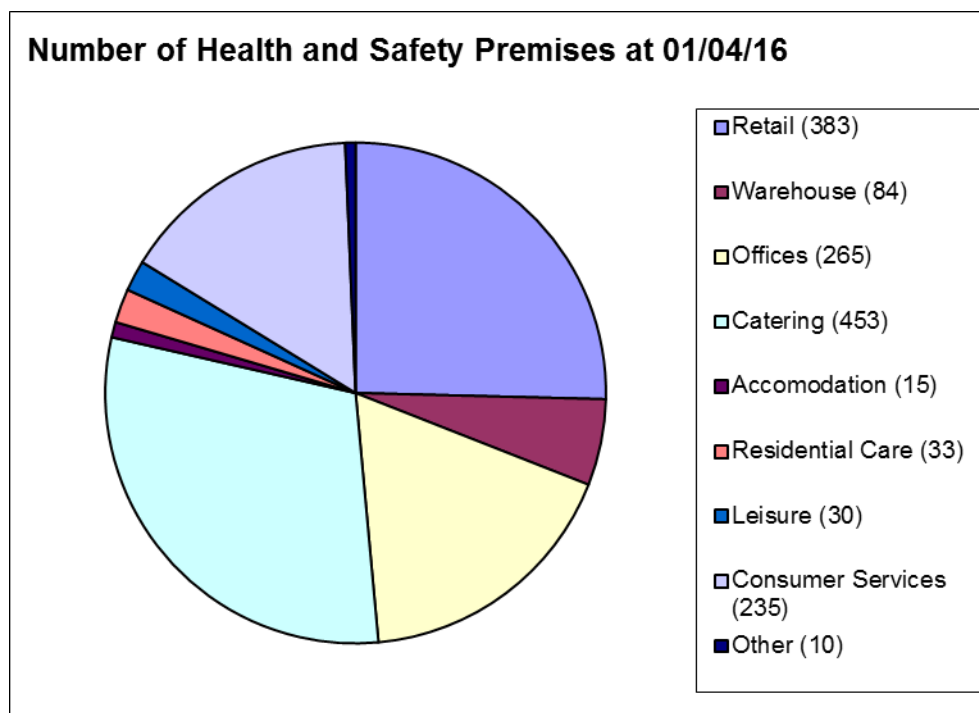
Following the 2012 outbreaks of legionnaires disease in Edinburgh and Stoke-on-Trent in which there were approximately 120 cases and 4 deaths, legionella became a national focus for health and safety enforcement. As part of this focus the service in 2013/14 targeted high and medium risk premises, for which we have enforcement responsibility, to ensure that businesses are adequately assessing the risks from legionella; that they had adequate controls in place to control the organism and to raise awareness of the risks posed by legionella. 33 premises were targeted and assessed for compliance and given advice where appropriate.

Since this period, 2 new premises came to Officers attentions, 1 was found fully complaint in 2014/15, whilst the other received advice following an inspection in 2015/16.

During 2015/16 it was our intention to survey at least 10 Industrial Estates in the borough to ensure the accuracy of database. However, only 3 sites were surveyed due to time constraints on other activities. It is our intention to complete this programme in 2016/17.

6.5 Delivery of the health and safety service priorities 2016/17

The following chart illustrates the category profile of the 1508 Health and Safety premises within the borough for which the council has enforcement responsibilities at the 1 April 2016:



6.5.1 Health and safety planned inspections 2016/17

Based on the risk rating scheme the risk profile of premises whose health and safety enforcement responsibility falls to this council is shown in Table 1 below:

Table 1 – Risk profile of health and safety premises at 1 April 2016

Category	A Highest Risk	B1 Medium risk -1	B2 Medium risk - 2	(C) Lowest risk	Unrated
Summary of appropriate intervention (LAC 67/2 (Rev 5))	Proactive inspection	Reactive intervention only			Alternative intervention other than proactive inspection
Total number of premises	1	64	357	930	154
Total number of interventions due 2016/17	1	0	0	0	154

In accordance with LAC 67/2 (Rev 5) it is proposed in 2016/17 to target inspections for all Category A businesses only, resulting in an inspection target of 1 premises. Inspections of medium risk businesses (categories B1 and B2 premises) will only occur if during a food hygiene inspection a matter of evident concern is seen or reports of accidents, complaints or other intelligence suggests the premises requires an intervention. All unrated and new premises will receive either an advisory visit or questionnaire and be risk rated following the visit or return of the questionnaire. This is expected to result in a further 154 interventions. There will be no proactive interventions to low risk businesses (C rated premises) in 2016/17, however these premises will receive a visit should a reactive visit be required for instance should a service request be made or a serious accident arise.

In summary therefore it is anticipated that the service will in 2016/17 conduct 1 inspections and 154 interventions by questionnaires or advisory visits. In total therefore the health and safety service aims to achieve 155 interventions in 2016/17.

6.5.2 Revisits

Revisits are carried out to confirm that employers and other duty holders have undertaken any necessary measures to comply with their legal obligations identified

following an inspection or other intervention such as a complaint or accident investigation.

A revisit will be undertaken following all interventions at which significant contraventions have been identified.

Priority will be given to revisiting those premises where:

- Formal enforcement action such as the service of an improvement or prohibition notice has been necessary to secure compliance with the law
- The premises are rated Category A

6.5.3 Accident investigation

In 2015/16 the council received 60 accidents / dangerous occurrences reported to it under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

It is not necessary to investigate all of these notifications. However, we will investigate all accidents, cases of disease and dangerous occurrences that meet the criteria set out in our policy document No7 - Procedures for the selection and investigation of accidents, diseases, dangerous occurrences and other statutory notifications. This policy is based upon HELA circular 22/13 'Incident selection criteria', which was reviewed and implemented in 2010. A high priority will be given to selecting for investigation slip, trips and fall accidents and incidents involving workplace transport.

In 2015/16 we investigated 23 (38%) of accident notifications received.

In 2016/17 it is anticipated that we will investigate approximately 33% of all the accidents reported to us.

6.5.4 Service requests

All service requests relating to standards of occupational health and safety will be investigated and appropriate enforcement action taken. We aim to respond to 100% of requests within two working days.

In 2015/16 we received 43 requests for service. In 2016/17 it is anticipated that a similar number (45) service requests will be received.

Additionally where we are notified of asbestos removal activities, we will investigate them to ensure removal of asbestos material is being carried out in accordance with the legislation and codes of practise. In 2015/16 no asbestos removal activities were notified to us.

6.5.5 Intervention plan 2016/17

The service intends to be involved in several projects during 2016/17:

Activity	Evidence that identified the concern and set its priority	Planned intervention type	Rationale for intervention	Outcome / output measures
Proactive interventions				
To continue to take an active role and promote the work of the LLEP Better Business For All Partnership	Research undertaken by LBRO has identified that Regulators are viewed by some businesses as being a barrier to growth	Partnerships	It is expected that by developing a new, positive, transparent relationship between businesses and regulatory services, regulators will be perceived by businesses as supportive and helpful resulting in legal compliance and business growth	Perception survey
Inspection and provision of advice and guidance at businesses identified as risk category A	Standards found at time of last intervention	Inspection (Cat A) – 1 Premises identified	Undertake an intensive programme of support for all Cat A premises until the risk at the premises is reduced and can be categorised as B1	Number of premises inspected Number of visits made Number of premises moving from A to B1
Undertake advisory visits or self-assessment questionnaires to all unrated and new businesses	Part of the Better Business For All campaign to ensure business 'Get it right First Time'.	Advisory visit or Self-Assessment Questionnaire to all new and unrated businesses	To ensure business receive advice at an early stage in order for them to comply with their legal responsibilities and prevent injuries occurring in the work place.	Number of premises in receipt of either an advisory visit or self-assessment questionnaire.
Survey of Caravan Parks to establish if they have any buried metal LPG pipe work to communal/amenity blocks	National priority identified in LAC 67/2 (Rev 5) March 2016	Survey as part of annual Caravan Licensing regime, and follow up advisory visit to all sites with identified risk.	Explosion risk caused by leaking LPG from underground metal pipework in caravan parks	Number of premises in receipt of an advisory visit.
Complete a survey of 10 Industrial Estates, commenced in 2015/16 to ensure the accuracy of database	With fewer inspections the health and safety premises database is thought not accurate.	Survey of businesses on industrial estates to ensure database accurate. Where new businesses identified an advisory visit will be undertaken.	To ensure business receive advice in order for them to comply with their legal responsibilities and prevent injuries occurring in the work place.	Number of industrial estates surveyed and premises visited
Complete an awareness project to highlight the hazard of working on fragile roofs	National priority identified in LAC 67/2 (Rev 5) March 2016	Provide information to occupiers and owners of buildings on the hazards of working on fragile roofs	To ensure business, letting agents and owners receive advice in order for them to comply with their legal responsibilities and prevent injuries	Number of businesses, letting agents and owners informed of hazards of working on fragile roofs.

			occurring to persons engaged on working on fragile roofs.	
Reactive interventions				
Investigate reports of incidents and ill health using the incident selection criteria	RIDDOR statistics	Incident and ill health investigation.	To investigate to establish if there are any issues or poor management performance.	Number of incidents reported Number of incidents investigated Number of notices served Number of prosecutions / cautions.
Investigate reports of concern and complaint from employees or members of the public	Reports of complaint	Dealing with Issues of complaint	To investigate to establish if there are any issues or poor management performance.	Number/nature of complaints investigated Number of notices served.
Respond to professional officers concerns on the performance of a business.	Reports of concern	Dealing with Issues of concern	Respond to matters of evident concern / or significant breaches of health & safety law identified during a visit undertaken for another primary purpose e.g. a food hygiene inspection or licensing inspection or referred from another regulator e.g. Fire Service	Number of referrals from other regulators Number of matters of evident concern / significant breaches Number of notices served

6.5.6 Delivery mechanisms

In order to deliver our priorities for 2016/17 the mechanisms illustrated in the following table will be utilised.

Priority	Delivery mechanism	Deadline
Section 18 Compliance	Service Plan approved by Executive	31 August 2016
Appropriate enforcement	Continue to ensure enforcement decisions are consistent with our enforcement policy, the HSE's enforcement policy statement and the enforcement management model. This will ensure proportionate, consistent, transparent and accountable enforcement in line with the Better Regulation agenda.	31 March 2017
Staff Training	Complete personal development appraisals for all staff	31 May 2016
	Review personal development appraisals and monitor officers progress	30 November 2016

	Ensure officers attend revision /training on relevant health and safety topics to ensure they are appropriately trained and developed ensuring their competence and credibility with local businesses and encouraging staff retention/recruitment	31 March 2017
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6.6 Performance indicators

Description	2015/16	2015/16	2016/17
	Target	Actual	Target
Local performance indicators			
Number of workplace interventions carried out	138	129 (93.5%)	155
Service Performance Indicators			
Percentage of service requests investigated	100	100	100
Percentage of service requests responded to within two working days	100	98% (42)	100
Percentage of asbestos notifications investigated	100	100 (0)	100

6.7 Provision of information

A key objective of the council's health and safety enforcement service is to provide advice and guidance to businesses and employees.

In the past targeted information to specific industry sectors has been sent out from the service, for instance on legionella control to all nursing and residential care homes. However, no topical issues or legislation changes worthy of issuing an information mailshot emerged during the year. Should a suitable topic arise in 2016/17, consideration will be given to distributing an information mailshot.

We did publish one article in the Borough Bulletin, a council publication sent to all dwellings and businesses within the borough on a series of webinars the health and safety executive were delivering.

6.8 Health and safety enforcement policy

On the 6 April 2014 a revised Regulators Code from the Better Regulation Delivery Office came into force. Through the Regulatory Partnership set up under the Leicester Leicestershire Enterprise Partnership, the service drafted a Corporate Enforcement Policy and Service Standards applicable to all regulatory services within the Council which was formally adopted at the Council's Executive in September 2015. This Corporate Enforcement Policy details the general principles of good enforcement that the service is committed to adhere to and is available on the Council website. The general principles of good enforcement practice are further enhanced by a Health and Safety Enforcement Policy adopted by the council in January 2002, with revised versions in 2008, 2011 and 2015. These detail what businesses and others being regulated can expect from officers and how specific health and safety legislative powers are applied to their premises.

In developing these policies through the LLEP these policies help ensure consistency of approach across Leicestershire and have been developed with input of business.

6.9 Improved contact with employee representative

It is acknowledged that an essential contact to improve health and safety standards in workplaces is the workplace Health and Safety Representative. In order to establish these contacts an effort is made to liaise with them and record their contact details at appropriate interventions. Furthermore standard inspection report letters emphasise the legal requirement to inform employees on any health and safety items which may affect them.

6.10 Smoke free legislation

Smoke Free Legislation came into force on 1 July 2007. The legislation meant that virtually all enclosed public places and workplaces became smoke free. Enforcement in this borough is by officers from within the Commercial section.

During 2015/16 the service received 2 complaints, one from a member of the public concerning customers smoking at the entrance to a social club and the other by an employee in an office. Investigations into both complaints resulted in one businesses being given advice, however the other resulted in the Council issuing its first Fixed Penalty Notice since the smoke free legislation was introduced.

The service also continued to proactively monitor compliance with emphasis at all food hygiene, health and safety and licensing inspections, and observations of commercial drivers. This monitoring resulted in 7 written warnings being given to companies for their drivers smoking in company vehicles.

Continued monitoring and appropriate enforcement will continue in 2016/17.

7. Resources

7.1 Financial allocation

Resources allocated to the Commercial team are not kept separate from the general allocation of funds in the budget for the Environmental Health section. In 2015/16 a net total budget of £796,530 was allocated to Environmental Health and revised during the year to £802,918 mainly due to costs associated with an on-going court case. At the beginning of 2016/17 a budget of £802,792 has been allocated and represents an increase in budget of 0.79 % on the original budget for 2015/16.

Operational staff all have essential user car status. They are supported with appropriate equipment to carry out their inspections and sampling activities. Specific resources are made available annually for the rolling replacement of equipment, food sampling and analysis, training and other specific aspects of service provision; again these are funded from the general Environmental Health budget.

The Idox computer system is used for planning and recording food safety and health and safety activities.

Formal enforcement action for example, prosecution of a food business proprietor would involve activity by the authority's Legal Services section. Costs incurred by legal services would be included in the annual recharge to the team and as such it is not classed as controllable expenditure.

7.2 Staff Allocation

At the 1 April 2016 five Environmental Health officers and one Environmental Health technical officer with appropriate qualifications and experience that meet the requirements of the Food Safety Act Code of Practice were involved in food hygiene enforcement. This was represented by one manager and five field staff. With the service reorganisation completed in September 2014 and continuing reductions in health and safety enforcement, taking into account the services provided by the Team, in 2016/17 the service is able to increase full time equivalent officers engaged in field food hygiene enforcement from 3.3 to 3.5.

The service has an administration section and a systems administrator which supports the team.

The five Environmental Health officers and one Environmental Health technical officer have the appropriate qualifications and experience to enforce Health and Safety legislation and this equates to 0.76 FTE officers employed in Health and Safety.

All field staff are competent and appropriately qualified, trained and supervised commensurate with Food Law Code of Practice (England) and with Health and Safety Executive Section 18 Mandatory Guidance `The Standard for Health and Safety Enforcing Authorities` (2008).

7.3 Staff development plan

Every member of staff has a Personal Development Review annually, usually May, with a six month review. These reviews draw out any training and development needs required of officers.

In addition the service has a documented Training Policy which is adhered to and stipulates the ongoing training requirements for staff in compliance with the Food Law Code of Practice (England) and with Health and Safety Executive's Section 18 Mandatory Guidance: `The Standard for Health and Safety Enforcing Authorities` (2008).

Should any staff return to food hygiene or health and safety work after some time out, appropriate structured refresher training in compliance with the 'Food Law Code of Practice (England)' and for 'The Standard for Health and Safety Enforcing Authorities (2008)' will be given.

Training will be given to all staff, either by external or internal means, on any new legislation or Food Standards Agency/HSE requirements.

8. Quality assessment

8.1 Quality assessment

The Food Safety service has developed 18 documented procedures to ensure the quality of its service. These cover areas of:

- Food hygiene inspection procedures
- Documentation and Implementation of a Service Delivery Plan
- Enforcement policy (revised 2015)
- Food sampling procedures
- Food sampling programme
- Alternative enforcement strategy
- Authorisation of officers
- Infectious disease investigation procedures
- Outbreak control procedure
- Food complaints
- Operational complaints
- Internal monitoring procedures
- Food hazard warnings
- Database maintenance
- Prevention of loss of data from database
- Quality monitoring
- Documented control system
- Training systems
- Equipment maintenance and calibration
- Local liaison arrangements
- Third party or peer review arrangements
- Promotion of food safety issues

These documents were developed in 2001/2 and revision of all was completed in 2008/09 in light of a new Code of Practice issued by the Food Standards Agency in March 2006 and the issue of the Regulators Compliance Code which came into force on 6 April 2008.

The Health and Safety Service also has documented procedures developed in 2001/02 these being:

- Enforcement policy (revised 2009, 2010 and 2015)
- Enforcement procedures
- Inspection procedures
- Health and safety information policy
- Health and safety accident and RIDDOR notifications (Revised 2010), incident selection process
- Formal cautions
- Notice procedure
- Core competencies and training for enforcement offices

The Enforcement Policy for both services were revised in 2015 to incorporate changes relating to the 2014 Regulators Code. The Incident Investigation Selection Procedure was revised in 2010 as part of the process to ensure the Council is fully compliant with Section 18 guidance. The remaining documents have all been revised in 2011/12.

Historically sound management practices and the professionalism of officers have assured quality management, due the small size of the team. The quality management Procedure for the Food Safety service was revised in 2011/12 which included relevant monitoring arrangements to ensure all procedures are complied with in relation to

enforcement work and the training and development of staff. Similar procedures also apply to Health and Safety activities.

Correspondence emanating from the officers of the section is sampled by the Environmental Health Manager (Commercial) for his perusal before despatch, in order to ensure accuracy and consistency in content. Additionally all notices are checked before service to ensure consistency, legal accuracy and compliance with our enforcement policies.

Additionally the council works with other Leicestershire Authorities with Inter Authority Audits, peer review exercises etc. The last Inter Authority Audit of the service was conducted In December 2013 which examined implementation of Food Standards Agency guidance on controlling the risk of cross contamination from E.coli 0157. The audit consisted of an examination of our service and enforcement plans, food inspection procedures, sampling records, council website, officers training, dissemination of information to food business operators, inspection aid memoire, actions taken where serious contraventions found and file checks. The audit concluded that the service 'was able to demonstrate that it is effectively implementing FSA guidance on controlling the risk of cross contamination'.

In previous years the section has conducted post inspection satisfaction surveys by way of a questionnaire sent out to premises which have received an inspection. Each returned questionnaire was monitored for any individual issues and then additionally compiled for analysis. Unfortunately due to this exercise being time intensive and with already high satisfaction levels (100% in 2010/11 being satisfied with the Sections inspection service), and the service having to focus on more core activities with reduced resources, surveys have not been conducted since 2010/11. However, as part of a wider analysis of business satisfaction with regulators, organised through the Better Business for All project, surveys following inspections were again introduced from September 2015. Following inspections businesses are given information on an online survey form the results of which again show a high satisfaction with the inspections carried out in Environmental Health with 100% of respondents indicating satisfaction with both officers approach and service provided.

8.2 **Better Business for All (BBfA)**

The Better Business for all project was launched in September 2011 by the Leicester and Leicestershire Local Enterprise Partnership (LLEP) to build a new relationship between businesses and regulators in the Leicester and Leicestershire area. The aim was for regulators to be seen by businesses as supporting enterprise, growth and investment, key priorities in the LLEP Strategic Economic Plan 2012 -2020.

Following the re-structuring of the LLEP and changes to the programme support role in 2014/15, this past year has seen the programme continue to deliver notable improvements in the way regulators and business interact and has continued to build on the achievements already made. So much so, that this work has been recognised at the national BBfA awards ceremony held at Business Innovation and Skills Conference Centre in London in March 2016 when the Leicestershire project won 2 National Awards from over 30 entries in the following categories:

- Judges Award 'Leading the Way' – this was in recognition of all the excellent work achieved by the partnership.
- 'Special Contribution' – Maxine Aldred, Federation of Small Businesses. recognised for her work both on a local and national level.

One result of the LLEP restructuring though has been the funding provided by them. Previously funding to the BBfA programme from the LLEP has enabled a secondee to the

role of BBfA Project Officer. Without this support, initiatives such as the development of the regulatory advice offered on the Business Gateway would not have come to fruition, nor would the coordination of the partnership happen. However, the funding provided by the LLEP for 2016/17 has significantly been cut and in the current climate of financial cuts to all regulatory services, will be a challenge going forward.

Key Achievements 2015-16 include:

- The Regulators Code has been adopted into regulators enforcement policies and a model set of Service Standards (developed by Hinckley and Bosworth) have published on Regulatory Services partners websites and on the LLEP Gateway site.
- Satisfaction surveys of regulators performance when interacting with businesses have commenced requesting information on 4 key common questions to ensure performance against the code and the support for business support and growth is monitored.
- Following the Task and Finish group, which included a representative from Hinckley and Bosworth Borough Council, set up to look at supporting food and drink start-up Businesses, a simple 2 page guide for starting up a food business has been placed on the Gateway.
- Further work on developing the regulatory content and promoting the business gateway has been carried out including `Get it Right First Time` a single guide to food regulation.
- Several business advice sessions have been held and supported by Hinckley and Bosworth Borough Council including one multi agency awareness event in Hinckley Town Centre along with fire safety workshops.
- Held a Regulatory Officers Awareness Day to inform on BBfA initiatives and developments.
- Liaised with Economic Development Officers across the County to seek their support and involvement in referring new businesses to regulators for initial advice.

Initiatives for 2016/17 include:

- Meeting with the Combined Authority development Team to discuss how BBfA can form a part of the Deal and working arrangements.
- Task & Finish Group set up to review the usage of the Business Gateway site, business enquiries made and the information held on the system.
- Undertake work shadowing between regulatory partners and business representatives to shadow with relevant regulatory services.
- Improve links with Business Support advisors in Banks and Building Societies.

Locally, under the BBfA banner we have been working with Horiba - MIRA Enterprise Zone especially in the promotion with businesses on the site on the offer for regulatory partners to provide regulatory advice and support. At a breakfast briefing of tenants on the site a presentation was given on this `Regulatory Offer`. Additionally work with the HSE to introduce the `Estates Excellence` model into the site in order to improve health and safety management for the whole site has commenced.

Information and advice for business can be made through the business gateway at:

www.llepbizgateway.co.uk

Also, the BBfA Advice Pack (formerly the BBFA Start-up brochure) has, with input from a Hinckley and Bosworth representative, been revised to be an easy to follow generic advice guide for all businesses and the updated format, information and advice is available on the Business Gateway, at :

www.llepbizgateway.co.uk/wp-content/uploads/2015/03/N0879_BETTER_BUSINESS_FOR_ALL_FEBRUARY-2015_FINAL-INTERACTIVE_160215.pdf

9. Review

9.1 Review

Procedures are in place to review the service plan on an ongoing basis, and annually.

The plan is regularly monitored during its year of operation by the Environmental Health Manager (Commercial) who subsequently reports progress at service management meetings. Each quarter a report is produced for all members highlighting the performance of all services in Environmental Health. In these, performance of the Commercial Section is annotated and any issues highlighted. The Executive Member responsible for the Environmental Health portfolio regularly meets with the Environmental Health managers and may also take periodic monitoring reports to the Executive. Any service adjustments required during the year may then be instigated to ensure if possible that the targets set can be met.

At the end of the year the Environmental Health Manager (Commercial) will review the Commercial Sections activities during that year. The review will report through this Service Plan information on the previous year's performance against the service plan, and any other specified performance target, and performance standards and targeted outcomes. Any identified variance from the service plan and where appropriate the reasons for that variance, will be brought to the attention of the appropriate Executive member.

The Scrutiny Commission of the council has a function to review service delivery plans. The Commission may call for the plan at any time and make comment or recommendations to the executive or the council.

9.2 Identification of variance from the Service Plan 2015/16

9.2.1 Interventions

In total the Section made 646 interventions during 2015/16, representing 102% of the target of 635 for the year.

a) Food Hygiene

The section has inspected 467 food premises for food safety and received 50 self-assessment questionnaires, totalling 517 interventions for 2015/16.

The Food Safety Enforcement Service Delivery Plan of 2015/16 required 435 premises to be inspected and 62 premises dealt with by way of self-assessment questionnaire, totalling 497 interventions for the year; hence the food safety inspection programme was over achieved at 104%, with new businesses accounting for extra premises not in the original target.

The resultant enforcement actions are described in the table below.

Food safety enforcement actions

Type of premises	Premises issued with informal notices	Premises issued with improvement notices	Voluntary / emergency closure	Prosecution/ formal caution
Primary producers	0	0	0	0
Manufacturers and packers	8	0	0	0
Importers/exporters	0	0	0	0
Distributors/transporters	3	0	0	0
Retailers	146	0	0	0
Restaurants/caterers	236	0	1	0
TOTALS	393	0	1	0

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The Voluntary Closure was undertaken in a Public House that was found to have a mouse infestation in the kitchen during a routine inspection. The kitchen was only used infrequently for `team foods` and was not operating at the time of inspection. No evidence of mice were found within the rest of the public house.

b) Occupational health and safety

The section has inspected three category A rated premises for occupational health and safety and carried out 126 advisory visits, totalling 129 interventions for 2015/16.

The Health and Safety Enforcement Service Delivery Plan of 2015/16 required 138 interventions for the year; hence 93 % of the health and safety intervention programme was achieved.

The intervention programme produced no significant enforcement action being required.

9.2.2 Courses and campaigns

During 2015/16 the service took part in several Food and Health and Safety initiatives as listed below:

- Conducted a campaign during Food Safety Week on the theme of `Chicken Challenge`.

- Continued to embed and promote the national Food Hygiene Rating Scheme in the borough. There are now 857 registered food premises in the borough within the scope of the scheme on the national website and we are promoting 5 rated businesses by `tweeting` and in press releases.
- Demonstrated a high level of display of FHRS stickers within HBBC businesses, and that there was not a significant issue with false or misleading displays to the detriment of the customer.
- Introduced a Corporate Enforcement Policy and Service Standards and revised our enforcement policies to reflect these.

9.2.3 Service requests

In total the Section investigated 133 service requests during 2015/16. This represented 43 for health and safety and 90 food related.

9.2.4 Sampling

The 2015/16 sampling programme in which 270 food, 21 water samples and 44 environmental swabs were taken, was achieved in full.

9.2.5 Infectious diseases

The Section carried out 57 infectious disease, mainly food poisoning, investigations in 2015/16.

9.2.6 Areas of improvement 2015/16

The service was able to progress all of the key service improvements and objectives for 2014/15 except the revision of existing food and health and safety procedure notes. These tasks will be completed in 2016/17.

9.3 Areas of improvement for 2016/17

Key service improvements and objectives for 2016/17 are:

1. Keep a watching brief on the new government policy reviews and initiatives with respect to food safety enforcement and health and safety and assess their implications on the council's enforcement service
2. Keep a watching brief on the LLEP development and its implications for the 'Better Business for All' project within the borough to improve the confidence of business in approaching the council for advice and guidance on regulation
3. Review administrative arrangements to improve efficiency and consistency in food safety and health and safety activities in particular to revise existing food and health and safety procedure notes
4. Ensure data continues to improve, in reliability, and robustness