



Hinckley & Bosworth
Borough Council

A Borough to be proud of

DOCUMENT No 1

ENVIRONMENTAL HEALTH COMMERCIAL SERVICES

ENFORCEMENT SERVICE DELIVERY PLAN 2012 / 2013

May 2012

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GLOSSARY

Idox	-	Idox Plc - Data Software Supplies to Environmental Health
BDRO	-	Better Regulation Delivery Office
CIEH	-	Chartered Institute of Environmental Health
COSHH	-	Control of Substances Hazardous to Health
DIY	-	Do-It-Yourself
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
LAC	-	Local Authority Circular
LAE1	-	Local Authority Enforcement Annual Report Form to Health and Safety Executive
LAEMS	-	Local Authority Enforcement Monitoring System
LSP	-	Local Strategic Partnership
PDA	-	Personal Development Appraisal
RIDDOR	-	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.
WRMSD	-	Work Related Musculoskeletal Disorders

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

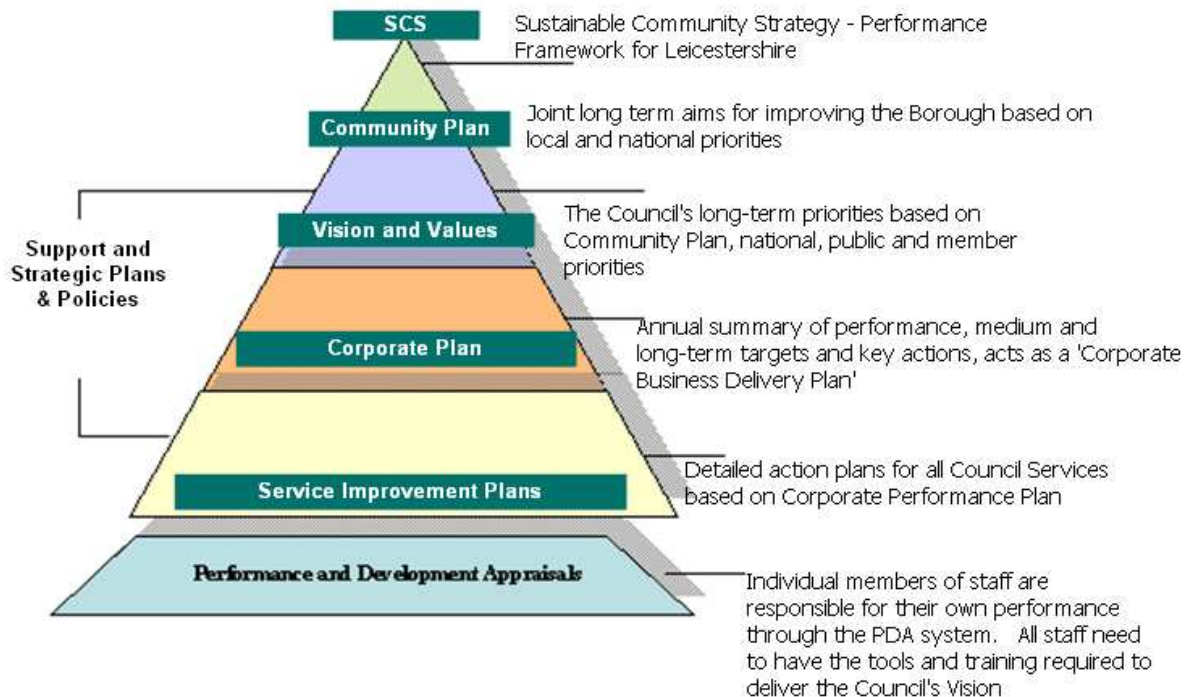
This service plan and its delivery shall take into account the aims of Hinckley and Bosworth Borough Council's Equal Opportunities Policy which is committed to achieving equality for all by removing direct and indirect discrimination on the grounds of:

- Age
- Gender or transgender identity
- Race, colour, nationality, national or ethnic origin, being a traveller or gypsy
- Disability, including people with a hearing impairment, people with a visual impairment, people with learning disability, people with a mental illness, and people living with HIV and AIDS
- Religious belief or non-belief, or other beliefs
- Marital status, family circumstances, or caring responsibilities
- Sexual orientation
- Income, employment status or housing circumstances
- Membership or non-membership of trade unions, or involvement in trade union activity
- Offending Status
- Any other ground that cannot be shown to be justified

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.



3.2 Sustainable Community Strategy

The Sustainable Community Strategy 2008 was drawn up between Leicestershire Together and the Local Strategic Partnership for Leicestershire, essentially including all of the organisations and partnerships that deliver services in Leicestershire. The document sets out how to improve the quality of life and public services in Leicestershire, proposing priorities for improvement over five years. This strategy was refreshed during 2011/12, and sets out four overarching priorities, with 28 outcomes (agreed in March 2012) setting out what the newly formed County level Commissioning Hubs and cross cutting partnerships will be doing to achieve these strategic priorities. The outcome framework will be refreshed on an annual basis in order to ensure that it reflects the current pace of change.

Subsequently the Borough Council has set out its priorities through the Corporate Plan and Community Plan, and can demonstrate alignment with the refreshed countywide Sustainable Community Strategy.

3.3 The Community Plan

The Community Plan is a document setting out the key priorities for the Borough (based on community consultation), which will be delivered by the Council in partnership with

other key agencies e.g. Health, Leicestershire County Council, the business sector, voluntary and community organisations etc. Its aim is to enhance the quality of life for the residents of the Borough by joint working.

Hinckley and Bosworth's Community Plan is regularly refreshed based on the latest evidence base, the latest Community Plan sets out the priorities for improvement over a 5 year period 2010 – 2015.

Hinckley and Bosworth Local Strategic Partnership (LSP) oversees the delivery of the Community Plan, and brings together the public, private, community and voluntary sectors, to enable more effective joint working and bringing together of resources. The LSP holds to account the key delivery partnerships which deliver on the priorities, and through this mechanism regularly reviews the progress being made in delivering the priorities set out in the Community Plan.

3.4 Council's Aim and Vision

The Council's aim is to provide leadership towards improving Hinckley and Bosworth Borough Council as a place to live, to work and to relax.

To progress this aim on the 28 June 2005 the Council approved a 'Vision'. The Council's Vision statement is:

<p style="text-align: center;"><u>'A Borough to be proud of'</u></p> <p>Proud of our:-</p> <ul style="list-style-type: none">• Cleaner and greener neighbourhoods• Thriving economy• Safer and healthier Borough• Strong and distinctive communities• Decent, well managed and affordable housing

3.5 Corporate Plan 2010-2015

The purpose of the Corporate Plan is to provide the residents of Hinckley and Bosworth, our Councillors and staff with a clear idea of our long-term vision to improve the quality of life of our residents and make Hinckley and Bosworth a borough to be proud of. The plan enables everyone to know what the Council will be focusing on over the next 5 plus years and identifies key outcomes to help us deliver our vision.

3.6 Service Improvement Plans

Service Improvement Plans set out how each service area in the Council contributes to the achievement of our aims set out in the Corporate Plan. They set out a series of actions and monitor their progress during the year.

3.7 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 2012/13, through education, training and enforcement.

3.8 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 has been awarded the Investors in People accreditation and 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.

3.9 Best Value and 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 in accordance with the principles of best value.

Within the framework of Best Value the Council has provided extensive training to staff on the principles of Continuous Improvement. 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 and has population of 105,000 residents occupying some 45,391 homes. Almost 90% of the Borough is rural however 60% of the working population are employed within the manufacturing and hospitality industries. Approximately 3.53% of the population are of ethnic minority.

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.

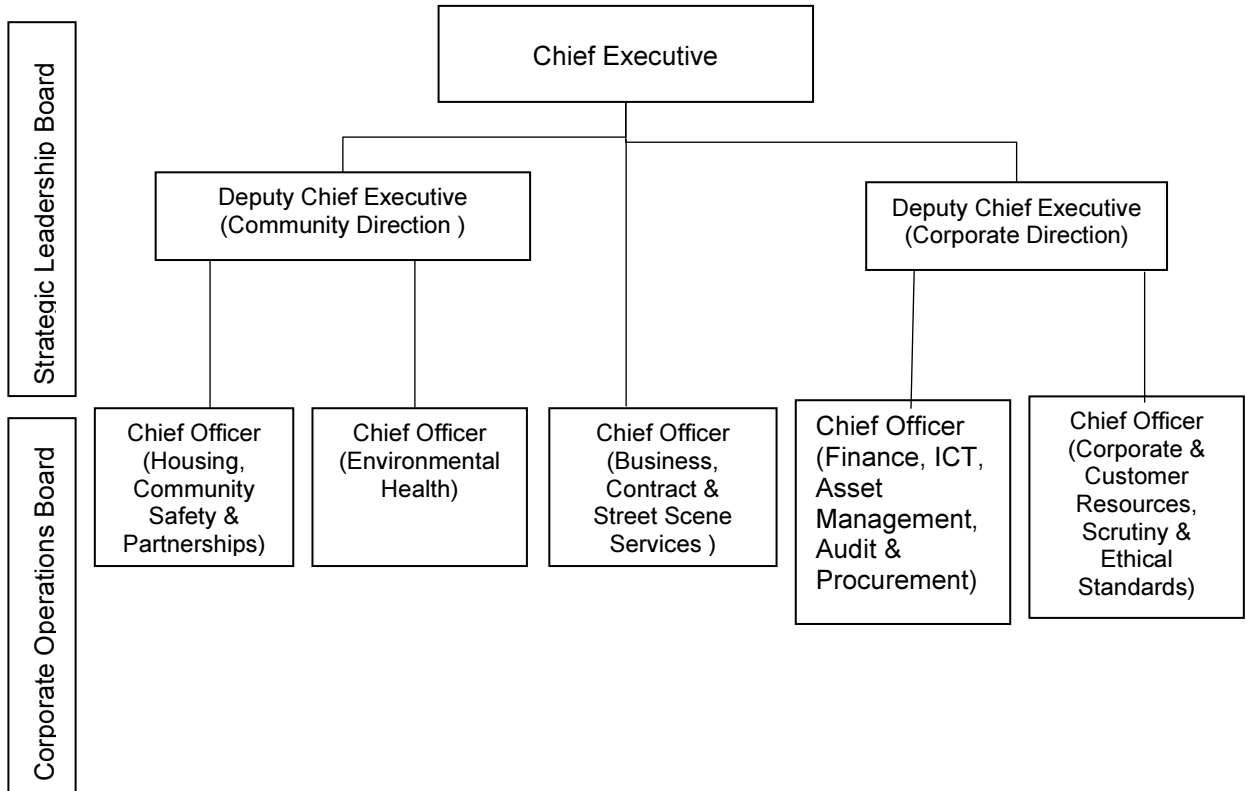
The Council is also part of the national two tier arrangement for enforcement of health and safety legislation along with the Health and Safety Executive. Health and Safety enforcement in factories, construction sites and utilities is administered by the Health and Safety Executive from their Northampton offices (Telephone 01604 738300).

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 8 Councillors, each with an executive portfolio, one of which includes the Executive Member for Environment, Health and Climate Change. This member is responsible for ensuring the Environmental Health Service achieves the objectives and delivers the service demanded by the Council.

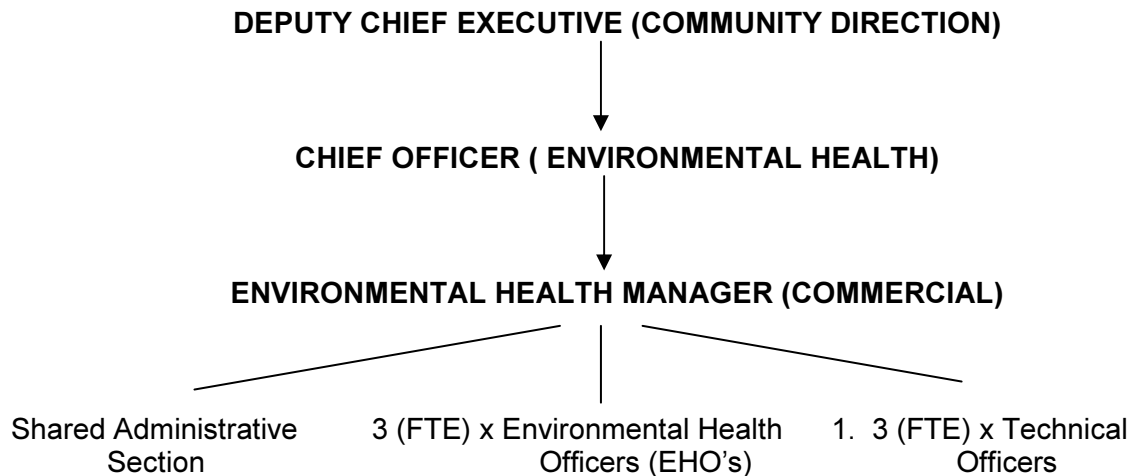
Officers headed by the Chief Executive carry out strategic and operational management of the Council Services. The Chief Executive and two Deputy Chief Executives form the Strategic Leadership Board, responsible for the strategic management, whilst 5 Chief Officers form the Corporate Operations Board, 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
Executive Member for Environment, Health and Climate Change	Mr David Gould	01455 844300
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, i.e. a Food Analyst, and Examiner, are not employed directly by the Council. Staffordshire County Council's Public Analyst and the Health Protection Agency, 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 2012/2013

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 Education, 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.

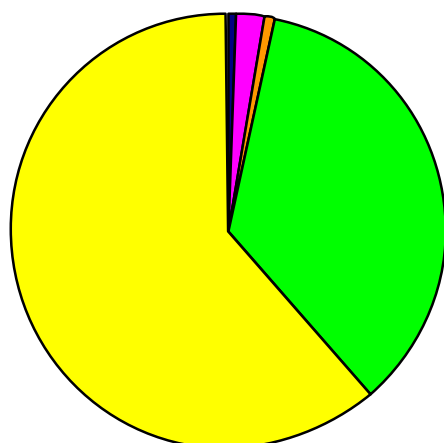
The Commercial section is managed by the Environmental Health Manager (Commercial) who also has lead responsibility for food matters. Apart from this post as at 1 April 2012 there are 4 other Environmental Health Officers, (representing 3 Full Time Equivalent) who undertake the full range of duties of the Commercial section. There is 1 Technical Officer who also carries out all the duties of the section but is only allowed, because of his qualification to inspect food premises in groups C-E (see below). There is also 1 part time Systems Administrator for the Idox computer system.

5.2 Demands on Food Safety Service (as at 1st April 2012)

In the borough there are 951 premises subject to food hygiene inspection in the following risk categories,

A	-	6
B	-	65
C	-	404
D	-	251
E	-	193
Unrated	-	32

Category of Food Premises



■ Producers	(7)
■ Manufacturers & Packers	(15)
□ Importers/Exporters	(0)
■ Distributors	(7)
■ Retailers	(327)
■ Restaurants and other Caterers	(595)

The Borough has 1 approved Meat Product premises that manufactures a wide range of cooked meats, 2 approved Dairy Products premises one manufacturing Cheese the other Ice Cream. These premises receive inspections from Officers who have had specialist training in these fields. There are also 3 premises approved under European legislation as being Egg Grading establishments and one premises which package cold pickles and manufacture cooked sauces which are exported internationally. No other specialist or complex food processing is carried out in the district.

Staff and facilities are located on the 1st Floor at Florence House, which is located within St. Mary's Road, Hinckley. All personal callers are directed to the main Council Offices at Argents Mead, Hinckley, 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**

The Council adopted the Central and Local Government Concordat on Good Enforcement in August 1999. A documented Food Safety Enforcement Policy was adopted by the Council in January 2002. The Councils enforcement policy towards food safety therefore consists of two parts. The first consisting of the generalised enforcement procedures of the Service whilst the second laid out more specific procedures in relation to food safety enforcement.

During 2008 the Environmental Health General Enforcement Policy, the first part of the Food Safety Enforcement Policy was revised to take account of the Regulators Compliance Code which came into force on 6 April 2008. This was approved by the Executive in October 2008 and Scrutiny Commission in November 2008. This policy was again reviewed in 2011 and an updated version approved by the Executive on the 7th December 2011. The second part, detailing specific food safety enforcement procedures

was refreshed and adopted in December 2008. The policy also underwent an Equality Impact Assessment in 2010.

The policy sets out what food business and others being regulated can expect. It lays down the generalised policy of the Council based on the principles of good enforcement contained in the Enforcement Concordat, produced by Central Government and the Statutory Code of Practice for Regulators (Compliance Code) produced by the Department for Business Enterprise and Regulatory Reform. The policy has also been formulated at the County Food Liaison Group to help ensure consistency of approach across Leicestershire.

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 in Annex 5 to the Food Law Code of Practice (England) (April 2012), produced by the Food Standards Agency. This means that all premises will receive an intervention within a range of 6 months to 3 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 2012/13 shown in column 4.

Category	Minimum Frequency of Intervention	No. Premises	Interventions due 2012/13	Interventions Carried over from 2011/12	Total No. Interventions required in 2012/13
A	at least every 6 months	6	12	0	12
B	at least every year	65	65	10	75
C	at least every 18 months	404	237	15	252
D	at least every 2 years	251	137	7	144
E	at least every 3 years	193	28	2	30
	Unrated	32	32	10	42
		951	511	44	555

Since a reorganisation in 2009, 2.3 full time equivalent officers are presently 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 did allow local authorities to use other means of assessing lower risk premises (D –E) compliance with food safety legislation other than by inspection. Therefore two years ago this Council introduced self assessment questionnaires for lower

risk rated businesses. However this year only E rated premises may be assessed by use of questionnaires.

In order to manage the inspections in 2012/13 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, totalling 381. In addition, those lower risk premises that have not returned a self assessment questionnaire in 2011/12, and other low risk premises outstanding from the 2011/12 programme (9 premises) will also be targeted. Lower risk premises due in the 2012/13 will be dealt with, by way of inspection for D rated premises and self assessment questionnaires for E rated premises.

The target therefore for food safety interventions in 2012/13 is 525 inspections and 30 alternative interventions resulting in 555 interventions. This will mean that 100% of all premises due an inspection will receive an intervention in 2012/13.

It is estimated that each inspection of a Category A-C and unrated food premises takes 4 hours to complete, whilst Category D and E take on average 3 hours, whilst a questionnaire takes approximately 0.5 hour to administer. 1971 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 7 requests were received for this service. Last year 72 revisits were undertaken and it is likely that approximately 80 will be required this year. At approximately 1.5 hours per re-visit, including any follow up administration, this will require approximately 120 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 2012/13 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. However the introduction of new food safety legislation in January 2006 introduced new requirements on businesses to have a documented Food Safety Management System. The Section through its inspections, seminars, newsletters and other means will promote businesses that do not presently have a Food Safety Management System, to adopt the Food Standards Agency's 'Safer Food Better Business' model as a means of compliance.

In previous years a measure of the Council's performance with respect to Food Hygiene has been through a National Performance Indicator NI 184, 'The number of Broadly Compliant Food Premises'. From April 2010 to March 2012 this Council has seen the level of this indicator increase from 78% to 87%, substantially bettering our end of 2012 year target of 84%. 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 Council's introduction of its hygiene rating schemes. Whilst, the advent of the new Coalition Government has meant that this 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. A new target for March 2013 has therefore been set at 90%.

In order to help achieve a level of 90% of food businesses in the borough being broadly compliant, this year Officers will be making better 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 2011/2012 the Service received 23 complaints and enquiries about defective food and 40 other complaints concerning premises or practices, similar to the 62 complaints received the previous year. In 2012/13 it is therefore anticipated that there will be, in total, approximately 60 complaints and enquiries to be dealt with by the Service. 600 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 Home Authority and Primary Authority Principle

The Council and the service support and adheres to the principles of Home and 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.

The service has no formal Home Authority relationship with any businesses in the Borough.

From the 6 April 2009 the Primary Authority scheme under guidance from the Local Better Regulation Office (LBRO), now known as Better Regulation Delivery Office (BRDO) came into effect. This scheme is similar to the Home Authority principles but places a legal duty upon Local Authorities to consult with a Primary Authority (a Local Authority which has a 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 adheres to the Primary Authority scheme but has no relationships with any business in 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 2012/13 a fourth Food Safety newsletter, following on from an initial newsletter issued to all food business in the summer of 2009, is proposed to be produced for all food businesses registered in the Borough.

In April 2009 the service re-launched its food hygiene courses for food handlers using the Chartered Institute of Environmental Health Level 2 Award in Food Safety in Catering. Probably due to the economic downturn, there was only sufficient interest shown from food handlers for one course in 2011/12 in which all 11 candidates successfully passed the examination at the end of the course. Besides the intention to run three more of these courses in 2012/13, it is also intended to hold another Food Hygiene course at Level 2 (Foundation Certificate) organised for the Chinese Takeaway trade delivered in Chinese by a qualified trainer.

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 the Health Protection Agency 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 287 food samples, 11 water and 91 environmental samples were taken during 2011/2012.

The Health Protection Agency regional laboratory at Good Hope Hospital, Birmingham enables Local Authorities to submit an allocation of samples to be analysed free of charge. During 2012/2013 it is anticipated that 270 food samples will be submitted for analysis. A resource of 135 officer hours has been allocated to this area of work.

5.4.6 Water Sampling

A programme of water samples is undertaken from large food businesses within the district. In 2011/12, two businesses were sampled on a regular basis. One, a meat producer that injects a saline solution into hams and the other was a cheese manufacturer. The samples were taken for bacteriological quality only as they are both on mains water, 16 water samples were taken in 2011/12.

In 2012/13 it is anticipated that 12 samples will be taken, 24 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 3 days of receipt in accordance with the appropriate policy. During 2011/2012, 128 notifications were received and of those 97 were Campylobacter, 1 E. Coli, 10 Salmonella, 5 Cryptosporidia, 6 Giardia, 3 Dysentery, 2 Hepatitis A, 1 Hepatitis E, 1 Listeriosis and 2 suspected cases of food poisoning. Due to the isolated occurrences of Campylobacter and therefore difficulties in tracing sources, Campylobacter cases are no longer routinely investigated, however all other cases were investigated. It is anticipated that a similar number of food poisoning and food borne illness will be notified in 2012/2013. Based on previous years figures 130 officer hours have been allocated to this area of work.

The service also hosted a 'Management of Food Poisoning Outbreaks' seminar in June facilitated by the Health Protection Agency.³⁴ Environmental Health Officers from across the East Midlands region attended and there was extremely positive feedback from them as to the hosting of the event.

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 2011/12 there were 36 Food Alerts. A similar number of alerts are expected in 2012/13.

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, the Health Protection Agency and the Public Food Examiner.

Infectious disease investigations and enforcement issues are co-ordinated through the Leicestershire and Northamptonshire Infectious Disease Group which is chaired by the Health Protection Agency.

The Environmental Services 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

Since January 2008 the Council has operated a food hygiene rating scheme for all catering businesses. 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.

In 2010 the Food Standards Agency commenced the roll out of a national Food Hygiene Rating Scheme and data base which would be more beneficial to consumers, especially to visitors to the borough, than our local initiative. The Council therefore became an early adopter of the Food Standards Agency's scheme in February 2011 with the details of 444 premises placed on the national website.

Significant Officer time has been spent during 2011/12 on the Food Hygiene Rating initiative, embedding the existing scheme and expanding the sectors of food businesses that are now included in the national scheme. At the end of March 2012, the hygiene rating of 537 food premises in the Borough are now available at www.food.gov.uk/ratings. Further development work is required in 2012/13, particularly to continue to promote the scheme and place details of mobile food vehicles and market stalls onto the database.

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.

The theme for Food Safety Week last year, 6 - 12 June 2011, was `What goes on behind closed doors` and was aimed at preventing food poisoning arising in the home by destroying myths. A display was erected in Hinckley Town Library and display materials distributed to other borough libraries who had agreed to put up displays. In addition a competition was run with leisure vouchers as prizes, kindly donated from SLM. Officers also arranged drop in sessions in the Library for members of the public to ask any food hygiene advice.

Tragically, 2005 saw the death of a 5 year old boy in South Wales from an outbreak of E. Coli 0157 food poisoning that also infected 157 other persons with 31 being admitted to hospital. The majority of cases were school children from 44 schools across the region. Following this event a Public Enquiry was set up and found that there had been substantial failings in food hygiene practises in the butcher's premises supplying cooked and raw meats to the local schools, for which the proprietor has been successfully prosecuted for. Since 2009, following the publication of the Public Enquiry Report the service has continued a campaign with the butchery trade in the Borough to highlight the results of the Enquiry and reviewed their food handling and hygienic practises, especially concentrating on the few premises in the Borough that use one Vacuum Packaging machine to pack cooked raw and cooked food and thought to have been a primary source for the spread of the organism in South Wales.

The campaign was concluded in January 2012 with all butchers being provided with the results of survey into their practices carried out across Leicestershire, a good practice guide, a question and answer sheet on E.coli and avoidance of cross contamination and a DVD on good practices in their trade. It is also pleasing to report that there are now no butchers currently operating in the borough with a single vacuum packer for raw and cooked meat.

Various articles on food matters are produced for the Borough Bulletin, a Council publication sent to all dwellings and businesses within the Borough. In 2011/12 one article was published in the bulletins promoting the Food Safety Week. Additionally a press release promoting the Food Hygiene Rating Scheme was issued resulting in

several local publications publicising the scheme and a open letter was sent to the Hinckley Times reassuring parents over the standards of food hygiene in local schools.

Due to directing Environmental Health staff resources to core inspection work last year our hand washing campaign was continued to be delivered by the Health Improvement Officer with 12 hand hygiene sessions to Sure Start Centres and cookery students at Barwell Community House. Hand washing information has also been posted on the Councils internet pages and a teacher's pack developed and promoted for all schools in the borough along with information on how they may loan our hand hygiene equipment to demonstrate the importance of hand hygiene.

Officers are asked by various groups to give talks on the work of the Environmental Health Section, in particular, as regards food matters. During 2011/12 the Commercial Section attended the Community Relations Forum in September and delivered a talk to approximately 40 attendees on food hygiene myths and food storage.

6. Health and Safety Enforcement Service Delivery Plan 2012/13

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 March 2011 the Coalition Governments announced its plans to reform the health and safety system in Britain with the publication of `Good Health and Safety, Good for Everyone`. Under the reforms, protecting people in the workplace and in society as a whole remained a key priority; however the focus of the health and safety regime will be a move to a lighter touch approach concentrating on higher risk industries and on tackling serious breaches of the rules.

Consequently these reforms have required the HSE and local authorities to reduce 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 Local Government Group and HSE through their joint publication `Reducing Proactive Inspections` and the Health and Safety Executive /Local Authorities Enforcement Liaison Committee revised Local Authority Circular 67/2 (rev3) 29 November 2011 `Advice/Guidance to Local Authorities On Targeting Interventions` have therefore been used to determine this Councils` key priorities for 2012/13.

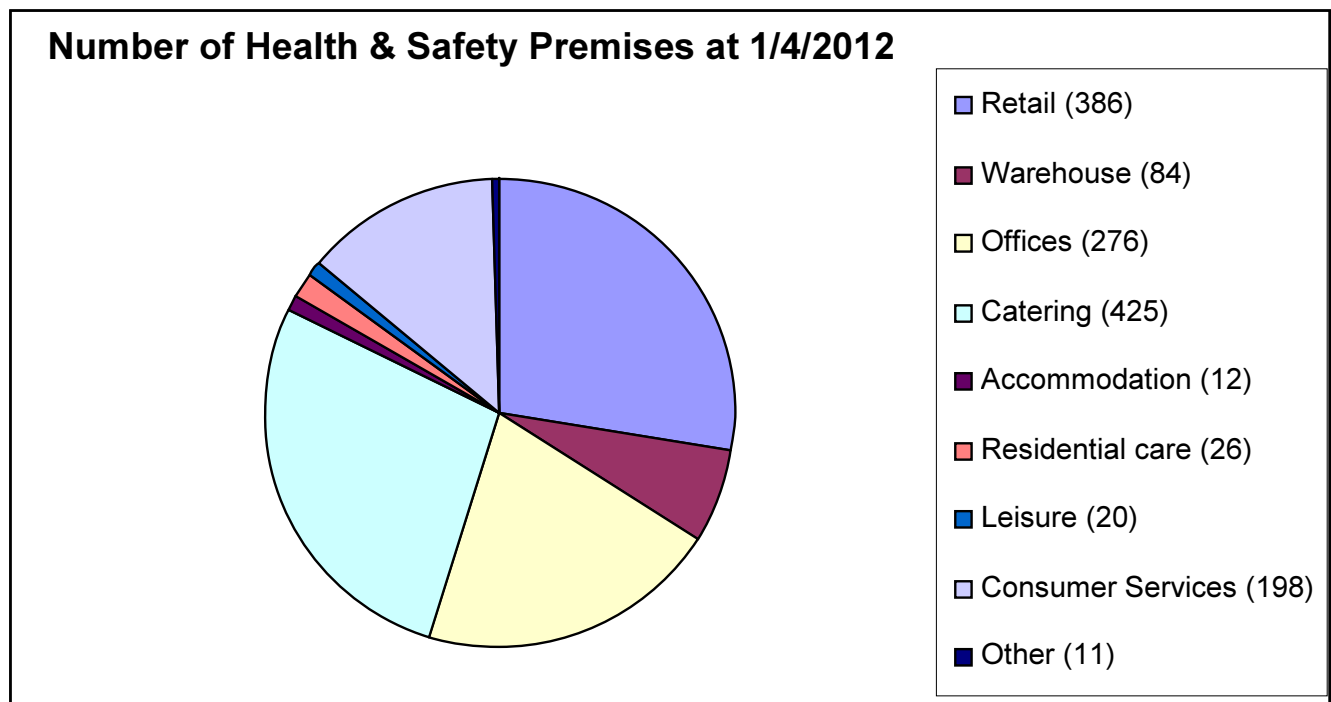
The key delivery priorities of the Health and Safety service are:

- 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 in line with national justice agenda and used to assess and target poor management as part of the Better Regulation agenda.

The service will need in 2012/13 to keep a watching brief on national developments in health and safety policy.

6.4 Delivery of the Health and Safety Service Priorities

The following chart illustrates the category profile of the 1438 Health and Safety premises within the borough for which the Council has enforcement responsibilities at the 1 April 2012: -



6.4.1 Health and Safety Planned Inspections

Based on the risk rating scheme the risk profile of premises whose health and safety enforcement responsibility falls to this Council and are due an intervention in 2012/13 is shown in Table 1 below:

Table 1 – Risk Profile of Health and Safety Premises at 1st April 2012 and due an Intervention in 2012/13

Category	A Highest Risk	B1 Medium Risk -1	B2 Medium Risk - 2	(C) Lowest Risk	Unrated
Summary of appropriate Intervention (LAC 67/2 (rev 3))	Proactive Inspection	Alternative Intervention other than Proactive Inspection		Reactive Intervention Only	

Total number of premises	9	38	12	127	119
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In accordance with LAC 67/2 (rev 3) it is proposed in 2012/13 to target inspections at Category A businesses only, resulting in an inspection target of 9 premises. The medium risk categories 'B1' and 'B2' premises due an intervention in 2012/13 will receive an intervention initially by means of a questionnaire or should they not respond or require follow up action following receipt of a questionnaire ,by an advisory visit should resource be available. It is therefore anticipated that an additional 50 premises may be dealt with by way of questionnaire. All unrated and new premises will receive an advisory visit and be risk rated following this visit. This is expected to result in a further 119 visits.

6.4.2 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. It is anticipated that during 2012/13 this will be approximately 5 businesses.

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.

6.4.3 Accident Investigation

In 2011/12 the council received 93 accidents / dangerous occurrences reported to it under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (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 2011/12 we investigated 27 (29%) of accident notifications received.

In 2012/13 it is anticipated that we will investigate approximately 35% of all the accidents reported to us.

From the 6th April 2012 the reporting requirements under RIDDOR have been relaxed so that any incident at work, (except those defined as major injuries)

which results in an employee or self employed person being away from work or unable to perform their normal work duties for more seven consecutive days is now reportable, instead of previously three. This change will be communicated by officers to businesses in the normal course of their duties.

6.4.4 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 2 working days.

In 2011/12 we received 34 requests for service. In 2012/13 it is anticipated that 40 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.

6.4.5 Intervention Plan 2012/13

The service intends to be involved in several projects during 2012/13:

Activity	Evidence that identified the concern and set its priority	Planned intervention type	Rationale for intervention	Outcome / output measures
Proactive Interventions				
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)	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
Conduct asbestos management campaign involving colleges, landlords of industrial units, estate agents, management companies	Asbestos – Recognised National Priority	Education & Awareness	By targeting key stakeholders such as student undertaking construction related training, estate agents and management companies, awareness of the risks associated with asbestos and the legal duty to manage asbestos will increase	Number of contacts made Awareness level survey

Identify health and safety issues in the Beauty Sector within the Borough and raise public awareness to these issues	Beauty sector – Recognised National Priority	Education & Awareness (Public) Sector and Industry-wide initiative (Business)	(1) Survey businesses to identify the beauty treatment activities currently being undertaken and provision of advice and support. Visit where Knowledge of new trends or novel technologies is identified. Information to be shared across the County group to allow the identification of possible emerging national issues (2) Increase public awareness of the risks through press releases, local radio and visits to schools	Number of press releases issued Number of schools visits Number of businesses surveyed Number of unlicensed premises, activities, practitioners identified
To raise profile of health and safety issues with organisers of events	Event Safety – RIDDOR notifications, reports of concern Firework safety specifically	Sector and Industry-wide initiative	Provide support and guidance to organisers of events. To offer web, paper and face to face advice to event organisers. To attend / facilitate the setting up of Safety Advisory Groups (SAGs) for larger events Provide guidance to organisers Consider launching / promoting a voluntary registration scheme	Number of event organisers assisted Number of SAGs attended Number of events supported
Conduct a health and safety campaign within the Transport and warehousing Sector on Smaller estates in the Borough	RIDDOR statistics, reports of concern	Sector and Industry-wide initiative	Targeted inspection and follow up (enforcement activity / advice) at small industrial estates	Number of premises visited Number of visits made Number of enforcement notices served
Raise awareness of businesses to changes to RIDDOR	Legislative change	Education & Awareness	Increase the awareness of the reporting requirements following the introduction of the legislative changes – Press releases / websites / letters	Comparison of Major injuries reported before and after change
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
Gas safety in food establishments	Follow up matters of concern	Dealing with Issues of Concern	To follow up non compliances resulting from visits made during the 2011/2012 gas safety project	Number of notices served
Carry out checks on the maintenance regimes of premises with underground LPG pipe work which are notified to us by reports from the HSE	Recognised National Project	Dealing with Issues of Concern	To investigate condition and maintenance regimes following notifications of underground pipe work from HSE.	Number of notifications received Number of notices served

6.4.6 Delivery mechanisms

In order to deliver our priorities for 2012/13 the mechanisms illustrated in the following Table 2 will be utilised.

Priority	Delivery Mechanism	Deadline
Section 18 Compliance	Service Plan approved by Executive	31 July 2012
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 2013
Staff Training	Complete Personal Development Appraisals for all staff	31 May 2012
	Review Personal Development Appraisals and monitor Officers progress	30 November 2012
	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 2013

6.5 Performance Indicators

Description	2011/12	2011/12	2012/13
	Target	Actual	Target
Local Performance Indicators			
Number of workplace interventions carried out	478	348 (72%)	178
Service Performance Indicators			
Percentage of workplace premises that have received a revisit following planned inspection	5%	7.9%	5%
Percentage of service requests investigated	100%	100%	100%
Percentage of service requests responded to within 2 working days	100%	97%	100%
Percentage of asbestos notifications investigated	100%	4 (100%)	100%

6.6 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. The lead officer in health and safety maintains a directory of current health and safety leaflets in order that these can be targeted at the most appropriate businesses and other service users.

The Commercial section has made a commitment to issue press releases relating to forthcoming events planned for health and safety issues. In addition premises will be sent information on any significant changes to legislation.

In the spring of 2012 the service posted on its website a Health and Safety Newsletter to all businesses in the Borough for which enforcement falls to this Council. Every business was sent a letter informing them of how to access the newsletter which contained articles on Health and Safety Made Simple (a new online resource for businesses), Smoke Free legislation, Better Business For All, Young Workers, Lone Workers and Pregnant Employees, Health and Safety Consultants Register and the RIDDOR changes.

6.7 Health and Safety Enforcement Policy

The Council adopted the Central and Local Government Concordat on Good Enforcement in August 1999. A Leicestershire wide enforcement policy was drafted and amended to reflect the way Hinckley and Bosworth Borough Council operates and adopted by the Cabinet of the Council on the 15 June 2005. The Councils enforcement policy towards health and safety therefore consists of two parts. The first consisting of the generalised enforcement procedures of the Service whilst the second lays out more specific procedures in relation to health and safety enforcement.

Following the Regulators Compliance Code which came into force on 6 April 2008, this policy has been amended to reflect the changes brought about by the Code. In December 2011 the general Environmental Health Enforcement Policy section was revised and approved by the Executive of the Council.

6.8 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.

6.9 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 2010/11 the service continued to proactively monitor compliance with emphasis at all food hygiene, health and safety and licensing inspections. This monitoring resulted in several informal warnings being given to businesses but no formal action taken.

Anecdotal information also indicates that whilst there is a high compliance with the Smoke Free legislation in premises, there appears to be some non compliance associated with work vehicles. To mark 'No smoking Day ' in March 2012 a campaign was run targeting businesses with work vehicles .The campaign involved a press release and a letter being sent to all businesses in the Borough highlighting the legislation surrounding smoke free vehicles, cigarette littering and advice services to help smokers quit along with text alerts being sent to Taxi Drivers. During the week Officers also were on heightened alert to look out for smoking in work vehicles, which resulted in 3 businesses and 1 Taxi Driver being sent warning letters.

Continued monitoring and appropriate enforcement will continue in 2012/13.

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 2011/12 a net total budget of £830,100 was allocated to Environmental Health. During 2011/12 this budget was revised down to £823,540. At the beginning of 2012/13 a budget of £819,340 has been allocated and represents a decrease of 1.3% on the original budget for 2011/12.

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 2012 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. Taking into account the services provided by the Team this equates to 3 full time equivalent officers engaged in food hygiene enforcement.

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 1.5 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

The Council has obtained the Investor in People status and has in place a training and development plan which is amended each and every time a member of staff has a Personal Development Review, usually annually with a six month review.

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 17 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
- Food Sampling Procedures
- Food Sampling Programme
- 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 and 2010)
- 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 was revised in 2009 to incorporate changes relating to the Regulators Compliance Code and again in 2010 following an Equality Impact Assessment. 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. A Quality Management Procedure was drafted for the Food Safety service in 2008/09 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 the Council works with other Leicestershire Authorities with Inter Authority Audits, Peer Review Exercises etc. In December 2010 and January 2011 peer review exercises were conducted in which food enforcement officers from across the county discussed various hygiene scenarios in catering establishments in order to improve consistency in risk rating businesses. Further exercises are planned for 2012/13.

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 and 98% in 2009/10 being satisfied with the Sections inspection service), and the service having to focus on more core activities with reduced resources, surveys were not conducted in 2012/13.

8.2 **Better Business For All**

September saw the launch of the Better Business For All project at the King Power Stadium, Leicester. Bill Cullen and Steve Merry signed, on behalf of the Council, along with other regulators in Leicester and Leicestershire a Charter for Businesses in the county. The Better Business for all project has been developed by the Leicester and Leicestershire Local Enterprise Partnership (LLEP) to build a new relationship between businesses and regulators in the Leicester and Leicestershire area and has already attracted interest on a national scale. The project aims to explore how an effective and efficient regulatory system can support business growth by removing both real and perceived regulatory barriers to growth. Cabinet Ministers are interested to see how the project progresses and are keen for the work which is carried out by LLEP to support the implementation of similar schemes in other LEPS in the country. Members received a detailed briefing on the Better Business For All project through a Members Briefing Note.



A key priority identified from businesses within Leicester and Leicestershire was to have a single point of access into the local regulatory system to enable them to obtain the advice and guidance they need from regulatory services in one place. This single phone number is now operational and is **0871 384 3185**. In conjunction with this a single point of access to regulatory services through one website has also been developed, this being www.llep.org.uk/betterbusinessforall. The wider this telephone number and web address is distributed to businesses the better the project will be and therefore any referral to businesses of these details would be appreciated.

Also Team Leaders from 10 of the Regulatory organisations, including Hinckley and Bosworth Council attended a 2 day workshop on culture and leadership for better

regulation. This workshop included a 'live challenge' in local businesses in which officers heard from business their perspective of regulations and regulators. Additionally, 167 frontline regulatory services officers from Leicester and Leicestershire attended sessions to improve their awareness of the roles of other regulatory services. They heard from 11 different services about their role, remit and priorities for their service. Officers from Hinckley and Bosworth both attended and also provided speakers on the disciplines of Food Safety, Health and Safety and Pollution. This familiarisation is key to frontline officers being able to effectively identify needs of business and signpost them to the services they need. It will also improve joint working across regulatory services.

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. The service also reports performance annually to the Council Services Select Committee and addresses any suggestions for improvement or requests from Members.

9.2 Identification of variance from the Service Plan 2011/12

9.2.1 Interventions

In total the Section made 875 interventions during 2011/12, representing 85% of the target of 1035 for the year, although the balance of achievement was biased towards food safety.

a) Food Hygiene

The section has inspected 467 food premises for food safety and received 60 self assessment questionnaires, totalling 527 interventions for 2011/12.

The Food Safety Enforcement Service Delivery Plan of 2011/12 required 448 premises to be inspected and 109 premises dealt with by way of self assessment questionnaire, totalling 557 interventions for the year; hence 94.6% of the food safety inspection programme was achieved.

It should be noted that all premises requiring an inspection did receive one, however not all premises returned a self assessment questionnaires which are issued to low risk food premises. A return rate of only 55% was achieved for the questionnaires.

The resultant enforcement actions are described in the table below.

Food Safety Enforcement Actions

Type of Premises	Informal Notice	Improvement Notice	Emergency Closure	Prosecution/ Formal Caution
Primary Producers	3	0	0	0
Manufacturers and Packers	6	1	0	0
Importers/Exporters	0	0	0	0
Distributors/Transporters	1	0	0	0
Retailers	116	1	0	1
Restaurants/Caterers	220	3	0	0
TOTALS	346	5	0	1

The most significant enforcement action in 2011/12 involved a grocers in Earl Shilton being formally issued with a Caution, similar to those used by the Police, following an inspection which revealed 19 food items including savoury pastry products, filled rolls, yoghurts and milk exposed for sale past their `Use By` date, the latest by 16 days. The owners had no controls in place concerning stock rotation and implied that most of the products were not for sale, as they were to be returned to their supplier, but the products were not segregated or marked up as such. Besides issuing the Simple Caution, advice was given on food safety management including stock control procedures and recent checks have found the premises now operating satisfactory stock control procedures.

b) Occupational Health and Safety

The section has inspected 267 premises for occupational health and safety and received 81 questionnaire responses, totalling 348 interventions for 2011/12.

The Health and Safety Enforcement Service Delivery Plan of 2011/12 required 268 premises to be inspected and 210 premises dealt with by way of self assessment questionnaire, totalling 478 interventions for the year; hence 72.8% of the health and safety inspection programme was achieved.

As with food safety, all premises, except one, requiring a health and safety inspection received one, however the self assessment questionnaires sent to low risk premises had a very disappointing return rate of 38.6%.

The resultant enforcement actions are described in the table below.

Type of Premises	Informal Notices	Improvement Notices	Prohibition Notices	Prosecution/ Formal Caution
Retail Shops	57	0	1	0
Wholesale	8	0	0	0
Offices	5	0	0	0
Catering/Restaurants/Bars	108	0	0	0
Hotels	4	0	0	0
Residential Care Homes	3	0	0	0
Leisure & Cultural Services	3	0	0	0
Consumer Services	7	0	0	0
Other Premises	4	0	0	0
TOTALS	199	0	1	0

9.2.2 Health Promotion

During 2011/12 due to directing Environmental Health staff resources to core inspection work our hand washing campaign targeting High School pupils has been scaled back; however 12 hand washing sessions were held by the services Health Improvement Officer.

9.2.3 Courses and Campaigns

During 2011/12 the service took part in several Food and Health and Safety initiatives as listed below:

- Continued to embed the new national Food Hygiene Rating Scheme. From its launch in February 2011 the number of premises included in the scheme from the borough has increased from 444 to 537 at the beginning of April 2012.
- Conducted a campaign during Food Safety Week on the theme of 'What goes on behind closed doors' and was aimed at preventing food poisoning arising in the home by destroying myths.
- Delivered a talk on food hygiene myths to the Community Relations Forum
- Developed a hand hygiene toolkit for schools
- Concluded a E. Coli 0157 awareness campaign in butchers premises throughout the borough.
- Continued a project in conjunction with the HSE on inspection of underground LPG supply pipes in commercial premises.
- Produced business newsletters on food safety and health and safety
- Conducted a campaign around No Smoking Day on smoke free vehicles

9.2.4 Service Requests

In total the Section investigated 96 service requests during 2011/12. This represented 33 for health and safety and 63 food related.

9.2.5 Sampling

The 2011/12 sampling programme in which 287 food, 11 water samples and 91 environmental swabs were taken, was achieved in full.

9.2.6 Infectious Diseases

The Section carried out 31 food poisoning investigations in 2011/12.

9.2.7 Areas of Improvement 2011/12

The service was able to progress all of the key service improvements and objectives for 2011/12.

9.3 Areas of Improvement for 2012/13

Key service improvements and objectives for 2012/13 are:

1. Continue to develop the Food Hygiene Rating initiative in association with Food Standards Agency requirements.
2. Keep a watching brief on the Coalition Government policy reviews and initiatives with respect to food safety enforcement and health and safety and assess their implications on the Councils enforcement service.
3. Develop and promote 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.
4. Continue to improve performance management and quality control systems for food safety and health and safety.
5. Continue to review administrative arrangements to improve efficiency and consistency in food safety and health and safety activities
6. Ensure data continues to improve, in reliability, and robustness.