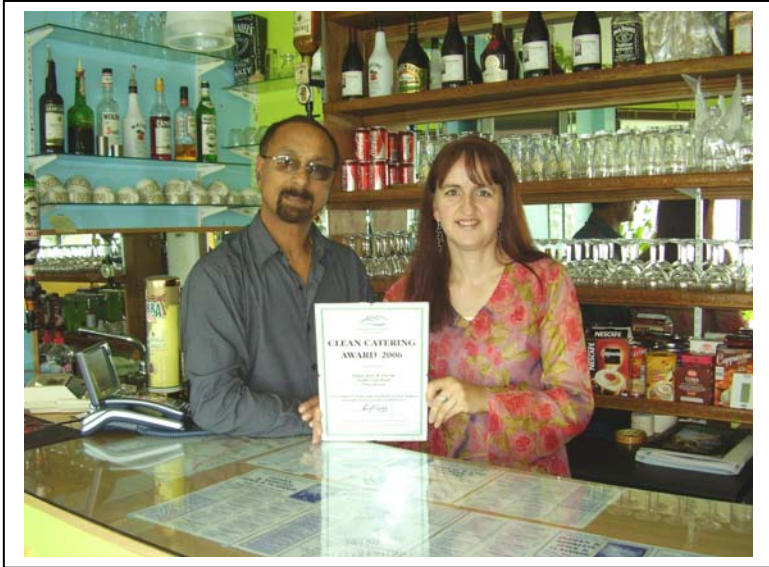




# Commercial Team Service Plan 2009/2010

## APPENDIX 1

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### **Environmental Health Commercial Team Annual Service Plan**

### **Food Safety Health and Safety at Work Port Health Licensing**



# Commercial Team Service Plan 2009/2010

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## Commercial Team Service Plan 2009/2010

### Introduction

This is the annual service plan for the Environmental Health Commercial Team. The Commercial Team carry out the functions of enforcing food safety, health and safety, and port health laws in business premises across the District.

The Plan tells you how we will;

- protect food safety
- protect the safety and health of people in their workplace, and those visiting workplaces
- provide a port health service at Newhaven Port
- protect animal welfare through licensing

and work with partners, across the District for the forthcoming year.

Our Commercial Team Service Plan is part of a wider process of delivery of Council services as set out in the Council's Best Value Performance Plan which is available on our website at [www.lewes.gov.uk](http://www.lewes.gov.uk)

If you have any queries or matters arising from this Plan or any queries regarding food safety in general, please contact:

Roy Davenport, Acting Principal Environmental Health Officer (Commercial)

Tel: 01273 484332 e-mail [Roy.davenport@lewes.gov.uk](mailto:Roy.davenport@lewes.gov.uk)



# Commercial Team Service Plan 2009/2010

## 1. Service Aims & Objectives

### 1.1 Aims and Objectives

#### Food Safety

Our aims are to:

- Protect and improve the safety of the food that people eat
- Provide consumers and businesses with a trusted source of advice, training and information
- Continue to secure improvements in the food hygiene operations of local businesses

#### Health and Safety at Work

Our aims are to:

- Protect the health, safety and welfare of people within the District, including employees, the self employed, and members of the public.
- Provide consumers and businesses with a trusted source of advice, training and information
- Continue to secure improvements to the working environment.

#### Port Health

Our aims are to:

- Operate a comprehensive inspection of a range of ships arriving at the port of Newhaven
- Monitor foods arriving through Newhaven Port
- Prevent the spread of infection from incoming vessels.

#### Licensing

Our aims are to:

- Protect the health of customers undergoing skin piercing treatments
- Protect the welfare of animals through the licensing process
- Protect the health, safety and welfare of persons using the licensed caravan sites



## Commercial Team Service Plan 2009/2010

### 1.2 Links to Corporate Objectives

Our ambition is to be recognised as a centre of excellence in environmental management and to make sustainable improvements in the quality of life of local communities. We will do this by:

- Key Aim 1 Protecting and enhancing the quality of the environment
- Key Aim 2 Supporting and promoting a diverse and prosperous local economy
- Key Aim 3 Supporting the housing, health and social needs of everyone in our communities

The provision of an effective commercial enforcement and advice service is central to enable us to achieve all three key aims.

### 1.3 How will we achieve our service aims and objectives?

We will do this by: -

#### **Food Safety**

- Inspecting our food premises through a planned programme based on risk.
- Implementing the County wide 'Scores On The Doors' project by April 2010
- Investigating all cases of food poisoning linked to commercial premises.
- Responding to all national food hazard warnings as appropriate.
- Inspecting food to ensure it is fit for human consumption and to ensure that unfit food is disposed of properly.
- Investigating food and food-related complaints from the public.
- Carrying out our annual food/water sampling programmes for LACORS/HPA surveys and local manufacturers.
- Registering all new food premises and mobile vehicles.
- Providing food hygiene training for food handlers in catering.



## Commercial Team Service Plan 2009/2010

- Raising awareness of food safety issues.
- Providing help and assistance to local businesses.
- Reviewing the Council's Clean Catering Award Scheme in relation to the 'Scores On The Doors' project.
- Supporting partnership working with the Food Standards Agency, Health Protection Agency, Trading Standards, Public Analyst, and other Sussex Local Authorities, through the Sussex Food Liaison Group.
- Supporting and participating in the training of officers and students through the Sussex Food Study Group
- Supporting the work of other agencies involved in delivering the healthy eating agenda, and sustainable food production.
- Participating in the Health Improvement subgroup to identify opportunities for working with partner agencies and volunteers.

### **Health and Safety at Work**

- Inspecting local businesses focusing on Fit3 (Fit for Life, Fit for Work, Fit for Tomorrow) national strategy priorities to reduce accidents, ill health and sickness absence
- Selecting premises where these delivery methods can have the most impact.
- Inspecting high risk premises and those with poor management scores
- Promoting and raising the profile of health and safety to various organisations including the Council, local businesses, the public, and partnerships.
- Supporting partnership working with the HSE and other Sussex Councils through the Sussex Health and Safety Liaison Group, of which the officer from Lewes is the current Chair.
- Carrying out the enforcement role for the independent leisure centre operator, Wave Leisure Trust Ltd.
- Liaising with the Licensing Officer to ensure health and safety arrangements are in place at large outdoor events within the district.
- Investigating serious accidents and dangerous occurrences.



## Commercial Team Service Plan 2009/2010

- Investigating reported incidents of work related diseases.
- Investigating complaints of poor health, safety and welfare conditions at places of work.
- Responding to requests for health, safety and welfare advice from businesses within the district, and members of the public living, working or visiting the district.
- Maintaining the health and safety premises database through questionnaires to new businesses.
- Reviewing procedures and policies following Peer Review Audit in 2007.
- Supporting training for officers and students

### **Port Health**

- Risk based ship inspections, for sanitation and food hygiene compliance
- Following adopted Good Practice in respect of sanitation and hygiene inspections of vessels entering the port
- Follow adopted Good Practice in respect of controlling inbound infection
- Developing partnerships with the Port Authorities and other Agencies present at the port
- Monitor the level of imported food entering the UK via Newhaven port
- Implement a monitoring regime of imported foods
- Continue with appropriate training for officers participating in the out of hours service, relating to Port Health activities
- Maintain a Port Health office at Newhaven Port
- Supporting partnership working through the Association of Port Health Authorities (APHA) Environmental Health and Hygiene Committee meetings



# Commercial Team Service Plan 2009/2010

## Licensing

- Maintaining registers of skin piercing providers and inspecting as new businesses and operators
- Inspect all licensed premises to ensure animal welfare conditions are met
- Inspecting our licensed caravan sites through a planned programme based on risk

## **2. Background**

### **2.1 Profile of Lewes District Council**

Lewes District Council is committed to providing high quality services to those who live and work in the area.

The District covers 113 square miles, stretching from the coastal strip between Saltdean and Seaford, to Newick and Wivelsfield in the north. It has a good network of roads and public transport, both bus and rail. Much of the district lies within an Area of Outstanding Natural Beauty, with many Conservation Areas and unspoilt villages. The coastal strip is more urban in character, including the important Channel port of Newhaven and its ferry services to Dieppe and Le Havre.

The Council has approximately 470 employees. The Environmental Health, Commercial Team are based in Southover House, Lewes.

### **2.2 Profile of Newhaven Port**

Situated at the mouth of the River Ouse in East Sussex, the entrance to Newhaven's harbour lies between two piers, protected from the prevailing wind by a substantial breakwater to the west.

The port is used almost solely by Transmanche Ferries, which provide a cross-Channel ferry service to Dieppe in France from Newhaven.

Local attractions include the Victorian Newhaven Fort which overlooks the town, good local shopping & a small marina.



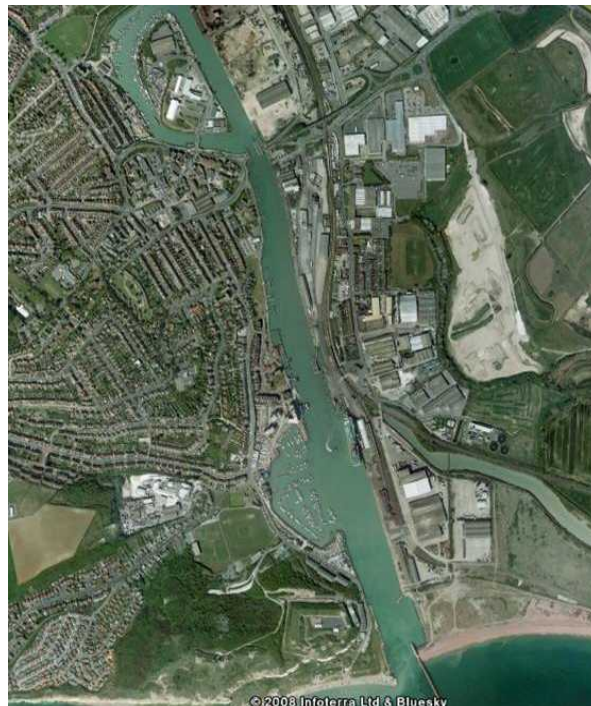
## Commercial Team Service Plan 2009/2010

In April 2001 the east quay, adjacent land and buildings, harbour authority rights and outer harbour were sold to French company LDL for approximately £15 million. Sea Containers retains the North Harbour and Marina which includes the development land alongside the port estuary. A helicopter pad is also available on the site.

Newhaven harbour can accommodate vessels of up to 160 metres in length, with a maximum draft of 8 metres. The entrance is kept dredged to a depth of 5.5 metres.

The **North Harbour** has a frontage of 460 metres and is used for the importation of sea-dredged materials and scrap metal. It is reached via a swing bridge, depending on tidal conditions and size of vessel.

A short drive away is the world famous beauty spot of Beachy Head, as well as the famous seaside resorts of Brighton and Hove to the west & Eastbourne to the east.



Aerial photograph of the port and local environs.



# Commercial Team Service Plan 2009/2010

## 2.3 Organisational Structure

### 2.3.1 Lead Officers

The Department head is Ian Kedge, Head of Environment and Health.

Day-to-day management of the Public Health function is undertaken by the Environmental Health Manager.

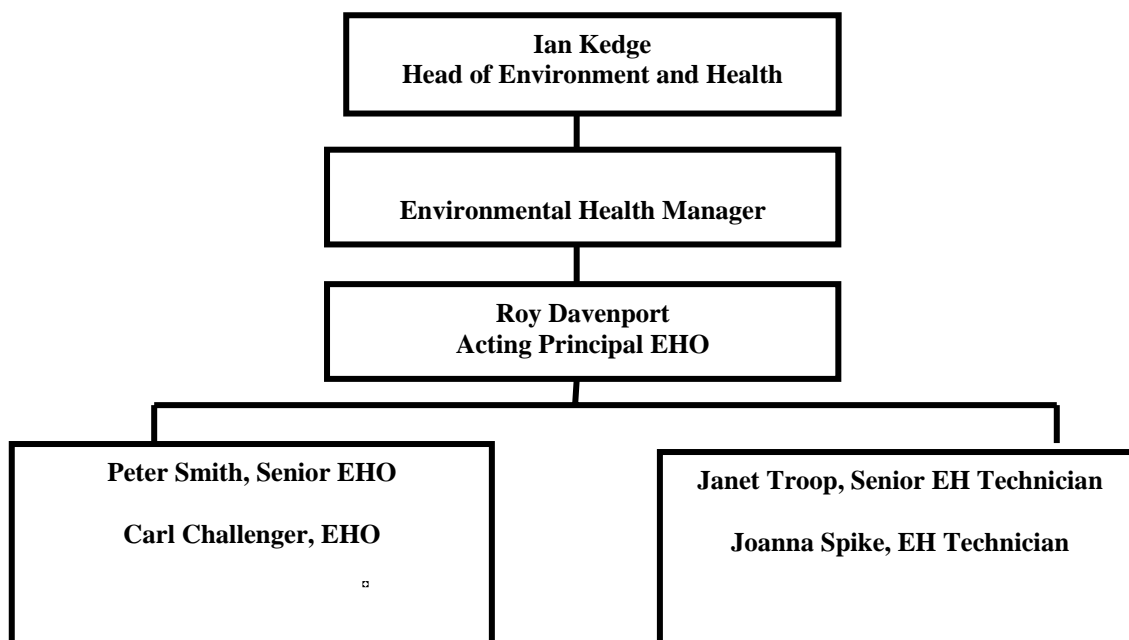
The manager responsible for Commercial Team services is Roy Davenport, Acting Principal EHO (Commercial).

Lead Officer for Food Safety is Roy Davenport, Acting Principal EHO (Commercial).

Lead Officer for Health and Safety is Peter Smith, Acting Senior EHO (Commercial)

Lead Officer for Port Health is Carl Challenger, EHO (Commercial)

### 2.3.2 Departmental Structure – Commercial Team



**The Lead Member for Environment & Health is Councillor Collict**



## Commercial Team Service Plan 2009/2010

### **2.4 Scope of Commercial Team Services**

#### **2.4.1 The food service carries out the following activities:**

Routine hygiene inspections of food premises  
Investigating complaints about food and food premises  
Food and water sampling  
Investigating food poisoning outbreaks related to commercial premises  
The provision of training and advice to food businesses  
Food hygiene training  
Food hygiene promotional work  
Partnership working with Sussex Food Liaison Group and Food Study Group  
Provision of Clean Catering Award

#### **2.4.2 The health and safety service carries out the following activities:**

Routine inspections of LA enforced high risk premises  
Targeted campaigns of education and inspections under Fit3 priorities  
Investigating serious accidents and dangerous occurrences at work  
Investigating work related ill health incidents  
Investigating complaints concerning health, safety or welfare at work  
Provision of advice to businesses  
Health and safety promotional work  
Partnership working through Sussex Health and Safety Liaison Group, South East Regional Partnership Forum and South East Work Related Death Protocol Group.

#### **2.4.3 The port health service carries out the following activities:**

Food safety on ships  
Infectious disease control  
Control of notifiable infections  
Import controls (public health)  
Control of catering waste  
Imported food monitoring  
Issue of Ship Sanitation and Exemption Certificates  
Pollution control

#### **2.4.4 The licensing service carries out the following activities:**

Licensing of dog and cat boarding and breeding establishments  
Licensing of dangerous wild animals  
Licensing of riding establishments  
Licensing of pet shops



## Commercial Team Service Plan 2009/2010

Registration of skin piercing premises and operators  
Licensing of residential and holiday caravan sites  
Licensing of premises subject to the Gambling Act

### 2.5 Demands on the Service

The commercial team's services routinely operate from Southover House during office hours, with out of hours inspections conducted as necessary.

Out of Hours cover for emergencies is provided via a duty officer from the department who is available at all other times. A small port health facility is maintained at Newhaven.

No great seasonal variation in workload occurs aside from extra food and safety inspections conducted during Lewes bonfire night, and unforeseen large accident investigations or food poisoning outbreaks

#### 2.5.1 Food Safety

At 1<sup>st</sup> April 2008 there were **976 food businesses** within the district. The majority are either retailers or caterers, with manufacturers, distributors and primary producers accounting for the rest. The inspection interval is determined by the potential risk to health posed by the food premises.

Of these 976 food businesses, 26 are not registered due to previous exemptions under the registration regulations. However, these regulations have been replaced, and the new code of practice requires all food businesses to register with the local authority, with only a few very specific exemptions. This means that the registration status of these 26 **unregistered food businesses** will need to be reviewed.

There are **nine food businesses approved** under product specific legislation within the district.

#### 2.5.2 Health and Safety

As at 1<sup>st</sup> April 2008, there were **1785 premises** for which the council had health and safety enforcement responsibility. This includes **1761 low risk premises** which do not need to be routinely inspected.



## Commercial Team Service Plan 2009/2010

### **2.5.3 Port Health**

In recent years there has been a sharp decline in operational activities at the port. The port once had Border Inspection Post (BIP) status as an official entry point for goods entering the EU from other ('third') countries. This status was relinquished three years ago.

Since then the activity normally associated with the port has been the inspection of ships for the issue of their six monthly ship sanitation/exemption certificates. Even these have reduced dramatically in the last two years, as the bulk of vessels can and do have these issued in other ports.

### **2.5.4 Licensing**

As at 1 April 2008 there are 39 premises which are licensed for the keeping of animals. These are all subject to an annual inspection.

As of 1 April 2008 there are 18 licensed caravan sites and 50 premises licensed under the Gambling Act.

## **2.6 Enforcement Policy**

Where officers discover legal contraventions actions are taken in accordance with a set enforcement policy. The enforcement policy is available for public inspection at the Council Offices in Southover House, Southover Road, Lewes or on the website [www.lewes.gov.uk](http://www.lewes.gov.uk).

Enforcement will be proportionate and targeted at agreed problem and high risk premises which require greater attention and a lighter touch applied in respect of low risk premises which are well run.

## **2.7 Advice to Businesses**

It is our policy to make every reasonable effort to provide local businesses with advice and guidance to enable them to comply with the law.

In previous years we have monitored the numbers of requests for advice from businesses, and estimate that we receive approximately 600 such requests per year. The responses to these requests vary from simple verbal advice through to lengthy site visits and meetings.



# Commercial Team Service Plan 2009/2010

## 3. SERVICE PLANS

In the year 2009/10 the Commercial Team will provide the following levels of service:

### 3.1 Food Safety

#### 3.1.1 Food Premises Inspections

Most food premises within the district are inspected at minimum intervals given by the Food Standards Agency. Category A premises (the highest risk) are inspected twice annually, Category E premises (the lowest risk) are subject to alternative enforcement strategies every three years.

The imminent publication of another new national code of practice and practice guidance that we are advised by the Food Standards Agency will be issued at the end of April 2008, will bring food manufacturers approved under product specific legislation (approved premises), back into the normal risk rating programme of inspections.

As of 1 April 2009 the numbers of approved premises were as follows:

- 2 Dairy Product
- 4 Fishery Products
- 3 Meat Products

#### 2009/2010 Inspection Programme

Risk Category	Total Number of Premises	Targeted Number of Inspections
<b>High Risk Premises</b>		
A	8	16
B	54	54
<b>Low Risk Premises</b>		
C	333	218
D	159	114
E		2
<b>Alternative Enforcement Strategies</b>		
E	378	94
<b>TOTAL</b>	932	498



## Commercial Team Service Plan 2009/2010

We will inspect 100% of approved premises and premises in risk categories A to D due in 2009-10. Premises in category E due in 2009-10 will be sent a questionnaire to check that they have not substantially changed their food-related activities since our last inspection.

### **3.1.2 Businesses with a poor 'management score'**

Each business is risk assessed according to the Food Law Code of Practice, which includes a score for 'Confidence in Management'. This score relates to how well we believe a business will respond to requirements to improve its management record for food safety.

Those businesses with a score of 20 or higher will be focused on by using the whole range of enforcement tools available to ensure food safety standards are improved.

Currently there are five businesses with a 'Confidence in Management' score of 20 or higher.

### **3.1.3 Revisits**

During 2008/09 19% of routine food inspections resulted in revisits to ensure significant works had been completed. Therefore approximately **33 revisits** will be conducted in the 2009/10 year.

### **3.1.4 Scores On The Doors**

The Food Standards Agency has been piloting various 'Scores On The Doors' schemes over the last 2 years. The principle aims of the pilots are to:

- Provide information about the level of compliance with hygiene law to consumers in a way that is clear, easy to understand and available at key places for reference
- Raise hygiene standards in businesses

The Chief Officers of East and West Sussex have agreed to implement a County wide scheme by April 2010. This will have a significant impact on the food safety service with the introduction of new policies and procedures, consultation with businesses, training of officers, and data control.



# Commercial Team Service Plan 2009/2010

### 3.1.5 Food Sampling

While the most effective method of producing safe food is to ensure that businesses adopt safe and hygienic practices, sampling of food also plays a role. Food businesses are responsible for periodically sampling their food for microbiological standards, but in practice this is only carried out by manufacturers or approved premises.

The Health Protection Agency recognises the role of food sampling for microbiological standards and therefore provides a sampling budget allocation to all Local Authorities. This allocation is to ensure participation in national surveys and surveillance of local products.

During 2009/10 we will carry out the following microbiological sampling programme, using the Health Protection Agency, Sussex and Surrey Environmental Microbiological Service at Ashford, Kent:

### 2008/2009 Food Sampling Programme

Type	Foods	Period in year	Max No: samples
LACORS/HPA national survey	RTE Speciality Meats and hygiene practices in butcher shops	1 April 09 to 31 June 09	8
	Large-scale events	1 July 09 to 31 Sept 09	5
	Pre-packed sandwiches from institutional settings and retail premises	1 Oct 09 to 31 March 10	5
Sussex Co-ordinated Sampling surveys	Ice & ice machines	May/June/July	8
	Rice, stir fries and cloths	Oct/Nov/Dec	6
	Ready to eat pies in warm cabinets	Jan/Feb/Mar 2010	10
Local manufacturers / approved premises	<u>Dairy</u>	Once throughout 2008/2009	3
	Pasteurised milk		1
	Pasteurised cream		1
	Pasteurised ice cream		1
	Pasteurised sorbet		1
	Pasteurised ice cream cakes	1	
	<u>Meat</u>	Once throughout 2008/2009	1
	Biltong		1
	Meat pies		1
	Meat based meals		1
Quiches	1		



## Commercial Team Service Plan 2009/2010

All samples which yield unacceptable or unsatisfactory results will trigger follow up action, including investigating potential causes of the poor result, advising the business concerned and re-sampling until the result is satisfactory.

### **3.1.6 Food Complaints**

The investigation of food complaints has been identified as an area where the resources used in investigating many complaints are not reflected in the public health benefit. In many cases complaints are of a relatively trivial nature, and the food would be best returned to the retailer for a refund.

As such, in 2009-10, we propose that we will continue to only investigate food complaints where the complaint indicates the potential for a significant risk to human health.

During 08-09 there were **three food complaints** that warranted detailed investigation, including analysis by the Kent Scientific Laboratories (Public Analyst) for analytical work on food samples. We anticipate a similar number for 08-09

### **3.1.7 Food Hygiene Complaints**

During 08-09 **23 food hygiene complaints** were investigated. We anticipate a similar number for 09-10.

### **3.1.8 Investigation of Food Related Infectious Disease and Outbreaks**

The Community Team in Environmental Health investigate every notification of confirmed and suspected food poisoning. Where this may relate to commercial premises, the PEHO (Commercial) is notified. If a general outbreak (i.e. two or more cases not within the same family) is suspected, or if a food premises is strongly implicated in the cases, then an investigation takes place. Outbreaks of food related infectious disease are investigated and controlled in conjunction with the Health Protection Agency.

During 08-09 there were **162 reported cases of food poisoning and 32 suspected cases** reported to Environmental Health. We anticipate similar numbers for 09-10.



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### **3.1.9 Food Alerts**

The Council handles food alerts in accordance with the Food Safety Act code of practice. Food alerts provide details of issues with food products that the Food Standards Agency has communicated to all food authorities. These alerts are received in the office via fax/email during working hours and if urgent, to the duty officer via the Wellbeing call centre outside office hours.

These alerts warnings are either for 'information only' or 'for action'. During 08-09 there were **57 for 'information only' warnings, and 14 'for action' warnings** requiring visits and/or written instruction to a large number of food businesses. We anticipate a similar number for 09-10.

### **3.1.10 Liaison with Other Organisations**

In order to ensure that enforcement within this Council's area is consistent with that of neighbouring authorities officers from the commercial team participate in the following:

- The Chartered Institute of Environmental Health (Sussex Branch) Food Study Group – four meetings per year and one annual seminar
- The Sussex Food Liaison Group – four meetings per year
- PCT Health Improvement subgroup for food and physical activity – four meetings per year

### **3.1.11 Food Hygiene Promotion and Training**

It is planned to run four, Level 2 in Food Safety Catering Awards, training courses in the forthcoming year, subject to demand. The quality of food hygiene training is evaluated by comment forms distributed to the candidates. During 08-09, 100% of candidates rated the course as 'good'.

The Clean Catering Award scheme will be reviewed in respect of the county wide 'Scores on the Doors' project which will be launched by April 2010.

Two editions of our newsletter for local food businesses will be produced and circulated to all registered food businesses in our area.

Use will be made of District Link to advise the public of any topical food safety issues and guidance



# Commercial Team Service Plan 2009/2010

### **3.1.12 Lead Authority Principle**

We support the Home Authority Principle, particularly with respect to small and medium sized enterprises. A review of companies in the area has revealed no suitable candidates with whom to establish a new Lead Authority relationship.

## **3.2 Health and Safety**

### **3.2.1 National Drivers**

The national targets for Health and Safety agreed by the Health and Safety Commission (HSC) and Government as set out in the Revitalising Health and Safety Strategy Statement (June 2000) are that by 2010 there will be:

- A reduction in the number of working days lost due to health and safety failure by 30%,
- A reduction in the rate of work related ill health by 20%,
- A reduction in the incidence rate of fatal and major injury accidents by 10%.

The latest full **national health and safety statistics** (2006-07) show:

- An increase to 36 million working days lost due to work related ill health or injury. (2005-06 was 30 million days). This is not on track to reach the targets set.
- An increase in the incidence rate of work related ill health by back to the 2001-02 levels. This is not on track to meet the targets set.
- A reduction in the incidence rate of fatal and major injuries, which is on track to meet the targets set.

In addition, issued on 8 April 2008 are the provisional numbers of fatal injuries for the first nine months of 2007-08. Of particular note is that in the service industry sector, the same number of members of the public (41) died as did employees (41). In all other sectors of industry, deaths of members of the public were very few. This suggests that for local authorities enforcing health and safety in the service sector, needs to focus on how businesses safeguard members of the public as well as employees.

The HSC have specifically directed Councils and HSE to give high priority to focused initiatives such as the evidence based Fit3 programme of campaigns rather than routine inspections.



## Commercial Team Service Plan 2009/2010

The Fit 3 programme for LA's in 2009-10 includes the following:

- Falls from Height
- Musculo-Skeletal Disorders – back pain and upper limb disorders
- Workplace Transport
- Noise and vibration in music venues
- Managing asbestos
- Slips and Trips in retail, catering and care homes
- Royal Mail
- Work Related Stress

Other national strategies include:

- Lead Authority Scheme
- Large Organisation Pilot Programme, particularly Tesco, B&Q and Royal Mail in Lewes District Council area.

This approach to achieving the national targets for health and safety requires improved partnership working with HSE, to which the Council has already demonstrated its commitment by signing the HSC's Statement of Intent in March 2005. In addition the s18 guidance which directs Councils on how they should make arrangements to resource and deliver health and safety services, is being revised to lend further support to the targeted approach to enforcement and partnership working.

The annual return by which the Councils health and safety enforcement performance is measured and compared, has also been revised with less focus on the number of inspections made, and more focus on alternative delivery methods such as campaigns.

### **3.2.2 Regional Drivers**

The South East Region consists on 7 Counties including Sussex (East and West), consisting of 67 LA's and HSE enforcing health and safety laws. There are eight million people living in the region of with 4.3 million jobs, mainly in the service sector. In the South East, the service sector accounts for 70% of fatal and serious accidents at work, and the cost to the economy is estimated to be between £750 million and £1.72 billion (2001/02).

**Statistics** for 2006-07 estimate that in the **South East region:**

- 4.8 million working days were lost due to work related injury or ill health
- 307,000 people suffered a work related illness



## Commercial Team Service Plan 2009/2010

- 35 people died at work
- 10 members of the public died due to work activities
- 3384 people were seriously injured at work
- 2047 members of the public were injured due to work activities
- 12,880 people suffered injuries at work which caused them to be off work for more than three days

LA's and HSE in partnership have produced a regional strategy aiming to:

- Adopt a sensible approach to health and safety regulation
- Focus on priorities to ensure health and safety regulation makes a difference
- Work together and with others where this will deliver more impact

### **3.2.3 County Drivers**

The East and West Sussex Health and Safety Liaison Group consists of each of the 13 LA's and HSE Sussex Team. This group aims to improve consistency of enforcement, work on county wide campaigns, and raise the profile of health and safety. The main issues in the County service plan for 2009-10 are as follows:

- Asbestos 'Duty to Manage' campaign
- Formation of a county-wide team for investigating 'Major Incidents'
- Flexible warranting
- Work experience and young persons at work
- Common procedures

This group has significantly raised the profile of the Council at County and Regional level.

### **3.2.4 Local Drivers**

The statistical branch of the HSE has for the first time been able to produce data for individual Council areas. **Statistics for Lewes District Council** (2006) show there were 93,900 residents with 40,500 people in employment. Over 83% of people were employed in the service sector with the majority in businesses employing less than 10 people.



## Commercial Team Service Plan 2009/2010

The **health and safety profile for the Lewes District Council area** in 2006-07 (both Lewes and HSE enforced premises), estimates that:

- 43,000 working days lost due to work related ill health (34,000) and injury (9,000). Of these 1,800 were self reported ill health cases.
- 39 people have died or been seriously injured at work (which is significantly above the UK and SE Region incidence rate)
- 142 people suffered injuries at work which kept them off work for more than 3 days (which is significantly above the SE region incidence rate)
- Estimated cost to the economy in Lewes District Council's area is £20 million (2001-02)
- 40 men and 9 women have died from asbestos related diseases over the last 20 years. The mortality rate for women is above the UK and SE region rate

### **3.2.5 Premises Inspections**

Taking into account the national, regional, county and local drivers, in 2009-10 the service will focus on the following activities through inspections and awareness raising events:

- Food mobile caterers for Liquid Petroleum Gas (LPG) safety
- Asbestos 'Duty to Manage' campaign
- Fit3 inspections of all **nine** Category A high risk businesses
- Raising awareness of noise in local pubs
- Touring caravan sites for LPG and electrical safety
- Registered skin piercers
- Open Farms

### **3.2.6 Database Maintenance**

Businesses continually open and close in the district. This is monitored through information received from business rates, planning surveys and permissions granted, officer local knowledge, business enquiries to the department for services, and local directories. The database currently shows **363 closed** premises, of which **122** closed between 1 April 07 and 31 March 08. We intend to send letters to these premises within 4 months to ascertain whether a new business has opened and whether the enforcement responsibility lies with Lewes District Council.

Where businesses do not respond a visit will be made.



## Commercial Team Service Plan 2009/2010

### **3.2.7 Accident investigation**

Certain accidents are reported to the enforcing authorities under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR). These include for example fatalities, electrocution, major injuries, amputations, and injuries resulting in at least 3 lost working days. Some accidents to members of the public are also reported within defined criteria. However there are many minor accidents and near misses that are not reportable to the enforcing authorities and it is one of the aims of proactive inspections and Fit3 campaigns to address the causes of all accidents.

All reported accidents will be investigated in accordance with the priorities specified in the Accident Investigation Policy. All reported incidents of work related disease and dangerous occurrences will be investigated. Where an investigation is carried out it will commence within three working days. Investigation of fatalities will commence within 24 hours.

During 08-09 there were **94 accidents** reported to Environmental Health, of which **6** were investigated. We anticipate similar numbers for 09-10.

### **3.2.8 Health and safety complaints and advice**

All complaints of poor health, safety and welfare conditions will be investigated, and responded to within three working days.

During 08-09 there were **50 complaints** about health, safety and welfare conditions, all of which were investigated. We anticipate similar numbers for 09-10.

Details of the numbers of contacts from the public, employees and businesses wanting advice on health and safety issues are not recorded. However officers will continue to give such advice.

### **3.2.9 Peer Review Action Plan**

The Peer Review audit of the health and safety policies and procedures was undertaken by an external contractor during December 2007. The overall rating given to the service was 'Level 2' (statutory requirements frequently met). Particular areas of good practice identified included:

- Monitoring and reporting of performance indicators
- Clear service plan and improvement plan
- Input to Sussex Health and Safety Liaison Group



## Commercial Team Service Plan 2009/2010

From this audit an action plan for improvement to the service identifies a number of matters that need to be improved, with priority on:

- Review of policies and procedures
- Formal assessment of officer competencies
- Monitoring of officer work
- Consultation and feedback arrangements

This work will commence in 2008-09, planned over a three period.

### **3.2.10 Joint working to improve health and safety**

The team will seek to work in partnership with HSE, other Sussex Councils, and other departments within the Council to:

- participate in the asbestos Fit3 campaign
- participate in noise in the entertainment industry campaign
- participate in county wide training initiatives for enforcement officers
- actively participate in the Sussex Health and Safety Liaison Group through Chairing the group, participating in subgroups, representing the group at regional level, and commitment to the County and Regional service plans
- continue to develop working relationship with HSE buddy
- participate in the joint Sussex LA/HSE Major Incident Investigation Team
- sign up to flexible warranting across Sussex LA/ HSE Sussex FoD
- adopt and establish best practice across Sussex
- develop contribution to LAA

## **3.3 Port Health**

### **3.3.1 International Health Regulations**

The International Health Regulations (IHR) were originally drawn up by the World Health Organisation (WHO) and have been subject to constant amendment. The latest amendment was written in 2005 and came into effect on 15 June 2007.

The regulations provide for the control and prevention of spread of infectious disease, worldwide. It is within this framework that the port health function largely exists.



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The service will provide for monitoring and where necessary, enforcement of the regulations in order to fulfil their function.

It is anticipated that four such inspections will be carried out in a year, over an estimated time of 20 hours.

### **3.3.2 Ship sanitation**

We will carry out inspections of ships in order to validate their current sanitation exemption certificate, or to order any necessary works to ensure compliance with the requirements of these certificates. We will endeavour to accommodate all such request for inspection within the timeframes requested.

It is estimated that six such inspections will be needed in the year, taking an estimated 30 hours

### **3.3.3 Infection Control**

This is mainly a reactive service and as such is difficult to quantify. However, based on recent years' movements, it is not anticipated that more than one situation requiring control measures will occur. Based on experience of infection outbreaks, an estimated 10 hours could be required.

### **3.3.4 Imported Food**

It should be noted that the bulk of food arriving through Newhaven will have either originated in the EU or entered through other appropriate EU control points. Therefore, major input into food inspection is not required.

However, we should be monitoring a sample size of products in proportion to the volume actually imported. This is an unknown quantity at present.

We will therefore ascertain the volume of imported food traffic and initially commit to a sample inspection/checking regime. The time factor here is also unquantifiable at present, but could be as much as 30 hours.

### **3.3.5 Targets for 2009/2010**

- Continue with the training of all Officers which are part of the out of hours service in the inspection for and issue of ship sanitation exemption certificates
- Carry out ship sanitation inspections on request



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- Train the relevant members of the Commercial Team in the inspection of ships for food safety and food hygiene
- Regularly attend meetings of APHA's Environmental Health and Hygiene Committee
- Investigate partnership working with all relevant agencies in the port of Newhaven
- Provide up to date port information on the Council's website
- Forge closer links with the Port Management
- Operate from a compliant office environment within the port
- Carry out 4 inspections to ensure compliance with the International Health Regulations
- Monitor the ship's manifests to ascertain the volume of Imported Food
- Implement an inspection/checking regime of Imported Food based on a sample of the volume
- Respond to situations requiring infection control measures to be implemented

## 3.4 Licensing

### 3.4.1 Premises Inspections

In 2009/10 we plan to conduct the following routine inspection programme:

Inspection Type	Number of premises	2009/10 planned inspections
Gambling premises	12	Not applicable
Animal licences (pet shops, animal boarding and breeding, riding establishments, dangerous wild animals etc.)	41	41
Caravan site inspections	13	4

### 3.4.2 Licensing Complaints

We will continue to investigate complaints regarding licensed premises. Our response to these complaints varies according to the severity of the alleged breach of licensing laws, but will range from giving verbal advice to the offender up to formal criminal investigation and potential prosecution.

In 07-08 following a complaint, one licensed premise for animal boarding was successfully prosecuted for breaches of the licence conditions, resulting in a fine of £225 and costs of £500.



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## 4. Resources

### 4.1 Financial Allocation

The cost of the Commercial section has historically been included in the Public Health Budget and the appropriate apportionment made. Following on from the Best Value review separate budgets have been set up from 2002/2003 to more accurately reflect the true cost of the service. The costs are as follows:

Service	2007/08 Actual £	2008/09 Revised Estimates £	2008/09 Actual (Provisional) £	2009/10 Estimate £
Food	185,755	185,910	173,674	180,880
Health and Safety	98,144	117,470	112,384	120,950
Licensing	21,033	38,020	36,195	39,890
Port Health	37,162	39,650	38,579	39,730

*\*Licensing estimate for 2008/09 is reduced due to Taxi Licensing and Licensing under the Licensing Act 2003 has been transferred from Commercial Team to the Community Team.*

### 4.2 Staffing Allocation

#### Food Safety

Officer	Food Qualification	Food Competency	Function
Head of Env & Health	Qualified EHO	Experienced in Food Control	Overall Departmental Management
Health Manager	Qualified EHO	Experienced in Food Control	Public Health Management
Principal EHO (Commercial)	Qualified EHO	Specialism in Food Control	Team Leader, Food specialist, Health and Safety specialist
Senior EHO	Qualified EHO	Experienced in Food Control	-
EHO	Qualified EHO	Gaining experience	-
Senior EHT	CIEH Ordinary Certificate in Food Premises Inspection	Inspection of Category C - E Premises	Senior Technician
½ Senior EHT	CIEH Higher Certificate in Food Premises Inspection, currently converting to EH degree	Inspection of Category C - E Premises	Technician



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## Health and Safety

Officer	Health and Safety Qualification	Health and Safety Competency	Function
Head of Env & Health	Qualified EHO	Experienced in health and safety	Overall Departmental Management
Health Manager	Qualified EHO	Experienced in health and safety	Public Health Management
Principal EHO (Commercial)	Qualified EHO	Specialism in health and safety	Team Leader, Food specialist, Health and Safety specialist
Senior EHO	Qualified EHO	Experienced in health and safety	
Senior EHO (Vacant post)	-	-	-
Senior EHT	NEBOSH Certificate in Occupational Health and Safety	Experienced in health and safety	Senior Technician
½ Senior EHT		Training in health and safety to be commenced	Technician

## Port Health

Officer	Port Qualification	Port Competency	Function
Head of Env & Health	Qualified EHO	Experienced in port health	Overall management
Health Manager	Qualified EHO	None	Public Health Management
Principal EHO (Commercial)	Qualified EHO	Experienced in port health	Team Leader
Principal EHO (Community)	Qualified EHO	Experienced in port health	Team Leader
Principal EHO (Environment)	Qualified EHO	Experienced in port health	Team Leader
Principal EHO (Housing)	Qualified EHO	Experienced in port health	Team Leader
Senior EHO (Licensing and Port Health specialist)	Qualified EHO	Experienced in port health	Lead Officer (Port Health)
Senior EHO x1.5 (Vacant post)	-	-	-
Senior EHO (Community)	Qualified EHO	Experienced in port health	Duty Officer
Senior EHO x2 (Housing)	Qualified EHO	Experienced in port health	Duty Officer
Senior EHT (Commercial)	-	Experienced in port health	Duty Officer
EHT (Commercial)	Currently converting to EH degree	None	Duty Officer



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## Licensing

Officer	Licensing Qualification	Licensing Competency	Function
Head of Env & Health	Qualified EHO	Experienced in Licensing	Overall Departmental Management
Health Manager	Qualified EHO	Experienced in Licensing	Public Health Management
Principal EHO (Commercial)	Qualified EHO	Experienced in Licensing	Team Leader, Food specialist, Health and Safety specialist
Senior EHO	Qualified EHO	Licensing specialist	
Senior EHO (Vacant post)	-	-	-
Senior EHO (0.5FTE vacant post)	-	-	-
Senior EHT	-	Experienced in licensing	Senior Technician
EHT	Currently converting to EH degree	None	Technician

## Full Time Equivalents

Work Area	Full Time Equivalent Officers	Full Time Equivalent Admin Support
Food	3.1	0.41
Health and Safety	1.78	0.51
Port Health	0.32	0.05
Licensing	0.3	0.46

### 4.3 Staff Development Plan

We have been awarded the Investors in People Award and accordingly have a detailed system in place for staff training and development.

Development is in three forms:

- In house training
- External courses and seminars
- Professional and technical qualifications



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Each member of staff receives an annual appraisal during which their training needs are identified. Training needs identified for 2008/09 include food sampling, food poisoning outbreak control and microbiological criteria of foodstuffs, and various technical health and safety courses that become available.

We produce an annual training plan for all departments. The Department keeps departmental training records for all Commercial Officers.

### **5. QUALITY ASSESSMENT**

The Environmental Health Department achieved Charter Mark accreditation during 2006, and passed a further Charter Mark audit in April 2007. We have an award under the Investors in People scheme. We are registered under the Environmental Management Audit Scheme (EMAS) and ISO 14001.

During February 2008 the service was subject to a mystery shopper exercise. Feedback received shows that frontline staffs were extremely professional and that all communications are dealt with promptly and politely, giving full answers and advice.

#### **5.1 Food Safety**

In early 2005 we consulted local food businesses to discover their views on our hygiene inspections. 97% of respondents rated the thoroughness of their inspection as either excellent or good, and 100% of respondents found their inspection to be conducted fairly.

We have implemented an internal quality monitoring system for food hygiene inspections. A programme of regular paperwork checks and accompanied visits is used to ensure the quality of inspections and consistency of enforcement. The Food Standards Agency revisited us in April 2003 to check our implementation of the service improvements required by their audit in September 2001. The Agency auditors found that we had effectively implemented all required improvements, and are now fully meeting the standards required by the Agency.

#### **5.2 Health and Safety**

In December 2007 a Peer Review audit of the health and safety service was carried out by an external auditor. The service was found to be Level 2 (frequently meets statutory requirements). The audit action plan will be implemented over the next three years.



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## 6. REVIEW

### 6.1 Review against the service plan

At the end of the period covered by this service policy the Principal Environmental Health Officer will review the year's performance against the service plan. The finding of this review will be presented to the Head of Environment and Health, and reported to cabinet.

### 6.2 Results of review against the 2008/09 service plan

#### 6.2.1 Food Safety - Targets Achieved

- 100% of targeted food hygiene inspections
- 100% of alternative enforcement strategy
- 100% LACORS sampling programmes
- 100% Sussex Co-ordinated sampling programme
- 100% local manufacturers and food producers sampling programme
- 100% food complaints warranting detailed investigation
- 100% complaints concerning food hygiene were investigated
- 100% all confirmed/suspected food poisoning outbreaks relating to food businesses investigated
- Clean Catering Awards issued to 76 premises
- All internal food safety policies and procedures reviewed
- 6 Food Hygiene Courses offered, but due to lack of demand only 1 took place
- 18 food handlers trained in hygiene and passed Basic Food Hygiene exam
- 100% response to all Food Alerts requiring action
- Attendance and participation in Food Liaison Group meetings
- Attendance and participation in Food Study group meetings
- Safer Sussex Food project report completed
- Imported food checks included in all food premises inspections
- Organic Vegetable box scheme implemented

#### 6.2.2 Food Safety - Targets Not Achieved

- Imported food 2 special enforcement days
- Cookery training sessions for parents
- Local food producer guides
- Two editions of newsletter for local food businesses
- Microbiological criteria of foods regulations not enforced – taken forward to 09/10



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## **6.2.3 Health and Safety – Targets Achieved**

- 100% of Fit3 inspections for Dermatitis
- 95% of Fit3 inspections for Moving Goods Safely, including joint visits with HSE
- 62% of inspections of high risk health and safety premises
- Chaired Risk Assessment Group for Lewes Bonfire Celebrations
- Raised the profile of the service through Cllr MacCleary attending the HSC National Conference in London.
- Completed scrutiny review of the service
- Completed Peer Review of health and safety service
- All serious accidents, work related diseases, and complaints were investigated.
- All requests for advice were responded to
- Chaired Sussex Health and Safety Liaison Group which includes active involvement in County projects, circulation of national/regional information to other Sussex LA's, reports to Chief Officers
- Participated in active management role of secondee to Sussex in 'Local Authority Support Officer' role
- Represented Sussex at Regional Health and Safety meetings
- Organised 'Work Related Death Protocol' training day, and 'Moving Goods Safely' training for enforcement officers in Sussex
- Health and safety database maintained

## **6.2.4 Health and Safety – Targets Not Achieved**

- As a result of competing priorities Lewes College were unable to accommodate presentations on dermatitis
- Inspections of Wave Leisure premises

## **6.2.5 Port Health – Targets Achieved**

- Ship Sanitation certificates implemented
- Officers received training in Ship Sanitation Certificates
- Ship manifests collected to monitor imported food activity
- Revive active membership of the Association of Port Health Authorities (APHA)



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### **6.2.6 Port Health – Targets Not Achieved**

None

### **6.2.7 Licensing – Targets Achieved**

- 100% animal welfare inspections
- Register of skin piercing premises and operators maintained
- Skin Piercing Byelaws reviewed
- All complaints investigated
- Licensing of all premises subject to new Gambling Act

### **6.2.8 Licensing – Targets Not Achieved**

- Caravan Site licence inspections

## **6.3 Key Areas of Improvement Identified by the Commercial Team**

- Continue to improve liaison with all businesses
- Implement Peer Review action plan to update procedures for health and safety
- Continue with ensuring procedures for food safety are up to date
- Improve relationship with elected members
- Website redesign and update
- Maintain partnership working
- Continue improved consultation with stakeholders and customer feedback
- Review and revive role as Port Health Authority