

ITEM NO:

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| Report To: | COUNCIL |
| Date: | 19 th February 2008 |
| Cabinet Deputy/Reporting Officer: | Councillor Catherine Piddington, Cabinet Deputy for Environmental Services Mike Thompson, Director of Operations and Performance |
| Subject: | HEALTH AND SAFETY AND FOOD SERVICE PLAN 2007/2008 |
| Report Summary: | The Plan sets out the work programme for the Health and Safety and Food Services as required by the Health and Safety Commission and the Food Standards Agency Framework Agreement. |
| Recommendations: | That the Health and Safety and Food Service Plan 2007/2008 be approved and adopted in the form appended to the report. |
| Links to Community Strategy: | The Service Plan supports the six objectives detailed in the Council's community strategy: <ul style="list-style-type: none">• Supportive Communities• A Prosperous Society• A Healthy Population• A Safe Environment• A Learning Community• An Attractive Borough |
| Policy Implications: | This Plan is consistent with existing Council Policies and is in line with the 2006-2007 Food Service Plan. |
| Financial Implications: (Authorised by the Borough Treasurer) | The Plan to be carried out within existing budget and expenditure limits. |
| Legal Implications: (Authorised by the Borough Solicitor) | This plan is an important way for councillors to approve the activities of these services which are key to ensuring public safety. |
| Risk Management: | All commercial premises are risk rated as defined in relevant Central Government Codes of Practice, LACORS (Local Authority Co-ordination of Regulatory Services) Recommendations and Local Authority Circulars as published by the Health and Safety Commission. |

Access to Information

The background papers relating to this report can be inspected by contacting the Report Writer, Ian Saxon, Head of Environmental Enforcement by:



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TAMESIDE METROPOLITAN BOROUGH COUNCIL

Health & Safety and Food Service Plan 2007-2008

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Appendix A – Food Standards Premises

Appendix B – Service Unit Structure

Licensing and Enforcement Health and Safety and Food Service Plan 2007/2008

INTRODUCTION

This document sets out the aims and objectives of the Licensing and Enforcement Service Area for 2007-2008 as it relates to the Health and Safety and Food Service Plan. This service area is part of the service unit of Environmental Services.

Its purpose in addition to that stated above is to complement and support the objectives of the Business Plan of the Directorate and to satisfy the requirements of Section 18 of The Health and Safety at Work etc Act 1974 as directed by the Health and Safety Commission (HSC), The Food Standards Agency Framework Agreement (FSA), Department of Food and Rural Affairs (DEFRA) and The Trading Standards Institute (TSI). This plan is published in accordance with the requirements of the Health and Safety Commission and Food Standards Agency and will be made available on the Council website.

1.0 SERVICE AIMS AND OBJECTIVES

1.1 Overview

The aims and objectives of the Licensing and Enforcement Service as they relate to Health & Safety and the Food Service have been set with consideration of the following:

- ◆ Community Strategy
- ◆ Corporate Strategic Objectives
- ◆ Service Plan requirements
- ◆ HELA Strategy and Fit3 initiative
- ◆ Requirements of Section (18) of The Health and Safety at Work etc Act 1974
- ◆ Health and Safety Commission requirements
- ◆ Food Standards Agency requirements
- ◆ Local Enforcement issues
- ◆ Greater Manchester Public Protection Managers Health and Safety Group issues.
- ◆ The National Performance Framework

1.2 Key Aim

The Service aims to protect the Health, Safety and Welfare of residents and the wider community by ensuring that they are not adversely affected by the consumption of food manufactured or sold within the borough, or by the activities carried out in workplaces within the borough. This will be achieved by ensuring regular contact with dutyholders in accordance with risk rating schemes and the investigation of complaints and work related accidents. It will work to prevent recurrences of poor practices that have the potential to harm people through the employment of a range of interventions included enforcement and education. It also seeks to safeguard consumer and business interests by effectively and efficiently promoting a fair, safe and equitable trading environment for the benefit of all.

A further aim of the service is to protect the public health of the residents of the borough by investigation allegations of nuisances and promoting wherever possible the public health agenda.

1.3 Objectives

In seeking to achieve these aims the Service will:

- 1.3.1 Ensure that it follows and acts in accordance with all official guidance published by the Health and Safety Commission, Food Standards Agency, Department of Food and Rural Affairs (DEFRA) and Local Authority Co-ordinators of Regulatory Services (LACORS) including the Lead Authority Partnership scheme, Home Authority and Originating Authority principles.
- 1.3.2 Make adequate arrangements for enforcement of all relevant legislation including the provision of a competent trained inspectorate.
- 1.3.3 Maintain Corporate Performance Assessment figures
- 1.3.4 Apply the principle of Continual Improvement and ensure that the service is responsive to local needs and is accessible to everyone.
- 1.3.5 Maintain accreditation of ISO/2002 and continue to set new standards in order help to maintain Chartermark and CPA 4* improving strongly status within Tameside.

- 1.3.6 Make decisions and take enforcement action in such a way so that they are transparent, consistent, targeted and proportionate as based upon the Enforcement Policy of the service and the Enforcement Management Model (EMM).
- 1.3.7 Implement a risk-based inspection programme for Health & Safety, Food Safety, Food Standards, Animal Welfare and Consumer Protection based on an accurate database.
- 1.3.8. Benchmark our service against peer Local Authorities so that we can benefit from comparing and measuring our performance against others and identify areas for improvement.
- 1.3.9 Deal with all requests for service including food complaints, accident notifications, food hazard warnings and consumer issues in accordance with the policies developed to enable us to allocate areas of most need.
- 1.3.10 Implement a sampling programme of food to ensure products are safe to eat and are labelled correctly.
- 1.3.11 Encourage excellence by offering the Food Safety Award, Healthy Choice, Curry Chef Competition, introducing Scores on the Doors and Fair Trader Award, encouraging businesses to achieve higher standards than required by law.
- 1.3.12 Identify opportunities to obtain additional funding that could be used to provide a non-enforcement contact that would assist businesses with complying with legislation.
- 1.3.13 Identify opportunities for strategic partnership working with other relevant agencies and Stakeholders in order to maximise aims and objectives.

1.4 Corporate Aims and Objectives

The corporate aim of the Authority as published in the Community Strategy states '*We want Tameside to be a good place to live, work and play for everyone now and in the future. We want it to be a place where people of all ages and backgrounds feel at home and able to get involved in the life of the community, where they can contribute to a prosperous economy, feel safe and healthy and take active responsibility for the environment in which they live.*'

Tameside Community Strategy 2003-2006 (now extended to 2013) identified 6 key themes as priorities for the Borough; they are intended to make the area a 'good place to live, work and play now and in the future.' The Council, in partnership with the police, health service, business, community and voluntary sectors, has developed the Community Strategy. The 6 key themes that the Council will support over the next few years are as follows:

- ◆ Supportive Communities
- ◆ A Prosperous Society
- ◆ A Healthy Population
- ◆ A Safe Environment
- ◆ A Learning Community
- ◆ An Attractive Borough

Issues within these 6 areas that relate to children or young people are given an especially high priority.

The Key measures of success will be to increase the proportion of people who are satisfied with Tameside as a place to live in or invest.

1.5 The Enforcement Services as related to Corporate Priorities

The work of the service is strongly geared to upholding the corporate priorities identified above and reflected in the section's Business Plans

2.0 BACKGROUND

2.1 Profile of the Authority

Tameside is part of Greater Manchester and is located on the eastern side of the conurbation. It covers an area of 40 square miles and has a population of 220,400. It has a mixed urban and rural environment and employment has moved from a traditional manufacturing base to a more diverse blend, where service industries now make up the largest employment sector. The area is enjoying a period of investment and regeneration exemplified by the Ashton Moss, Henry Square, Crown Point North and Droylsden Marina developments. The Authority is one of the major employers in the Borough, employing approximately 8,000 people across a range of services. It manages a range of functions including Education, Social Services and Engineering. All residential care homes, Council housing stock, leisure centres and swimming pools have been transferred out of Local Authority control.

2.2 Political Control and Council Structure

The management structure of the Council as determined by its constitution is a cabinet structure. The Executive Leader of the Council chairs the Cabinet meetings and there are 10 Cabinet Deputies, each having a Warrant of Office. 4 Cabinet Secretaries, an Aide-de-Camp and a Project Head, support the Cabinet. The Cabinet Deputy for Environmental Services is Councillor Catherine Piddington.

Four Scrutiny Panels have been set up to review the work of the Departments within the Council; the Panel associated with the Health and Safety service is the Technical, Economic and Environmental Scrutiny Panel.

Eight District Assemblies have been set up to enable residents of the Borough to bring their concerns and ideas directly to the Council, the meetings are held approximately once a month.

The Licensing and Enforcement service is part of Engineering and Environmental Services and the structure is shown at Appendix A.

2.3 Access to Services

The Health & Safety and Food Services are based at the Council Offices on Wellington Road, Ashton-under-Lyne. The council website www.tameside.gov.uk provides details of opening hours and further access information.

Incoming phone calls are handled by the council call centre the number of which is 0161 342 8355. Those wishing to contact Trading Standards will be transferred to Consumer Direct, a national advice line who will be given first line consumer advice or where necessary transferred to the appropriate local authority.

A twenty-four hour emergency service is also provided, which ensures that the section can respond to serious occurrences, e.g. workplace accidents and food poisoning incidences.

2.4 Comprehensive Performance Assessment (CPA)

On the 20th February 2007 Tameside MBC was classified as a 4* improving strongly authority. As of this date Tameside is the only council within the North West to achieve this status. Additionally, in February 2007 Tameside became the first council within the whole of the UK to achieve Chartermark status for all services

Part of this success was due to commitment from all services, including Licensing and Enforcement, towards the principles of Continual Improvement that have been and continue to be successfully used to improve the services provided.

2.5 External Links

The service unit works with the neighbouring nine other Greater Manchester Authorities via the Greater Manchester Public Protection Managers Group. Working groups have been set up under the umbrella of this group and they meet approximately 10 times per year with the aim of achieving regional consistency.

We regularly make use of technical expertise from a number of external sources such as Health and Safety Laboratory Services; Eurofins Scientific Services and the Public Health Laboratory Services for food sampling. In addition, we have established links with the Primary Care Trust, OFSTED and the Commission for Social Care Inspectorate.

We meet regularly with the Consultant for Communicable Disease Control (CCDC), Doctor Lorraine Lighton and with the Health Protection Agency. In the event of an outbreak we would liaise with the duty officer, as detailed in the Greater Manchester Joint Infectious Disease Outbreak Plan. We also have an emergency procedure at service level that would be activated in the event of a major outbreak.

The majority of infectious diseases are dealt with by contacting the person affected either through a visit or by telephone. Incidences of *Campylobacter* and *salmonella* are investigated by the Health Protection Agency using a postal questionnaire. Patients suffering from *giardia* receive a letter advising them to contact their GP. Other food-related infectious diseases are investigated by officers from the section using guidance and protocol available from the Health Protection Agency website.

The Food Service works closely with and acts upon guidance from the Food Standards Agency and associated organisations

3.0 SCOPE OF THE SERVICE

The Licensing and Enforcement section is responsible for delivering the following services:

3.1 Health and Safety

- ◆ Inspections of commercial premises within the borough in accordance with LAC 67/1 (rev3)
- ◆ Investigation of workplace accidents in accordance with the Incident investigation criteria
- ◆ Investigation of workplace related complaints
- ◆ Responding to statutory notifications including their investigation
- ◆ Promotional events, e.g. European Health and Safety Week
- ◆ Provision of information and advice to businesses to assist them with complying with the law including publicising Workplace Health Connect

- ◆ Inspection of premises under Public Health law, e.g. hairdressers, skin piercers, tattooists.
- ◆ Fit Three initiative – encouraging the principle that if you are fit for work you are fit for life and fit for tomorrow.

3.2 The Food Service is carried out by Environmental Health's Safety and Hygiene and the Trading Standards Section

- ◆ Inspections of premises in accordance with Food Safety Act Codes of Practice both for Food Safety and Food Standards
- ◆ Investigation and control of outbreaks of food-related illnesses.
- ◆ Respond when necessary to Food Hazard Warnings as described in the Quality procedure and report identified issues to the Food Standards Agency
- ◆ Investigation of food complaints as they relate to Food Safety and Food standards.
- ◆ Delivery of food hygiene training.
- ◆ Delivering Safer Food Better Business workshops to ensure that businesses are aware of the new food hygiene requirements
- ◆ Sampling of food and feeding stuffs to ensure that products are correctly labelled, safe to eat and comply with compositional requirements
- ◆ Advise consumers and businesses on matters relating to food safety and standards.
- ◆ Carry out promotional events and campaigns as a means of achieving the sections objectives.
- ◆ Act as Home Authority and originating authority for Food Businesses based in Tameside in accordance with the Home Authority Principle
- ◆ Inspecting those food manufacturing premises currently approved under to issue re-approval under new food safety legislation.

3.3 Animal Welfare

- ◆ Inspection of farms in accordance with the DEFRA Framework Agreement. Post foot and mouth disease work, i.e. animal movement licence data entry, notification of cleansing of vehicle.
- ◆ Annual inspection of Pet Shops, Animal Boarding and Breeding Establishments and Riding Schools for the renewal or granting of a licence.
- ◆ Investigation of animal welfare complaints.

3.4 Public Health

- ◆ Investigation of reports of alleged nuisance including filthy and verminous premises.
- ◆ Investigation of non-food related infectious disease, e.g. psittacosis.
- ◆ Promotion of public health issues including smoking awareness, obesity and nutrition.
- ◆ Take an active roll in achieving the North West Food and Health Action Plan
- ◆ Actively participate in the development of the work carried out by the Greater Manchester Public Health subgroup.
- ◆ The Promotion of smoke free work places and public places in accordance with the requirements of the Health Act 2006
- ◆ The formulation of a local avian flu plan to be activated in response to any notification of an incidence or outbreak.

4.0 HEALTH AND SAFETY

4.1 Revitalising Health and Safety

The Health and Safety service provided by the unit has been developed in accordance with the targets as defined in the Business plan of the Health and Safety Commission 2006-2007. Long term targets have been set to reduce the incidence of injury and ill health and the number of days lost from work related absence. The Public Service Agreements are, by 2007-2008 (from a 2004/2005 baseline), to reduce:

- ◆ The incident rate of fatalities and major injuries by 3%
- ◆ The incident rate of work related ill health by 6%
- ◆ Reduce the number of working days lost per 100,000 workers from work related injury and ill health by 9%.

The Health and Safety Commission concluded that nationally the second and third targets are on track to be achieved.

A number of strategic programmes have been established as the main agent in delivering the PSA target and are described below;

4.2 Fit 3 – Fit for work, fit for life, fit for tomorrow

This is a three year programme focussed on delivering the conventional health and safety element of the PSA and is in its second year. Fit3 is divided into three main work blocks, comprising a mix of targeted interventions aligned with traditional health and safety and PSA targets (i.e. injury reduction, ill health reduction and reduction in days lost to work activity). The content of Fit3 is based on analysis of injury and ill health across known hazard and business sector hot spots and includes Local Authority sectors including the beauty and hospitality industries.

A mix of project work, programmed directed inspection and (where necessary) investigation and enforcement support each.

Major initiatives and interventions planned to achieve a reduction in the incidence of work-related fatal and major injuries that we will participate in include;

- ◆ Safe working at height, and ladder safety
- ◆ Follow up to watch your step campaign focussing on slips and trips.

Other initiatives aimed at reducing work-related ill health include;

- ◆ Workplace Health Connect – confidential service designed to provide free practical advice on workplace health and safety and return to work issues to smaller businesses (5 to 250 employees). This service is operated regionally and in the NorthWest 'Enworks' are the lead partner.
- ◆ Follow up to the Backs! Campaign that continues to raise awareness of musculoskeletal disorders with a targeted campaign.
- ◆ Series of Safety and Health Awareness days that address occupational issues including asthma and skin disease. This will be supported by a targeted inspection campaign and wide scale intervention aimed at the beauty and hospitality sectors.
- ◆ Supporting the revised Noise at work regulations with an awareness and worker involvement campaign.

- ◆ An awareness raising campaign to address the risks of Legionella infection from spa pools and saunas at health clubs, swimming pools and in bathroom showrooms.

In principle we will aim to contribute to these but this very much depends upon the demands on the service at that time. The business plan of the Greater Manchester Health and Safety Sub-group identifies Local Authorities to take the lead on specific project topics and we will work collaboratively with all authorities identified as leading in specific topic areas.

4.3 Strategic Enabling Programmes (StEPS)

The Local Authority and HSE working together Strategic Enabling Programme aims to build partnership which will make the best use of the respective strengths of HSE and Local Authorities in tackling regional and local issues. Some of the aims of this programme are listed below;

- ◆ Better training, support and communication for and with Local Authorities directly linked to HSE priorities
- ◆ Science and technology funding that enables issues of concern to Local Authorities to be researched by Health and Safety laboratories. Examples of work in progress include research into health risks from chemicals used in nail bars.
- ◆ Work with other regulators and Local Authorities to develop a more joined up approach.
- ◆ Establishing partnership teams that co-ordinate the activities of the programme.

Again how these aims will be met have not been fully detailed but since this project started we have been able to avail of more training and there has been better communication between the two organisations.

4.4 Large Organisation Partnership Pilot (LOPP)

This scheme works with large national companies using the principle that effective health and safety management promotes other business benefits. A number of supermarkets and Local Authorities (where the head office is based) are participating in this pilot. An Account Manager been appointed in each participating Local Authority and their role is to liaise with the organisation with the aim of developing an improvement plan. The effect of this scheme is that local Authorities have been asked to limit their visits to participating premises to allow the scheme to function effectively. This scheme complies with the principles of the Hampton report and to that end we will support it where appropriate.

4.5 Revitalising Programme

As before the five specific areas identified as high priority for action as they are the areas and topics of most concern because of the high incidence of accident associated (as detailed in Local Authority Circular 40/5 HELA Strategic Plan 2001-2004); will continue to be incorporated into the work programme.

- ◆ Workplace Transport
- ◆ Falls from Height
- ◆ Slips and Trips
- ◆ Musculoskeletal Disorders
- ◆ Stress
- ◆ Asbestos Management

4.6 Health and Safety – Demands on the Service and Service Delivery

4.6.1 Inspection Programme

There are 3,262* commercial premises on the property database; the table below shows the main activity and risk category assigned.

| Premises Type | Use Code | A | B1 | B2 | B3 | B4 | C | Total |
|---------------------------|----------|----|----|----|-----|-----|-----|-------------|
| Retail Shops | HS1_RS | 13 | 24 | 87 | 358 | 708 | 524 | 1714 |
| Wholesale, Warehouses | HS2_WS | 11 | 15 | 30 | 26 | 17 | 10 | 109 |
| Offices | HS3_OF | 1 | 2 | 8 | 58 | 164 | 131 | 364 |
| Catering | HS4_CS | 0 | 1 | 2 | 33 | 55 | 40 | 131 |
| Residential Accommodation | HS5_RA | 0 | 4 | 17 | 23 | 0 | 9 | 53 |
| Leisure & Cultural Serv. | HS6_LE | 0 | 2 | 11 | 32 | 26 | 35 | 106 |
| Consumer Services | HS7_CS | 5 | 13 | 40 | 133 | 226 | 104 | 521 |
| Other Premises | | | | | | 2 | | 3 |
| Total | | | | | | | | 2998 |

*There are a 264 additional food premises not risk rated but on the database

The work programme for 2007-2008 is as stated below and is described within the Service business plan.

| | | |
|---------------------|---|-------------------------|
| Number | | |
| 137 | Category A-B2 (incl) | Complete 100% |
| 230 | Category B3- C (incl) | Inspect 50% Contact 50% |
| 60 | Hairdressers & Beauticians (fit3) | March 2007 onwards |
| 20 | Care homes | January – Feb 2008 |
| 10 | Health clubs, swimming pools | November 2007 onwards |
| 10 | restaurants/takeaways | November 2007 |
| 5 | Industrial Estates/Multi occupied Mills | End October 2007 |
| 10 | Falls from height | June-July 2007 |
| All premises | Smoke free legislation. | March 07 onwards. |
| 482+ | | |

A comparative study was conducted into the demands placed on the service during the previous years and this was used to plan this year's work programme. We will continue to use intervention strategies with low risk premises in order to allow resources to be directed towards high-risk premises and activities.

Officers are encouraged to revisit premises where contraventions have been identified in a priority area in addition to when enforcement action has been taken. Current guidance states that revisits should be carried out when enforcement notice has been served but the majority of Officers agreed that it is prudent to revisit even where enforcement notices have not been served. The principle of revising food premises is a requirement of the Food Standards Agency and Officers are used to

revisiting food premises and this provides an opportunity to include health and safety in the revisit.

The number of inspections carried out in 2006-2007 was 583 with 125 written warnings given, 27 improvement notices served and 12 immediate prohibition notices served.

We successfully prosecuted Ethel Austin Ltd, LAR Ltd and AEC Ltd and 2 employees of LAR Ltd and AEC Ltd for breaching the Health and Safety at Work etc. Act 1974 during the removal of asbestos from a retail store. Guilty pleas were entered by the national companies and the fines & costs issued amounted to £80,000. The individuals were also found guilty of failing to follow safety instructions and fined £500.

4.6.2 Demand Driven Work

We received 156 reports of notifiable injuries and investigated 112 of these, this is comparable with the number received last year. The accidents that would not be investigated would be those which were not reportable in the first place or were simple accidents that did not require investigation. We follow an accident investigation selection criteria also used by the Health and Safety Executive and this guidance is due to be updated this coming year. From this year all employers who report an accident that is not selected for an investigation are contacted by letter and asked to tell us what action they have taken in respect of the incident. This is to encourage employers to investigate incidents that occur on their premises and to use Health and Safety as a tool for improving their business performance. This initiative contributes to the principles of the Hampton report reducing the burden of regulation but reminding employers of their obligations.

80 requests for service were dealt with during 2006-2007 and the database shows that 22 ASB5 notifications (asbestos removal work) were made to the Environmental Protection section. The number of requests for service has increased from last year but as reported this is an area that is under reported for a number of different reasons including customers reluctance to provide their details or officers not recording information provided during short telephone calls (less than 10 minutes duration). Regular reminders have been provided at staff meetings for all contacts to be recorded.

4.6.3 Educational Demand

This year there were additional demands placed on the unit by the implementation of the Health Act 2006, the capacity to become involved in Educational campaigns was reduced. We updated the health and safety website to include a link to Workplace Health Connect. We continue to provide a range of information leaflets provided during inspections or upon request although there is a possibility that the Health and Safety Executive will cease to provide the information leaflets. We have also started to run monthly Foundation Level Health and Safety Courses for businesses.

We contacted premises where noise was a safety issue to remind them of their duties under legislation and make them aware of the forthcoming changes to legislation. We provide work experience opportunities for students of a variety of ages and use this opportunity to promote the profession.

The topic for European Health and Safety week 2007-2008 is 'Lighten the Load' and is aimed at reducing the risk of muscular-skeletal injury within the workplace. Work in this area will link into our Fit3 planned initiatives.

For the year 2007-08 an arrangement has been reached to contribute more articles to the Business Briefing publication that is sent quarterly to all businesses in the borough. In addition we will take the opportunity to contribute articles to Get Protected to ensure that safety advice is provided to help reduce accidents occurring in the home.

4.6.4 Intelligence Driven

Resources are targeted at areas of most need, specifically high-risk premises and work-related accidents as selected according to the criteria developed. Officers are expected to concentrate their efforts during inspections on the five priority areas (work at height, workplace transport, musculoskeletal disorders, slips & trips & stress) in addition to areas of evidential concern. Topic inspection packs have been issued to all officers to help them focus on these issues and familiarisation training has also been provided.

4.6.5 Consultation

We consulted with business customers and also those who made a request for service. There was a high level of satisfaction from both groups especially and in both cases a very high percentage (98% and 100% respectively) were happy with the level of service provided and would be happy to contact us again. The following comments were received from business customers where an inspection was carried out;

'I learnt a lot of things that I didn't know'

'I found the lady very cheerful and not stand-offish so I was able to ask questions freely without feeling I had two heads – Thank you'

'We were in a complicated situation – dealing with multiple ownership. Despite this we were helped quickly and professionally'

'It was very useful to have a written report left at the time of the visit as it provided the opportunity to discuss the Officers findings'

Areas to improve upon include officers providing their contact details to customers especially where a request for service has been made. The time delay between the initial contact and the consultation may also need to be revised as the responses in a few cases referred to issues that are not within this service area.

5.0 FOOD SAFETY – DEMANDS ON THE SERVICE AND SERVICE DELIVERY

5.1 Food Standards Agency Key Aims

The Food Safety Agency has four key aims that have been incorporated into the objectives of the service. They are:

- ◆ Reducing Food Borne Illnesses
- ◆ Reducing Chemical Contamination
- ◆ Hazard Analysis and Critical Control Point
- ◆ Eating for Health and Choice

5.2 Inspection Driven

There are currently 1550 food premises on the property database; the tables below show the classification by type and risk.

| Premises Rating | A | B | C | D | E | F | G | H | I | J | K |
|-----------------|---|---|----|---|---|---|-----|------|---|----|------|
| A | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 12 | 0 | 1 | 17 |
| B | 0 | 0 | 8 | 0 | 0 | 2 | 4 | 139 | 0 | 11 | 164 |
| C | 0 | 0 | 2 | 1 | 0 | 1 | 153 | 602 | 0 | 39 | 798 |
| D | 0 | 0 | 3 | 0 | 0 | 6 | 114 | 115 | 0 | 2 | 240 |
| E | 0 | 0 | 6 | 0 | 0 | 0 | 165 | 158 | 0 | 2 | 331 |
| F | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 0 | 0 | 20 | 1 | 0 | 9 | 439 | 1026 | 0 | 55 | 1550 |

| Premises | Type | Premises | Type |
|----------|------------------------|----------|--|
| A | Primary producers | F | Distributors/Transporters |
| B | Slaughterhouses | G | Retailers |
| C | Manufacture Processors | H | Restaurant & other caterers |
| D | Packers | I | Materials & articles manufacturers/suppliers |
| E | Importers/Exporters | J | Manufacture mainly by retail |

Approximately 8-10% of food owners of ethnic origin operate businesses in the Borough. The takeaway and restaurant trade has a high proportion of proprietors from an ethnic background. Not all the proprietors or staff employed in these establishments speak English as their first language. This can create a language barrier and cause difficulty with the inspection process, namely explaining legislation and assessing food hygiene awareness. Officers are sensitive to this and the Authority offers support to traders in these situations. An interpreter service is available to all enforcement officers through North West Interpreters Service or 'Language Line', an instant interpreter service via telephone. A range of leaflets in ethnic languages is also available.

The Borough has three on-farm pasteurisers and a further seven premises approved to manufacture meat products, meat preparations or fish products, or a mixture of these. Officers from the section in accordance with the FSA Code of Practice inspect all at frequent intervals. Advice and guidance in relation to the plant and processes are sought as required from external agencies such as Agriculture Development Advisory Services (ADSA), the Health Protection Agency (HPA) and Preston Microbiology Services – Food and Environmental Microbiology Services North West (FEMSNW) and the Food Standards Agency (FSA). Approved premises are re-approved every year with one initial visit and two secondary visits.

In relation to the inspection of other product specific premises, Officers receive appropriate training to enable them to carry out competent inspections in relation to Meat Products, Minced and Meat Preparations and Fishery Products. Advice and guidance on consistency issues is sought through local groups such as the Greater Manchester Food Liaison Group, and at a national level through the Food Standards Agency.

899 premises require inspection during 2007-2008. The revised Code of Practice issued by the FSA states that premises scoring less than 31 points need not be subject to primary inspection. We will contact these premises using other methods primarily by sending out self-assessment questionnaires. The number of premises that will require inspection during 2007-2008 is shown below. N.B. This does not include those premises inspected during the first half of the year allocated a Category 'A' risk rating.

| Risk Category | Number | Frequency of Visit |
|----------------------|---------------|---------------------------|
| A | 17 | 6 months |
| B | 156 | 12 months |
| C | 453 | 18 months |
| D | 118 | 24 months |
| E & F | 155 | |
| Total | 899 | |

The number of food hygiene inspections carried out has been reported in the FSA return for 2006-07 as 831 with 700 written warnings and 50 improvement notices issues. One Emergency Prohibition Notice was served and an Emergency Prohibition Order was granted by the Magistrate's Court. Also three Voluntary Closures were actioned.

5.3 Demand Driven Work

The table below shows the number of food-related complaints per category that was received and investigated according to protocol and service standards during 2006-07. Trend analysis does not identify any patterns relating to premises or issues that would require a change to how resources are directed.

| Food Complaint Type | Number |
|---------------------|------------|
| Chemical | 5 |
| Foreign Body | 56 |
| Feeding stuffs | - |
| Hygiene | 122 |
| Labelling | 4 |
| Microbiological | 36 |
| Total | 223 |

The service has reacted to a number of food hazard warnings including Cadbury's Chocolate with Salmonella contamination by contacting each food business by letter to inform them of the issue and has also updated the Council website by providing a hyperlink to the relevant page on the FSA website.

Tameside Infectious Disease Reports 2001 - 2005

Data from Greater Manchester Health Protection Unit Database

| | 2001 | 2002 | 2003 | 2004 | 2005 |
|-------------------------|------|------|------|------|------|
| Food Poisoning | 244 | 198 | 188 | 173 | 169 |
| Campylobacter | 170 | 167 | 141 | 135 | 135 |
| Salmonella | 60 | 23 | 38 | 34 | 29 |
| E.Coli 0157 | 1 | 1 | 3 | 0 | 3 |
| S.Typhi | 0 | 1 | 0 | 4* | 1 |
| S.Paratyphi | 0 | 0 | 0 | - | 2 |
| Cryptosporidium | 16 | 19 | 39 | 10 | 13 |
| Giardia | 28 | 26 | 13 | 15 | 16 |
| Shigella Sonnei | 3 | 2 | 1 | 0 | 2 |
| Hepatitis A | 1 | 3 | 0 | 1 | 3 |
| Hepatitis B | 2 | 2 | 4 | ** | 4 |
| Hepatitis C | 0 | 0 | 0 | ** | - |
| Legionella | N/A | N/A | N/A | | 2 |
| Measles | 8 | 13 | 6 | ** | 7 |
| Mumps | 14 | 20 | 7 | 22 | 137 |
| Rubella | | | | | 4 |
| TB | | | | | 49 |
| Meningococcal Infection | | | | | 7 |
| Whooping Cough | | | | | 3 |
| Scarlet Fever | | | | | 3 |

Key * includes S.Typhoid and S.Paratyphoid

** No data available for this period

5.4 Educational Demand

The service organised two promotional activities; the first promoted hand-washing campaign in schools during Food Safety week as a means of preventing food poisoning and the second promoted safe food preparation during the Christmas period. A range of advice leaflets is available and regularly distributed during inspections. ** foundation level food hygiene courses were held last year and it is intended that a similar number will be held during this year. The courses are held on or around the 20th of each month during 2006-2007.

The Department organised the Curry Chef competition again linked with the Food and Drinks Festival. The competition promoted Healthy eating and Lifestyles by inviting competitors to produce meals that were free from any artificial colour and flavours, be low in salt, sugar and fat content. Out of the 15 entries 12 finalists were selected representing 6 restaurants and 6 takeaways.

Also linked with the Food and Drinks Festival we presented Food Safety Awards to three businesses. Over 100 businesses took part who had to demonstrate how their business ensures that their staff receive adequate training in food Safety and how their management system ensures the Health and Well-being of their customers.

The Service also provided 8 Safer Food Better Business (SFBB) workshops to businesses in the catering industry. Recent changes in legislation has meant that food businesses must produce documented evidence of Food Safety & Hygiene for their premises and SFBB workshops have helped businesses to comply with legal requirements.

5.5 Intelligence Driven Work

It is estimated that around 240 food and water samples will be submitted for examination/analysis this year in accordance with the sampling plan as organised jointly between staff from PHLS and the GM Food Liaison Group. All samples for analysis will be submitted to Eurofins GMSS Limited, the Authority's Public Analyst. Samples for examination will be submitted to the Preston Microbiology Services – Food and environmental Microbiology Services North West (FEMSNW), the Authority's Public Examiner.

5.6 Home Authority Principle

Currently, the Environmental Safety & Hygiene services does not act as Home Authority for any of the manufacturing premises based within the Borough. It does, however, act as the originating Authority and offers advice to these companies in addition to dealing with enquiries and referrals from other Local Authorities.

6.0 **FOOD STANDARDS – DEMANDS ON THE SERVICE AND SERVICE DELIVERY**

6.1 Aims and Objectives

Trading Standards Officers aim to ensure that all food is correctly described, complies with food labelling requirements and conforms to laid down compositional standards for food. For this reason Trading Standards are more concerned with the quality of food within the supply chain and a typical food standards inspection would aim to ensure that all the above requirements for foodstuffs are met.

6.2 Inspection Driven

There are currently an estimated 1697 food standards premises in our property database and 1594 of these have been categorised and their premises profile is attached as Appendix 1.

Premises are risk rated on the basis of guidance from the Food Standards Agency and local knowledge of the premises such as previous history. For example a supermarket will be classed as high risk (A) and will receive a visit every 12 months. A takeaway selling fish and chips will normally be classed as low risk (C) but it may be higher if there is a history of non-compliance.

A rated premises (previously known as high risk) are inspected every 12 months

B rated premises (previously known as medium risk) are inspected every 24 months

C rated premises (previously known as low risk) are inspected every 60 months.

The total number of food premises requiring inspection for the forthcoming year is 587* and are categorised as shown in the table.

| Premises Rating | Number |
|-----------------|------------|
| High | 64 |
| Medium | 317 |
| Low | 206 |
| Total | 587 |

* A further 23 premises require a visit and are yet to be risk assessed.

6.3 Demand Driven

Review of 2006/2007

In the year 2006-2007 Trading Standards officers received 72 food related complaints. These typically relate to matters such as labelling and fraudulent practice. In March 2006, Consumer Direct, a government funded national advice line was launched in the North West. Consumer Direct will receive the majority of complaints that are intended for Trading Standards and where there is a food complaint they will be referred to the relevant Local authority for action. It is expected that some of those complaints will be Environmental Health matters. Trading Standards will refer these to their colleagues. Consumer Direct will be widely publicised nationally and as more consumers become aware of the service it is expected that the overall number of complaints received will increase. As a consequence it is also expected that the number of food complaints will also increase.

2007/2008 Programme.

Trading standards aim to take 100 samples of food products in the year 2007-2008. This number is half of the target for previous years. It was decided to reduce the number of samples for a variety of reasons. Sampling is carried out nationally by most Trading Standards services and there has been a tendency in the past to duplicate certain areas of sampling. This can obviously waste resources. There will be an improvement in sampling co-ordination throughout the North West region in 2007-2008 in order to prevent duplication. It is hoped Co-ordination will further be improved by forging a closer working relationship with the Food Standards Agency, whom from August 06 have had a permanent office in the North West.

Additionally Trading Standards will focus sampling more on its local manufacturers and producers. Any problems discovered on sampling we will hope to address by providing advice where required. However should enforcement action be deemed necessary we will have no hesitation in taking matters further. Any action taken will have regard to the councils published Enforcement Policy and Codes of Practice issued by the Food Standards Agency.

We will also carry out sampling in response to current issues and central government initiatives and surveys. Particular emphasis will be given to local issues or needs. For instance the service intends to carry out further sampling in schools to test for compliance with catering contracts. By doing this we aim to help ensure children are provided with wholesome healthy food

The vast majority of samples will be taken and submitted for analysis to ensure compliance with descriptions and compositional requirements.

Samples are often taken in response to consumer complaints but sampling is also planned as part of the Association of Greater Manchester Authorities food standards panel. This group regularly meets to discuss current food issues and produce a co-ordinated sampling program. This ensures that the local authorities do not duplicate sampling and by combining resources can target specific issues that occur from time to time.

The Trading Standards service has, in the past three years taken part in a sampling programme targeted at imported food. These have been financed by the Food Standards Agency and are designed to identify if there are problems with food imported from outside the EU. The surveys have been carried out by all the Association of Greater Manchester Authorities and subject to funding provided by the Food Standards Agency there will be a further survey in 2007/2008. Any samples taken will be incorporated into the existing sampling programme. Officers are also encouraged to sample products at random having regard to ensuring that all samples taken are carefully considered as valid, relevant and to the benefit of the population.

It is estimated that the examination and analysis fees for the 100 samples will be approximately £10,000-£12,000

6.4 Education Driven

Review of 2006/2007

Trading Standards, in partnership with the Consumer Support Network produced a unique guide to nutrition that was distributed with the Consumer Information Packs and advertised in the Get Protected magazine. As a result of this advertising, requests for the cards were received from various organisations such as schools and minority groups where nutrition education could be limited.

The card itself is a credit card sized guide to levels of fat salt and sugar to be found in foods and adopts a traffic light system to aid the consumer when making choices on food purchases. The card is intended to be carried around and used to make a rapid comparison of the amounts of the above elements indicated on the nutrition panels of pre-packed products. In addition there are a number of tips on healthy eating printed on the back

Such was the demand for the card that further funds were sought to produce more. As CSN funding was no longer available in 2006/2007 Trading Standards teamed up with the Councils Well Being champions to produce 10,000 more cards. Wellbeing Champions are volunteers from across the Council who get actively involved in taking the Councils Health and Wellbeing Strategy forward and promoting wellbeing across the Council. The role is really varied and can involve anything from negotiating discounts for employees with local wellbeing providers and encouraging employees to take health and wellbeing assessments provided by Vielifit, a commercial organisation. Trading Standards have a representative who attends this group. In August 2006 the partnership distributed the cards to all members of staff within the council and to every school within the borough. It is hoped to widen the distribution even further in 2007/2008 future and there are potential links being pursued with the Private sector to achieve this.

2007/2008 Programme

Tameside Trading Standards will again in 2007/2008 aim to take part in initiatives designed to promote the Public Health Agenda. The government's 2006 Consumer Attitudes Survey revealed that Healthy Eating is a major concern for consumers particularly the amounts of salt, fat and sugar in food.

If possible we hope to create further partnership working with both public bodies and private industry. Extra resources may have to be found to finance such initiatives and the service will be applying for funding from the Food Standards Agency to achieve its health education and food safety objectives. It is hoped to liaise with other organisations such as the Primary Care Trust and local dieticians to agree a strategy for the promotion of healthy eating in Tameside.

Tameside is also committed to taking part in the North West Food and Health Task Force who's purpose it is to improving Food and Nutrition in the region. Tameside has already taken an early initiative in these matters and has published the first results of a series of surveys of Takeaways in the Tameside area. Whilst it is recognised that prepacked goods are generally labelled with nutrition information including details of fat, saturated fat and salt etc the amounts of these substances in Takeaways is generally unknown and it was deemed an essential exercise to ascertain such information by carrying out the study.

Results (as of 22nd March 2007) have revealed some shocking results for the amounts of the above substances in Takeaway Donna Kebabs and Fish and Chips. These results are being published after teaming up with the local free newspaper that is running a "Fight the Flab" campaign in Tameside. This publicity is running along side information published in the Councils newsletter The Citizen and the Section's Get Protected magazine. Additionally the results will also be published in the council's monthly staff newsletter "The Wire". As the largest employer in the borough the newsletter has a wide circulation and the information could in theory be used to influence eating habits within whole households. The Borough of Tameside has a poor record on health and nutrition and it is hoped that the information will serve to educate and hopefully influence the eating habits of all Tameside residents.

Further surveys will be carried out and subject to funding it is hoped to carry out a much wider survey in Tameside with the ultimate aim of influencing caterers to offer healthier alternatives to consumers.

Following on from the sampling work in schools the service would also aim to take a more proactive role in ensuring the quality and wholesomeness of foods supplied to Tameside schools.

The Trading Standards Service currently has established Home Authority relationships with fifteen food manufacturing /distributors in the Tameside area. The service provides businesses with an established source of advice and information. Samples are procured from Home Authority companies to assist in their legal compliance. New products are often discussed with the Home Authority Officers who are able to ensure that products are right by design thus avoiding any issues that may arise when new products are launched.

Each Home Authority business has been identified and allocated a Home Authority Officer who will work with and meet with that business to discuss issues. For example another Local Authority that has discovered a problem regarding a labelling issue or indeed may have taken a sample that had failed may have made a referral. The Home Authority Officer will in the first place seek to resolve any problems especially when a genuine mistake has been made although more stringent action will not be ruled out if deemed necessary. Any action taken will have regard to the Councils own Enforcement Policy and any other relevant external guidance.

6.5 Intelligence Driven

Trading Standards work closely with the Food Hygiene Service, the Food Standards Agency, Local Authority Co-ordinators of Regulatory Services and other enforcement bodied to ensure that food issues that arise are dealt with in the appropriate manner based upon gathered intelligence. For example this may be received by way of a complaint or a failed sample.

A Food officer from Tameside attends the AGMA Food Standards Panel once every quarter. The purpose of the panel is to ensure consistency of enforcement, share and exchange information and decide sampling programmes/surveys. In turn representatives from this panel attend the North West Food Standards Panel to ensure conformity of enforcement throughout the North West. Representatives of Eurofins, the Public Analyst, the organisation that tests samples also attend these meetings. More recently a representative of the Food Standards Agency also attends. This is a recent welcome addition to the meetings now that the FSA has a permanent office in the North West and is seen by all parties as a great opportunity to improve dissemination of central government advice and information.

The Home Authority principle described above works in such a way that any issues discovered locally are referred to the Food Authority where the retailer, producer or importer is based. However, this does not preclude any action being taken against a company based outside Tameside if deemed necessary.

The Food Standards Agency regularly issues food hazard warnings for products where a problem has been discovered. Food Hygiene authorities and Food Standards Authorities liaise at a local level to co-ordinate action with the intention of preventing the spread of serious problems in the food chain. By the same token issues discovered at a local level may need to be fed back to the Food Standards Agency to flag up as a widespread problem. In addition Trading Standards has access to a national network of information exchange as an aid to enforcement and advice.

Trading Standards continue to work closely with the International Federation of Spirit Producers to tackle the problem of counterfeit spirits and water adulteration. Using kits provided by the International Federation of Spirit Producers Trading Standards routinely carry out tests on spirits during licensed premises inspections.

7.0 ANIMAL WELFARE

7.1 Inspection Driven

The section is responsible for inspecting nine pet shops, two animal breeding establishments, twelve animal boarding establishments and three riding schools on an annual basis to ensure that they are complying with licensing conditions.

There are ninety farms premises and fifty-two are inspected according to the risk category assigned. Due to competing resources with Food Safety and Health & Safety programmes, it is acknowledged that we are behind with this programme but fully intend to bring the work up to date.

7.2 Demand Driven

During 2006-2007, 15 complaints were received regarding farm animals both on farmland and when they arrived at local slaughterhouses. These investigations are carried out jointly with staff from the Meat Hygiene Services.

We received a small number of complaints relating to animal establishments but it is not possible to specify the number as there is currently no specific category allocated on the database for these types of complaints.

As a result of the Foot and Mouth outbreak, increased administration has been required to input animal movement licences onto the DEFRA website and deal with fax reports relating to cleansing and disinfecting of vehicles. The Modern Apprentice is responsible for this work and we receive in excess of 4,000 licences per year.

7.3 Education Driven

An officer from the section attends a regular animal welfare meeting with counterparts from DEFRA, and other GM & Lancashire authorities. They work on developing emergency plans for dealing with outbreaks of zoonoses, e.g. rabies.

Officers attend the agricultural show at Mottram showground to publicise animal welfare issues.

7.4 Intelligence Driven

The volume of work generated by intelligence gathering is limited but should be receive repeated complaints from residents of the borough or other welfare groups such as the RSPCA, we will investigate them thoroughly with the assistance of a veterinary inspector, if necessary. DEFRA, as the central government department for rural affairs, is naturally looked upon for the national and international picture.

8.0 ENFORCEMENT POLICY

The Service has a common written and published Enforcement Policy that covers all aspects of Environmental Health and Trading Standards enforcement. The Service has formally adopted the Government's Enforcement Concordat and our Enforcement Policy has been published on the Council's website. In addition, enforcement decisions in Health and Safety cases are confirmed using the Enforcement Management Model and use of this model has been incorporated into the work instructions. An electronic version of the Enforcement Management Model has been developed and is in use when required.

The service is involved in the development of a corporate enforcement plan and this should assist with improving the score achieved following the Interauthority audit of the health and safety and food services.

9.0 RESOURCES

9.1 Financial Allocation

The budgeted costs of running the Environmental Safety and Hygiene service for 2007-2008 is £551,750. The costs can be broken down as shown below;

Expenditure

| | |
|---|---------|
| Staff Salaries and Employee Related Costs | 394,800 |
| Car Allowance | 13,200 |
| Supplies and Services | 17,330 |
| Sampling | 2500 |
| Departmental Charges | 123,920 |
| Total | 551,750 |

Income

| | |
|--------------------------|--------|
| Fees and Charges | 11,920 |
| Other internal recharges | 18,120 |
| Miscellaneous Income | 3,000 |
| Total | 33,040 |

| | |
|---------|---------|
| Balance | 518,710 |
|---------|---------|

9.2 Staffing Allocation

With regard to the Environmental Safety and Hygiene Service the borough is divided into districts and shared out between between five Environmental Health Officers, two Food Safety Officers and three Technical Officers (two vacant posts), with one Clerical Assistant and one Modern Apprentice (vacant post). The Environmental Health Officers and Food Safety Officers are responsible for all Health and Safety and Food Hygiene programmed inspections in addition to accident investigations and complaint investigations. This working arrangement was implemented last year and in response to Inter-Authority audit of the Health and Safety function. Officers have stated that they prefer this working arrangement as it enables them to gain experience of a range of disciplines. The recruitment of four Environmental Health Officers and one Team leader has benefited the section. Staffing issues that will effect the ability of the team to achieve the targets set in the business plan include one Team Leader taking a career break for one year with the vacancy being filled by one district EHO, maternity leave and the resignation of a Technical

Officer. Officers participate in promotional events and delivery of training courses with one Food Safety Officer leading on animal welfare issues.

Food Standards issues are dealt with by 3 full time and 1 part time Trading Standards Officer's and one Food Enforcement Officer. The amount of time spent on Food Standards issues including complaints equates to approximately one quarter of each officer time. All are appropriately qualified to the standards required by the Food Standards Agency that includes the requirement to carry out continuous professional development. A record of training is kept in each individual's training file which is regularly audited.

It is not possible to accurately specify the financial resource or the number of Full Time Equivalents (FTE) required to deliver each aspect of the service.

9.3 Authorisation of Officers

The enforcement actions that officers are authorised to carry out are based upon qualification and post qualification experience and are reviewed on an annual basis as part of the Employee Development Review. The guidance provided in Local Authority Circular (LAC 22/8) was followed in the development of the wording of the authorisation issued in respect of the Health and Safety at Work etc Act 1974. As it is impossible to include all relevant legislation on a warrant card, all officers are issued with a photographic card that refers to a letter of authorisation that lists all the legislation and sections the officer is authorised to enforce. This is retained on the officer's training file and is available upon request.

9.4 Staff Competence and Development

It is a requirement of Section 18 of The Health and Safety at Work etc Act 1974 and the Code of Practice issued by the FSA that the Local Authority provides a trained and competent inspectorate.

The Authority has gained the Investors in People award and, as part of this scheme, an Employee Development Review (EDR) meeting is held between officers and their line manager to discuss, amongst other issues, training needs on a yearly basis. A training matrix has been developed that outlines the skills and competencies required and where the competency or skill has not yet been achieved, a target date is set. There are a number of officers who require training on both Health & Safety and Food issues and in particular training on product specific premises.

Officers are provided with the opportunity to attend training courses on a regular basis in accordance with individual training needs and available resources. It is fortunate that we are able to secure low cost training through the GMPPMG subgroups by jointly organising courses. Officers attending training events are required to complete a training evaluation form to rate the quality and content of the training received as part of the quality system, and they are also expected to share their learning experience with the rest of their team by providing feedback at team meetings.

There are six other Environmental Health Officers that are based in other sections (including the two Heads of Service) and it is acknowledged that they may require refresher training in Food Safety to maintain competence – (everyone needs to do a minimum of 10 hours CPD to maintain competence in food and this needs to be clearly stated)

9.5 Qualifications

All Environmental Health Officers are registered with the Environmental Health Officers' Registration Board and the additional qualifications held by the Environmental Health Officers include a MSc in Occupational Health and Safety, two NEBOSH Diplomas (Part I)

and the Assessment in Professional Competence (APC) and Acoustics Diploma. The Food Safety Officers have both achieved the NEBOSH Certificate and have been internally assessed as being competent in Health & Safety using the CIEH Professional training requirements and have both achieved the higher premises food inspection certificate. One Technical Officer has achieved the HND in Environmental Health and is following the CIEH student training requirements to demonstrate competence in Health and Safety.

Food Standards Officers working within Trading Standards are generally qualified Trading Standards Officer and have the Diploma in Trading Standards which gives them the authorisation to enforce Food Standards Issues. One officer has passed the Food and Agricultural Standards paper as part of the Diploma in Consumer Affairs that allows that person to carry out particular aspects of Food Standards.

All Food Standards Officers must carry out 10 hours of CPD per annum to maintain the qualification.

10.0 PERFORMANCE REVIEW

10.1 Business Planning

The Authority operates a robust business planning system that sets a series of targets for the Licensing and Enforcement Section to achieve. Progress against the targets set is monitored and reported on two levels. At the end of every month, a 'traffic light' system is used to demonstrate progress and at the end of each quarter an in-depth report is provided. In addition, monthly meetings between the Head of Service, Divisional Managers and Cabinet Deputy are also undertaken. Year-end performance is reported to the Cabinet Deputy in March/April.

In addition to the monitoring carried out against the business plan the service also monitors staff absence levels in accordance with council policy. The number of day's absence per staff member in the Environmental Safety & Hygiene section for 2006-2007 was four with Trading Standards recording absence per staff member. Monitoring for this year anticipates that these figures will be maintained and possibly even bettered.

Although number of corporate complaints received was low, the majority of these were service requests and were quickly resolved to the satisfaction of the complainant. We also monitor requests for service through the premises database system and the time taken to respond to them.

The Licensing and Enforcement Section strives to improve its performance and standards of service delivery and as such carries out regular consultation exercises with the service users.

10.2 Inter-Authority Auditing

The Food Service was audited by Officers from Oldham MBC and Bolton MBC during January 2004 and the Health and Safety service was audited by officers from Rochdale MBC and Bolton MBC during February 2005. Action plans were produced for both elements of the service that are currently being implemented. Both services could be audited by the FSA and the HSC and the aim of participating in these audits is to prepare for that event and ensure that we are delivering a service in line with the guidance issued.

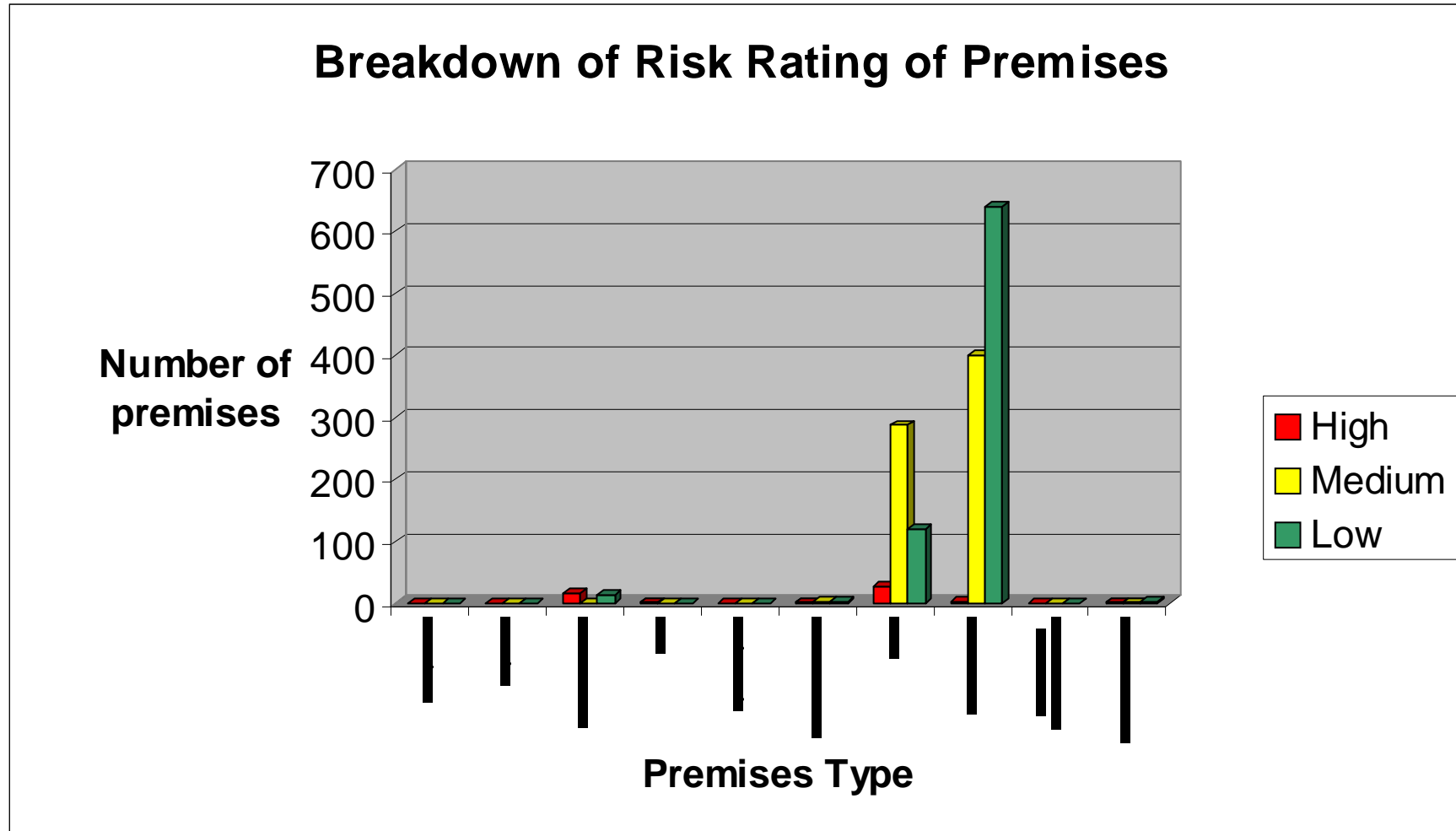
The Food Safety Action Plan highlighted areas in the work instructions where minor amendments were required to bring them into line with the exact wording of the FSA Code of Practice. The relevant work instructions were those relating to programmed inspections,

staff training and food hazard warnings. The majority of these issues have been addressed to the satisfaction of the auditors.

The Health and Safety plan highlighted a need for the enforcement policy to be amended to bring into line with the HSC policy statement, to make minor amendments to the work instructions, have a system in place to address the apparent shortfall in commercial premises on the database and to ensure that all high-risk inspections are carried out before low risk. The score achieved was two out of a maximum of four, with a minimum of three being required by the HSC. No Authority achieved a score of three predominantly because it was the first time that Inter-Authority audits had been carried out. Work is ongoing on these issues.

Appendix A

Food Standards breakdown of food premises into premise type and risk.



ENFORCEMENT & LICENSING

Appendix B

Service Unit Structure

