

**Public**

**HUNTINGDONSHIRE DISTRICT COUNCIL**

<b>Title:</b>	Monitoring Report on the Delivery of the Food Law Enforcement and Health and Safety Service Plans
<b>Meeting/Date:</b>	Licensing and Protection Committee – 22 March 2017
<b>Executive Portfolio:</b>	Executive Councillor for Housing and Regulatory Services - Cllr Ryan Fuller
<b>Report by:</b>	Commercial Team Leader – Keith Lawson
<b>Ward(s) affected:</b>	All

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**Executive Summary:**

The Food Law Enforcement Service Plan 2016-17 was approved on 21 June 2016. The Health and Safety Service Plan was considered on 21 June 2016 and approved on 19 July 2016.

This report covers the period from 1 April 2016 to 28 February 2017. In general terms it shows that the service is on target to deliver the programmed work in the approved Service Plans.

Programmed work is delivered alongside reactive work, the volume of which by definition is impossible to predict. This work is carried out according to risk. Complaints and accident investigations are prioritised using risk-based selection criteria.

The number of start-up businesses and the turnover of ownership amongst some sectors of the food industry (especially takeaways) places unpredictable demands on resources. New food businesses must be visited as soon as possible after they start to trade but not be at the expense of visits to high risk established businesses.

Corporate Performance Indicator PI20 refers to the percentage of newly registered food businesses which are inspected within 28 days of registration and the target for 2016-17 is 50%. The service is currently meeting this target and has carried out almost all of the scheduled high risk premises inspections that were identified on 1 April 2016.

Appendices 1 and 2 contain detailed information about the delivery of the Food Law Enforcement Service Plan. Appendix 3 contains detailed information about the delivery of the Health and Safety Service Plan.

**Recommendation(s):**

**Members are requested to:-**

- 1. Comment on the delivery of the two Service Plans for the period 1 April 2016 to 28 February 2017**
- 2. Consider the need to receive further reports at future meetings.**

## **1. PURPOSE OF THE REPORT**

- 1.1. The report provides information about the delivery of the two Service Plans for the period between 1 April 2016 and 28 February 2017.

## **2. WHY IS THE REPORT NECESSARY?**

- 2.1 Members have asked to be kept informed about the delivery of the work in the approved plans.

## **3. A DESCRIPTION OF THE SERVICES COVERED BY THE REPORT**

- 3.1 Food Law Enforcement consists of these areas of work:
  - a) Planned activities such as routine inspections of food businesses, food and environmental sampling and the provision of food hygiene training courses;
  - b) Unplanned (reactive) work such as the investigation of customer complaints, dealing with requests for compliance advice and following up notifications of food poisoning;
  - c) Liaison with other departments in the interests of coordinated service delivery: in particular licensing and planning;
  - d) Supporting national strategies and the wider public health agenda.
- 3.2 Health and Safety regulation consists of these areas of work:
  - a) Planned activities such as unannounced inspections of high risk businesses and targeted interventions in line with the HSE's strategic aims;
  - b) Unplanned (reactive) work such as the investigation of notifiable accidents, prescribed diseases, complaints and dealing with serious risks that are identified during other activities (Matters of Evident Concern);
  - c) The provision of compliance advice to businesses.

## **4. PROGRESS AGAINST THE APPROVED PLANS**

- 4.1 Appendices 1 and 2 relate to the delivery of the Food Law Enforcement Service Plan.
- 4.2 Appendix 1 compares the recorded activity in each of the programmed work service areas with the predicted activity in the approved Service Plan.
- 4.3 The key activities of scheduled inspections, compliance revisits, inspections of new businesses and sampling visits are either green or amber.
- 4.4 The provision of information, advice and training is an important part of the service. Business advice is an integral part of every inspection but there is an established programme of food hygiene courses aimed at people who work in food businesses and for whom appropriate training is vital to protect public health.
- 4.5 The service also uses social media to promote good practice, good news stories and to support the FSA's strategic aims.
- 4.6 Appendix 2 refers to the unplanned (reactive) work. The number of customer complaints and service requests is likely to be slightly higher than the predicted numbers. However they are closely monitored and prioritised according to risk using publicly available selection criteria.
- 4.7 The Health and Safety Service Plan also contains a mixture of programmed work, reactive work and the provision of compliance information and advice.
- 4.8 The number of complaints received and the number of accident investigations are both higher than the predicted levels. Whilst it is impossible to stem the flow of complaints it

is important that responses and investigations are proportionate to risk. The number of complaints and service requests is monitored closely and it may be necessary to introduce some selection criteria if the numbers continue to rise. Accident investigations are already selected according to established selection criteria.

- 4.9 Officers continue to witness serious health and safety problems whilst carrying out other duties. These are identified as “Matters of Evident Concern” (MEC). The frequency with which they are reported is an indication of the extent to which businesses fail to manage serious risks without our intervention.

## **5. RISKS**

- 5.1. The failure to monitor the delivery of the approved Service Plans could invite criticism from the Food Standards Agency and the Health and Safety Executive in their capacities as the national regulators.
- 5.2. Members have asked to be kept informed about the delivery of the approved Service Plans in order that they can comment on the way in which the service is provided as well as the available resources.

## **6. LINK TO THE CORPORATE PLAN**

- 6.1. These reporting arrangements support the wider corporate objectives to “*Improve the efficiency of service delivery and become more business-like*” and to “*drive service priorities*”.

## **7. LEGAL IMPLICATIONS**

- 7.1 None

## **8. RESOURCE IMPLICATIONS**

- 8.1 The failure to report the delivery of the approved Service Plans may prejudice the Council’s ability to provide the necessary resources.

## **9. OTHER IMPLICATIONS**

- 9.1. None.

## **10. REASONS FOR THE RECOMMENDATION**

- 10.1. To keep Members informed about the delivery of the approved Service Plans.

## **11. APPENDICES**

Appendix 1 - Food Safety Service Plan: Programmed (proactive) Activity

Appendix 2 - Food Safety Service Plan: Unplanned (reactive) Activity

Appendix 3 - Health and Safety Activity

## **CONTACT OFFICERS**

Mr Chris Stopford  
Head of Community  
Tel: 01480 388280

Mr Keith Lawson  
Commercial Team Leader  
Tel 01480 388291