

Environmental Health

Team Plan 2009/10

1. Introduction

1.1 The team's key responsibilities are:

In line with the aim of the merged Community Safety Services which is to improve the quality of life on the Isle of Wight with the development of safer, stronger and sustainable communities through effective partnership working, the aim of Environmental Health is:-

**'To protect public health and the environment of the Island whilst
delivering excellent customer services'**

Our objectives are to:-

- give appropriate and timely advice both “externally” and “internally”
- listen and respond to customer needs being accountable for our actions
- carry out targeted prioritised risk based inspections at frequencies, and to a quality, stipulated in guidance and departmental procedures with the aim of making a measurable difference rather than “just ticking boxes”
- undertake prompt and thorough investigations, where appropriate, into requests/accidents/food poisoning incidents; that have caused or the potential to cause nuisances or affect health or impact the environment consistent with guidance and departmental procedures
- take enforcement action that is proportionate, transparent, consistent and targeted, in line with our adopted Enforcement Policy
- carry out surveillance and enforcement sampling of food, air and water, in accordance with statutory duties, guidance and good practice
- undertake to commit resources to promotional and educational campaigns which meet our stakeholder needs and result in measurable improvements
- liaise and work with other council departments/services, government departments, accredited agencies and other relevant bodies over issues of enforcement and consistency
- have trained and motivated staff

Range of activities undertaken by the service

- Undertaking of promotional and educational campaigns including the provision of information on matters relating to Environmental Health
- Business Inspections (and follow-up visits)
- Service of statutory notices, revocation/suspension of licences, instigation of legal proceedings
- Provision of an out-of-hours service
- Investigations into cases and outbreaks of infectious diseases
- Carry out assessments of air quality according to legislative requirements
- Undertake a programme of environmental sampling including food, soil and air (including radiation).
- Response to Food Alerts issued by the Food Standards Agency
- Response to incidents affecting or with the potential to impact upon public health
- Accident investigations
- Investigation of requests for assistance relating to Environmental Health issues including processing of applications for licences
- Inspection for and remediation of 'Contaminated Land'(Part IIA definition) with reference to the agreed Strategy
- Premises registration
- To ensure all Prescribed Processes are properly permitted and monitored
- To arrange for the funeral of deceased persons where no other arrangements have been made
- Provision of expert advice to the Development Control Section
- Statutory consultee to the Licensing Section
- Statistical reporting
- Review and assess air quality

Quality and Consistency Assessment

The department maintains documented management procedures to monitor adherence individual work programmes to ensure, as far as practicable, that inspections or investigations are carried out competently and to a consistent standard. The respective teams will ensure that monitoring is undertaken in accordance with this management procedure. The procedure includes measures to monitor:-

- Adherence to the Key Local Performance Indicators (3 day, 10 day 8 week targets)
- Adherence to each specific function inspection programme.
- That priority is given to inspecting the higher risk premises.
- Compliance with statutory and best practice guidance e.g. DEFRA, FSA, HELA.
- That officers have due regard to published guidance e.g. CIEH. UK or EU Industry Guides to Good Hygiene Practice
- Compliance with internal procedures, policies and Environmental Health enforcement policy.
- That the interpretation and action taken by officers following an inspection or investigation is consistent within the authority, and is consistent with central government guidance.
- That the inspection ratings allocated are appropriate.

2. Looking Back 2008/09

GEOGRAPHICAL

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
National Performance Indicators	NI 184: Food establishments in the area which are broadly compliant with food hygiene law	95% Broadly compliant	Risk Categories C1 and C2 have been created to overcome a local problem, caused by the majority of the Island's Category C premises being seasonal. Experience has demonstrated that by using the minimum inspection frequency of every 18 months, required by Code of Practice, every other inspection would arise out of season i.e. when the premises were closed. Members agreed to separate Category C premises, into Category C1 (inspected annually) and Category C2 (inspected every 2 years). These categories are based on the premises risk assessment score. Premises scoring in the top third bracket are categorised as C1 and those in the bottom two-thirds bracket are categorised as C2.	
Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (food)	Completion of Food Hygiene inspection programme (results) for submission to FSA.	Submitted June 08.	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (food) cont..	Completion of inspection programme for food hygiene	95 % completed	3% unable to be inspected as premises had closed (combination of seasonal and permanent closures)	Explore monthly/quarterly readjustment of figures to take into account permanently closed premises and new premises.
	Completion of inspection programme for food standards	96% completed	2% unable to be inspected as premises had closed (combination of seasonal and permanent closures)	Explore monthly/quarterly readjustment of figures to take into account permanently closed premises and new premises.
	Completion of inspection programme for scores on the doors	Completed alongside inspection programme	None	None
	Reduce number of premises with 0,1 or 2 stars	89% reduction	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (food) cont..	Sampling of food and feeding stuffs - national and local programmes (SETSA, LACORS, FSA, HPA, H&IOW sampling sub group)	Completed sampling programme. See table	None	None
	Respond to service requests regarding food safety/standards.	We responded to a total of 726 service requests 89% within 3 days (target 98%), 96% completed within 56 days (target 91%)	None	None
	Respond to food safety alerts.		None	None
	Investigation and control of outbreaks and food related infectious disease	Total number of cases reported, investigated total number designated as outbreaks.	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Educational initiatives and partnership working	Three projects involving sampling/assessing/raising awareness the nutritional quality and healthy eating choices of children's and older populations meals within school, leisure/entertainment venue and residential care environments	Working to help kids eat right when on the Wight 20 samples planned, 15 taken, all results compliant	None	None
	Recipe for Life – Helping Retired Island Residents to Eat Well On 2nd July 2008 the initial Recipe for Life day ran at the Riverside Centre, Newport and was attended by representatives across the Primary Care T, Co-Op, FSA, local authority employees whom provided valuable advice on a healthy lifestyle to 80 retired local residents. The highlight of the day was food hygiene/healthy eating performances by two local thespians, and the attendees receiving information packs so they are able to put what they've learnt into practise in their homes.		The next stage of the project, was to be hold of a healthy eating cookery demonstration by the Community Chef, to the retired residents of the Island. This is a slight change to the original proposal, as we found it difficult to recruit volunteers to commit to attending such a demonstration, therefore we decided to organise it in the largest sheltered housing centre on the Island, where there is a captive/willing audience and currently two of these sessions have taken place	

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Educational initiatives and partnership working cont..		<p>Mission Possible</p> <p>'Mission: Possible' project work in schools has been a success, and has been delivered at a total of 300 Key Stage 2, middle school children. The scheme aimed to teach food hygiene messages in a fun and interactive way using a 'Secret Agent' theme.</p>	<p>Although we have come to the end of this Mission, and the therefore the materials that are required have been used and there is no opportunity to purchase replacements, we were encouraged by the response and success of this project. It is the intention that the Mission will continue, but not in its current form. It is intended that once completed we will deliver the revised package to a total of 300 Key Stage 2, middle school children. The aim of the mission will remain which is to teach hygiene messages in a fun and interactive way using a 'secret agent' theme.</p>	
	Liaison with other organisations for benchmarking, best practice and joint working.	Attended Healthy business partnership, Healthy Eating Alliance, H&IOW sub group to advisory committees, CCDC etc	None	None
Proactive Service Development		Enforcement and consistency training, Food Poisoning scenario, court room skills	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Enforcement Action (Food)	Undertake enforcement action in line with legislative provisions and enforcement policy	470 Warning letters 10 improvement notices	None	None
Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (H&S)	Health and Safety Inspections	Undertaken inspections of all Due premises. 684 (FH bolt on) and 262 others	None	None
	Inspections of new businesses	40	None	None
	Service Requests	We responded to a total of 234 service requests 95% within 3 days (target 98%), 99% completed within 56 days (target 91%)	None	None
	Accident investigation reportable under RIDDOR	Number investigated 72	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (H&S) cont..	Enforcement (addressing slips and trips, dermatitis and duty to manage asbestos during food hygiene inspections) – Fit 3	684 interventions completed (FH tagged) plus 77 others, 146 contraventions were identified and written warning sent	After the 2008/09 Service Plan was publicised, it was determined that enforcement of the duty to manage asbestos requirement at all food inspections would be too time consuming. This was therefore not carried out.	Asbestos will be done separately 2009/10.
	Ladders campaign	<p>The IOW Council focused on two areas during the Ladder campaign in 2008.</p> <p>The first was to visit 10 high street retail outlets likely to use ladders of some description, in a specified area of the Island. Freshwater in West Wight was selected because this area very rarely features in targeted work by officers of this department.</p> <p>The second phase of the campaign was to visit all 13 branches of one supermarket retailer (Southern Co-operative) Island wide, to look at ladders and other access equipment.</p> <p>Total of 23 interventions, 3 ladders taken out of use, and 2 informal actions by agreement. No Notices were served as all premises were co-operative and receptive to our advice</p>		None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (H&S) cont..	Asbestos Campaign	<p>50 hotels were selected from all areas of the Island in an attempt to establish how well each are complying with their Duty to Manage asbestos within their premises.</p> <p>The criteria used to select the fifty was based on where there was no previous inspection history or just a questionnaire sent which enabled a desk top evaluation; where an inspection was overdue; premises rated as high risk; referrals by officers of building work being undertaken; or where previous regulatory visits had identified non-compliance with the legal duty to manage asbestos.</p> <p>Letters and guidance leaflets were sent out followed some 8 – 12 weeks later by a visit from an officer.</p> <p>29 visits made (ex. 7 no access) Number of premises non compliant (1st visit) 8 Number of premises compliant (2nd visit) 29</p>		None
	Identification and inspection of all marinas and boat yards which we have jurisdiction for.	Identified 15 marinas/boat yards. No inspections undertaken.	None	Inspections scheduled for 2009/10

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (H&S) cont..	Partnership working with the police to reduce violence and the threat of violence on licensed premises (top 10 project)	3 visits –Bogeys, Chicago Rock and The Balcony 3 written warnings	The work was reliant on the Crime preventions officers' time available	None
Educational initiatives and partnership working	Noise at Work Regs – compliance and educational visits	Educational Visits to be undertaken of the premises identified in 2008/09 as not compliant with the Noise at Work Regulations 2006	After the 2008/10 Service Plan was publicised, guidance was issues from LACORS that LA should not be carrying out enforcement at this stage.	Targeted educational visits scheduled in 2009/10
		12 Questionnaires sent to targeted businesses to determine current levels of compliance. Only one questionnaire was returned (that premises was assessed as compliant)		None
	Visits to high street shops to look at: <ul style="list-style-type: none"> • Waste Control • Violence at work • Duty to manage asbestos • Contractors working at height (externally) 	Waste control was completed for high street shops in East Cowes.	Time consuming which meant that other activities could not be completed.	Rolling 3 year plan to implement bundle in specific location (Newport year 1)

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Educational initiatives and partnership working cont.	To Obtain information from the NHS and local insurers networks on work related incidents in order to target future work.	Initially it was hoped that we could obtain data from the NHS with regards the number of people, primarily employees, who had presented themselves to A+E as a result of a work related accident and the types of injury they had sustained. This could then be cross checked with RIDDOR to establish whether businesses were complying with the legislation, and reporting what they are required to.	Unfortunately the data when held by the NHS is in a format were it is buried within hand written notes or not coded in sufficient detail to be able to extract meaningful data. Data was not available from Insurance companies as everything of theirs appears to go through the litigation authority.	None
	Outdoor events. To liaise with other regulators to ensure health and safety standards are in place to protect the public and workers at certain events on the island.	Compliance was checked at 8 large events in accordance with Licensing Act and/or IW Act conditions	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Educational initiatives and partnership working cont.	To devise and implement arrangements with relevant stakeholders (if identified as feasible) for future work to reduce the people claiming incapacity benefit and to assist employers with returning them to work.		None	None
Enforcement Action (H&S)	Undertake enforcement action in line with legislative provisions and enforcement policy	172 informal warning letters, 16 formal enforcement notices 15 notices complied with 1 Formal caution	None	None
	Actions undertaken in line with Flexible Warranting (HSE)		None	None
Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (EP)	Service Requests	We responded to a total of 1604 service requests 96% within 3 days (target 98%), 94% completed within 56 days (target 91%)	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (EP) cont..	Consultations (Licensing and Planning)	We responded to a total of 409 consultations 93% within 10 days (target 98%), 99% completed within 56 days (target 91%)	None	None
	Review of air quality	Completed the updating and screening assessment. Results submitted to DEFRA.	None	None
	Outdoor events. To liaise with other regulators to ensure EP standards are in place to protect the public and workers at certain events on the island.	Compliance was checked at 8 large events in accordance with Licensing Act and/or IW Act conditions	None	None
	Enhanced working with planning services.	Liaison protocol written and agreed.	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Educational initiatives and partnership working	Improve access to EH noise and other services	Attended community groups and events. Updated display materials and leaflets.	None	None
	Developed MOU with Social Services for dealing with premises which are filthy or verminous.	Complied, circulated and agreed MOU.	None	None
	Presented at the Environment and Neighbourhood officers away days.	Presented information on waste issues and overview of EH.	None	None
	Participation in CREW week	Undertook joint visits with ENOs and follow up action for CREW in Cowes.	None	None
Enforcement Action (EP)	Undertake enforcement action in line with legislative provisions and enforcement policy	1257 (SRs) Warning letters 37 enforcement notices 36 notices complied with	None	None

LICENSING

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Deliver statutory plans and programmes assigned to service area on time and within allocated budgets (licensing)	Process and issue licences in line with legislative objectives and IOW Licensing Policy 2008-2011	Our target is to process 100% of all applications (including renewals) within specified timescales. We achieved 100% which was a total 1928 licenses being processed.	None	None
	Undertake inspections of licensed premises within LACORS recommendations and legislative requirements.	Under the Licensing Act 2003 we undertook 32 High risk premises and 149 medium risk premises inspections. 640 other licence inspections.	None	None
	Respond to service requests regarding licensing issues.	We responded to a total of 729 service requests. 99.5% within 3 days (Target 98%), 93% completed within 56 days (target 91%)	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Educational initiatives and partnership working	Take part in partnership working groups and joint initiatives	<p>We attended the community partnership working group, Violence and Alcohol working group and Safety advisory group.</p> <p>We took part in the Christmas safety campaign by visiting rural pubs alongside police and traffic education.</p> <p>Coordinated the under 21 scheme in Ryde (off sales premises) jointly with police and the trade.</p>	None	None
	To liaise with other regulators to ensure controls are in place to protect the public, residents and workforce at events on the Island	We coordinated the SAG meetings for large events including Isle of Wight Festival, The Bestival, Osborne House and IOW Jazz festival.	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Educational initiatives and partnership working cont..	To enhance the standard of licensed premises on the island through an award scheme.	Instigated a joint initiative with the police based of a national scheme 'best bar none'. 28 Applicants each receiving a joint inspection, 23 premises accredited. Presentation and award ceremony organised by officers awards were given in 4 different categories with one overall winner.	Tight timescales meant that we had limited time to encourage participants. Fear of non accreditation discouraged many premises from taking part.	Undertake future accreditation inspections alongside scheduled inspections.
Proactive service development	Review current policies to ensure compliance with legislation (including Local Better Regulation), revised guidance and best practice	Started reviews and consultations on the following policies: <ul style="list-style-type: none"> • Street Trading/Markets • Boats and Boatmen • Residential Caravans 	2 Year target due for completion in 2009/10.	None
Enforcement Action	Undertake enforcement action in line with legislative provisions and Enforcement Policy	Revoked Taxi Licence Premise Licence Reviews x2 Sale of alcohol without a licence	None	None

CONSULTATION

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Deliver statutory plans and programmes assigned to service area on time and within allocated budgets (IPPC and contaminated land)	Processing Environmental Permits and the Inspection and risk rating of premises	<p>Work has been undertaken in processing the Island's only A2 application (previously permitted as Part B). Four investigations have been carried out on Island businesses, one of which resulted in an installation becoming permitted as a mobile crusher. It also led to the review of a longstanding permit and important variations were implemented.</p> <p>A comprehensive review of all crusher permits was also undertaken</p>	At the beginning of April 2008 there were 44 number of permitted process requiring monitoring by the Council. During the year these have increased to 49 with the addition of 2 mobile crushers , three waste oil burners	None
	Respond to service requests regarding IPPC/Contaminated land issues.	We responded to a total of 96 of service requests 66 within 3 days (Target 98%), 98 completed within 56 days (target 91%)	None	None

Strategic Service Objective from Service Plan	Initiative	Success/Achievements	Issues Affecting Delivery of Initiatives	Lessons Learnt
Enforcement Action	Undertake enforcement action in line with legislative provisions and Enforcement Policy	9 Statutory notices served 100% complied with.	None	None

3. Looking Forward

Strategic Service Objective from Service Plan		Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (Health and Safety)						
Corporate Priority		A safe and well kept island, A healthy and supportive Island						
Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Completion of Health and Safety Inspection work plan	DM	March 2010	None	Monthly performance review/EOY Targets. Completion of 98% of scheduled inspections	From existing budget	Compiling the inspection programme.	April 2009	MN
						Completion of inspections	31 March 2010	DM
						End of year report	April 2010	DM
Inspection of new businesses	DM	March 2010		Monthly performance review. Estimate 40 pa.	From existing budget	To inspect new businesses within 1 month	Ongoing	DM
						End of year report	April 2010	DM

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Respond to service requests concerning H&S issues	DM	Ongoing		Monthly performance review. Target 98% first response 3 days 91% completed within 56 days	From existing budget	Monthly reporting and end of year report.	Ongoing /April 2010	DM
Investigations of Accidents reportable under RIDDOR	DM	Ongoing		Monthly reporting and end of year report. Estimated 168 pa.	From existing budget	Monthly reporting and end of year report.	Ongoing /April 2010	DM
Completion of Health and Safety inspection work plan – topic based	DM	March 2010	High workload from enforcement actions may affect completion of these topic areas. (score 8:Medium Risk)	Monthly reporting and end of year report.	From existing budget	Compile inspection programme	April 2009	DM/MN
						Completion of inspection S&T, Derm, Gas, MOE - FH Insp	Monthly Target/ all by March 2010	DM
Completion of scheduled inspections for duty	DM	March 2010		Monthly reporting and end of year	From existing budget	Compile inspection programme	April 2009	DM/MN

to manage asbestos in hotels				report		Completion of inspection programme	Monthly Target/ all by March 2010	DM
Completion of scheduled inspections for Marinas and boat yards	DM	March 2010		Monthly reporting and end of year report	From existing budget	Compile inspection programme	April 2009	DM/MN
						Completion of inspection programme	Monthly Target/ all by March 2010	DM
Completion of inspection programme for unrated premises and those which have not been inspected since 2004.	DM	March 2010		Monthly reporting and end of year report	From existing budget	Compile inspection programme	April 2009	DM/MN
						Completion of inspection programme	Monthly Target/ all by March 2010	DM
Influencing Activities/Dependencies:								
<p>Seasonal variance of complaints may adversely effect service delivery. Increase of festivals will require officers to undertake an increased workload in order to protect the public.</p>								
Priorities for learning and development in support of delivery of these initiatives:								
Internal officer training for topic based inspection work - S&T, Derm, Gas, MOE.								

Strategic Service Objective from Service Plan		Educational Initiatives and Partnership working						
Corporate Priority		A safe and well kept island, A healthy and supportive Island						
Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/Resources	Task	Task Completion Date	Task Owner
Seeking compliance with Noise at Work Regs through educational visits	DM	Dec 2009	High workload from enforcement actions may affect completion. (score 8:Medium Risk)	Progress report/assessment by PEHP.	From existing budget	Inclusion in 2009 inspection programme	April 2009	MN
						Completion of educational visits	December 2009	MN
Completion of Working at Height/Roofing Contractors Project	DM	March 2010	Dependent upon officer capacity (SOE) (score 8:Medium Risk)	End of year report/assessment by PEHP	From existing budget	Identify individuals/or organisations with client responsibilities on industrial estates	Sept 2009	DM/MN

Educational Initiatives and Partnership working cont..

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
To ensure health and safety, food safety and EPstandards are in place to protect the public and workers at events on the island.	DM	Ongoing		PEHP monitor events lists/consultations/inspections.	From existing budget	Produce list of events	April 2009	DM
						Nominate lead officer	Ongoing	DM
						Lead officer will liaise with organiser and other enforcement agencies and come up with work/inspection plan for event.	Ongoing	DM
Working to help kids eat right on the Wight	DM	Feb 2010	No funding from FSA (Score 14: High)	End of initiative report/review	Existing budget/.FSA grant	Compile project/sampling programme	November 2009	RM
						Completion of project	Feb 2010	RM

Educational Initiatives and Partnership working cont..

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Evaluate continuation with 'bug busters' initiative for key stage 2.	DM	Feb 2011			Existing budget	Review previous 'bug busters' initiative, make recommendations for future project	March 2010	RM
						Undertake project and complete	March 2011	RM
Liaise with other food associated agencies to maximise partnership working.	DM	Ongoing			Existing budget	Attend liaison meetings e.g. HBP, HEA, CCDC	Ongoing	DM
To liaise with other regulators to ensure controls are in place to protect the public, residents and workforce at events on the Island	KW	Ongoing		Report back to EHM	Existing budget	Arrange, chair and provide minutes/actions for SAG	Ongoing	KW/DCB

Educational Initiatives and Partnership working cont ..

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Take part in partnership working groups and joint projects for example under 21 scheme	KW	Ongoing		Reporting back to EHM	Existing budget	Attending meetings	Ongoing	KW
						Participate and support schemes where applicable.	Ongoing	KW
						Role out under 21 scheme to include Sandown and Shanklin	End June 09	KW
To enhance the standard of licensed premises on the island through an award scheme.	KW	Ongoing		Number of participants/acc redited premises	Existing budget	Advertise the scheme	Ongoing	KW
						Identify potential accredited premises through routine inspections	Ongoing	DCB/Officers

Educational Initiatives and Partnership working cont ..

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
To enhance the standard of licensed premises on the island through an award scheme cont..	KW	Ongoing		Number of participants/acc redited premises	Existing budget	Review award categories and presentation method	Dec 09	KW
						Purchase awards and present to accredited premises	Feb 10	KW
Influencing Activities/Dependencies:								
<p>Recession may decrease number of licensed premises willing to participate in the best bar none scheme.</p> <p>Lack of additional finance through grants/ bids/ sponsorship means that some of the projects will not have funding and therefore costs cannot be covered with existing budgets.</p> <p>Any reduction in staffing levels may effect the projects to the extent that officer time cannot be given away from mandatory functions.</p>								
Priorities for learning and development in support of delivery of these initiatives:								
Internal project management skills.								

Strategic Service Objective from Service Plan		Proactive service development						
Corporate Priority		A safe and well kept island, A healthy and supportive Island						
Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/Resources	Task	Task Completion Date	Task Owner
Ensure effective procedures and equipment in place to deal with outbreaks	DM	March 2010	High workload from enforcement actions may affect completion (score 8:medium)	Task deadlines/ reporting to PEHP	Existing budgets	Draft procedures	Dec 2009	DM
						Consultation	Dec-Jan 2009/10	DM
						Publishing procedures	March 2010	DM
Ensure officers are trained through a mock outbreak exercise and proactive inspections	DM	April 2011	Dependent on risk register and procedures being completed. (score 8:medium)	Task deadlines/ reporting to PEHP	Existing budgets	To be defined in service plan 2010/11	April 2011	DM

Proactive service development cont...

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Produce a register of cooling towers and other high risk processes to programme for future inspection	DM	October 2010	High workload from enforcement actions may affect completion (score 8:medium)	Task deadlines/ reporting to PEHP	Existing budgets	Background work to identify and define requirements		DM
						Desktop survey to identify likely premises		DM
						Visits to confirm.		DM
						Compile risk register and audit programme.		DM
Review of policies and procedures relating to Food Safety, EP and Health and Safety service functions.	DM	April 2011		6 month review PDR	Existing budget	Review current policies and procedures make amendments as necessary	April 2011	DM

Proactive service development cont...

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Develop procedure and guidance for primary authority scheme.	DM	March 2010		Bi monthly	Existing budget	Develop procedure and guidance for officers	March 2010	WGB
Undertake benchmarking with other LAs	AG	March 2010		Annual through completion of benchmarking matrices'.	Existing budget	Complete benchmarking forms	September 2009	DM/KW
						Obtain results	Feb 2010	AG
						Feed into 2010/11 service plan	March 2010	AG
Implementation of the Private Water Supply Regulations	DM	March 2010 (dependant on guidance)		Bi monthly	Existing budget	Review guidance when available	March 2010 (dependent on guidance)	DM
						Produce procedure for compiling a register, sampling programme and enforcement policy.	March 2010 (dependent on guidance)	DM

Proactive service development cont...

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Introduce fixed penalty notices for offences	DM	March 2010		Bi monthly	Existing budget	Investigate options and make recommendations for the introduction of fixed penalties.	March 2010	NS
Succession planning for qualified EHP.	KW	Ongoing		Budgetary monitoring and assessment of student competency/pa ss rates for units of study.	Existing budget	Take part in H&IOW consortium	Ongoing	KW
						Continue with current training plan for existing students	Ongoing	KW
Transition of Market responsibilities from Waste Management services to EH	KW	March 10	Financial burden due to overspend on current budget (score 11:medium)	Report to EHM	Existing budget	Investigate options and make recommendations	March 2010	KW

Proactive service development cont...

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
To review and update current policies to ensure compliance with legislation (including local better regulation)	KW	March 2010		Regular updates at 121 supervisions	Current budget	Complete review on Street trading/markets make recommendations	March 2010	KW
						Complete Review on boats and boatmen make recommendations	March 2010	KW
						Complete review on residential caravans make recommendations	March 2010	KW
<p>Influencing Activities/Dependencies:</p> <p>Reliance on officer time to undertake reviews. H&IOW consortium is a 3 year notice period.</p>								
<p>Priorities for learning and development in support of delivery of these initiatives:</p> <p>Training for officers to ensure that competencies are up to date with regard to both regulatory and enforcement duties. External/internal training courses.</p>								

Strategic Service Objective from Service Plan		Enforcement Action(All EH)						
Corporate Priority		A safe and well kept island, A healthy and supportive Island						
Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Undertake enforcement action in line with legislative provisions and enforcement policy	DM	Ongoing		Bi monthly reviews	Existing budget	Identify appropriate action (in line with enforcement policy)	Ongoing	DM
						Completion of authority panel for prosecutions/formal cautions	Ongoing	DM
Undertake enforcement operations, either on our own initiative or in co- operation with our enforcement partners.	DM/KW	Ongoing		In accordance with project planning	Existing budget/grants if available	Identify areas of joint enforcement action	Ongoing	DM/KW
						Compile a project plan/timescale	Ongoing	DM/KW
						Implementation of plan	Ongoing	DM/KW

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/Resources	Task	Task Completion Date	Task Owner
Undertake action/inspections as required under the flexible warranting scheme (HSE)	DM	Ongoing	Officer time/availability – may not be able to respond to requests from HSE or public. (Score 11:medium) Financial implications (legal costs and officer time) as a result of enforcement action (score 12:high)	Monthly monitoring	Existing budget	Review resource implications of this agreement.	Ongoing	DM
<p>Influencing Activities/Dependencies: Enforcement action is time consuming; officer availability may impact on ability to progress enforcement cases.</p>								
<p>Priorities for learning and development in support of delivery of these initiatives: Enforcement skills training (external). Liaise with HSE to provide further guidance and training with regard to flexible warranting.</p>								

Strategic Service Objective from Service Plan		Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (Food Safety)						
Corporate Priority		A safe and well kept island, A healthy and supportive Island						
Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/Resources	Task	Task Completion Date	Task Owner
Completion of Food Hygiene inspection programme	DM	March 2010		Monthly reporting and end of year report. Target 98% of scheduled inspections (EOY report)	Current budget	Compiling inspection programme	April 2009	RM
						Completion of inspections	March 2010	DM
						End of year report	April 2010	DM
						Issue Scores on the doors to catering premises inspected	Ongoing	NS
						Submission to FSA	July 2009	DM
Completion of Food Standards inspection programme	DM	March 2010		Monthly reporting and end of year report. Target 98% of scheduled inspections (EOY report)	Current budget	Compiling inspection programme	April 2009	RM
						Completion of inspections	March 2010	DM
						End of year report	April 2010	DM

Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (Food Safety)cont...

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Inspection of new businesses	DM	March 2010		Monthly performance review	Current budget	To inspect new businesses within 1 month	March 2010	DM
						Provide advisory visits or guidance where applicable	Ongoing	DM
						End of year report	April 2010	DM
Improve those premises which currently have a 0,1 or 2 star rating	DM	March 2010		Quarterly monitoring	Current budget	Complete inspection programme	March 2010	DM
						Review results	March 2010	DM
Compile and complete sampling programme (Food)	DM	March 2010		Monthly reporting	Current budget/ FSA grant	Compile programme	April 2009	RM
						Complete programme	March 2010	RM
						Compile end of year report and submit to EHM and FSA	March 2010	RM
Compile and complete sampling programme for classification of shellfish production areas	DM	March 2010		Annual report	Current	Compile programme	April 2009	NS
						Complete programme	March 2010	NS

Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (Food Safety)cont...

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Compile and complete sampling programme for classification of shellfish production areas cont....						Report results to FSA	March 2010	NS
Respond to service requests concerning food safety issues	DM	Ongoing		Monthly performance review. 98% first response 3 days 91% completed within 56 days	From existing budget	Monthly reporting and end of year report.	Ongoing /April 2010	DM
Respond to food safety alerts	DM	Ongoing		Annual report. 98% first response 3 days 91% completed within 56 days	From existing budget	End of year report	Ongoing/ April 2010	DM

Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (Food Safety)cont...

Investigation and control of outbreaks and food related infectious disease	DM	Ongoing		Annual report, performance in line with published targets for timescales of investigations.	From existing budget	Respond within specified time scales.	Ongoing	DM
<p>Influencing Activities/Dependencies: Seasonal variance of complaints may adversely effect service delivery. Increase of festivals will require officers to undertake an increased workload in order to protect the pubic. Outbreak of swine flu may mean that officers are required to aid the HPU in their statutory functions.</p>								
<p>Priorities for learning and development in support of delivery of these initiatives: Internal training for officers in how to deal with outbreaks of notifiable diseases.</p>								

Strategic Service Objective from Service Plan		Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (EP)						
Corporate Priority		A safe and well kept island, A healthy and supportive Island						
Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/Resources	Task	Task Completion Date	Task Owner
Respond to service requests concerning EP issues	DM	Ongoing		Monthly performance review. Target 98% first response 3 days 91% completed within 56 days	From existing budget	Monthly reporting and end of year report.	Ongoing /April 2010	DM
Responding to consultations concerning planning and licensing applications	DM	Ongoing		Monthly reporting target response within 10 working days.	From existing budget	Monthly reporting and end of year report.	Ongoing /April 2010	DM
Review Air quality in line with legislation	DM	Ongoing		Monthly performance review	From existing budget	Completion of progress report	March2010	WGB
						Submission of progress report to DEFRA	April 2010	WGB

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/Resources	Task	Task Completion Date	Task Owner
Undertaking LA funerals in respect of persons where no other arrangements are made	DM	Ongoing		Monthly performance review	Existing budget/reclaim from estate where possible	Undertaking funeral arrangements	Ongoing	DM
						Reclaim expenses from deceased estate	Ongoing	DM
Influencing Activities/Dependencies: Seasonal variance influenced by weather conditions.								
Priorities for learning and development in support of delivery of these initiatives: Competency training and enforcement skills (internal and external)								

Strategic Service Objective from Service Plan		Deliver statutory plans and programmes assigned to service area on time and within allocated budgets (licensing)						
Corporate Priority		A safe and well kept island, A healthy and supportive Island						
Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/Resources	Task	Task Completion Date	Task Owner
Process and issue licences and permits in line with legislative objectives and IOW Licensing Policy 2008-2011	KW	Ongoing	<p>Potential Less funding due to economic climate (reduction of licensed premises) (Score 8:Medium)</p> <p>Potential of delay in applications and or those needing to go to a hearing if influx of applications.(score 8:medium)</p>	<p>Regular budget monitoring and comparison to previous year (income)</p> <p>Performance management/monitoring of applications received.</p>	Existing service budget	Process all applications within relevant timescales.	Ongoing	KW

Deliver statutory plans and programmes assigned to service area on time and within allocated budgets (licensing) cont..

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Undertake inspections of licensed premises within LACORS recommendations and legislative requirements.	KW	Ongoing	Potential Less funding due to economic climate (reduction of licenced premises)	Regular budget monitoring and comparison to previous year (income) Performance management/monitoring of officer inspections 100% of scheduled inspections (EOY report)	Existing service budget	Produce inspection programme	Mid April 09	DCB
						Complete inspections in line with LACORS and legislative guidance	March 2010	KW/DCB
						Produce monthly and end of year performance monitoring report	Monthly/March 2010	KW
Ensure the implementation of the licensing on line project and compliance with the EU Services Directive in consultation with ICT/ SLO	KW	Dec 09			Existing budget		December 09	KW

Deliver statutory plans and programmes assigned to service area on time and within allocated budgets (licensing) cont..

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Respond to service requests regarding licensing issues.	DCB	Ongoing		Performance management/monitoring of officer investigations/actions in line with performance targets. 98% first response 3 days 91% completed within 56 days	Existing service budget	Allocation of service requests to relevant officer.	Ongoing	DCB
						Produce monthly and end of year performance monitoring report	Monthly/March 2010	KW
Influencing Activities/Dependencies:								
Changes in legislation concerning the Licensing Act 2003 in respect to conditioning of licences and enforcement.								
Priorities for learning and development in support of delivery of these initiatives:								
Continued competency training for officers.								

Strategic Service Objective from Service Plan		Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (Consultation Team)						
Corporate Priority		A safe and well kept island, A healthy and supportive Island						
Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/Resources	Task	Task Completion Date	Task Owner
To process applications for environmental permits and undertake the inspections and risk ratings of those premises in line with DEFRA guidance.	GD	Ongoing		Performance target for inspections. 100% of scheduled inspections (EOY report)	Current budget	Process applications	Ongoing	GD
						Plan inspection programme based on risk rating of premises	April 09	
						Undertake inspections of premises	March 2010	GD
6 year review cycle of all permits	GD	March 2010			Current budget	Review of petrol recovery permits	March 2010	GD
Undertake intensive investigation into the contamination and remediation of 1 site (judged to be of greatest risk to receptor).	GD	March 2010		Performance management/monitoring of officer investigations/actions in line with performance	Existing service budget possible grant funding from DEFRA and EA	Produce monthly and end of year performance monitoring report	Monthly/March 2010	KW

Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (Consultation Team) cont..

Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/ Resources	Task	Task Completion Date	Task Owner
Respond to service requests regarding IPPC and Contaminated Land issues.	GD	Ongoing		Performance management/monitoring of officer investigations/actions in line with performance targets 98% first response 3 days 91% completed within 56 days	Existing service budget	Produce monthly and end of year performance monitoring report	Monthly/March 2010	KW
Respond to planning consultations and make recommendations for land remediation through the planning process.	GD	Ongoing		Performance management/monitoring of officer investigations/actions in line with performance targets; 91% planning consultations responded to within 10 days	Existing service budget	Produce monthly and end of year performance monitoring report	Monthly/March 2010	KW
Influencing Activities/Dependencies:								

Changes in the legislation and guidance.

Priorities for learning and development in support of delivery of these initiatives:

Competency of officer in undertaking investigations in this field and current legislative changes

Strategic Service Objective from Service Plan		Deliver Statutory plans and programmes assigned to service area on time and within allocated budgets (Coroners Service)						
Corporate Priority		A safe and well kept island, A healthy and supportive Island						
Initiative	Initiative Owner	Initiative Completion Date	Risks	Monitoring Method	Finance/Resources	Task	Task Completion Date	Task Owner
Resolve the issues raised in the 2009 audit of the coroners service	KW/DC	September 09		Report back to audit and Head of Community Safety Services.	Existing budget	Prioritise and action remedial measures	Sept 09	KW/DC
Provide and maintain administration and management support to the service.	KW	Ongoing		Performance management/monitoring of officer investigations/actions in line with performance	Existing budget	Identify areas of support	Ongoing	KW
Influencing Activities/Dependencies:								
Recent audit report.								

Priorities for learning and development in support of delivery of these initiatives:

Continued support with implementation of council IT and procurement systems.



Completed by

Amanda Gregory (Environmental Health Manager)

Date: 4/8/09