

CONSUMER PROTECTION DEPARTMENT



ENVIRONMENTAL HEALTH

SERVICE PLAN

2006-2007

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1 SERVICE AIMS AND OBJECTIVES

The aim of Environmental Health is:-

‘to protect the health and environment of the Island and to be held in the highest possible esteem by all of our customers’

Our objectives are to:-

- give appropriate and timely advice both “externally” and “internally”
- listen to customer needs and be 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 affected or the potential to cause nuisances or affect health or the environment consistent with guidance and departmental procedures
- take enforcement action that is proportionate, transparent, consistent and targeted, in line with the Council’s Environmental Health 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 with relevant and appropriate bodies over issues of enforcement and consistency
- have trained and motivated staff

Links to Corporate Objectives and Plans

The vision of the Local Strategic Partnership shared by the Isle of Wight Council is that by 2020 the Island will be:-

‘A progressive Island built on economic success, high standards and aspirations and a better quality of life for all’

Corporate Objectives/Key Actions

The Corporate Plan has identified 5 key outcomes, all of which our service impacts upon but the following are directly relevant to Environmental Health:-

- Create Safer and Stronger Communities:- a commitment to ensure that our services continue to safeguard public welfare; and to protect the health, safety and economic well-being of communities through the provision of constructive advice and effective enforcement of environmental health legislation.
- Sustainable regeneration and development of the Island:- through our actions we encourage job creation and economic prosperity by ensuring the targeted, prioritised enforcement of legislation so as to ensure a “level playing field” for all businesses and the reduction of business losses through accidents and ill health. Environmental Health is also committed to protecting and enhancing the environment. Environmental Health assist in the achievement of this goal through provision of expert advice to the development control section, property services and licensing section of potential environmental impact.
- To be a High Performing, Cost Effective Council:- we will strive to deliver and develop our services to meet changing stakeholder expectations which benchmark favorably to the best performing authorities nationally.

Corporate Objectives/Key Actions

Key actions arising from these outcomes are detailed in the attached function specific appendices.

Local Area Agreement

A Local Area Agreement is a contract between the Government and Island Futures the Local Strategic Partnership, that will help to improve the way key public service delivery organisations on the Island work together to focus on local priorities, improve local service delivery and make best use of existing resources.

As part of this agreement Environmental Health has an outcome target within the Safer and Stronger Communities block to secure the aim of:-

'To reduce the number of injuries at home, work and on the road.'

Businesses are risk rated in accordance with national guidance (HELA 67/1 (rev3)). Part of that assessment includes the confidence in management to maintain or attain a safety management system which reduces the level of risk to as low as is reasonably practicable. Those premises that manage risks well, have a low score as the potential for injury and ill health is reduced. Where as, those that do not manage risks well are scored higher and consequently could be subject to more frequent inspection. The reduction over time of the number of premises with a low confidence in management score will demonstrate the effectiveness of our interventions in making the Island a safer place.

The specific target is to reduce the number of businesses with 'almost no' or 'a little confidence' in management health and safety risk rating score from an April 2006 baseline figure as shown below:-

Aim: E. To reduce injuries at home, work & on the road.						
High-level outcomes	Goals	Indicator(s)	2005 Baseline Position *	Cumulative Target		
				April 2007	April 2008	April 2009
Stay Safe	E1 – Reduce the number of accidents and injuries	Number of businesses with 'almost no' or 'a little' confidence in management health and safety risk rating score	Est. baseline (TBC 3/06) 632 – a little 126 – almost no	90% in 'almost no confidence'	95% in 'almost no' - 50% in 'little confidence'	95% in 'almost no' - 90% in 'little' confidence

This target will be achieved through the targeting of our interventions to those businesses that fall within the above risk profiles. Further details are included with in the attached Health and Safety function specific appendix.

2 BACKGROUND

Profile of the Isle of Wight Council

The Isle of Wight Council is a Unitary Authority, undertaking both Trading Standards and Environmental Health functions. In April 2002, the two functions were combined with Bereavement Services to create the Consumer Protection Department which sits within the Safer Communities Directorate.

The Island itself is rural in nature (farm and forest account for over 75% of the land area¹) and covers an area of 146.8 square miles (38,020 Ha²). The population, in 2001, is estimated to be 132,731 and increase of 5.2% since 1991. The population is expected to increase by a further 2.2% by 2010. It is generally described as a resort and retirement location, which accounts for the 19.2% of the population being over pensionable age. A further 18% are below 15 years of age, meaning that nearly a third of the Island's population can be described as "vulnerable".

There is a very small ethnic community on the Island, ethnicity is detailed in the table below:-

White British	96.77
Asian or Asian British: Indian	0.14
Asian or Asian British: Pakistani	0.07
Asian or Asian British: Bangladeshi	0.07
Other Asian	0.05
Black or Black British: Caribbean	0.12
Black or Black British: African	0.08
Other Black	0.03
Chinese	0.09
Other Ethnic Group	0.13

The Island's traditional industries of agriculture, tourism and boat building have evolved to embrace modern high technology, aerospace, electronics, plastics and marine engineering. The largest employers are hospitality & public administration, education and health (28% each); manufacturing (17%) and banking (8%). The remainder are made up of others, transport & communications and agriculture & fisheries². Tourism is an important industry with large infrastructural demands at the height of the season in terms of catering, entertainment and accommodation. Two and a half million visitors came to the Island in 2002. These facts are reflected in the large number of seasonal premises that operate on the Island.

¹ Source: Land Use Census 1991, via www.iwight.com

² Source: ONS Annual Employment Survey 1998 (via website)

Organisational Structure

Environmental Health has 28 staff, all located at Jubilee Stores The Quay Newport Isle of Wight PO30 2EH. In April 2005 Environmental Health underwent a structural change from separate specialist teams to:

- North Team covering food safety/standards, health and safety, responsible authority functions under the Licensing Act 2003 and environmental protection for a geographical part of the Island encompassing the towns of Totland, Freshwater, Yarmouth, Cowes, Newport (North) Ryde, and Seaview.
- South Team covering food safety/standards, health and safety, responsible authority functions under the Licensing Act 2003 and environmental protection for a geographical part of the Island encompassing the towns of Ventnor, Shanklin, Sandown, Lake, Newport and Bembridge.
- Licensing and Consultation Team covering the issue, renewal and enforcement of all licensable activities, permitted processes, contaminated land, and provision of competent health and safety advice to the Council across the entire Island.
- Specialist services are also provided by: HPA/WEMS (food examination), Hants Scientific Services (public analyst), CCDC (food poisoning and infectious disease).

The staff structure of the Consumer Protection Department including Environmental Health is as shown in (appendix 1). This restructure was driven with the aim of improving the economic, efficient and effective delivery of services consistent with the Hampton review and emerging findings of the Local Better Regulation Office, whilst offering increased opportunities and job satisfaction to staff. It also assists in meeting the challenges of staff recruitment and retention. It is recognised that to make this restructure fully effective a continuing commitment from the Council and staff to continuous professional development and training is essential. This is considered in the Staff Development and Training Section below.

Scope of the Service

- Premises registration
- Business Inspections (and follow-up visits)
- Investigations into cases and outbreaks of infectious diseases
- Respond to Food Alerts issued by the Food Standards Agency
- Response to incidents affecting public health
- Accident investigations
- Investigation of requests for assistance relating to Environmental Health issues
- Advisory visits
- Provision of information on, and promotion of, matters relating to Environmental Health
- Undertaking of promotional and educational campaigns
- Enforcement work including service of notices, instigation of legal proceedings
- Inspection for and remediation of 'Contaminated Land' (Part IIA definition) with reference to the Strategy
- To assess and manage local Air Quality, including radiation monitoring through sampling.
- 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 an out-of-hours service
- Provision of expert advice to the Development Control Section
- Statutory consultee to the Licensing Section
- Statistical reporting

The provision of information and advice element of our work is difficult to quantify but should not be underestimated in that we deal with a considerable number of queries that are not related to the provision of services we provide.

Demands on Environmental Health

For each functional area of Environmental Health the demands upon it are different. These demands are detailed in the attached function specific appendices.

The general public can access services from a range of customer service points strategically placed around the Island. This is because the Island is predominantly rural. The Ryde Management Centre and Tourist Information Offices act as points of first call, as well as the Customer Service Centre at County Hall, Newport. Contact with Environmental Health staff at each of these locations is by telephone/email only, as no staff are located at these sites.

Standard office hours throughout the Council are Mondays - Thursdays (08:30-17:00) and Fridays (08:30 – 16:30).

Outside these hours an out of hours service is available Thursdays, Fridays and Saturdays from 18.30 to 02.30 hours and there is in addition a mechanism by which senior officers can be notified of serious incidents via the Council's 'Wightcare Service' 24 hours a day.

The Environmental Health website can be found on the Council's Website at www.iwight.com/eh. The site gives information about the service teams including the Department's Enforcement Policy.

Enforcement Policy

The Council has signed and endorsed the Enforcement Concordat, and the Executive Portfolio has approved a documented Enforcement Policy for Environmental Health. The policy is founded on the principles of proportionality, transparency, consistency, targeting and accountability. The Enforcement Policy is held electronically, where it is available to all staff and published on the Council web site.

Decisions to institute legal proceedings, and to administer 'formal cautions', have been delegated to the Head of Consumer Protection and the Environmental Health Manager. In accordance with the documented prosecution procedure, case officers prepare a report, which details the facts of the case with reference to the relevant Codes, Home Office Circulars, and the Enforcement Policy. This report is presented to, and considered by, a panel of senior officers of Environmental Health and a representative from the Council's Legal Services Section who determine the appropriate course of action.

3 SERVICE DELIVERY

General

All work undertaken by Environmental Health is only carried out by suitably qualified and experienced officers. All officers undertake continuing professional development.

Targets-Outputs vs Outcomes

Environmental Health has historically concentrated on output indicators such as the number of inspections, the numbers of service requests received etc. Whilst these indicators provided a pointer to the level of activity they gave little information of the actual impact of the service in improving standards or protecting health and safety. In order to demonstrate the impact of our service we have developed 'outcome based' indicators which we hope will reveal the 'real worth and impact' of our service to the Council's corporate objectives and the community. For each functional area of Environmental Health there are a number of new outcome based targets together with more traditional output based ones which are required by government bodies such as the Food Standards Agency and Department of the Environment Food and Rural Affairs, these are detailed in the attached function specific appendices.

Best Value Performance Indicators

Best Value Performance Indicators (BVPIs) are an integral part of local government's performance management framework. They constitute a framework of clear performance measures across the range of local government services. They reflect the importance that is attached to service delivery at the local level, and the Government's commitment to working in partnership to secure a progressive improvement in authorities' performance.

The overall purpose of BVPIs is to contribute to and facilitate the continuous improvement in efficiency and effectiveness of services. Performance is independently monitored to ensure the robustness of the data. As a standardised suite of performance indicators, BVPIs help the public and local and central government to monitor, analyse and compare the achievements of local authorities. This analysis and comparison serves three main purposes:-

- To enable central Government to monitor progress over a period of time
- To allow authorities to compare their performance against that of their peers
- To provide residents with information about the performance of their local authority

Environmental Health has four separate BVPI's the performance against which is reported annually:-

- BVPI 166a Score against a checklist of best practice for Environmental Health (Score 05/06 - 90%)
- BVPI 216a Identifying Contaminated Land (See appendix 5)
- BVPI 216b Information on Contaminated Land (See appendix 5)
- BVPI 217 Pollution Control Improvements (See appendix 5)

Key Local Service Performance Indicators –

1. To reduce the number of food premises with a low confidence in management risk score by 33% (as determined by national criteria) expressed as a percentage of the total number of premises. This is determined by calculating the total number of premises inspected in the period with their resultant risk score / by the total number of premises due to be inspected in the period with a little or no confidence in management risk score.
2. The percentage of decisions taken consistent with enforcement policy is a local key performance indicator.
3. The percentage of requests responded to within 3 days.
4. The percentage of internal requests for advice responded to within 10 days.
5. The percentage of requests resolved (including the issues of licences) within 8 weeks of receipt.

Revisits

If contraventions of legislation are found during an inspection, or other visit, a revisit will be made to the premises to ensure compliance, if:-

- The contraventions are serious, and/or
- There is a lack of confidence in the management of the business, and/or
- A statutory notice has been served.

In all other cases businesses will be asked to confirm compliance in writing, and or compliance will be checked at the next routine visit.

Promotional and Educational Activities

For each functional area of Environmental Health there are a number of targets for activity which are detailed in the attached function specific appendices.

4 RESOURCES

General

For each functional area of Environmental Health there is a specified budget and a full time equivalent estimate of the number of officer resource designated for each area of activity which are detailed in the attached function specific appendices.

Staff Training and Development Plan

Environmental Health has achieved IIP accreditation. A structured Development Review Process has been established. The process is initiated with the Head of Service in April, which is cascaded down through the Environmental Health Manager, PEHP and SEHP and finally to the other Officers, in April through to July.

Once this process is complete, a training plan is being prepared for all Environmental Health staff in accordance with the principles of 'Investors in People'. As part of this process qualifications and key competencies required for individual post holders will be identified to achieve the desired aims of the restructure. Personal Performance Reviews (PPRs) will be prepared for each member of staff. These PPRs will be used to determine budgetary requirements for training, and to draw up an appropriate training programme.

Wherever possible, training will be provided in-house. Where relevant in-house training is not available or viable, staff will be sent on courses/seminars run externally. In particular, the Council will take advantage of opportunities for low cost training offered through the Hampshire and the Isle of Wight Chief Officers Group, Hampshire and the Isle of Wight Health CIEH Environmental Control Advisory Committee.

5 ENSURING QUALITY AND CONSISTENCY

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 functions 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 eg 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

The procedure is composed of three elements:

1. On a bi-monthly basis monitoring of all current officer work load inspection or investigation file records including: risk assessments, correspondence and compliance with procedures. Monitoring of 10% of all completed inspections/investigation file records. (Though the level and frequency of monitoring maybe increased if appropriate.)

2. Accompanied visits:- a senior officer and investigating officer visit the premises at the same time, one to undertake the investigation, the other to monitor the officer's approach, judgements, thoroughness, etc. during the investigation. At least 2 visits with each officer are carried out each year. (Though the frequency of monitoring is increased if appropriate.)
3. Customer satisfaction survey. Questionnaires are mailed at random to 10% of businesses following inspection or investigation or other contact.

In addition to the monitoring systems described above, the following arrangements are in place to promote quality and consistency:-

- Standard letters and phrases are used to encourage consistency and to ensure compliance with guidance.
- Regular team meetings are held to discuss issues of interpretation and enforcement.
- All statutory notices are subject to peer review.
- Serious cases warranting consideration for formal action, i.e. formal caution or prosecution, are reviewed by a panel of senior officers.

Quality Matrix Scores and Inter-Authority Auditing

To encourage regional consistency in interpretation and approach, the Council will continue to undertake inter-authority audits with neighbouring Hampshire authorities.

Action plans will be produced following audits to address any agreed identified concerns. Action plans will also be produced where quality matrices are updated to ensure the continuing development of the service.

The latest quality matrices scores together with action plans are produced in the attached function specific appendices, where available.

6 REVIEW

Review against the Service Plan

Performance against this Service Plan will be reviewed annually and will form the basis of a report to the relevant portfolio holder. The report will include information on the previous year's performance against:-

- This Service Plan.
- All specified performance targets and standards
- All targeted outcomes.
- Result of any inter authority audit and any action plan arising.

The report will be prepared within 4 weeks of the year-end i.e. 31 March 2006. In addition, an interim report will be prepared halfway through the year, i.e. 30 September 2005.

Identification of any Variation from the Service Plan

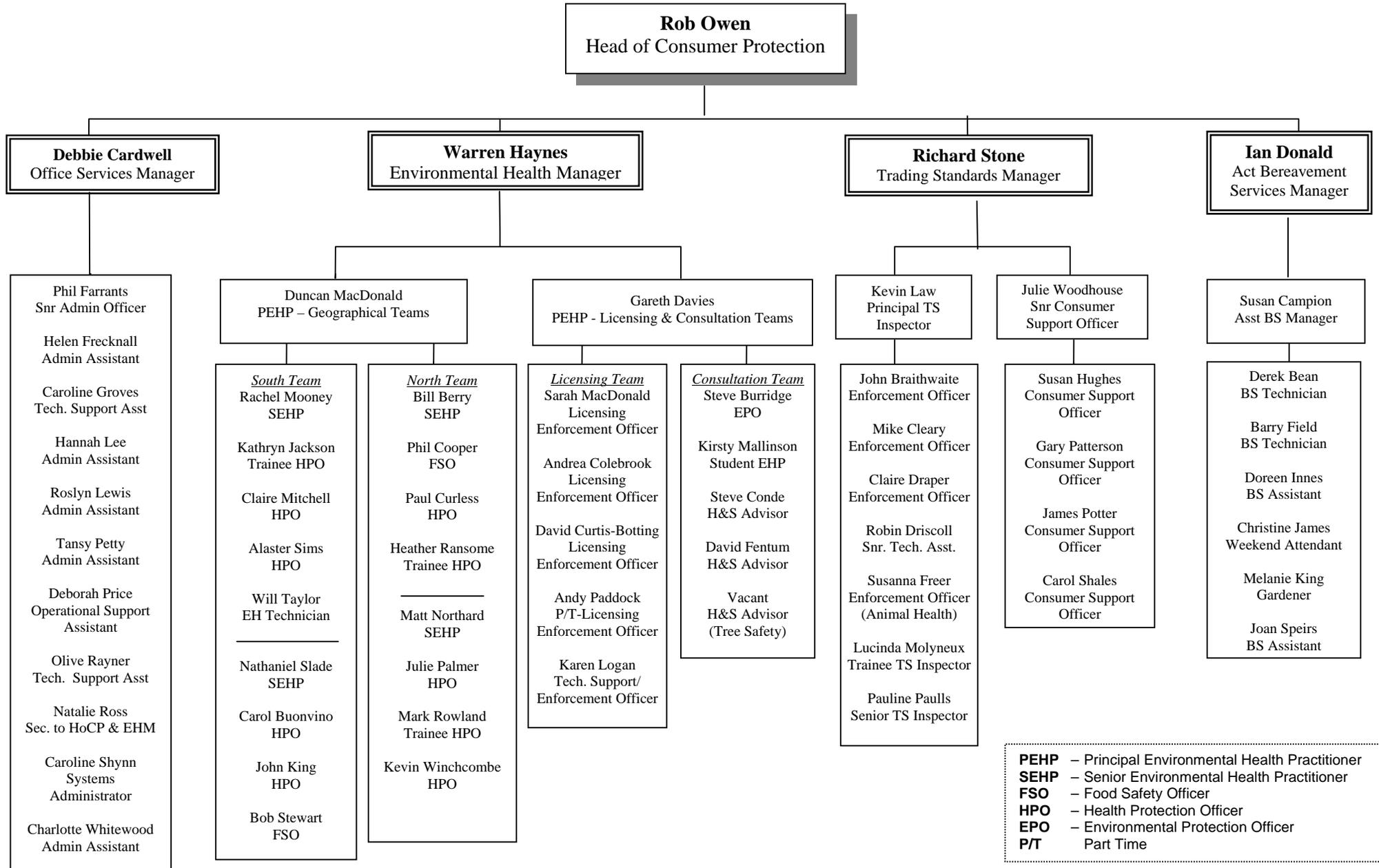
The review will identify any areas where the Council was at variance with this Service Plan and, where appropriate, the reasons for that variance.

Areas of Improvement

The review will identify any relevant improvements or service development identified, as necessary; by any inter authority audit or the ongoing quality and consistency assessments.

Consumer Protection Department

11 May 2006



PEHP – Principal Environmental Health Practitioner
SEHP – Senior Environmental Health Practitioner
FSO – Food Safety Officer
HPO – Health Protection Officer
EPO – Environmental Protection Officer
P/T – Part Time

APPENDIX 2 - FOOD

Demands Relating To Food

As of 1st April 2006 there were 1917 food premises on the Island. As the following table illustrates, the majority of these food premises are catering establishments. These include the Island's three prisons, hospitals, schools, residential and nursing homes, hotels, guesthouses, restaurants, takeaways, pubs and clubs:-

Category	Type of premises	No. of premises 2006	No. of premises 2005	Increase/decrease of premises since 2005
A	Food producers (selling by retail)	16	20	20% decrease
B	Slaughterhouses	2	2	N/A
C	Manufacturers	34	37	8% decrease
D	Packers	6	4	33% increase
E	Importers/Exporters	1	1	N/A
F	Distributors	29	33	12% decrease
G	Retailers	364	396	8% decrease
H	Restaurants and other caterers	1449	1553	7% decrease
J	Food manufacturer/selling by retail	16	17	6% decrease
Total		1917	2316	15% Decrease

384 of the Island's food premises are seasonal, chiefly operating from April until the end of September, which puts pressure on inspections during this period.

There are some businesses that operate outside normal office hours, although these may be open for business during office hours, production and handling practices may not be carried out at these times therefore details of businesses opening times will be recorded on file and officers will visit out of office hours either by time off in lieu system or the night shift rota as appropriate. When a range of activities takes place over different times/days, officers will aim to examine each of these activities at a frequency related to risk.

In addition, throughout the year, there are a number of festivals, outside events that attract large numbers of visitors and attendant catering facilities, which will require inspections or spot checks.

6 Food premises are approved under Regulation EC 853/2004 laying down specific hygiene rules for food of animal origin: 5 dairy establishments and 1 fishery establishments. . Due to the revised Code of Practice issued by the Food Standards Agency these will, in addition to their primary inspections, require an additional 6 secondary inspections this year.

The meat products establishments have transferred to Meat Hygiene Service (MHS) enforcement.

The change in legislation in January 2006 has seen the General Food Hygiene Regulations 1995 revoked, and this has had the effect of removing the requirements that require the licensing of butchers.

118 of premises are residential care/nursing homes. These premises are also registered with, and inspected by, the Commission for Social Care Inspection (CSCI), with whom close liaison is maintained.

The Authority also acts as Home Authority for Pabulum, who provides the catering for school meals.

Very few premises are run by proprietors/managers whose first language is not English. The Council does however have access to, and makes use of, interpreters at Portsmouth City Council, when inspecting these businesses as and when they are needed.

The Council undertakes oyster sampling in accordance with The Food Safety (Fishery Products and live Shellfish) (Hygiene) Regulations 1998 (as amended).

The Environmental Health website can be found at www.iwight.com/eh. The Food Safety page includes information about food hygiene and the inspection services. The Public Register of Food Premises can be accessed from here as well. A copy of the FSA Audit is available here as well as staff names, telephone numbers and e-mail addresses.

Outside office hours given above, senior managers are notified of serious food safety incidents via the Council's 'Wightcare Service', or by Environmental Health staff providing late night cover – Thursday to Saturday (18:30 - 02:30). In addition, senior managers are notified of any national food alerts via a text alert to work mobile phones.

SERVICE DELIVERY

Inspections

The Isle of Wight Council will ensure that all food premises are inspected with a frequency which has regard to the risk associated with those premises.

The Council has adopted a scheme of classifying food premises according to risk, based on the rating system set out in Annex 5 of Food Safety Act 'Code of Practice'. This scheme has been used to determine the minimum frequency of inspection and forms the basis of the Council's food hygiene and standards inspection programme.

Premises will be inspected in accordance with Codes of Practice issued under the Food Safety Act, and with guidance issued by LACORS (the Local Authorities Co-ordinating Body on Regulatory Services), which is the successor body to LACOTS. In carrying out its food hygiene inspections the Council is committed to securing real, demonstrable improvements in food hygiene compliance and food safety management. Central to this aim is the effective enforcement of the hazard analysis/HACCP requirement. As part of this we will from this year be seeking to monitor the effectiveness of our inspections by aiming to reduce the number of premises with a low confidence in management risk score.

As at 1st April 2006 the Island has 1917 food premises, in the following food hygiene risk categories:-

Risk Category	No. of premises 2006	No. of premises 2005	Frequency of Inspection
A	2	4	Every 6 months
B	76	75	Every year
C1	200	220	Every year
C2	783	826	Every 2 years
D	189	212	Every 2 years
E	667	722	Alternative Enforcement
U (unclassified)	0	4	
All premises	1917	2064	

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.

During 2004/05 the decision was made by senior management to transfer the food standards function from Trading Standards to Environmental Health. As at 1st April 2006 the Island has 1792 food premises, in the following food standards risk categories:-

Risk Category	No. of premises 2006	No. of premises 2005	Frequency of Inspection
A (formally H)	8	10	Every year
B (formally M)	224	503	Every two years
C (formally L)	1538	653	Alternative Enforcement
NIR*	4	233	See below
Zero	0	266	See below
Unspecified**	18	419	See below
All premises	1792	2064	

*No identified risk previously used by Trading Standards colleagues

** Premises currently with no food standards inspection code allocated

A blank risk score rating form can be found on the Food Safety webpage.

Food Hygiene Inspections

The following premises are due for food hygiene inspection:-

Premises Due for Inspection 2006/2007:			
Risk Score	No of Premises South	No of Premises North	Total
A's	1	1	2
B's	40	36	76
C1's	111	85	197
C2's	239	138	377
D's	52	39	91
E's	102	113	215
Totals	545	413	958

During 2006/07 the Council intends to inspect all Risk Category A – D premises that fall due during the year. The low risk E category premises will be dealt with via the alternative enforcement strategy.

In addition to these output indicators an outcome based target has been developed which is based upon improving an aspect of the risk rating profile, the confidence in management score. Over the next three years we aim to reduce the number of premises with little or no confidence in management – this has equated to an annual target of 33% for the year 06/07. The numbers of premises that fall into these categories are the following:

Confidence In Management Score	South	North	Total
C (score of 10) Sat recd compliance, may have doc FSM System	549	434	983
D (score of 20) Vary recd compliance, no FSM System	15	18	33
E (score of 30) Poor track recd compliance, no FSM System	0	0	0
Total			1016

In reviewing these against the number of inspections due demonstrates:

That 579 are due an inspection this year which equates to 57% of the premises – therefore to meet the target of 33% 338 of these premises will have to be coached to improve confidence.

In addition, the Council will review all new premises that register with the authority over the course of the year, and undertake a desk top assessment in order to risk rate them to determine frequency of inspection. Those that are provisionally risk rated as high (A-C), will be inspected within two months of registering with this Authority.

Further spot checks will be undertaken to ensure that food businesses trading during the Cowes Week, Isle of Wight Music Festivals, Garlic Festival and other established are provided guidance on complying with food hygiene requirements.

Food Standards Inspections

The following premises are due for food standards inspection:

Risk Score	Number Due	No intended to be inspected		
		No of Premises South	No of Premises North	Totals
A (formally H)	8	1	7	8
B (formally M)	125	76	49	125
C (formally L)	269	104	62	166
Totals	402	149	97	246

During 2006/07 the Council intends to inspect all A and B Risk Category premises that fall due or are overdue during the year. The C low risk category premises will only be inspected via the alternative enforcement strategy, if there is a visit due at the premises for Food Hygiene.

There are some businesses that operate outside normal office hours e.g. hotels, dairies, bakeries and take-away premises. Although they may be open for business during office hours, production and handling practices may not be carried out at these times. Therefore, details of businesses opening times will be recorded on file and officers will visit out of office hours either by way of Time Off In Lieu system or the night shift rota as appropriate. When a range of activities takes place over different times/days, officers will aim to examine each of these activities at a frequency related to risk.

Food and Feeding stuffs Complaints

i) Premises complaints

Complaints relating to the hygienic condition of food premises will be investigated, *where circumstances are perceived to present a significant risk to public health or a persistent source of concern to the public.*

All complaints have a 3 day response time and an 8 week resolution target.

Complaints not investigated will be reported to the business, identifying any legal requirements and good practice, and will be recorded on file for investigation at the next visit.

The number of premises complaints received and investigated over the last 5 years are as follows.

Premises	2001/02	2002/02	2003/04	2004/05	2005/06
Complaints received	117	172	161	122	176

The number of food premises complaints referred to the Authority has declined steadily in recent years, however the previous year it has increased 30%. It is expected that at least 176 food premises complaints will be received in 2006/07.

ii) Food complaints

Complaints about food safety, contamination by chemicals, taint food quality, food labelling or wholesomeness of foods will be investigated in accordance with a documented, 5-stage procedure, developed around LACORS guidance. Different priorities and procedures are followed according to the importance of the complaint. Not all five stages are necessarily followed.

Complaints which indicate '*a significant risk to public health*' or which are '*a persistent source of concern to the public*' will be investigated fully.

These will include complaints about foods contaminated by shards of glass or other sharp fragments, foods past their use-by dates, and foods exhibiting evidence of temperature abuse or suspected of causing illness.

In accordance with Code of Practice incidences of suspected malicious contamination are referred to the Kidnap, Extortion & Product Contamination Unit at Interpol, in liaison with the local police force.

Where the nature of the complaint does not warrant a full investigation, the complainant will generally be advised to return the item to the manufacturer/retailer as appropriate, enabling an internal investigation by the business or company. In such cases, the matter will be recorded on file for consideration at the next routine visit, or, where the food is manufactured off the Island, the complaint will be reported to the relevant Home Authority and/or Originating Authority. However, where a programmed inspection is due during the year, the inspection will be brought forward, if appropriate, and the complaint investigated at the same time.

All complaints have a 3 day response time and an 8 week resolution target.

Complaints not investigated will be reported to the business, identifying any legal requirements and good practice, and will be recorded on file for investigation at the next visit.

	99/00	00/01	01/02	02/03	03/04	04/05	05/06
Complaints received	70	56	65	60	40	59	66

The number of food complaints referred to the Authority has declined steadily in recent years, however, due to the transfer of food standards work to Environmental Health there has been an increase. It is expected that at least 66 food complaints will be received in 2006/07.

Home Authority Principle

The Isle of Wight Council actively supports the Home Authority Principle.

The Council has a formal agreement to act as Home Authority to 'Pabulum', the company providing school meals on the Island and at various other sites throughout Hampshire.

As part of the agreement the Council advises the Company on food safety and hygiene policies and procedures that apply throughout its operation, participates in the management review process, and responds to enquiries raised by other enforcing authorities.

Advice to Business

The Isle of Wight Council will respond to all reasonable requests for advice and assistance from food businesses. Wherever possible, advice will be made available over the telephone, by providing advisory leaflets/booklets, or by appointment at the Council's offices. Where more detailed advice or support is required businesses will be directed to relevant trade associations, consultants, or other experts, as appropriate.

	99/00	00/01	01/02	02/03	03/04	04/05	05/06
Food Advisory Requests	77	2	4	12	32	53	188
No of visits made	ND	ND	ND	ND	ND	39	50

Providing advisory visits to businesses is not a statutory requirement. However, our outcome measures above should result in an increase the amount of time dedicated to those businesses on a risk based priority. Also following legislative changes advisory visits are recognised as an important provider of information to new businesses and assist in helping to build relationships with proprietors. For new businesses we also advise on location and provision of facilities at the design stage so as to save time and money in the future. However, this provision must be carefully weighed against the statutory obligations and expectations of the public to carry out food hygiene work to an expected quality and frequency. Other requests will be dealt with by way of fact sheets: either posted or downloaded from our website; by telephone or personal calls to the office. It is **expected** that during 2006/07, we will receive at least 188 requests for advice. The Council aims to respond to all requests within 3 days.

During 05/06 we made a successful joint application for a grant to promote the safer food better business scheme. Suitable premises due to be inspected this year will be invited to a seminar where the initiative will be explained. Those businesses wishing to participate will receive coaching from an external consultant, working in partnership with the Council, in order to improve their food safety management systems in order to comply with the new legislation. The businesses will be subsequently inspected to verify the progress and implementation of their food safety management system, a further number of premises have been invited to a seminar during May.

The Council will continue to work with training providers on the Island, and from the mainland if appropriate, to ensure that suitable food safety and hygiene training courses are available to Island businesses. CIEH food hygiene courses available on the Island are also promoted. A document entitled *Safe Food, Safe Environment: A Guide for Child Care Settings* has been produced in association with Island OFSTED, and the Food and Health and Safety services of Environmental Health. It is distributed free to childminders and provides advice on safe food handling practices and health and safety issues around the home. The Department is a member of the Island Business Partnership. During 2006/07 we will look to develop programmes, facilitate courses and campaigns to improve food hygiene in accordance with national and local requirements.

Food & Feeding stuffs Inspection and Sampling

Environmental Health takes a variety of food samples:

- food samples for microbiological surveillance e.g. to satisfy local/national sampling commitments or to ensure HACCP systems are operating correctly
- food samples for enforcement purposes e.g. where evidence of poor hygiene and/or temperature or 'shelf life' abuse is identified
- Seabed oyster and clam samples
- Water and shellfish flesh samples for bio toxin monitoring
- water samples from private supplies
- Food Standards sampling programme which are produced on the Island or may be subject to adulteration in addition to regional and national surveys instigated by SETSA, LACORS and the FSA

All sampling is conducted in accordance with Code of Practice issued under the Food Hygiene (England) Regulations 2006, and appropriate sampling protocols, including the *LACOTS Guidance on Food Sampling for Microbiological Examination January 2002*. Wherever possible, and whenever legal action may result, samples are sent to UKAS accredited laboratories, which are consulted regarding the suitability of the sample, its storage conditions and any other relevant information. WEMS/HPA and Hampshire Scientific Services are UKAS accredited.

The Food Examiner at WEMS/HPA carries out microbiological examinations. The credit allocation equates to the sum of £4966.50. This figure has been made available by this laboratory to cover food examination costs during 2006/07, which should be sufficient, as we project that we utilised £3872.00 of the total budget available in 2005/6. Any food sampling in excess of this amount will be charged to the Authority.

i) Local/national microbiological sampling surveys

Each year national surveillance sampling is carried out. These surveys are sponsored by LACORS and the HPA, which target specific foods each year and the Council participates fully in these surveys. Planned for next year:

LACORS HPA Food Liaison Group Coordinated Microbiological Sampling Programme for 2006/2007 - Chart showing relevant sampling dates										
CLASSP study (raw/frozen chickens)										
Env. swabs, cloths, and latex gloves (to be used for National Food Safety week)										
Specialty & home made (catering premises) ice cream's, + ice-cream vans.										
Raw cut fruit and veg. & fresh fruit juice.										
Fresh Herbs. Packaged or loose										
Cooked Crustaceans from retail premises										
Sampling Water from mobile vendors										
<u>National LACORS</u> Listeria Shopping basket study										
<u>Local Survey</u> Details to be confirmed										
<u>Local Survey</u> Details to be confirmed										
Months of Sampling	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan. 2007

PROPOSED SAMPLING PLAN FOR FOOD STANDARDS 2006 – 2007

SUBMISSION DATE *	FOOD STUFFS	PROPOSED ANALYSIS	No. SAMPLES
April – July 2006	Nutritional Tolerances Island Producers	Accuracy of nutritional declarations on labelling	20
August to November 2006	Misleading menus in restaurants - Healthy eating options compared to the standard dish	Levels of Fat, Salt, Sugar compared to the standard dish	20
December to March 2006	Monosodium Glutamate from Chinese food	Levels of Monosodium Glutamate compared with the recommended daily intake	20
Throughout 2006/07	Reactive sampling during inspections and complaint investigation	Allergens from anywhere, Colours in tandoori food, Colours and flavouring in products from butchers, Compliance with compositional standards from anywhere, any food complaints	40
Throughout 2006/07	Animal Feeds	On farm mix feeds, metals and	3

ii) Local microbiological surveillance sampling

The procedure for inspecting approved food premises includes the sampling of products. However, although the Regulations place sampling responsibilities on proprietors, It is also envisaged that samples will be taken by officers when carrying out food hygiene inspections at approved premises, which will result in at least 6 samples being taken. In addition, an assessment of whether to take samples should be an integral part of every primary inspection.

iii) Enforcement sampling

Complaint items are not routinely sent for analysis/examination, unless legal action is contemplated. However, a budget has been created for the investigation of complaints that need to be analysed by the Public Analyst. This is equivalent to 7 samples.

iv) Oyster and seabed sampling

The Council is required to undertake sampling and algal biotoxin monitoring in accordance with Regulation (EC) 854/2004 the laying down specific rules for the organisation of official controls on products of animal origin intended for human consumption.

Stretched along the Island's Solent coast, from Totland in the west to Ryde in the east, lie 12 sampling sites, covering 12 recognised oyster beds. This will amount to 144 samples over the course of 2006/07, testing for *E.coli* levels.

Hard shell clams are sampled at Newtown requiring and razor clams at King' Quay Beach, Ryde, for both sites 12 samples will be taken. In addition, to Cockles at King' Quay Beach, Ryde, which is a further 12 samples.

In addition approximately 60 samples will be taken for algal toxin monitoring.

Samples of seabed oysters are examined by HPA but do not come out of the allocation. Algal toxin monitoring examination is carried out by the Centre for Environment, Fisheries and Aquaculture Science (CEFAS), at no cost to the Council.

In addition, samples have to be taken for algal toxin monitoring. The number is still to be confirmed.

Samples of seabed oysters are examined by HPA but do not come out of the allocation. Algal toxin monitoring examination is carried out by the Centre for Environment, Fisheries and Aquaculture Science (CEFAS), at no cost to the Council.

The Council provides a budget of approximately £16,260 including £606 for transporting samples.

v) Water sampling

The Environmental Health Department undertakes very little water sampling. The responsibility for the testing of private water supplies is currently under examination by the Council.

One food premises extracts water from private supplies. In practice, few public drinking water supplies are tested, as results from the Statutory Undertaker are relied upon, and consumer complaints are referred to the Drinking Water Inspectorate for action.

Chemical analyses are chargeable.

Sampling data is now computerised and it is possible to link poor samples with premises and processes.

vi) Imported food

The Food Standards Agency is expecting local authorities to increase their activities regarding imported food (but not from the EU). Currently port health authorities are only inspecting food of animal origin. 50% of the food we eat is imported, and it is suspected that high quantities of products of animal origin is escaping inspection by port health authorities.

Inland local authorities now have powers to deport illegally imported food.

During our routine inspections, we will continue to investigate for such food and take the necessary action (e.g seize or detain such suspicious foods, formally sample and destroy where necessary or deport the foods).

As a result, informal samples of imported food will be taken during routine inspections for microbiological examination, as appropriate.

Investigation and Control of Outbreaks and Food Related Infectious Disease

In consultation with the Island's Consultant in Communicable Disease Control (CCDC), the Isle of Wight Council will ensure that both confirmed, and suspected, cases of food (inc. water) related infectious diseases are investigated. Sporadic cases and family outbreaks will be investigated in addition to general outbreaks, though the nature of the investigation will vary accordingly. The Council will offer advice on suitable control measures, and will take enforcement action, where appropriate, to eliminate and/or control opportunities for further spread.

A procedure has been agreed between the Health Protection Agency and Primary Care Trust for the investigation and control of outbreaks including sporadic cases.

The investigation of confirmed and suspected cases of food related infectious disease will be prioritised as follows:

Cause	Response time	Response
All general outbreaks	Same day	Full investigation
<i>E.coli</i> O157 and other VTEC	Same day	Full investigation
<i>Clostridium botulinum</i>	Same day	Full investigation
<i>Salmonella</i> sp.	24 hours	Full investigation
<i>Shigella</i> sp.	24 hours	Full investigation
<i>Cryptosporidium</i> sp.	24 hours	Full investigation
<i>Campylobacter</i> sp.	24hours	Postal questionnaire

The response time, and type of response, for all other confirmed and suspected cases of food related infectious disease were agreed in consultation with the CCDC. Last year 172 cases were reported, compared to 127 in 2004/05, 122 in 2002/3 and 190 in 2001/02.

In addition there were a further 37 suspected food and 11 suspected viral poisoning's reported direct form the public, that although not confirmed were investigated as appropriate.

Food Safety Incidents

When information is received that suggests food manufactured or sold on the Island may give rise to a Food Alert, action will be taken in accordance with relevant Codes of Practice. The number of food alerts issued are as follows:

00/01	01/02	02/03	03/04	04/05	05/06
23	54	27	79	82	84

Information will be sought to determine whether the incident is likely to be an outbreak of food borne illness or a food hazard. If the latter, determinations will be made in consultation with relevant bodies whether the incident is a localised incident, a serious localised incident, or a wider problem. The latter two examples will be notified to central government. The prevention of further incidents will always be the Council's top priority.

In receiving Food Alerts from central government regard will be had to the classification (Action or Information). Action requested/suggested in the will be implemented. Appropriate care will be taken in dealings with the media. The Council's Public Relations Section will always be used.

It is difficult to predict the likely number of notifications and their seriousness, as there is no trend.

Many of the national notifications do not require local action either because the associated retail outlet is not represented on the Island and/or there are no depots/warehouses supplying Island businesses.

Local Key Service Performance Indicators - Requests

The total number of complaints/requests received and the performance against an 8 week resolution rate target, are local key performance indicators.

Indicator	Actual for 2006/7 (how can we have an actual for 06/07?)	Target in 2006/07	Performance in 2005/06	Performance in 2004/05
Percentage of requests for assistance responded to within 3 days.*	92%	98%	ND	ND
Percentage of requests for assistance resolved within 56 days.*	94%	91%	ND	ND

Liaison with Other Organisations

The Council will continue to liaise with relevant bodies and authorities to ensure that advice given and enforcement taken is consistent with other authorities. This is achieved through the following:

- Representation on Government working groups or committees. PHLS Advisory Committee on Food & Dairy Products.
- Liaison through professional body working groups. Food Advisory Committee, Hants & IOW Benchmarking Club.
- Liaison and involvement/participation with LACORS advisory groups and similar or related bodies. Food Liaison Group, Food Sampling Focus Group
- Formal liaison with voluntary groups and other public sector bodies. Ad hoc meetings with CCDC on food poisoning outbreaks and outbreak plans
- Liaison with other services within the Authority. Ad hoc liaison with National Care Standards; Planning Unit; Licensing Section; Environmental Protection Section, Health and Safety Section.
- Commitment to local/regional liaison groups. HPA/WEMS food sampling group, Southern Water Services Liaison Group, Southern Shellfish Liaison Committee, Portsmouth & SE Hants Infectious Diseases Forum.

Food Safety Promotion

During 05/06 we made a successful joint application for a grant to promote the safer food better business scheme. Suitable premises due to be inspected this year will be invited to a seminar where the initiative will be explained. Those businesses wishing to participate will receive coaching from an external consultant, working in partnership with the Council, in order to improve their food safety management systems in order to comply with the new legislation. The businesses will be subsequently inspected to verify the progress and implementation of their food safety management system, a further number of premises have been invited to a seminar during May.

In addition to this, a display board of food safety matters will be on view at a number of events, to provide the public and local businesses with an opportunity to discuss any food safety queries with an officer.

We will also be judging at the Isle of Wight Chef of the Year competition, which is held at the Isle of Wight College, along with chefs from some of the top hotels on the island. This involves 3 age categories 8-11, 16-21 and > 22 all with 4 finalists. All contestants will prepare a 2 or 3 course meal depending on which age group, which we will be assessing the levels of hygiene in the preparation and cooking, as well as viewing and tasting the finished dishes. There will also be a Good Food Hygiene Award (certificate) to an individual in each age group, which will be decided by the Environmental Health judges only.

Environmental Health Service Plan 2006/2007

This year Isle of Wight Council is participating in National Food Safety Week, and we invited schools to enter our Food Safety Poster Competition, with the chance of winning some great prizes, and being entered into the National Poster Competition organised by Foodlink.

Corporate Objectives/Key Action

During 2006/07 we will look to develop programmes, facilitate courses and campaigns to improve food hygiene in accordance with national and local requirements which the authority will aim to run on a budget neutral basis.

Aim: Reduce Crime and the fear of crime						
High-level outcomes	Goals	Indicator(s)	2005 Baseline Position *	Cumulative Target		
				April 2007	April 2008	April 2009
Create Safer and Stronger Communities	Deliver Safer and Stronger Communities	Establish budget neutral food hygiene, health and safety training programmes for businesses	Est. baseline (TBC 6/06)	100%	100%	100%

RESOURCES

Financial Allocation

	2000-01	2001-02	2002-03	2003-04	2004-05	2005/06	2006/07
Total budget	255,887	327,706	316,627	350,162	349,622	383,022	362,834

Staffing Allocation

The following staff will be employed on food safety and standards in 2006-07.

Officers	Title	Qualification	Total FTE	Comment
3	SEHP*	EHRB MCIEH	0.5	Management responsibilities, H+S and Pollution
2	FSO	Higher Cert	1.25	Retirement in July
5	HPO*	Higher Cert	3.45	Additional training H+S and Pollution
1	Trainee HPO	nil	0	Completing training
Total			5.2	

*Only suitably qualified and experienced officers will carry out inspections i.e. only those officers with the food standards endorsement or have undertaken CPD will undertake food standards work. This equates to 4 officers.

APPENDIX 3 - ENVIRONMENTAL PROTECTION

For the period 01/04/2005 to 31/03/2006, 2346 requests for assistance were recorded, an increase of 6% on 04/05. The following table illustrates the breakdown:

Category	No. of requests 05/06 (% of total)	% Increase/ decrease on last year	No. of requests 04/05 (% of total)
Licensing and EP	363(15%)	+75	207(9%)
Planning and EP	224(10%)	+6	211(10%)
Planning and Contaminated Land	104(4%)	-1	105(5%)
Contaminated Land Enquiry/Complaint	37(2%)	-18	45(2%)
IPPC Application/Complaint	6(0.3%)	+100	3(0.1%)
Dog Control	89(4%)	+24	72(3%)
Nuisance Premises	11(0.4%)	+175	4(0.2%)
Smoke Nuisance	147(6%)	-32	217(10%)
Domestic Fumes & Gasses	40(2%)	-9	44(2%)
Industrial Dust, Fumes Gasses	47(2%)	-50	94(4%)
Accumulations	135(6%)	+5	129(6%)
Animals	1(0.04%)	-11	1(0.05%)
Funerals/Exhumation	8(0.3%)	-11	9(0.8%)
Dark Smoke	4(0.1%)	0	4(0.2%)
Pest Control	153(7%)	-27	210(10%)
Industrial Noise	65(3%)	+18	55(2.5%)
Commercial Noise	136(6%)	+13	120(9.4%)
Domestic Noise inc alarms	620(26%)	+14	543(23.4%)
Other inc light nuisance	156(7%)	+41	111(3.3%)
Total	2346	+6	2203

The section participates in the Southern England Radiation Monitoring Group programme, which necessitates the taking of samples on a regular basis from flora and fauna. The results of which are published on the Councils web site. As part of the ongoing air quality review and assessment checks are made on air quality through passive diffusion tube sampling. These tubes are placed at monitoring locations around the Island and sent for analysis. The results are published on the Environmental Health web site.

Air Quality

Section 82 of the Environment Act 1995 states: "Every local authority shall from time to time cause a review to be conducted of the quality for the time being, and the likely future quality within the relevant period, of air within the local authority's area."

Further detail on what is required, including which pollutants to investigate and what "the relevant period" means, are given in the Air Quality (England) Regulations 2000 (as amended).

The Secretary of State for Environment, Food and Rural Affairs has produced Guidance for local authorities on the detail required. The council is required to carry out a "phased approach to review and assessment". The first phase is to carry out an Updating and Screening Assessment (USA). USAs are required to be conducted in 2003, 2006 and 2009, following the formal review of air quality conducted in 2000. The first USA was carried out in February 2004, a further USA has recently been conducted. These are available at:

<http://www.iwight.com/living%5Fhere/environment/environmental%5Fhealth/Environmental%5FProtection/Air%5FQuality/>

The purpose of the USA is to carry out an initial screening, to determine whether it is necessary to proceed to the next phase, which is a Detailed Assessment. This current USA is the second produced by the Isle of Wight Council, the previous one being in 2004. In response to the 2004 assessment, it was determined that a Detailed Assessment of two pollutants would be required – SO₂ at the cross-Solent car ferry terminals, and benzene in the vicinity of the petrol storage depot in Kingston, East Cowes. This assessment was carried out, and showed that there were unlikely to be exceedences in the air quality standards for those pollutants. The current USA refers to this detailed assessment, and states that no further work is required on these 2 pollutants.

However, the current USA highlights the fact that the wrong correction factor to the results of diffusion tube monitoring for oxides of nitrogen (NO_x) has been applied. Applying the correct factor results in a potential predicted value for NO₂ that slightly exceeds the guideline standard (by 1 µg/m³, as an annual average in 2010). Due to that fact that there are no major roads or airports either existing or planned on the Island we are somewhat surprised at these results. We are also very concerned at the potential cost implications of being required to carry out more detailed monitoring. As a compromise we have submitted this USA to DEFRA with a suggestion that we be permitted to carry out further diffusion tube monitoring in and around the sites which are identified in the report as being at risk of exceeding the standard. We intend to review our current monitoring locations, and carry out additional diffusion tube monitoring in targeted locations over a period of 12 months. The results of this monitoring will enable us to make an informed decision about whether continuous monitoring will be required, and to assist on the best location for any such monitoring as may be necessary. We are currently awaiting the response from DEFRA.

Service delivery

All Environmental Protection work is only carried out by suitably qualified and experienced officers. All officers undertake continuing professional development.

Environmental Protection Complaints/Requests

These principally relate to the above areas of work with the exception of contaminated land requests which are dealt with by the Licensing and Consultation Team. All complaints relating to these matters will be investigated. The depth of investigation and method will vary dependant upon the circumstances of each complaint but will be consistent with the department's procedures.

We undertake to respond within 3 working days to complaints and complete our investigations within 8 weeks.

Local Key Service Performance Indicators - Requests

The total number of complaints/requests received and the performance against an 8 week resolution rate target, are local key performance indicators.

Indicator	Actual for 2006/7	Target in 2006/07	Performance in 2005/06	Performance in 2004/05
Number of requests for assistance (includes complaints, advice and notifications).		N/A	2346	2203
Percentage of requests for assistance responded to within 3days.*		98%	90%	90%
Percentage of requests for assistance resolved within 56 days.*		91%	100%	93%
Percentage of Planning Consultations responded to within 10 days *		98%	83%	91%
Percentage of Licensing Consultations responded to within 10 days.* ¹		98%	51% ¹	91%
Percentage of decisions taken consistent with enforcement policy		97%	New	New

* Performance against this indicator will be monitored in bi monthly officer reviews and reported upon annually.

¹The implementation of the licensing act has had an impact upon this indicator as there is by statute a 28 day consultation period for comments on applications.

** Reported monthly

Promotional and Educational Activities

Environmental Health will raise awareness of and focus upon the following local objectives:

- Noise Action Day
- Bonfires

This will be done by targeting investigations into these areas where possible, supplying information leaflets in these areas and attendance at the Garlic festival. We will also undertake public consultation on our revised noise policy and procedure.

We will also look to develop in partnership with Island schools and our colleagues in Trading Standards a citizenship based educational programme for children which meets the requirements of the national curriculum. Our aim will be to assist them to develop into productive members of society who are aware of the impact of anti social behaviour upon the community.

Environmental Health will also develop, maintain and publicise, a web site devoted to environmental protection information.

Resources

Financial Allocation

	2004-05	2005/06	2006/07
Total budget	368,138	359,084	311,503

Staffing Allocation

The following staff will be employed on environmental protection work in 2006-07. The consultation team will deal with permitted process inspections, planning applications concerning potentially contaminated land and licence applications. The geographical teams will deal with planning applications generally, nuisance requests and practical involvement in licensed premises e.g. setting of noise limiter levels etc

Officers	Title	Qualification	FTE	Comment
3	SEHP	EHRB	0.6	Management responsibilities, Food and H&S, Training
4	HPO	Various	1.25	H&S, Training
1	EHT	Various	1	
1	Trainee HPO	In house	0.25	Training, Food and H&S
Total			3.1	

APPENDIX 4 - HEALTH AND SAFETY

Demands on the Health and Safety Service (Enforcement)

As of 25 April 2006 there were 4809 health and safety premises within our jurisdiction on the Environmental Health shared database. As the following table illustrates, the majority of these premises are retail and “other” establishments.

Category	No. of premises (%age)
Retail	1589 (33%)
Wholesale	97 (2%)
Offices	545 (11%)
Catering	659 (14%)
Hotels/Accommodation	418 (9%)
Residential Care	124 (2%)
Leisure & Cultural	290 (6%)
Consumer Services	336 (7%)
Other	675 (14%)
Unspecified	76 (2%)
Total	4809

These fall into the following risk Category:

Risk Category	No. of premises 2006
A	16
B1	53
B2	169
B3	372
B4	540
C	1993
Zero	1703
Total	4809

The zero rated premises are a result of historical under resourcing of the health and safety section and the data relating to premises is incomplete, in order to overcome this, the section undertook a programme of self assessment in order to complete the information it holds on business. Although this process has been taking place there are still 1703 premises for which we lack information as we have not received a completed questionnaire (are zero risk rated) last year. Based on the information gathered last year it is likely that 5% of these will be premises that are within our jurisdiction and that require an inspection, as the remaining 95% are likely to be closed or duplicated premises on the database.

Health and Safety Inspections (Enforcement)

Following consultation with the Government Office of the South East and the HSE, we will prioritise and target our resources with the aim of making the most impact. In accordance with the agreed Local Area Agreement Target (page 4 above); our inspector activity will focus upon those businesses which have a risk profile indicating little or no confidence in management to implement health and safety risk management systems.

Over the next three years we aim to reduce the number of premises with little or no confidence in management – this has equated to annual targets of:-

Cumulative Target		
April 2007	April 2008	April 2009
95% reduction in 'no confidence' 90% 'almost no confidence' 50% 'little confidence'	95% reduction in 'almost no' 50% in 'little confidence'	95% in 'almost no' 95% in 'little' confidence

However, these targets were based upon the estimate of the number of premises falling within each category. These figures are now known and accordingly the targets have been revised:

Cumulative Target		
April 2007	April 2008	April 2009
95% reduction in 'no confidence' 90% 'almost no confidence' 60% 'little confidence'	95% reduction in 'almost no' 75% in 'little confidence'	95% in 'almost no' 95% in 'little' confidence

The total number of premises that fall into these profiles will be targeted this year are:

Confidence In Management Score	South	North	Total
A little No Confidence (score 4)	104	96	200
Almost No Confidence (score of 5)	12	15	27
No Confidence (score of 6)	2	1	3
5% of zero rated (estimated figure)	42	42	84
Total	160	154	314

In addition with the available resources we intend to inspect the following higher risk premises:

Risk Category	Number Premises	Selected for above intervention	Additionally tagged for Inspection		Total
			South	North	
A	16	10	1	5	6
B1	53	22	11	20	31
B2	169	21	71	77	148
Total	238	53	83	102	185

Furthermore, whilst targeting these businesses we will also at the same time use alternative inspection strategies, including self-assessment questionnaires, providing free guidance and information as well targeted inspections as part of the following initiatives, which are specifically designed to deliver the 'fit 3' programme. The 'fit3' programme been designed to contribute to the National Targets to reduce the number of accidents and days lost through work related ill health, by 2007/8 against a baseline of 2004-5, these targets are:-

- Injury Reduction- 3% reduction in the incidence rate of work-related fatal and major injuries
- Ill health Reduction- 6% reduction in the incidence rate of cases of work-related ill health
- Days Lost- 9% reduction in the incidence rate of days lost due to work-related injuries and ill health.

The Fit3 programme has been designed to ensure that interventions are targeted on those activities with the greatest scope for incidence reduction. Those activities are:-

- **Slips and trips**
- **Backs 2006!** Aimed at reducing musculoskeletal disorders, planned for October 2006.
- **Workplace transport;** a co-ordinated campaign to be delivered all Surrey LAs.
- **Falls from Height,** partnering HSE to deliver a local campaign between January and March 2007.
- **Moving Goods Safely**
- **Dermatitis in Hairdressers**
- **Asthma in Bakeries**

During 2006-7 we will also target entertainment venues such as pub and clubs to raise awareness of the Noise at Work Regulations.

Local Key Performance Indicators - Inspections (Enforcement)

See LAA above

Health and Safety Complaints/Requests (Enforcement)

All complaints relating to conditions or working practices within premises will be investigated. The depth of investigation and method will vary dependant upon the circumstances of each complaint. Where the circumstances are perceived to present a significant risk to the health and safety of employees or the public or where such complainants meet HELA Strategic and or local aims in accordance with internal procedures a personal visit and investigation may be appropriate. In other circumstances investigation solely by correspondence or telephone enquiries in combination with written confirmation may be appropriate.

The criteria used to determine the method of investigation includes, the potential of the circumstances to cause injury, ill health or death; the imminence of the risk; the vulnerability and numbers of people at risk; track record of the undertaking, if known; reliability of information received; complainants attempt at self resolution; practicality of investigation and public alarm. We undertake to respond within 3 working days to complaints concerning health and safety risks of premises or practices and complete our investigations within 8 weeks.

Where a scheduled inspection is due within six months of receipt of the complaint, and the complaint meets the above criteria, consideration shall be given to bringing forward the inspection to as soon as reasonably practicable or at least one month from date of receipt. Complaints not investigated in person will be reported to the business, identifying any legal requirements and good practice, and will be recorded on file for investigation at the next visit.

Accident Investigations (Enforcement)

Specified injuries, diseases and dangerous occurrences are reported to the Incident Contact Centre and passed to the Health and Safety Section in accordance with legislation. All reported accidents are investigated. However, the depth of investigation and the method varies according to the circumstances. The investigation may be by personal visit, telephone, correspondence or at the next scheduled inspection. The criteria used to determine the method of investigation includes, actual and potential severity of the event; seriousness of potential breach; history of duty holder; enforcement priorities, public expectations; practicality of achieving results; relevance of event to a wider range of premises; legal factors; resource constraints. We undertake to respond within 3 working days upon receipt of notifications of reportable accidents, dangerous occurrences or diseases and complete our investigations within 8 weeks.

Advice to Businesses (Enforcement)

The Isle of Wight Council will respond to all reasonable requests for advice and assistance from

businesses.

Wherever possible, advice will be made available over the telephone, by providing advisory leaflets/booklets, or by appointment at the Council's offices. In exceptional circumstances advisory visits will be made. Targeted advice is also delivered to businesses through the analysis of returned self assessment questionnaires. This will continue on a five yearly basis for category "C" risk rated premises. Environmental Health will aim to provide targeted advice and guidance to specific businesses identified as a result of accidents investigations, complaints, advice received from EHC net or national campaigns and changes in legislation, consistent with our enforcement policy. Where more detailed advice or support is required, businesses will be directed to relevant trade associations, consultants, or other experts as appropriate.

Corporate Objectives/Key Actions

During 2006/07 we will look to develop programmes, facilitate courses and campaigns to improve Health and Safety in accordance with national and local requirements which the authority will aim to run on a budget neutral basis. This is an identified action within the corporate plan as a Corporate Objectives/Key Action.

Aim: Reduce Crime and the fear of crime						
High-level outcomes	Goals	Indicator(s)	2005 Baseline Position *	Cumulative Target		
				April 2007	April 2008	April 2009
Create Safer and Stronger Communities	Deliver Safer and Stronger Communities	Establish budget neutral food hygiene, health and safety training programmes for businesses	Est. baseline (TBC 6/06)	100%	100%	100%

Local Key Performance Indicators - Requests (Enforcement)

Environmental Health receives a number of requests for advice and information each year. The performance against the 8 week resolution rate target, is included in the below complaints/requests figures. The total number of complaints/requests received and the performance against an 8 week resolution rate target, are local key performance indicators.

Indicator	Target in 2006/07	Performance in 2005/06	Performance in 2004/05	Performance in 2003/04
Number of requests for assistance (includes complaints, advice and notifications).	N/A	446	224	344
Percentage of requests for assistance responded to within 3 days.*	98%	88%	77%	81%
Percentage of Planning Consultations responded to within 10 days *	98%	No requests	100%	100%
Percentage of Licensing Consultations responded to within 10 days.*	98%	No requests	100%	50%
Percentage of requests for assistance resolved within 56 days.*	91%	94%	96%	90%

* Performance against this indicator will be monitored in bi monthly officer reviews and reported upon

annually.

Promotional and Educational Activities (Enforcement)

As part of the proactive inspections and reactive investigations the team will raise and focus upon the HELA priority programme topic inspection approach as detailed above.

This will be done by targeting the inspections or investigations into these areas in accordance with national guidance.

Environmental Health will also develop, maintain and publicise, a web site devoted to health and safety information in order that businesses can have ready access to up to date information.

Resources

Financial Allocation

	2004-05	2005/06	2006/07
Total budget	119,597	126,047	135,886

Staffing Allocation

The following staff will be employed on health and safety work in 2006-07. The geographical teams will deal with planning applications generally, requests and practical involvement in licensed premises/activities e.g. evaluation of the adequacy of risk assessments

Officers	Title	Qualification	FTE	Comment
2	SEHP	EHRB	0.35	Management responsibilities, Food and H&S
4	HPO	Various	2.45	Training, Food and EP
1	Trainee HPO	In house	0.25	Training, Food and EP
Total			3	

APPENDIX 5 - LICENSING AND CONSULTATION

Demands on the Licensing and Consultation Team

As already mentioned the team covers the issue, renewal and enforcement of all licensable activities, permitted processes, contaminated land, and provision of competent health and safety advice to the Council across the entire Island.

Service delivery

All work undertaken by the teams is only carried out by suitably qualified and experienced officers. All officers undertake continuing professional development.

Permitted Process Inspections

As of 1 April 2006 there were 48 Permitted Processes. Environmental Health is committed to the implementation of a priority based proactive inspection programme as set in DEFRA guidance. The estimated figure per process has been obtained from the CIEH Industrial Pollution Control Management Guide:

Risk Category	No. of processes	No. of "full" inspections	No of estimated Hours
Low/exempt	42	42	378
Medium	7	7	126
High	0	0	0
Total	48	50	504

Additional time for the four new permitted premises expected and requests also needs to be accounted for. All inspections will be carried out by the consultation team.

Best Value Performance Indicator

Indicator	Actual for 2006/7	Target in 2006/07	Performance in 2005/06
BVPI 217	Data no yet collated		New Indicator

Local Key Service Performance Indicators - Inspections

The total number of premises liable to be inspected and the number of inspections carried out expressed as a percentage of those that should be carried out, are local key performance indicators.

Indicator	Actual for 2006/7	Target in 2006/07	Performance in 2005/06	Performance in 2004/05
Number of permitted processes.		52	45	50
Number of risk based inspections carried out expressed as a percentage of those that should be carried out.		100%	100%	60%

Contaminated Land

The Consultation & Licensing team undertake four main duties in relation to contaminated land:

- Inspecting the Isle for sites which may be causing unacceptable risk to health or the environment (under Part IIA of the Environmental Protection Act 1990)
- Ensure brownfield site redevelopment results in property which is suitable for use through use of the Planning system
- Investigate complaints regarding land contamination
- Answer enquiries from solicitors associated with property transactions

Inspection

The inspection of the Isle is in order to identify any sites which may be causing significant harm to human health, the wider environment or water pollution. Where such sites are found the Council will undertake an investigation and where necessary seek to ensure that the appropriate people undertake clean-up. Where cooperation is not forthcoming, the site will be formally determined as "Contaminated Land", a Remediation Notice will be served and, if necessary a prosecution will be undertaken. Further information on how we undertake our statutory duty to inspect the Isle is available in the Council's Contaminated Land Inspection Strategy

(<http://www.iwight.com/living%5Fhere/environment/environmental%5Fhealth/Environmental%5FProtection/Contaminated%5FLand/strategy.asp>)

Redevelopment

All planning applications are cross-referenced against our database of information relating to land contamination gathered through our Inspection programme. Where it appears that a site may be affected by land contamination, we usually recommend that a condition be attached to planning permission, if it is granted. This condition requires that the developer undertakes a desk-study, site investigation and clean-up (where necessary). The responsibility for proving (to our satisfaction) that a site is suitable for use and will not pose an unacceptable risk to human health and the environment lies with the Developer. Where clean-up is required, its success must be verified before the condition can be discharged.

Occasionally, we may recommend that planning permission is not granted until sufficient site investigation information and a viable remediation methodology has been submitted to and approved by us. This would be the case, for example where there is doubt that a site can be successfully cleaned-up, or where the proposed redevelopment may jeopardise the clean-up and redevelopment of other adjacent sites.

Investigations

We investigate those complaints of contamination for which we have powers to act (under Part IIA of the Environmental Protection Act). The circumstances of the case will dictate which legislation applies. Generally, the Environment Agency is the appropriate regulator in cases of pollution incidents, where water pollution is imminent or occurring, or where contamination has resulted, or is likely to result from the illegal disposal of wastes.

Enquiries

As part of our inspection of the Isle under Part IIA of the Environmental Protection Act, we are undertaking a programme of research into regulatory databases and the locations of potentially contaminating land-uses, past and present. We are also gathering information about site conditions and those where clean-up has occurred through our Inspection programme and through our role in the Planning system. This information can be useful to people purchasing property when assessing the degree of risk posed by contamination. All enquiries will be dealt with as soon as possible and within 20 days unless impracticable. If the latter is true, the applicant will be notified within 20 days of the extension.

Best Value Performance Indicator

BVPI 216a & 216b

- a. BVPI. There is a national BVPI which was introduced in 2005 for reporting in 2006. It is in two parts: BV216a & BV216b.

BV216a is a score of the number of premises potentially contaminated (or sites of concern) , whilst BV216b is the number of sites where sufficient knowledge exists as to their contamination for the current financial year.

As of March 2006, 57% of the Island's potentially contaminated sites had been grouped into epochs or ages and categorised. This gave a projected score of 3500

In the CURRENT financial year, the number of sites for which sufficient information is known about their contaminated status is 31.

The BV score is the percentage of a/b which is $(31/3500) \times 100\% = 0.89\%$

This figure appears extremely low. The score is a new one and a national picture will not emerge before at least the summer of 2006. We know that Havant's score is comparable at 1.02%. It should also be borne in mind that whilst over 100 sites have their contaminated status known through application of the planning process, this knowledge came to light prior to the current financial year and so cannot be included.

One of the targets set for contaminated land is to revisit the risk scoring of potentially sites to see whether any can be excluded e.g. non infilled ponds. This will reduce the number of sites and so improve the score. However further guidance is expected from Defra later this year on the application of this BVPI.

Internal Health & Safety

Health & Safety for Council premises had been provided by an external consultant until 1 April 2004. Since that time, staff have provided a range of services related to Health & Safety including preparation of the Council's H&S Manual; carrying out of audits and revisits as necessary, responding to requests for information from colleagues; investigating complaints; providing advice and investigating reported accidents as well as gathering and disseminating statistics. Officers are involved in formulating policy which is fed through the Safety Liason Officers to Directors. A major task has been the rationalisation of accident report forms and ensuring that all appropriate accidents are reported. Colleagues have had difficulties in deciding which accidents are reportable (anything over a 3 day accident i.e. accidents that necessitate 3 days or more off work) which accounts for the large number of non reportable accidents received in 2004-05 compared with 2005 -06. There is a hieracrchy of investigation: there are accidents that require a full investigation involving a visit by officers; those that do not require a visit but are investigated by exchange of correspondence and recommendations of best practice are given in writing; there are those that do not warrant investigation and then there are accidents that do not require reporting.

Accident statistics are regularly interrogated to identify trends and inform audits and interventions.

Questionnaires were sent out previously but have not been processed.

A.

- Of these questionnaires, 150 have been returned. "Pool A"

Approximately 40 (27%) of these have been returned and risk rated. Of these, 8 (20% of sample) have been judged to be high risk.

- A further 30 (20%) have been returned but NOT risk rated. "Pool B"

Using the proportions in pool A above, it is assumed that 20% (6) of these will also transpire to be high risk.

- 30 (20%) have NOT been returned. "Pool C"

Fifty per cent of these will be followed up and risk rated. Again, 20% (3) are assumed to be high risk

- Around 48 (32%) premises are proving particularly elusive. "Pool D"

Being able to track down where they are has proved problematic. For example, one premises in St James's Street, Newport, has been found to accommodate 5 different Council departments. However, the database will only reveal 1 department at the address. The section plans to seek the assistance of payroll to locate these premises.. The database will be updated with new information as it is received.

Using the proportions in Pool A, it is assumed that 20% (10) will be high risk

Summing the expected high risk premises in pools A – D provides an inspection burden of $8 + 6 + 3 + 10 = 27$.

The uninspected premises from this year will be considered for inspection next year.

B.

The section will add to this group premises, that on examination of monthly reportable accident statistics, give some cause for concern at the rate of 2 per month. A criterion to be considered will be premises that, in consideration of the 5 strategic objectives, exhibit repeat accidents month on month.

This will mean a total of 24 premises selected from accident reports.

C.

Schools commonly exhibit examples of all 5 strategic objectives. There are 68 schools on the Island, and one third (24) have been audited this year. The plan last year was to inspect a third of all schools each year, so that by year 3 all schools have been audited.

The choice of school will depend upon its risk status and stress performance. There has been a complaint inspected by HSE this year regarding levels of work related stress in schools, and an inspection of the Council is expected later in the year when stress in schools will form a part.

Examination has been made of schools adopting the Council's stress filter tool.

The hierarchy for selection will be:

1. Known high risk premises
2. known high levels of stress
3. those that have not returned their stress indicator tool questionnaire or had it analysed.

From these, 24 will be selected.

Thus the total programmed audit burden will be:

Section A (27) + Section B (24) + Section C (24) = **75**

The PIs agreed were:

By 2010, compared with April 2004 (when Health & Safety services came in-house), there would be a demonstrable:

1. 10% reduction in the rate of fatalities and major injuries (all work related injuries resulting in more than 3 days' absence from work)
2. 30% reduction in the rate of working days lost (as a result of work related injuries)
3. 20% reduction in the rate of work related ill health.

These PIs were all based on the Health & Safety Executive's (HSE) Strategic Objectives for reducing work related accidents and ill health in its "Revitalising Health & Safety" strategy.

Additional PIs were:

4. Maintain at zero (since 2004), the number of enforcement actions taken against the Council by the HSE.
5. Through membership of CHaSPI (Corporate Health & Safety Performance Indicators), provide quarterly comparisons with other Local Authorities.
6. Provision of lists of managers who have completed compulsory H&S training
7. Demonstrate that 95% of all new employees to the Authority have received H&S induction training within 3 months of commencing employment.
8. Demonstrate compliance with the following outcomes following H&S audits of Council premises by the Internal H&S staff:
 - a. 100% of HIGH RISK audit items completed **immediately**
 - b. 80% of MEDIUM RISK audit items completed **within 3 months**
 - c. 40% of LOW RISK audit items completed **within 6 months**

Although not all the data were available, the first quarterly returns based on Quarter 3 were as follows:

1. To attain the HSE target, there should be no more than **59 fatalities/ major injuries** in 2005 -06. This would equate to **4.92 per month** or **14.75 per quarter**.

In Quarter 3 there were no fatalities. There were the following monthly totals of major injuries: 6, 1 & 1. Overall, there were **8** incidents, which is **54%** of the "allowable" incidents.

2. To attain the HSE target, there should be no more than **1151** days lost per year, which equates to **95.9 days per month** and **287.8 days per quarter**.

In Quarter 3 the number of days lost were: 78; 0 & 0 making a total of **78 days lost** in the quarter (27%).

3. It has proven difficult to state a baseline figure for ill health. The only appropriate ill health statistics available are for stress. Scrutiny of figures in 2004 showed that few cases were **work** related and so had to be discounted. It has been decided to make 2005-06 the baseline year. So far this year there have been 2 reported cases of work induced stress amongst Council staff.
4. There have been no enforcement notices issued by the HSE in Quarter 3.
5. Figures have not been supplied to CHaSPI. This is not expected to occur before 2007 due to other work commitments.
6. This list has not been forthcoming from channels approached within the Council. It is hoped to have this problem rectified by the end of March 2006.
7. Raw data has been provided but it has proved difficult to interpret it. It is hoped to have this problem rectified by the end of March 2006.
8. Regrettably, audit outcome data is only now being recorded. Data will be provided for Quarter 4 by end of Quarter 1 (2006-07).

Overall, PIs are within limits. However, there is still work to be done in providing and interpreting data. **!**

Licensing

During the period 1 April 2005 to 31 March 2006 **3,272** licenses were issued. These included:

- **171 public entertainment licences**
- **38 theatres**
- **3 cinemas**
- **692 liquor licences**
- **184 premises licences**
- **21 club certificates**
- **990 personal licences**
- **65 Temporary Event Notices (premises)**
- **59 Temporary Events Notices (person)**
- **36 Private Hire Operators**
- **311 Hackney Carriage/ Private Hire Drivers**
- **61 Private Hire Vehicles**
- **109 Hackney Carriage Proprietors**
- **166 Hackney Carriage Vehicles**
- **35 street trading consents**

We also aim to commit resources to a schedule of programmed inspections based upon risk. Programmed inspections will normally be announced (pre-arranged) but additional unannounced ‘during performance’ inspections will be carried out at high risk premises (e.g. nightclubs) and large scale outdoor events (e.g. concerts) which have been issued occasional licences. These visits can be carried out jointly with the Police and Fire Authority.

Licensing Administration

The Licensing Section is committed to efficient and economic administration of applications in connection with licensing. This work not only includes the administration involved with the various types of application but also the preparation of reports to the licensing committee or sub committees.

Corporate Objectives/Key Actions:

Aim: Reduce Crime and the fear of crime and be intolerant of drug and alcohol abuse						
High-level outcomes	Goals	Indicator(s)	2005 Baseline Position *	Cumulative Target		
				April 2007	April 2008	April 2009
Create Safer and Stronger Communities	Effective arrangements with partners for managing the night time economy	The number of licensing reviews undertaken relating to the objective of prevention of crime and disorder and prevention of public nuisance to be in the lowest quartile of Hampshire authorities	Est. baseline (TBC 4/06)	25%	25%	25%

Aim: Have an accessible, effective and integrated transport system for the Island						
High-level outcomes	Goals	Indicator(s)	2005 Baseline Position *	Cumulative Target		
				April 2007	April 2008	April 2009
Drive the sustainable economic regeneration and development of the Island	Improve accessibility of Hackney carriages	Number of hackney carriages on the road	Will be supplying soon	+2%	+4%	+10%
		Rate of increase of hackney carriage fares to be at or below the rate of inflation		Achieved yes or no	Achieved yes or no	Achieved yes or no

Local Key Service Performance Indicators - Applications

The total number of applications received and the length of time taken to process them are key performance indicators.

Indicator	Target in 2006/07	Performance in 2005/06	Performance in 2004/05
Number of applications received.	1917	3272	1108
Number of applications processed within 56 days.	100%	100%	99%

Licensing Inspections

The team is committed to the implementation of a priority based proactive inspection programme. During 2005/06 the licensing section carried out less than 50% of its normal visits. During 2006/07 we aim to inspect 100% of premises requiring a licence inspection in accordance with legislation and their own minimum frequency requirement. This translates to a requirement of:

Inspections by Licensing:

Risk Rating	Numbers (%)
High	36 (5%)
Medium	156 (21%)
Low	558 (74%)

Geographical Area	High Risk (%)	Medium Risk (%)
East Wight	20 (56%)	58 (37%)
South Wight	8 (22%)	48 (31%)
Mid & West Wight	8 (22%)	50 (32%)
Totals	36 (100%)	156 (100%)

The strategy for inspection is “worst first”. The Guidance at Section 182 to the Licensing Act 2003 states that Local Authorities should not carry out routine inspections as in the past but focus on those requiring inspection. Accordingly, low risk premises will not be visited routinely. However, there is an alternative enforcement strategy for these:

- Change of ownership of premises
- Complaint received.

As the Police can object to the movement of a Designated Premises Supervisor, the change of DPS as a visit trigger was considered duplicitous.

All premises's risk ratings will be reviewed when 3 complaints are received for the same premises within 2 years. All complaints are logged against the premises.

LACORS divides visits into general and enforcement. The frequency of inspection recommended by LACORS is:

Type of Inspection	High Risk	Medium Risk
General	6 monthly)	18 monthly
Enforcement	Annually	Annually

It has been decided to adapt the LACORS scheme to carry out 6 monthly inspections for high risk premises, and bi-ennial inspections for medium. All inspections will focus on enforcement. This will have implications on access (e.g. premises that are open after 02:00 hrs

The inspection burden is: 6 High risk inspections and 7 medium risk inspections per month = 72 per year (high) & 84 medium.

Additionally, all other licences issued require an inspection on renewal. This equates to:

Type of Licence	Numbers of inspections
Amusements with Prizes	16 (4%)
Private Hire Operators' Premises	29 (8%)
Hackney Carriage Vehicles	165 (44%)
Private Hire Vehicles	59 (16%)
Boats	1 full day inspection* (<1%)
Riding ERstablishments	11 (3%)
Animal Boarding Establishments	11 (3%)
Pet Shops	15 (4%)
Dangerous Wild Animals' Establishments	2 (<1%)
Tattooists/pierciests	41 (11%)
Motor Salvage	1 (<1%)
Dog Breeders	2 (<1%)
Sex Establishments	1 (<1%)
Exceptionally Large Events	6 (2%)
Zoos	12** (3%)
Totals	372 (103%)[Rounded]

*Boats are inspected by the Newport Harbourmaster and his costs are recharged to the Council

**Two people are required for zoo inspections, therefore total man/inspections = 12

The Hackney Carriage and Private Hire Vehicles will primarily be inspected by the Licensing Enforcement and Administrative Assistant. It is proposed that shift allowance will be paid to officers to inspect premises that are open after 02:00. At the same time, they will inspect hackney carriage vehicles that use ranks at night, or any that can be hailed in the street. There are Hackney Carriage ranks at Ryde, Newport, Cowes; Yarmouth; Sandown (X3 plus 1 temporary); Shanklin and Freshwater.

The inspection burden will therefore be 516 inspections per year or 43 per month

Local Key Service Performance Indicators - Inspections

The total number of premises liable to be inspected and the number of inspections carried out expressed as a percentage of those that should be carried out, are local key performance indicators.

Indicator	Target in 2006/07	Performance in 2005/06	Performance in 2004/05	Performance in 2003/04
Number of premises requiring an inspection.	1203	2223	1000	ND
Number of risk based inspections carried out expressed as a percentage of those that should be carried out.	100%	Premises: 1124/1266 = 89% Taxis & Private Hire: 153/683 = 22% All others: 471/869 = 54%	50%	ND

Licensing Complaints/Requests

This is categorised as all other work, other than inspections and promotional and educational activities. All complaints relating to these matters will be investigated. The depth of investigation and method will vary dependant upon the circumstances of each complaint but will be consistent with the section's procedures.

We undertake to respond within 3 working days to complaints and complete our investigations within 8 weeks.

Local Key Service Performance Indicators - Requests

The total number of complaints/requests received and the performance against a 56 day resolution rate target, are local key performance indicators.

Indicator	Target in 2006/07	Performance in 2005/06	Performance in 2004/05	Performance in 2003/04
Number of requests for assistance (includes complaints, advice and notifications).	N/A	255	446	ND
Percentage of requests for assistance responded to within 3days.*	98%	69%	84%	ND%
Percentage of requests for assistance resolved within 56 days.*	89%	ND	95%	ND
Percentage of decisions taken consistent with enforcement policy*	97%	ND	New	New

* Performance against this indicator will be monitored in bi monthly officer reviews and reported upon annually.

Enforcement Operations

We will also aim to carry out a number of enforcement operations, either on our own initiative or in co operation with our enforcement partners, targeted in the following areas:

Street Trading Consents
Door Supervisors
Taxi Licensing

The aims of these operations are to ensure that all licensable activities are being carried out in accordance with conditions and that the correct, valid licences are held.

Promotional and Educational Activities

The team will raise awareness of and focus upon the following local objectives

- Provision of appropriate training and advice to all the areas of the organisation.
- Creating, developing and maintaining working links with partner organisations, for example:
 - Town and Parish Councils
 - Fire and Rescue Service
 - Hampshire and Isle of Wight Constabulary (Licensing Enforcement)
 - LACORS
 - Institute of Licensing
 - National Association of Private Hire and Licensing Enforcement Officers (NAPHLEO)
 - Isle of Wight Taxi Proprietors' Association
 - Isle of Wight Club Watch
 - Isle of Wight Pub Watch
 - Isle of Wight Zoo Licensing Forum
 - Isle of Wight Health Authority
 - Crime and Disorder Unit
 - Market Traders' Association
 - Solent Standing Committee for the Safety of Small Craft

Resources

The income derived should balance the costs of administration and enforcement.

Staffing Allocation

The following staff will be employed on consultation work in 2006-07.

Officers	Title	Qualification	FTE	Comment
1	PEHP	Various	0.5	Management responsibilities
3	LO	Various	3	
1	EPO	Various	1	
2	H&S Advisors	Various	0.125	Training, and H&S
1	EO	Various	0.5	Technical Support duties
Total			5.125	