



**ISLE *of*
WIGHT
C O U N C I L**

CONSUMER PROTECTION DEPARTMENT

ENVIRONMENTAL HEALTH

SERVICE PLAN

2007-2008



INVESTORS IN PEOPLE



CUSTOMER SERVICE EXCELLENCE

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1 SERVICE AIMS, VALUES AND OBJECTIVES

The aim of Environmental Health is:-

‘to protect public health and the environment of the Island whilst maintaining the highest level of customer satisfaction’

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 caused or the potential to cause nuisances or affect health or impact the environment consistent with guidance and departmental procedures
- take enforcement action that is proportionate, transparent, consistent and targeted, in line with our adopted Enforcement Policy
- carry out surveillance and enforcement sampling of food, air and water, in accordance with statutory duties, guidance and good practice
- undertake to commit resources to promotional and educational campaigns which meet our stakeholder needs and result in measurable improvements
- liaise with relevant and appropriate bodies over issues of enforcement and consistency
- have trained and motivated staff

Values

To promote excellent staff relations with commensurate benefits to customers, Environmental Health have developed and adopted a set of team values. These values provide the team with guidance as what they consider to be right or wrong in terms of interactions, the standards expected of staff and the fundamental principles of the team. The values adopted are:

Communication, Courtesy and Consideration, Customer Care, Team Working and Integrity.

These values are unpinned by agreed examples of demonstrable practice.

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, ill health and liability for damage to the environment. 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 helping to make 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)	2006 Baseline Position *	Cumulative Target		
				April 2007	April 2008	April 2009
Stay Safe	E1 – Reduce the number of accidents and injuries	Number of businesses with ‘no’, ‘almost no’ or ‘a little’ confidence in management health and safety risk rating score	Total number of premises falling within those categories 235	Reduce total number of premises falling within those categories to 85	Reduce total number of premises falling within those categories to 22	Reduce total number of premises falling within those categories to 1
			Actual Results	78		

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.

Rogers Review of National Enforcement Priorities

The recommendations of the Rogers Review – to set the national enforcement priorities for local regulatory services – have been accepted in full by the Government on publication as part of the March 2007 budget.

http://www.cabinetoffice.gov.uk/regulation/documents/rogers_review/review2007.pdf

The review team identified over 60 policy areas enforced by local authorities; an initial sift identified 24 key policy areas for which more detailed evidence was sought, focusing on risk and effectiveness. In carrying out the review, the views of Government departments, local authorities, citizens and business were considered.

The review:

- Sets out five national priorities for local authority regulatory services to assist them in prioritising their resources.
- Makes seven recommendations on how the priorities should be taken forward at national and local levels.
- Publishes the evidence of the 24 policy areas considered of highest priority to assist local authorities in service planning.

Five national priorities for local authority enforcement

- Air quality (Air quality, including regulation of pollution from factories and homes) – e.g., reducing air pollution.
- Alcohol licensing (Alcohol, entertainment and late night refreshment licensing and its enforcement) – e.g., protecting people from the effects of the misuse of alcohol through licensing.
- Hygiene of food businesses (Hygiene of businesses, selling, distributing and manufacturing food and the safety and fitness of food in the premises) – e.g., preventing food poisoning.
- Improving health in the workplace
- Fair trading (Trade description/ trade marking/ mis-description/ doorstep selling) – e.g., protecting the vulnerable from scams and rogue traders.
- Animal and public health (Animal and public health, animal movements and identification) – this priority is time limited.

A clear set of priorities will help local authority regulatory services to deliver high quality services to businesses and citizens, and demonstrate the crucial role they play in their local communities.

Four of the six priorities are within the remit of the Environmental Health Team. It is understood that the Local Authority Better Regulation Office will shortly produce specific guidance on how these priorities should be addressed including performance indicators. Until the release of this guidance we will aim to ensure that these areas of activity are given particular attention as detailed in the specific function appendices. We will also examine the guidance to explore the rationale for local priorities and where possible include these in the function specific appendices.

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 Environment and Neighbourhoods 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:

- Geographical Teams covering covering food safety/standards, health and safety, responsible authority functions under the Licensing Act 2003 and environmental protection. The North team covers these functions for the towns of Totland, Freshwater, Yarmouth, Cowes, Newport (North) Ryde, and Seaview. The South Team cover the aforementioned functions for the towns of Ventnor, Shanklin, Sandown, Lake, Newport and Bembridge.
- Licensing, Consultation and Internal H&S Advice 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 Authority 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.

Range of activities undertaken by the service

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

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. 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 Fridays and Saturdays (including Thursday's May through to September) 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, details of our "scores on the doors" food safety scheme and a register of enforcement action taken. The web site also contains the primary method for our customers to provide evaluation and comments on our services.

Enforcement

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 simple 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.

Full details of enforcement action taken by Environmental Health including formal notices, formal cautions or prosecutions will be published on the Council's web site and included in each of the function specific appendices.

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.

Charter Mark Award

On 16th November 2006, following a three day assessment, Environmental Health together with the Office Services Team was awarded the Charter Mark (<http://www.cabinetoffice.gov.uk/chartermark/>). The Charter Mark is the Government's national standard for excellence in customer service. The Charter Mark scheme is a tool designed to help organisations focus on, and improve, their customer service and delivery to users. The six criteria shown below make up the Charter Mark standard. In addressing the elements shown against each criterion, we have demonstrated that we focus on our customers, aim to constantly improve and give value for money. In reaching the standard we show that we put customers first and go that extra mile.

- [Criterion 1: Set standards and perform well](#)
- [Criterion 2: Actively engage with your customers, partners and staff](#)
- [Criterion 3: Be fair and accessible to everyone and promote choice](#)
- [Criterion 4: Continuously develop and improve](#)
- [Criterion 5: Use your resources effectively and imaginatively](#)
- [Criterion 6: Contribute to improving opportunities and quality of life in the communities you serve](#)

Our audit report whilst satisfied of overall achievement of the standard, revealed some partial compliances against some elements of specific criteria. We have developed an action plan to address these shortfalls with a deadline of our next surveillance visit in November 2007.

Consultation

Although many aspects of our service plan are driven from central government bodies such as, the Food Standards Agency, Health and Safety Commission and Department of the Environment Food and Rural Affairs, we also hope to address local issues. In helping us to identify and meet local concerns consultation on this service plan was primarily carried out by means of an internet based questionnaire. Interested customers were invited through the Council magazine and partnership meetings to comment on our intended work programme. These results were then analysed, considered, action taken and the result fed back through our web page. At the half year stage review a similar process will also be undertaken to ensure that customer comments and concerns are considered, acted upon and advised of the outcome.

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 public health. They also did not address local concerns. 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 06/07 - 100%, 05/06-97%)
- 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. Following the introduction of the “Scores on the Doors” scheme we intend to reduce the number of food premises with 0, 1 or 2 stars by 33% 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 star rating / by the total number of premises with those ratings as of 1 April 2007. (This is similar to the previous local service indicator of improving the confidence in management but also includes compliance with structural requirements and hygienic practices.)
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 issue 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 programmed 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 Environmental Health Managers 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 function inspection programme
- That priority is given to inspecting the higher risk premises.
- Compliance with statutory and best practice guidance e.g. DEFRA, FSA, HELA.
- That officers have due regard to published guidance 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. All users of the service are invited to complete an on line survey or are sent a hard copy for completion on request.

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, subject to urgency in protecting public health.
- 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.

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. by 30 April 2008. In addition, an interim report will be prepared halfway through the year, within 4 weeks i.e. by 31 October 2007. Information concerning our performance will also be made available in Council publications, libraries and on our web site.

Identification of any Variation from the Service Plan

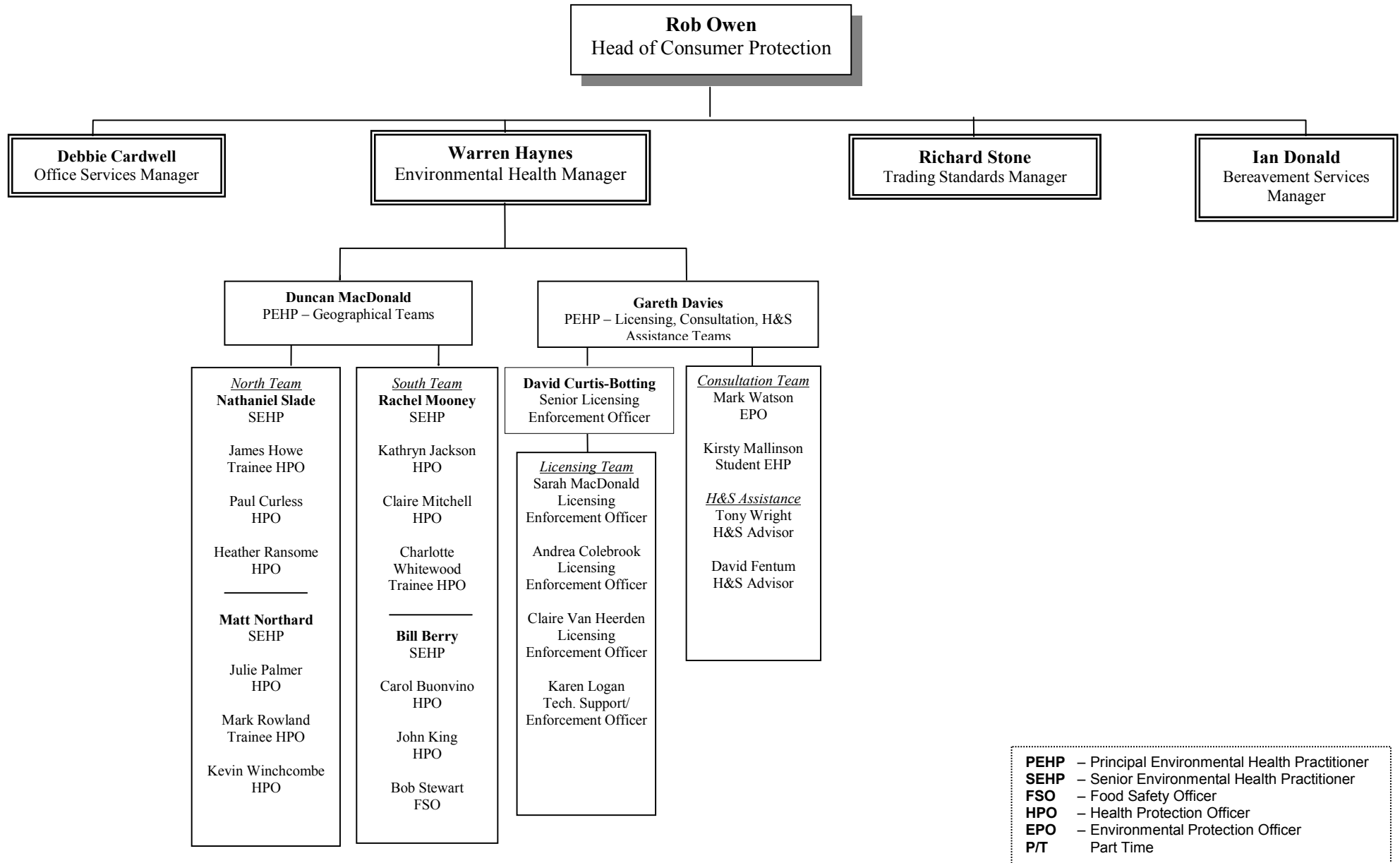
The review will identify any areas where the Council was at variance with this Service Plan and, where appropriate, the reasons for that variance.

Areas of Improvement

The review will identify any relevant improvements or service development identified, as necessary; by any consultations with our customers, findings of audits by external bodies, analysis of customer complaints, inter authority audit or the ongoing quality and consistency assessments.

APPENDIX 1 – Structure Consumer Protection Department

15 January 2007



APPENDIX 2 - FOOD

Demands Relating To Food

As of 1st April 2007 there were 1815 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 2007	No. of premises 2006	Increase/decrease of premises since 2006
A	Food producers (selling by retail)	16	16	N/A
B	Slaughterhouses	2	2	N/A
C	Manufacturers	27	34	29% decrease
D	Packers	7	6	16% increase
E	Importers/Exporters	0	1	100% decrease
F	Distributors	11	29	62% decrease
G	Retailers	546	364	50% increase
H	Restaurants and other caterers	1198	1449	17% decrease
J	Food manufacturer / selling by retail	8	16	50% decrease
Total		1815	1917	5% decrease

335 (19%) 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 during 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.

9 Food premises are approved under Regulation EC 853/2004 laying down specific hygiene rules for food of animal origin: 7 dairy/products establishments and 2 fishery establishments. Due to the revised Code of Practice issued by the Food Standards Agency these are no longer risk rated, and therefore require an annually one primary inspections and secondary inspection. This will be a further 18 premises inspections this year.

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

111 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 Regulation (EC) No 854/2004 laying down specific rules for the organisation of official controls on products of animal origin intended for human consumption.

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 including our “scores on the doors” scheme, the Public Register of Food Premises, a copy of the FSA Audit as well as staff names and contact details.

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 aim we will from this year be seeking to monitor the effectiveness of our inspections/interventions with businesses by aiming to reduce the number of premises with a 0, 1 or 2 star score as provided by our “Scores on the Doors” scheme. This scheme incorporates the confidence in management, compliance with structural requirements and hygienic practices of the aforementioned rating system.

As at 1st April 2007 the Island has 1815 food premises, in the following food hygiene risk categories:-

Risk Category	No. of premises 2007	No. of premises 2006	Frequency of Inspection
A	1	2	Every 6 months
B	57	76	Every year
C1	113	200	Every year
C2	752	783	Every 2 years
D	221	189	Every 2 years
E	662	667	Alternative Enforcement
U (unclassified)	9	0	
All premises	1815	1917	

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 2007 the Island has 1681 food premises, in the following food standards risk categories:-

Risk Category	No. of premises 2007	No. of premises 2006	Frequency of Inspection
A (formally H)	5	8	Every year
B (formally M)	137	224	Every two years
C (formally L)	1510	1538	Alternative Enforcement
NIR* Unspecified*	29	10	See below
All premises	1681	1792	

* Premises currently with no food standards inspection risk rating allocated

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

Performance and Targets - Food Hygiene Inspections

Our performance last year and this years target for food hygiene inspection are detailed below:-

Premises were due for Inspection 2006/2007:		Performance against Target		
Risk Score	Total number in each category	Actual number inspected	Number Closed	%
A's	2	2	0	100%
B's	76	72	4	100%
C's	574	531	33	98%
D's	91	74	15	98%
E's	215	149	65	99%
Totals	958	828	117	98%

Premises Due for Inspection 2007/2008:			Target
Risk Score	No of Premises South	No of Premises North	Total
A's	0	1	1
B's	23	34	57
C1's	63	47	110
C2's	218	155	373
D's	62	45	107
E's	52	59	111
Totals	419	341	760

During 2007/08 the Council intends to inspect all Risk Category A – D premises that fall due during the year and the premises that are overdue from 2006/07. The low risk E category premises will be dealt with via the alternative enforcement strategy.

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In addition to these output indicators an outcome based target has been developed which is based upon improving business compliance by increasing their star rating provided by our “Scores on the Doors” scheme. Based upon a 1 April 2007 baseline, over the next three years we aim to reduce the number of premises with 0,1 or 2 stars – by an annual target, the numbers of premises that fell into these categories were as follows:

Star Score as provided by “Scores on the Doors” scheme as of 1 April 2007	South	North	Total	Number to be inspected 2007/2008	Target Reduction	Number to be remaining on 1 April 2008
0 (Score >40 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	1	4	5	5	80%	1
1 (Score 35-40 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	14	15	29	28	40%	17
2 (Score 30 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	44	31	75	70	30%	53
Total	62	50	112	103	42%	71

Where any of the above premises do not fall within this years planned inspection programme additional visits will be made. This will not detract from our risk based programme but be in addition. Whilst it could be argued that this is an additional burden on those businesses we believe that targeting these businesses for additional assistance will provide them with every opportunity to increase their level of compliance and ultimately improve their competitiveness.

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 the appropriate frequency of inspection. Those that are provisionally risk rated as high (A-C), will be inspected within two months of registering with this Authority. The previous year 62 inspections were undertaken on new premises.

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.

Last year we introduced an outcome based target for the improvement in the confidence in management score. Our performance against that target is detailed below. This will now be replaced by the enhanced outcome target described above.

Premises that were due for Inspection 2006/2007:		
Confidence in Management Risk Score	Total number in each category	Actual number where CIM improved (%)
C (Score 10) Sat recd compliance, may have doc FSM system	479	217 (45%)
D (Score 20) Vary recd compliance, no FSM System	29	22 (76%)
Totals	508	239 (47%)

Performance and Targets - Food Standards Inspections

Our performance last year and this years target for food standards inspections are detailed below:-

Premises were due for Inspection 2006/2007:		Performance against Target		
Risk Score	Total number in each category	Actual number inspected	Number Closed	%
A (formally H)	8	8	0	100%
B (formally M)	125	116	3	95%
C (formally L)	166	149	14	98%
Totals	299	273	17	97%

Premises Due for Inspection 2007/2008:			Target
Risk Score	No of Premises South	No of Premises North	Total
A (formally H)	1	4	5
B (formally M)	32	21	53
*C (formally L)	80 (147)	46 (104)	126 (251)
Totals	113	71	184 (309)

During 2007/08 the Council intends to inspect all A and B Risk Category premises that fall due or are overdue during the year and the premises that are overdue from 2006/07.

*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, the figure in brackets shows the total amount due.

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 6 years are as follows.

Year	2001/02	2002/02	2003/04	2004/05	2005/06	2006/7
Complaints received	117	172	161	122	176	220

The number of food premises complaints referred to the Authority has declined steadily in recent years, however the previous years it has increased by 25%. It is expected that at least 220 food premises complaints will be received in 2007/08.

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.

Year	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07
Complaints received	70	56	65	60	40	59	66	49

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 49 food complaints will be received in 2007/08.

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.

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Year	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07
Food Advisory Requests	77	2	4	12	32	53	188	460
No of visits made	ND	ND	ND	ND	ND	39	50	38

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 2007/08, we will receive at least 460 requests for advice. The Council aims to respond to all requests within 3 days.

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.

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 2007/08, which should be sufficient, as we project that we utilised £3872.00 of the total budget available in 2006/07. Any food sampling in excess of this amount will be charged to the Authority.

During 2006/07 we carried out the following food hygiene / safety related samples:

Survey Description	Number of Samples Planned	Results		Action as result
		Actual Number Taken	Number Unsatisfactory	
Oyster Samples Regulation (EC) 854/2004 the laying down specific rules for the organisation of official controls on products of animal origin intended for human consumption	144	135	N/A	29 November 2006 Notice of temporary closure of Kings Quay Beach site for all bivalve molluscs. 26 April 2006 Notice of temporary closure of Clamerkin Creek and Western Haven for Hard shell Clams.
Manila Clam Samples Regulation (EC) 854/2004 the laying down specific rules for the organisation of official controls on products of animal origin intended for human consumption	12	12	N/A	
FSA Razor Clam Samples Regulation (EC) 854/2004 the laying down specific rules for the organisation of official controls on products of animal origin intended for human consumption	12	6	N/A	
FSA Cockles Samples Regulation (EC) 854/2004 the laying down specific rules for the organisation of official controls on products of animal origin intended for human consumption	12	12	N/N	
Environmental swabs, cloths, and latex gloves. LACORS HPA Food Liaison Group Coordinated Microbiological Sampling Programme	20	23	18	Follow up advisory action and re sampling. Data used both locally and regionally for promotion in food safety week through local press
LACORS Listeria Shopping basket study	20	18	0	
National Sampling Survey CLASSP Raw Chicken Survey	12	12	N/A	
National Sampling Survey				

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Survey Description	Number of Samples Planned	Results		Action as result
		Actual Number Taken	Number Unsatisfactory	
Raw Shell Eggs FSA National Sampling Survey	4	4	N/A	
Specialty & home made (catering premises) ice cream's, and ice-cream vans. LACORS HPA Food Liaison Group Coordinated Microbiological Sampling Programme	20	22	7	Follow up action, involving Home/Originating Authority if appropriate
General Environmental Sampling to include water from mobile vendors LACORS HPA Food Liaison Group Coordinated Microbiological Sampling Programme	10	18	9	Follow up action, involving Home/Originating Authority if appropriate
Cooked Crustaceans from retail premises LACORS HPA Food Liaison Group Coordinated Microbiological Sampling Programme	10	8	1	Follow up action, involving Home/Originating Authority if appropriate
Private Water Samples		4	3	
Chicken Kebab Sampling Local Survey	10	9	0	
Officer Initiated Samples taken from Manufacturing premises	N/A	61	46	Follow up action, involving Home/Originating Authority if appropriate
Officer Initiated Samples taken from Catering premises	N/A	6	3	Follow up action, involving Home/Originating Authority if appropriate
Samples taken as a direct result of a food complaint of allegation of food poisoning	N/A	11	0	
Total		362		

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During 2006/07 we carried out the following food standards related samples:

SUBMISSION DATE *	FOOD STUFFS	PROPOSED ANALYSIS	No. SAMPLES planned	Results		Action
				Actual number taken	Numbers unsatisfactory	
April – July 2006	Nutritional Tolerances - Ready meals	Accuracy of nutritional declarations on labelling	20	21	9	Informed Home/Originating Authority
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	No samples taken as budget used carrying out 'Reactive' and 'Nutritional tolerance' sampling		
December to March 2006	Monosodium Glutamate from Chinese food	Levels of Monosodium Glutamate compared with the recommended daily intake	20	Only 4 taken as budget used carrying out 'Reactive' and 'Nutritional tolerance' sampling	0	
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	31	1 2	Beef burger– inadequate lean meat – resample found to be satisfactory Alcoholic drinks testing

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:

sampling survey / Months of Sampling	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Regional/Local Sampling Surveys													
Cloths & Swabs from Residential/Nursing Homes													
Sandwich Fillings, Salads, & High Risk Pizza Topping from Retail Caterers													
Cooked Crustaceans & Shellfish from Retail Premises													
Market Tasters including: cheeses, dips and olives													
National Sampling Surveys													
CLASSP Raw Chicken Survey													
Fresh Herbs. Packaged or Loose													
Edible Seeds													
Salad from Kebab Shops													
LACORS Listeria Shopping basket study –													
Months of Sampling	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan

PROPOSED SAMPLING PLAN FOR FOOD STANDARDS 2007 – 2008

SUBMISSION DATE *	FOOD STUFFS	PROPOSED ANALYSIS	No. SAMPLES
April – October 2007	Children's meals at tourist attractions, family pubs & leisure centres	Fat and salt levels	£3,500 (20 - 35 samples)
April 2007 – March 2008	Quantative Ingredients declaration and compositional standards of IOW produced food	Various analysis	£2,000 (10 – 20 samples)
April 2007 – March 2008	Food complaints (Reactive sampling)	Various analysis	£1,500 (7 – 30 samples)
Throughout 2006/07	Animal Feeds	On farm mix feeds, metals and	9

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 9 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.

iv) Oyster and seabed sampling

The Council is required to undertake sampling and algal biotoxin monitoring in accordance with Regulation (EC) 854/2004 which lays 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 2007/08, testing for *E.coli* levels.

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

In addition approximately 60 flesh 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, water 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. In 2006/7, 186 cases were reported, compared to 127 in 2004/05, 122 in 2002/3 and 190 in 2001/02.

In addition there were a further 45 suspected food and 16 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:

Year	00/01	01/02	02/03	03/04	04/05	05/06	06/07
Number	23	54	27	79	82	84	63

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	Target 2007/08	Performance 2006/07	Target 2006/07	Performance 2005/06
Percentage of requests for assistance responded to within 3 days.*	98%	96%	98%	ND
Percentage of requests for assistance resolved within 56 days.*	91%	97%	91%	ND
Percentage of Scores on the doors appeals responded to within 10 days	100%	100%	N/A	N/A

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.

Promotional and Educational Activities

We will assist in the implementation of smoke free legislation which comes into effect on 1 July 2007 by offering advice to businesses of the legislative requirements and following introduction via enforcement. We will continue the promotion and marketing of it's "scores on the doors" food hygiene award scheme launched on 21 March 2007. We will do through a wide range of means. 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.

This year Isle of Wight Council is again participating in National Food Safety Week, as we have been successful in applying to the Food Standards Agency to obtain 'Mission :Possible' project packs which we plan to launch in Food Safety Week (11th – 15th June 2007). This will be aimed at all Key Stage 2, middle school children. The scheme aims to teach food hygiene messages in a fun and interactive way using a 'Secret Agent' theme.

Following the Food Standards Agency Allergy Training workshop, it has been decided that this is an area where we have the ability to increase awareness therefore cascade training will be given to all officers to improve their knowledge of food allergens. The proposal is that food allergens will then be discussed with food business operators as part of routine inspections, to raise awareness within food businesses.

Corporate Objectives/Key Action

During 2007/08 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%

ENFORCEMENT

This information is taken directly from the Food Standards Agency return that the authority is required to submit. Further details where appropriate of the enforcement action taken is available on our web site at www.iwight.com/eh

Detail of enforcement action taken	Number of establishments subject to enforcement 06/07	Number of establishments subject to enforcement 05/06	Number of establishments subject to enforcement 04/05
No. of establishments subject to prosecution during the financial year	0	0	0
No. of establishments subject to conviction during the financial year	0	0	0
No. of establishments subject to written warnings during the financial year	497	587	581
No. of establishments subject to improvement notices during the financial year	20	14	8
No. of establishments subject to formal simple caution during the financial year	0	1	0
No. of establishments subject to prohibition order during the financial year	0	0	0
No. of establishments subject to emergency prohibition notice during the financial year	0	0	0
No. of establishments subject to suspension/revocation of approval or licence during the financial year	0	0	0
No. of establishments subject to seizure, detention & surrender of food during the financial year	0	0	0
No. of establishments subject to voluntary closure during the financial year	0	0	0

RESOURCES

Financial Allocation

	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
Total budget	255,887	327,706	316,627	350,162	349,622	383,022	362,834	TBC

Staffing Allocation

The following staff will be employed on food safety and standards in 2007-08.

Officers	Title	Qualification	Total FTE	Comment
4	SEHP	EHRB MCIEH	0.7	50% Management responsibilities, H+S and Pollution
1	FSO	Higher Cert	0.9	Retirement
8	HPO*	Higher Cert	3.15	Additional training H+S and Pollution
Total			4.75	

*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 5 officers.

APPENDIX 3 - ENVIRONMENTAL PROTECTION

For the period 01/04/2006 to 31/03/2007, 2281 requests for assistance were recorded, an decrease of 3% on 05/06. The following table illustrates the breakdown:

Category	No. of requests 06/07 (% of total)	% Increase/ decrease on last year	No. of requests 05/06 (% of total)
Licensing and EP	130 (5.7%)	-233.0%	363(15%)
Planning and EP	370 (16.2%)	146.0%	224(10%)
Planning and Contaminated Land	103 (4.5%)	-1.0%	104(4%)
Contaminated Land Enquiry/Complaint	86 (3.8%)	49.0%	37(2%)
IPPC Application/Complaint	11 (0.5%)	5.0%	6(0.3%)
Dog Control	1 (0.0%)	-88.0%	89(4%)
Nuisance Premises	26 (1.1%)	15.0%	11(0.4%)
Smoke Nuisance	141 (6.2%)	-6.0%	147(6%)
Domestic Fumes & Gasses	27 (1.2%)	-13.0%	40(2%)
Industrial Dust, Fumes Gasses	52 (2.3%)	5.0%	47(2%)
Accumulations	137 (6.0%)	2.0%	135(6%)
Animals	5 (0.2%)	4.0%	1(0.04%)
Funerals/Exhumation	6 (0.3%)	-2.0%	8(0.3%)
Dark Smoke	1 (0.0%)	-3.0%	4(0.1%)
Pest Control	154 (6.8%)	1.0%	153(7%)
Industrial Noise	66 (2.9%)	1.0%	65(3%)
Commercial Noise	243 (10.7%)	107.0%	136(6%)
Domestic Noise inc alarms	558 (24.5%)	-11.0%	620(26%)
Other inc light nuisance	164 (7.2%)	8.0%	156(7%)
Total	2280.856	-3%	2346

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.

The current USA highlights the fact that the diffusion tube monitoring for NOx suggests that there may be a slight exceedence of the guideline standard for NO2 (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 have therefore carried out a Detailed Assessment of air quality, in respect of Nitrogen dioxide from road traffic. As part of that assessment, additional diffusion tube monitoring has been carried out.

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.

The Detailed Assessment Report will be published early in the financial year, following which a decision will be made on whether it will be necessary to declare an Air Quality Management Area.

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	Target 2007/08	Actual 2006/7	Target 2006/07	Performance 2005/06	Performance 2004/05
Number of requests for assistance (includes complaints, advice and notifications).	N/A	2281	N/A	2346	2203
Percentage of requests for assistance responded to within 3days.*	98%	95%	98%	90%	90%
Percentage of requests for assistance resolved within 56 days.*	91%	91%	91%	100%	93%
Percentage of Planning Consultations responded to within 10 days *	98%	91%	98%	83%	91%
Percentage of Licensing Consultations responded to within 10 days.* ¹	98%	94%	98%	51% ¹	91%
Percentage of decisions taken consistent with enforcement policy	97%	NDA	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

We will assist in the implementation of smoke free legislation which comes into effect on 1 July 2007 by offering advice to businesses of the legislative requirements and following introduction via enforcement.

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

Noise Action Day

Training of Police Officers, Police Community Support Officers and Housing Association Officers on our noise policy in order to promote a partnership approach to anti-social behaviour

Litter/Fly Tipping

Bonfires

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.

ENFORCEMENT

This information is taken directly from the CIPFA return and other returns which the Department completes each year. Further details where appropriate of the enforcement action taken is available on our web site at www.iwight.com/eh

Detail of enforcement action taken	No. of "persons responsible" subject to enforcement 06/07	No. of "persons responsible" subject to enforcement 05/06
No. of statutory notices served	32	3
No. of statutory notices complied with.	29	2
No. of appeals lodged against notices.	0	0
No. of appeals allowed in Whole or in Part.	0	0
No. of notices complied with in default	0	1
No. of "persons responsible" subject to conviction / simple cautions during the financial year	0	0

Resources

Financial Allocation

	2004-05	2005/06	2006/07	2007/08
Total budget	368,138	359,084	311,503	TBC

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
10	HPO	Various	2.5	H&S, Food, Training
Total			3.1	

APPENDIX 4 - HEALTH AND SAFETY

Demands on the Health and Safety Service (Enforcement)

As of 1 April 2007 there were 3493 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	1123
Wholesale	67
Offices	367
Catering	611
Hotels/Accommodation	372
Residential Care	110
Leisure & Cultural	225
Consumer Services	265
Other	314
Unspecified	39
Total	3493

These fall into the following risk Category:

Risk Category	No. of premises 2007
A	19
B1	83
B2	182
B3	391
B4	635
C	1992
Zero	191
Total	3493

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 (LAA) Target (page 4 above); our inspectoral activity will focus upon those businesses which have a risk profile indicating little, almost no 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, almost no 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'	95% reduction in 'almost no'	95% in 'almost no'
90% 'almost no confidence'	50% in 'little confidence'	95% in 'little' confidence
50% '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:

Environmental Health Service Plan 2007/2008

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

The total number of premises that fell into these profiles were targeted for inspection last year and our performance against this target is detailed below:

Aim: E. To reduce injuries at home, work & on the road.						
High-level outcomes	Goals	Indicator(s)	2006 Baseline Position *	Cumulative Target		
				April 2007	April 2008	April 2009
Stay Safe	E1 – Reduce the number of accidents and injuries	Number of businesses with 'no', 'almost no' or 'a little' confidence in management health and safety risk rating score	Total number of premises falling within those categories 235	Reduce total number of premises falling within those categories to 85	Reduce total number of premises falling within those categories to 22	Reduce total number of premises falling within those categories to 1
				Actual Results	78	

Premises due for inspection 2006/07				Performance against Target	
Confidence In Management Score	South	North	Total	Actual number inspected (%)	Actual No. where CIM Improved
A little No Confidence (score 4)	107	96	203	154 (76%)	113
Almost No Confidence (score of 5)	14	15	29	19 (66%)	14
No Confidence (score of 6)	2	1	3	2 (67%)	2
Other chosen during year *	78	102	180	214 (114%)	N/A
Total	201	213	415	389 (94%)	129**

* In addition to the premises identified in the LAA. It was decided to include a number of premises that had a Fit 3 issue. These were: Hairdressers to prevent, nationally, 182,000 new cases of occupational skin disease; Units on industrial estates to reduce the number of cases nationally of workplace transport injuries and fatalities; and Music entertainment venues to reduce the national incidence of work related noise induced hearing loss. The numbers chosen were based on the available resources within the department.

**Of those premises that were inspected because they had a CIM score of 4-6 at 1 April 2006, this figure is the percentage which have had their CIM score improved.

For this financial year we will target the following premises:

Premises due for inspection 2007/08			
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
Total	160	154	314

A total officer resource of 3.55 FTE is allocated to Health and Safety. 2 FTE will be allocated to carrying out the above inspections, as well as investigations of Service requests and accidents. With the remaining officer resource of 1.55 FTE, the following work will be carried out in the following order of priority:

1. Outdoor events: IW Festival, Bestival, Cowes Week, Osborne House Concerts, Wight Air, Garlic Festival, Ryde Regatta, Old Gaffers, County Show, Chale Show, Ryde Summer Festival, Ventnor Jazz Festival;
2. Business drop in centres, due to come into force June 2008;
3. Hampshire and Isle of Wight Health and Safety Advisory Group initiative to encourage businesses to bring in their defective ladders/step ladders for destruction with a sponsored incentive to purchase a new one;
4. Enforcement visits to industrial estates and other premises which use vehicle swing barriers and/or where there is inadequate segregation of vehicles and pedestrians;
5. Storage and use of flammable/explosive substances at boat storage sites; and
6. Joint enforcement visits with the Education Welfare (Child Protection) Officers to businesses enforced by this authority where school children are likely to be employed;
7. Enforcement visits with the Licensing officers to Tattooing and body piercing businesses to ensure safe infection control practices are used.

All the work planned for 2007/08 will focus on the 'fit3' programmes which are 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**
- **Musculoskeletal disorders**
- **Workplace transport**
- **Falls from Height**
- **Dermatitis**
- **Asthma in Bakeries**
- **Duty to manage Asbestos**
- **Noise at Work**
- **Hand Arm Vibration**
- **Work related stress**

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)

We will assist in the implementation of smoke free legislation which comes into effect on 1 July 2007 by offering advice to businesses of the legislative requirements and following introduction via 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 2007/08 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 2007/08	Actual 2006/07	Target 2006/07	Performance 2005/06	Performance 2004/05
Number of requests for assistance (includes complaints, advice and notifications).	N/A	307	N/A	446	224
Percentage of requests for assistance responded to within 3 days.*	98%	91%	98%	88%	77%
Percentage of Planning Consultations responded to within 10 days *	98%	No requests	98%	No requests	100%
Percentage of Licensing Consultations responded to within 10 days.*	98%	100%	98%	No requests	100%
Percentage of requests for assistance resolved within 56 days.*	91%	96%	91%	94%	96%

* 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.

ENFORCEMENT

This information is taken directly from the CIPFA return and other returns which the Department completes each year. Further details where appropriate of the enforcement action taken is available on our web site at www.iwight.com/eh

Detail of enforcement action taken	No. of "persons responsible" subject to enforcement 06/07	No. of "persons responsible" subject to enforcement 05/06
No. of accident notifications reportable under RIDDOR received	85	104
The total number of requests for service which required a response during the financial year	307	342
No. of written warnings issued	221	286
No. of statutory notices served	16	24
No. of statutory notices complied with.	16	24
No. of appeals lodged against notices.	0	0
No. of appeals allowed in Whole or in Part.	0	0
No. of notices complied with in default	0	0
No. of "duty holders" subject to conviction / simple cautions during the financial year	1	1

Resources

Financial Allocation

	2004-05	2005/06	2006/07	2007/08
Total budget	119,597	126,047	135,886	TBC

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	0.4	Management responsibilities, Food and Pollution
4	HPO	Various	2.95	Training, Food and EP
2	Trainee HPO	In house	0.25	Training, Food and EP
Total			3.55	

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 2007 there were 50 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	47	47	50
Medium	3	6	32
High	0	0	0
Total	50	53	82

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	Target 2007/08	Actual for 2006/7	Target 2006/07	Performance in 2005/06
BVPI 217	100%	100%	100%	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	Target 2007/08	Actual 2006/7	Target 2006/07	Performance 2005/06	Performance 2004/05
Number of permitted processes.	50	50	50	45	50
Number of risk based inspections carried out expressed as a percentage of those that should be carried out.	100%	88%	100%	85%	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.

		Target 2007/08	Actual 2006/7	Target 2006/07
BV 216a	Number of "sites of potential concern" in the local authority area with respect to land contamination	2452	2452	N/A-new
BV 216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of "sites of potential concern".	1%	1%	N/A-new

This figures appear extremely low. However, the scores are new 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. 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 date responsibility for a range of services related to Health & Safety including:

- review and updating 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
- policy formulation

Was taken on by the Internal H&S Team. 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. Accident statistics are regularly interrogated to identify trends and inform audits and interventions.

Audits

Target 2006/07	Actual 2006/07	Target 2007/08
75	34	75

Only 45% of expected audits were carried out. This is because the section lost a FTE officer from September who was not replaced until January 2007 and the implementation of Phase I of the Tree Safety project took priority.

Additionally the team has been applying a risk profile to premises. Risk factors of concern include the Safety Risk score; Public Risk score and Confidence in Management. These scores range from 1 (good) to 5 (poor). Not all premises have been risk profiled but we will be applying reductions of 10 and 5% to premises of Risk category A & B1-4 to a score of 3 for these factors. This can be illustrated below

	2007	Target	2008	Target	2009	Target
Confidence in Management Score = 5	4	0 (95%)	0	0	0	0
Confidence in Management Score = 4	21	20 (5%)	5	0	0	0
Confidence in Management Score = 3	59	64	64	84	84	84

There is very little capacity to target premises by Confidence in Management in 2007/08. However by year end all schools will have been inspected creating capacity for this to occur. It is envisaged that the Confidence in Management score of 3 will increase as the higher scores decrease.

Best Value Performance Indicators

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

	Performance Indicator	Target 2007/08	Actual 2006/7	Target 2006/07
1	10% Reduction in rate of fatalities and major injuries	<=58*	8	<= 58
2	30% reduction in rate of working days lost (As a result of work related injuries)	<=699	681	<= 815
3	20% reduction in the rate of work related ill health**	<=2859	168	<= 2973
4	Maintain at zero (since 2004), the number of enforcement actions taken against the Council by the HSE	0	0	0
5	Following H&S audits of Council premises by the Internal H&S staff:			
	HIGH RISK audit items completed	100% immediately	100% (n=2)	100% immediately
	MEDIUM RISK audit items completed	80% within 3 months	23% (n= 174)	80% within 3 months
	LOW RISK audit items completed	40% within 6 months	50% (n=2)	40% within 6 months

*rounded

** -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.

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

We will assist in the implementation of smoke free legislation which comes into effect on 1 July 2007 by offering advice to Council Departments of the legislative requirements.

Additionally, as part of our service in updating the Manual for Internal Health & Safety we will be updating the following policies:

2.04 – Contractors; 2.14 – Fire; 2.33A – Tree safety; 2.09 - Electrical Inspection; 2.25 – Noise; 2.05 – COSHH - . We will also be drafting a new policy to cover Homeworking.

Work will continue with Phase II of implementing the Tree Safety policy. A great deal of time was spent identifying high risk trees in Council ownership and arranging for these to be risk rated and remediated.

Indicator	Target 2007/08	Actual 2006/07	Target 2006/07	Performance 2005/06	Performance 2004/05
Number of requests for assistance (includes complaints, advice and notifications).	217	225	214	268	159
Percentage of requests for assistance responded to within 3 days.*	99%	99%	98%	98%	82%
Percentage of requests for assistance resolved within 56 days.*	99%	99%	98%	98%	82%
Number of Accident Notifications	483	917	267	279	254
Percentage of Accidents notified receiving full investigation	26%	15%	30%	51%	11%
Percentage of Accidents notified receiving written investigation	50%	35%	58%	50%	66%

The targets for investigation are indicative as only incidents that warrant an investigation are carried out. It should be noted that there were more than 3 times the number of notifications as the previous 2 years. Although the percentage of investigations appears lower, in actual numbers more were investigated than previously. This was against a backdrop of staff shortage: the loss of an administrative assistant and an advisor for 4 months.

Licensing

During the period 1 April 2006 to 31 March 2007 1,589 licences were issued (around half from the previous year which saw the implementation of the Licensing Act 2003). These included:

Licence	2005/06	2006/07	Target 2007/08
Premises licences	1088*	49	49
Club certificates	21	1	1
Personal licences	990	165	165
Temporary Event Notices (premises)	65 **	161	161
Private Hire Operators	36	31	31
Hackney Carriage/ Private Hire Drivers	311	320	320
Private Hire/Hackney Carriage Vehicles	227	267	267
Gaming Act licences	58	53	53
street trading consents	35	35	35

*171 public entertainment licences; 38 theatres; 3 cinemas; 692 liquor licences; 184 premises licences

** also 59 Temporary Events Notices (person)

- 311 Hackney Carriage/ Private Hire Drivers
- 61 Private Hire 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.

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 2007/08	Actual 2006/07	Target 2006/07	Performance 2005/06	Performance 2004/05
Number of applications received.	1589	1589	1917	3272	1108
Number of applications processed within 56 days.	100%	100%	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:

Risk Rating	Numbers (%) 2006/07	Numbers (%) 2007/08
High	36 (5%)	33 (5%) No change
Medium	156 (21%)	194 (28%) +7%
Low	558 (74%)	476 (68%) -6%
Totals	750	703 (-6%)

Geographical Area	High Risk (%) 2006/07	High Risk (%) 2007/08	Medium Risk (%) 2006/07	Medium Risk (%) 2007/08
East Wight	20 (56%)	18 (24%) -32%	58 (37%)	75 (39%) +2%
South Wight	8 (22%)	4 (12%) -10%	48 (31%)	59 (31%) 0%
Mid & West Wight	8 (22%)	11 (33%) +11	50 (32%)	56 (30%) -2%
Totals	36 (100%)	33 (100) -8%	156 (100%)	190 (100%) +18%

Overall there has been a reduction of high risk premises with an increase on medium risk premises. It should be borne in mind that the risk ratings at 1 April 2006 were based on desk top calculations

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.

Environmental Health Service Plan 2007/2008

Twenty seven (82%) of the high risk premises have low confidence in management. The following, non exhaustive factors may account for this undesirably high score: problems with crowd control or public nuisance; relevant convictions; failure to comply with conditions; poorly trained staff, inferior knowledge of the Licensing Act 2003 or incidences of underage sales.

In 2007/08 the section will target these identified premises and attempt to reduce the number by 10%.

By 31st March 2008, all medium risk premises will have been risk profiled. An extra Performance indicator will be introduced: the reduction of medium risk premises with low confidence in management by 5%

Premises with Low Confidence in Management

Risk Rating	Target 31/3/07	Target 31/3/08	Target 31/3/09
High (-10%)	27	24	22
Medium (-5%)	34*	34**	32
Totals	61	58	54 (-12%)

*Numbers are extrapolated from those known at 31.3.07

** Medium risk premises will not have been risk profiled until 31.3.08

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

Number of Premises >3 RFI in 2 years	Premises Occupying >4 hours (aggregate) officer time	Premises Occupying >8 hours (aggregate) Officer Time
22	14 (64%)	11 (50%)

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

Type of Licence	Numbers of inspections 2006/07	Numbers of Inspections 2007/08
Hackney Carriage Vehicles	165 (44%)	165 (39%)
Private Hire Vehicles	59 (16%)	59 (14%)
Tattooists/Piercers	41 (11%)	52 (12%)
Private Hire Operators' Premises	29 (8%)	31 (7%)
Amusements with Prizes	16 (4%)	53 (13%)
Pet Shops	15 (4%)	15 (4%)
Zoos	12** (3%)	12** (3%)
Riding Establishments	11 (3%)	11(3%)
Animal Boarding Establishments	11 (3%)	11(3%)
Exceptionally Large Events	6 (2%)	3 (1%) announced as of 31/3/07
Dog Breeders	2 (<1%)	2 (<1%)
Dangerous Wild Animals' Establishments	2 (<1%)	2 (<1%)
Boats	1 full day inspection* (<1%)	1 full day inspection* (<1%)
Motor Salvage	1 (<1%)	1 (<1%)
Sex Establishments	1 (<1%)	1 (<1%)

*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 inspection burden will therefore be 568 inspections per year or 47 per month.

The Gambling Act 2005 is to be implemented on the Island from the Autumn. Whilst this is not expected to have a considerable resource implication, it will divert some attention away from inspections.

On 1st July the smoking in public places legislation takes effect. It is considered that many of the premises affected will be licensed or private hire/hackney carriage vehicles which fall to be enforced by the section.

Fifty six licence applications were made in the financial year including the Bestival, Isle of Wight Festival, Chale Show, Westlife, Bournemouth Symphony Orchestra, Cowes Week activities and Garlic Festival

Local Key Service Performance Indicators - Inspections

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

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 2007/08	Actual 2006/07	Target 2006/07	Performance 2005/06	Performance 2004/05
Number of premises requiring an inspection.	568	252	516	2223	1000
Number of risk based inspections carried out expressed as a percentage of those that should be carried out.	100%	49%	100%	Premises: 1124/1266 = 89% Taxis & Private Hire: 153/683 = 22% All others: 471/869 = 54%	50%

The number of licensing inspections carried out appears disappointing. However, it can be confirmed that 78% of all planned LA03 inspections were carried out. Of these all high risk premises received at least one inspection.

Factors that have impacted adversely on inspection delivery are:

- The detailed and comprehensive consultation of many different sectors of the trade, Councillors and the public in zone amalgamation for Hackney Carriages
- A similarly exhaustive consultation on the fundamental review of Hackney Carriage and Private Hire vehicles/proprietors and drivers
- The ongoing roll out of the Licensing Online project

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 2007/08	Actual 2006/07	Target 2006/07	Performance 2005/06	Performance 2004/05
Number of requests for assistance (includes complaints, advice and notifications).	500	525	N/A	255	446
Percentage of requests for assistance responded to within 3days.*	98%	92%	98%	69%	84%
Percentage of requests for assistance resolved within 56 days.*	91%	99%	91%	ND	95%
Percentage of decisions taken consistent with enforcement policy*	97%	TBC	97%	ND	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
- Smoking in Public Places
- CREW weeks

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

We will assist in the implementation of smoke free legislation which comes into effect on 1 July 2007 by offering advice to businesses of the legislative requirements and following introduction via enforcement.

The team will also 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

ENFORCEMENT

This information is taken directly from the CIPFA return and other returns which the Department completes each year. Further details where appropriate of the enforcement action taken is available on our web site at www.iwight.com/eh

Detail of enforcement action taken	No. of "persons responsible" subject to enforcement 06/07	No. of "persons responsible" subject to enforcement 05/06
No. of review hearings for premises / club certificates	2	3
No. of revocations, suspensions, variations of licences carried out	0	9
No. of written warnings issued	Cannot determine at this time	Cannot determine at this time
No. of "duty holders" subject to conviction / simple cautions during the financial year	1	0

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	SLO	Various	1	
1	EPO	Various	1	Currently vacant
2	H&S Advisors	Various	0.125	Training, and H&S
1	TS(E)O	Various	0.5	Technical Support duties
Total			6.125	