



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

**CONSUMER PROTECTION DEPARTMENT**

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**ENVIRONMENTAL HEALTH**

**SERVICE PLAN**

**2008-2009**

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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 delivering excellent customer services'***

Our objectives are to:-

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

**To be a world-renowned Eco Island, with a thriving economy, a real sense of pride, where residents and visitors feel safe and are treated with respect.**

The vision is underpinned and supported by the Council's mission:

**To provide excellent modern services that support and deliver the Eco Island vision.**

The delivery mechanism for the Council's Mission is called the “One Island” programme which for 2008-09 will have five themes in line with the Eco Island vision and one specific to the Council as follows:

- A thriving island
- A supportive island
- An inspiring island
- A safe and well kept island
- A modern council

### **Corporate Objectives/Key Actions**

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

- A thriving 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.
- A Safe and well kept Island:- 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. 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.
- A Modern Council:- we will strive to deliver and develop our services to meet changing stakeholder expectations which benchmark favorably to the best performing authorities nationally.

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

### **Local Area Agreement**

A Local Area Agreement (LAA) 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.

Whilst Environmental Health does not have a specific target within the LAA our work does contribute to a number of the blocks:

Safer and Stronger Communities:	through our licensing, health and safety, food safety/labelling, environmental protection work
Children and Young People:	through our licensing work, food nutrition, health and safety work
Adult Health and wellbeing:	through our licensing work, food nutrition, health and safety work
Local Economy	through our overall enforcement approach including businesses advice / support and enforcement of a level playing field

### **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](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 businesses 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. We will aim to ensure that these areas of activity are given particular attention as detailed in the specific function appendices.

#### **Retail Enforcement Pilot**

The Retail Enforcement Pilot (REP) was launched by the Department for Trade & Industry (DTI) in June 2005, now sponsored by the Better Regulation Executive (BRE), is aimed at reducing the burden of inspection for retail businesses whilst enhancing consumer and worker protection. As part of our commitment to delivery of excellent services and the modernisation agenda Environmental Health together with its enforcement partners will seek to incorporate the REP concept into its regulatory activities. The details of this are recorded in the respective specific function 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 area<sup>1</sup>) and covers an area of 146.8 square miles (38,020 Ha<sup>2</sup>). 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".

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<sup>1</sup> Source: Land Use Census 1991, via [www.iwight.com](http://www.iwight.com)

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 & fisheries<sup>2</sup> 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.

### Organisational Structure

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

- Geographical Teams 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 delivered with the aim of improving the economic, efficient and effective delivery of services consistent with the Hampton and Rogers reviews, 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.

<sup>2</sup> Source: ONS Annual Employment Survey 1998 (via website)

### Range of activities undertaken by the service

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

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](http://www.iwight.com/eh). The site gives information about the service teams including the 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 Holder 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. On 6 April 2008 the regulators [compliance code](#), [statutory code of practice](#) came into force. It is aimed at embedding a risk-based, proportionate, targeted and flexible approach to regulatory inspection and enforcement among the regulators it applies to. The Code establishes specific obligations based on Hampton Principles which regulators “must have regard to” when delivering regulatory activity. Each is based on a Hampton principle. The obligations of the Code are:

- **Economic progress:** Regulators should recognise that a key element of their activity will be to allow, or even encourage, economic progress and only to intervene when there is a clear case for protection.
- **Risk assessment:** Regulators, and the regulatory system as a whole, should use comprehensive risk assessment to concentrate resources in the areas that need them most.
- **Advice and guidance:** Regulators should provide authoritative, accessible advice easily and cheaply.
- **Inspections and other visits:** No inspection should take place without a reason.
- **Information requirements:** Businesses should not have to give unnecessary information or give the same piece of information twice.
- **Compliance and enforcement actions:** The few businesses that persistently break regulations should be identified quickly and face proportionate and meaningful sanctions.
- **Accountability:** Regulators should be accountable for the efficiency and effectiveness of their activities, while being independent in the decisions taken.

In accordance with national guidance it is felt that the existing enforcement policy and this service plan already meets these requirements in that Environmental Health services follow guidance or a risk methodology set by national regulators or central government.

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 received a surveillance visit in January 2008 to check on our progress in relation to addressing these partial non compliances. The assessor confirmed that we had reduced the number from 15 to 7 and was pleased to confirm our retention of the award. Work will continue towards addressing the further non compliances and development of the evidence necessary for the new customer service award to be launched in 2008.

#### 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 seek to address local issues. In helping us to identify and meet local concerns the Council conducts an annual customer consultation. The new national indicator NI 182 "Satisfaction of business with local authority regulation services" will also require additional data collection and analysis; to ensure that customer comments and concerns are considered, acted upon and subsequently notified 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. These also focus on the new national indicators

- NI182 "Satisfaction of business with local authority regulation services"
- NI184 "Food establishments in the area which are broadly compliant with food hygiene law"

### The national indicators and the new local performance framework

From the 1 April 2008 Best Value Performance Indicators (BVPIs) will be replaced by the new local performance framework and a significantly reduced number of national performance indicators (NPIs).

Environmental Health has an input or may influence either directly or indirectly on the following separate NPI's the performance against:-

- **NI 14:** Avoidable contact : The proportion of customer contact that is of low or no value to the customer
- **NI 17:** Perceptions of anti-social behaviour
- **NI 20:** Assault with injury crime rate
- **NI 41:** Perceptions of drunk or rowdy behaviour as a problem
- **NI 52:** Take up of school lunches
- **NI 55:** Obesity among primary school age children in Reception Year
- **NI 56:** Obesity among primary school age children in Year 6
- **NI 138:** Satisfaction of people over 65 with both home and neighbourhood
- **NI 182:** Satisfaction of businesses with local authority regulation services (Reported monthly – 08/09 target 70%)
- **NI 184:** Food establishments in the area which are broadly compliant with food hygiene law (Reported annually - 08/09 target 95%)
- **NI 185:** CO2 reduction from Local Authority operations
- **NI 194:** Level of air quality – reduction in NOx and primary PM10 emissions through local authority's estate and operations. PSA 28
- **NI 195:** Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)
- **NI 196:** Improved street and environmental cleanliness –fly tipping

### Key Local Service Performance Indicators –

1. Continuing the success of the “Scores on the Doors” scheme which reflects the importance of NI 184 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 2008.
2. The percentage of EH planned inspections actually carried out (planned v's actual for food hygiene, food standards, health and safety, licensing, environmental protection)
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

Net Budget	Total Amount	% Increase/Decrease
2007/08	754,654	
2008/09	788,655	4.5% ↑

A full time equivalent estimate of the officer resource designated for each area of activity is 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.

### **Peer Challenge**

As part of a national pilot, the Environmental Health Team will be participating in a peer challenge process. The objective of the peer challenge process is to identify service improvements in Environmental Health Services from within and to ensure that they are implemented. It has been developed by a project team comprising Westminster and Coventry Councils, Local Authorities Coordinators of Regulatory Services (LACORS), and is supported by the Local Better Regulation Office (LABRO), the Chartered Institute of Environmental Health (CIEH) and the Improvement and Development Agency (IDeA).

The process also identifies areas of excellence so that these can be shared more widely with other local authorities. The process consists of two key elements:

- Self-assessment against a framework of excellence in Environmental Health
- An external challenge of the effectiveness of that self-assessment by peers

The results of the self-assessment are used to produce a draft improvement plan. Peer challenge then takes place. It is proposed to roll out the process across the country, after a formal launch in the autumn of 2008. At the same time, a peer review process being used at present within the Trading Standards service will be changed to reflect the above process, so that there is a national regulatory services peer challenge process. This will also incorporate a similar process being used within Registration Services. This will enable all regulatory services to carry out continual improvement linked to Comprehensive Area Assessment and the performance framework for localities.

## 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 2009. In addition, an interim report will be prepared halfway through the year, within 4 weeks i.e. by 31 October 2008. 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**

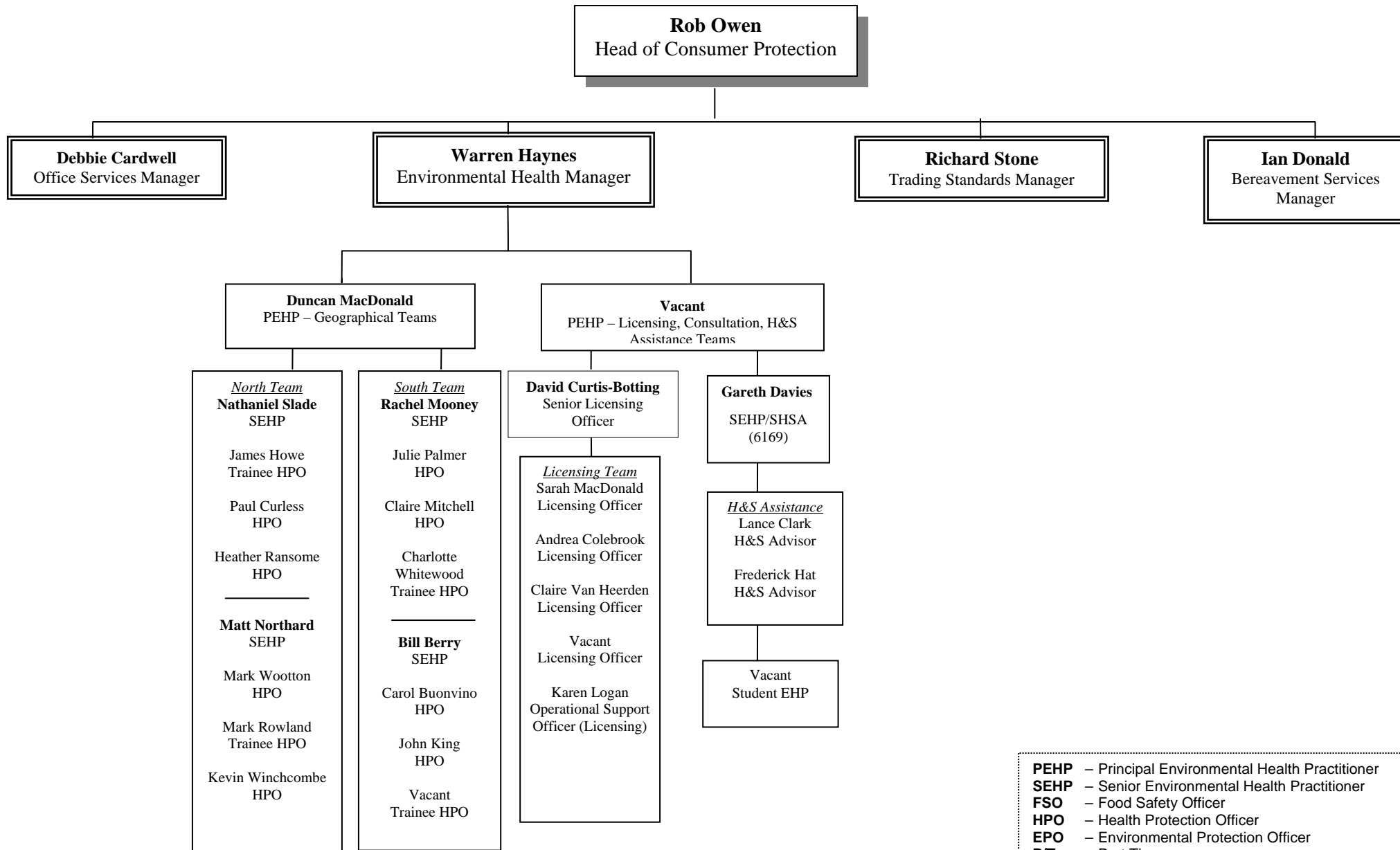
The review will identify any areas where the Council was at variance with this Service Plan and, where appropriate, the reasons for that variance.

### **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, peer challenge or the ongoing quality and consistency assessments.

**APPENDIX 1 – Structure Consumer Protection Department**

April 2008



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

**APPENDIX 2 - FOOD**

**Demands Relating To Food**

As of 1<sup>st</sup> April 2008 there were 1862 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 2008	No. of premises 2007	Increase/decrease of premises since 2007
A	Food producers (selling by retail)	16	16	N/A
B	Slaughterhouses	2	2	N/A
C	Manufacturers	26	27	4% increase
D	Packers	8	7	14% increase
E	Importers/Exporters	0	0	N/A
F	Distributors	12	11	9% increase
G	Retailers	536	546	2% decrease
H	Restaurants and other caterers	1244	1198	38% increase
J	Food manufacturer / selling by retail	18	8	125% increase
<b>Total</b>		<b>1862</b>	<b>1815</b>	<b>decrease</b>

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.

10 Food premises are approved under Regulation EC 853/2004 laying down specific hygiene rules for food of animal origin: 7 dairy/products establishments and 3 fishery establishments. Due to the imminent revision of this Code of Practice it is likely that all these premises will have to be inspected and risk rated in order to identify the appropriate inspection frequency.

110 of the 1862 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. This sampling data is used by the FSA to classify production areas and the Council issues Shellfish Registration Documents to gatherers which provides a system of traceability.

The Environmental Health website can be found at [www.iwight.com/eh](http://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**

In carrying out its food hygiene interventions the Council is committed to an efficient and effective approach securing real, demonstrable improvements in food hygiene compliance and food safety management, whilst building on the outcome measures that featured in the previous service plan.

As at 1<sup>st</sup> April 2008 the Island has 1862 food premises, in the following food hygiene risk categories:-

<b>Risk Category</b>	<b>No. of premises 2008</b>	<b>No. of premises 2007</b>	<b>% of premises that are broadly complaint</b>	<b>Frequency of Intervention</b>
A	2	1	0 (0%)	Every 6 months
B	26	57	15 (58%)	Every year
C1*	119	113	100 (84%)	Every year
C2*	645	752	639 (99%)	Every 2 years
D	369	221	367(99%)	Every 2 years
E	701	662	701 (100%)	Alternative Enforcement
U (unclassified)	0	9	N/A	
<b>All premises</b>	<b>1862</b>	<b>1815</b>	<b>1822 (97.9%)</b>	

\*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.

In line with the national indicator 184 the number of food establishments in the area that are complaint with food hygiene law are shown in the above table. 'Broadly complaint' is an output measure which the FSA has developed to monitor the effectiveness of the regulatory service relating to food law. A food establishment is 'broadly compliant' if it scores 10 points or less in each of these three categories; confidence in management, compliance with structural requirements and hygienic practices of the aforementioned rating system.

Complementary to this indicator we will continue to monitor the effectiveness of our 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.



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. The Food Safety Act 'Code of Practice' is currently being revised. The term "inspection" has changed to "intervention" which encompasses a varying degree of enforcement related activity depending on the risk to the public (further details below). However, there is to be no change to Annex 5 which determines the minimum frequency for inspections. Premises will be subject to an intervention in accordance with the Code of Practice, and with guidance issued by LACORS (the Local Authorities Co-ordinating Body on Regulatory Services).

During 2004/05 the decision was made by senior management to transfer the food standards function from Trading Standards to Environmental Health. As at 1<sup>st</sup> April 2008 the Island has 1694 food premises, in the following food standards risk categories:-

<b>Risk Category</b>	<b>No. of premises 2008</b>	<b>No. of premises 2007</b>	<b>Frequency of Inspection</b>
A (formally H)	5	5	Every year
B (formally M)	117	137	Every two years
C (formally L)	1504	1510	Alternative Enforcement
NIR* Unspecified*	68	29	See below
All premises	<b>1694</b>	<b>1681</b>	

\* Premises currently with no food standards inspection risk rating allocated

As previously mentioned Environmental Health will also aim to incorporate the Retail Enforcement Pilot concept into its work during 2008/09. In addition and as part of this we will prioritise and target our resources with the aim of making the most impact whilst aiming to introduce the least possible burden on business. We will seek to combine our inspection activity where possible carrying out combined inspections with food safety/standards, health and safety and environmental protection activities.

**Performance - Food Hygiene Inspections**

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

Premises that were due for Inspection 2007/2008:		Performance against Target		
Risk Score	Total number in each category	Actual number inspected	Number Closed	%
A's	1	0	1	100%
B's	57	56	1	100%
C's	483	433	37	97%
D's	107	95	8	96%
E's	111	91	12	93%
<b>Totals</b>	<b>759</b>	<b>675</b>	<b>59</b>	<b>97%</b>

Star Score as provided by "Scores on the Doors" scheme as of 1 April 2007	Total	Number to be inspected 207/2008	Target Reduction	Target Number to be remaining on 1 April 2008	Number remaining on star rating 1 April 2008 (or lower)	% Reduction
0 (Score >40 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	5	5	80%	1	0	100%
1 (Score 35-40 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	29	28	40%	17	5	82%
2 (Score 30 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	75	70	30%	53	14	80%
<b>Total</b>	<b>112</b>	<b>103</b>	<b>42%</b>	<b>71</b>	<b>19</b>	<b>82%</b>

The following data has been collated by looking at the premises that have been inspected and illustrates the star rating of the above premises at the end of the year on the 1 April 2008 the changes in the star rating of these premises:

Star Rating on 1 April 2007	Star Rating on 1 April 2008						
	Closed	0 Star	1 Star	2 Star	3 Star	4 Star	5 Star
Zero Star (5)	1	0	0	1	0	2	1
One Star (29)	1	1	4	2	9	10	2
Two Star (75)	14	1	1	12	8	22	17

The impact that the interventions over all from last year have had to the total number of premises:

<b>Star Score as provided by "Scores on the Doors"</b>	<b>Total at launch date March 2008</b>	<b>Number on the 1 April 2008</b>	<b>% Reduction/increase</b>
0 (Score >40 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	5	1	80% Reduction
1 (Score 53-40 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	29	22	24% Reduction
2 (Score 30 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	75	23	70% Reduction
3 (Score 20-25 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	499	330	34% Reduction
4 (Score 10-15 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	817	757	30% Reduction
5 (Score 0-5 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	370	627	69% Increase
Unrated Premises – New	N/A	104	
<b>Total</b>	<b>1795</b>	<b>1862</b>	

**Targets - Food Hygiene Inspections**

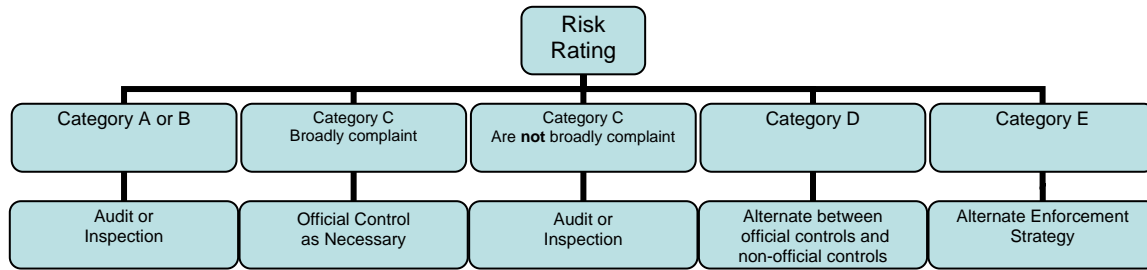
This shows the total number of premises due an inspection:

<b>Premises Due for Inspection 2008/2009:</b>			<b>Target</b>
<b>Risk Score</b>	<b>No of Premises South</b>	<b>No of Premises North</b>	<b>Total</b>
A's	1	1	<b>2</b>
B's	12	14	<b>26</b>
C1's	62	56	<b>118</b>
C2's	224	162	<b>386</b>
D's	78	55	<b>133</b>
E's	155	133	<b>288</b>
<b>Totals</b>	<b>532</b>	<b>421</b>	<b>953</b>

The proposed changes to the Code of Practice and the introduction of a suite of interventions is scheduled to be in place by 1 May 2008. This includes two distinct types of intervention, official and non-official controls. The types of interventions that make up these controls are:

<b>Official Controls</b>	<b>Non-Official Controls</b>
Inspections Audits Monitoring Visits Surveillance Visits Verification Visits <hr/> Sampling visits if combined with one of the above	Education Advice Coaching Information and intelligence gathering

Although there is flexibility in the use of the above intervention activities there is a framework which is in the Code of Practice which outlines the type of intervention required at certain premises see below:



As the Code of Practice will not be in place until May at the earliest, the decision has been taken to use the month of April, to consult with businesses, where applicable, to seek their views as to which form of intervention they would prefer. The reason for this consultation is explained below.

A premises risk rating is only able to be changed when sufficient evidence has been collected at the visit, and this is likely to be at a full or partial audit, or inspection. Although the additional official or non official controls interventions can be recorded and the date of the next inspection recalculated (effectively resetting the clock for the next official control) this will be based on the previous risk assessment. This therefore impacts upon the ‘scores on the doors’, food hygiene rating scheme. Businesses which are able to choose non official controls will only be able to retain their existing food hygiene rating score.

While this consultation is taking place, enforcement activities will be focussed on those food business that present the greatest risk to public health;

Task	South	North	Total - Target
To undertake inspection or audit on zero star premises	1	0	1
To undertake inspection or audit on one star premises	11	11	22
To undertake inspection or audit on two star premises	13	10	23
To undertake premises that are risk rated an A	0 <i>(1 included in 0 Star above)</i>	0	0
To undertake premises that are risk rated a B	5 <i>(5 that are included in the 0/1/2 Star above and 2 included in the New Premises)</i>	7 <i>(7 that are included in the 0/1/2 Star above)</i>	12
To undertake inspections on not broadly complaint risk category C and D premises that are due an inspection .	0 <i>(all captured in the above categories)</i>	0 <i>(all captured in the above categories)</i>	0
To undertake an inspection on the New Premises	46	51	97
Undertake an Inspection on all approved premises	5	5	10
<b>Totals</b>	<b>80</b>	<b>84</b>	<b>164</b>

It is the intention that the Council will review all new premises that register with the authority over the course of the year, and undertake a provisional/desk top assessment in order to risk rate them to allow a risk lead decision of the frequency of the first inspection. Those that are provisionally risk rated as high (A-B), will be inspected within one month of registering with this Authority, and those premises risk rated as low (C-E) will be inspected within three months of registering with the Authority. The previous year 92 inspections were undertaken on new premises.

On receipt of the results and conclusions gained by the stakeholder consultation on the application of the suite of interventions, an Environmental Health Management Team meeting will be held to make a decision on the approach taken for the remaining inspection programme. This will be the due; Category C premises that are broadly complaint and the due Category D and E premises.

In addition to these above output indicators the outcome based target will be continued 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 year 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 this year are as follows:

Star Score as provided by “Scores on the Doors” scheme as of 1 April 2008	South	North	Total	Number to be inspected 2008/2009	Target Reduction	Number to be remaining on 1 April 2009
0 (Score >40 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	1	0	1	1	100%	0
1 (Score 53-40 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	11	11	22	22	50%	11
2 (Score 30 aggregate of confidence in management, compliance with structural requirements and hygienic practices)	13	10	23	23	40%	16
<b>Total</b>	21	25	46	46	41%	27

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.

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

**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 2007/2008:		Performance against Target		
Risk Score	Total number in each category	Actual number inspected	Number Closed	%
A (formally H)	5	3	0	60%
B (formally M)	53	48	1	92%
C (formally L)	126 (251)	115	7	97%
<b>Totals</b>	<b>184 (309)</b>	<b>166</b>	<b>8</b>	<b>95%</b>

Premises Due for Inspection 2008/2009:			Target
Risk Score	No of Premises South	No of Premises North	Total
A (formally H)	1	4	5
B (formally M)	22	22	44
*C (formally L)	112	82	194
<b>Totals</b>	<b>135</b>	<b>108</b>	<b>243</b>

During 2008/09 the Council intends to inspect all A and B Risk Category premises that are due an inspection.

\*The C low risk category premises will only be inspected, including visits by officers that are food enforcement officers, but do not hold the relevant food standards endorsement however these will be recorded as a part of 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	2006/07	2007/08
Complaints received	117	172	161	122	176	220	163

The trend in the number of food premises complaints referred to the Authority had been increasing over the years, however the previous years it has decreased by 26%. It is expected that at least 163 food premises complaints will be received in 2008/09.

#### 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.

<b>Year</b>	<b>99/00</b>	<b>00/01</b>	<b>01/02</b>	<b>02/03</b>	<b>03/04</b>	<b>04/05</b>	<b>05/06</b>	<b>06/07</b>	<b>07/08</b>
<b>Complaints received</b>	70	56	65	60	40	59	66	49	64

The number of food complaints referred to the Authority has declined steadily in recent years, however, this year it there has been a 31% increase this could be due to the transfer of food standards work to Environmental Health and the consumer direct national help line. It is expected that at least 64 food complaints will be received in 2008/09.

### **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.

<b>Year</b>	<b>99/00</b>	<b>00/01</b>	<b>01/02</b>	<b>02/03</b>	<b>03/04</b>	<b>04/05</b>	<b>05/06</b>	<b>06/07</b>	<b>07/08</b>
<b>Food Advisory Requests</b>	77	2	4	12	32	53	188	460	136
<b>No of visits made</b>	ND	ND	ND	ND	ND	39	50	38	27

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, it is likely that this increase in 2006/2007 was due to the introduction of new legislation. 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 2008/09, we will receive at least 136 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 a guide for childminders – food hygiene regulations – your written food safety system has been produced and printed and it is the intention that it will be distributed free to childminders at seminars, which the objective is to enable childminders to have an understanding of and to comply with the law, in addition to ensuring that there are procedures in place that are once implemented are effective in providing safe food for the consumers.

### 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 2008/09, which should be sufficient, as we project that we utilised £3872.00 of the total budget available in 2007/08. Any food sampling in excess of this amount will be charged to the Authority.



**Environmental Health Service Plan 2008/2009**

During 2007/08 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	126	N/A	Please note that the sampling programme was changed with agreement with CEFAS, in that the frequency of sampling these sites has been reduced.
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	0	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	2	N/A	The area that these are gathered from is currently declassified.  The availability of these is seasonally dependant.
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	7	N/N	
CLASSP Raw Chicken Survey National Sampling Survey	12	6	N/A	The decision was taken in December that enough data had been collated, and therefore the collection of samples for the survey was stopped.

**Environmental Health Service Plan 2008/2009**

Survey Description	Number of Samples Planned	Results		Action as result
		Actual Number Taken	Number Unsatisfactory	
Salad and sauces from Kebab Takeaways LACORS HPA Food Liaison Group Coordinated Microbiological Sampling Programme	20	20	1	Follow up action, taken including providing advice to the premises.
Fresh herbs, either packaged or loose LACORS HPA Food Liaison Group Coordinated Microbiological Sampling Programme	5	4	0	
Ready to eat shelled nuts (edible nuts and seeds) LACORS HPA Food Liaison Group Coordinated Microbiological Sampling Programme	10	11	0	
Officer Initiated Samples taken from Manufacturing premises and/or Catering Premises	N/A	98		Follow up action, including re-sampling where appropriate
Samples taken as a direct result of a food complaint of allegation of food poisoning	N/A	16	1	
<b>Total</b>		290	19	

**Environmental Health Service Plan 2008/2009**

During 2007/08 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 – October 2007	Children's meals at tourist attractions, family pubs & leisure centres	Accuracy of nutritional declarations on labelling	20	15		Further educational work undertaken with the individual premises and a further project planned for this are in 2008
April 2007 – March 2008	Quantative Ingredients declaration and compositional standards of IOW produced food	Levels of Fat, Salt, Sugar compared to the standard dish	20	No samples taken as budget used carrying out 'Reactive' and 'Nutritional tolerance' sampling		
April 2007 – March 2008	Food complaints (Reactive sampling)	Levels of Monosodium Glutamate compared with the recommended daily intake	20	Only 4 taken as budget used carrying out 'Reactive' and 'Nutritional tolerance' sampling		
Throughout 2007/08	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	11	6	Follow up action taken with the premises.

**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	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April
<b>Regional/Local Sampling Surveys</b>													
Specialty Meats													
Egg Mix and Environmental Studies													
Shelled Nuts													
<b>National Sampling Surveys</b>													
Swabbing survey at pre-schools and Nurseries													
Prepared Salads													
Water and Environmental Studies from Mobiles													
<b>Local Surveys</b>													
Ready to eat meats sliced at butchers that also handle Raw foods													
Levels of Bacteria present on the wrist bands of food handlers at the outside events													
Months of Sampling	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April

**PROPOSED SAMPLING PLAN FOR FOOD STANDARDS 2008 – 2009**

SUBMISSION DATE	FOOD STUFFS	PROPOSED ANALYSIS	No. SAMPLES
April - May – 2008	Children’s meals at tourist attractions, family pubs & leisure centres	Fat and salt levels	£3,500 (20 - 35 samples)
April 2008 – March 2009	Quantative Ingredients declaration and compositional standards of IOW produced food	Various analysis	£1,000 (Approx 10 samples)
7 – 18 July 2008	Lunch on the Run	Fat, salt, carbohydrate, protein, calories	£2,100 (10 samples)
April 2007 – March 2008	Food complaints (Reactive sampling)	Various analysis	£500

**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 10 samples being taken. In addition, an assessment of whether to take samples should be an integral part of every 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 96 samples over the course of 2008/09, testing for *E.coli* levels.

Cockles and razor clams are also sampled at King' Quay Beach and Ryde Sands, for both sites 12 samples will be taken. In addition approximately 32 flesh samples will be taken for algal toxin monitoring. Water samples are also 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.

The results of samples submitted by the Council are used by the FSA to classify shellfish production areas. The classification and production area information must be recorded by gatherers on Shellfish Registration Documents (SRDs). It has been historically difficult to ensure gatherers complete SRDs and this year joint work will be undertaken with Southern Sea Fisheries Committee to raise awareness and encourage use of SRDs. Weekly checks will be undertaken during the Solent oyster season.

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

**v) Water sampling**

Environmental Health undertakes water sampling (insert details)

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:

<b>Cause</b>	<b>Response time</b>	<b>Response</b>
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.	24 hours	Postal questionnaire administered by the Hampshire and the Isle of Wight Health Protection Unit in accordance with the Standard Operating Procedure 43 - Campylobacter gastrointestinal infection - Version 2

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 2007/2008, 169 cases were reported compared to 186 in 2006/7, 127 in 2004/05, 122 in 2002/3 and 190 in 2001/02.

In addition there were a further 44 suspected food and 11 suspected viral poisoning’s reported direct form the public, (these were 45, and 16 respectively the previous year) 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:

<b>Year</b>	<b>00/01</b>	<b>01/02</b>	<b>02/03</b>	<b>03/04</b>	<b>04/05</b>	<b>05/06</b>	<b>06/07</b>	<b>07/08</b>
<b>Number</b>	23	54	27	79	82	84	63	61

## Environmental Health Service Plan 2008/2009

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 2008/09	Performance 2007/08	Target 2006/07	Performance 2006/07
Percentage of requests for assistance responded to within 3 days.*	98%	94%	98%	96%
Percentage of requests for assistance resolved within 56 days.*	91%	96%	91%	97%
Percentage of Scores on the doors appeals responded to within 10 days	100%	24 appeals all responded within the 10 days	N/A	100%

### 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

The Team will undertake two projects involving sampling/assessing/raising awareness the nutritional quality and healthy eating choices of children's and older populations meals within school, leisure/entertainment venue and residential care environments.

### Working to help kids eat right when on the Wight

This project is to further the work that we have undertaken on the sampling survey of composition of children's food from Isle of Wight tourist and leisure attractions. The aim is to promote the 'key' nutritional messages among a target group, which have been defined as catering establishments on the Isle of Wight, that offer a specific menu and meals for children.

The objectives of this project are to:-

- sample further premises meals, to get a larger collection of data for information.
- hold focus groups, with the target audience children to gain information on menu choices.
- work with partners, including the community chef and members of the healthy eating alliance to use the information to create a toolkit. This will include a guidance pack on good practice and also contain some example menus that include healthier choices for meals that are specifically aimed at children.
- provide basic training to all food enforcement officers, so they are in a position to use the toolkit, and offer key nutritional advice to add value to routine food hygiene/standard inspections.

### Recipe for Life – Helping Retired Island Residents to Eat Well

This project would aim to involve the retired population who cater in their own home, therefore choose and handle foods, to reduce the risk of food poisoning incidences and the associated health risks of a poor diet, within this vulnerable group.

The objectives are to:-

- Deliver food hygiene messages based on the 4 C's; healthy eating messages using the contents of The Good Life leaflet; food labelling advice using the traffic light system through the use of a local theatre group to provide a fun, visual and interactive performance to a group of the target audience, in order to improve the overall awareness in these areas.
- Engage with local communities/local and national organisations to add value and depth to the day, while developing effective, sustainable local partnerships.
- Provide a variety of information on food hygiene/food labelling/nutrition messages through display boards, interactive tasting sessions and representatives on the day of the events.
- Distribute simple 'take-home' resources i.e. fridge magnets, fridge thermometer, recipe booklets enabling the target audience to maintain knowledge and implement changes within their every day lives.
- Carry out pre and post health assessments on a sample number of retired volunteers, to gain data on the effectiveness of the project.

Invite professionals and volunteers who visit the independent retired to the project day, enabling them to reinforce the 'key' messages, following the completion of the project. We will continue the promotion and marketing of its "scores on the doors" food hygiene award scheme launched in 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 and regular articles will be produced for One Island to continue publicising the web site.

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.

**Mission Possible**

'Mission: Possible' project work in schools has been a success, and has been delivered at a total of 300 Key Stage 2, middle school children. The scheme aimed to teach food hygiene messages in a fun and interactive way using a 'Secret Agent' theme.

Although we have come to the end of this Mission, and therefore the materials that are required have been used and there is no opportunity to purchase replacements, we were encouraged by the response and success of this project. It is the intention that the Mission will continue, but not in its current form. It is intended that once completed we will deliver the revised package to a total of 300 Key Stage 2, middle school children. The aim of the mission will remain which is to teach hygiene messages in a fun and interactive way using a 'secret agent' theme.

**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 will be available on our web site at [www.iwight.com/eh](http://www.iwight.com/eh)

<b>Detail of enforcement action taken</b>	<b>Number of establishments subject to enforcement 07/08</b>	<b>Number of establishments subject to enforcement 06/07</b>	<b>Number of establishments subject to enforcement 05/06</b>
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	470	497	587
No. of establishments subject to improvement notices during the financial year	10	20	14
No. of establishments subject to formal simple caution during the financial year	0	0	1
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**

**Staffing Allocation**

The following staff will be employed on food safety and standards in 2008-09.

Officers	Title	Qualification	Total FTE	Comment
4	SEHP	EHRB MCIEH	1.6	25% Management responsibilities, H+S and Pollution
9	HPO*	Higher Cert	4.25	Additional training H+S and Pollution
Total			<b>5.85</b>	38% of the total (15.4) FTE available ~ £300k budget

\*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 01/04/2007 to 31/03/2008, 1848 requests for assistance were recorded, an decrease of 19% on 07/08. The following table illustrates the breakdown:

Category	No. of requests 07/08 (% of total)		% Increase/ decrease on last year	No. of requests 06/07 (% of total)
Licensing and EP	140	(7.58%)	7.74%	130 (5.7%)
Planning and EP	278	(15.04%)	-24.83%	370 (16.2%)
Planning and Contaminated Land	147	(7.95%)	42.78%	103 (4.5%)
Contaminated Land Enquiry/Complaint	4	(0.22%)	-95.35%	86 (3.8%)
IPPC Application/Complaint	2	(0.11%)	-81.81%	11 (0.5%)
Dog Control	0	(0.00%)	-100.00%	1 (0.0%)
Nuisance Premises	8	(0.43%)	-69.22%	26 (1.1%)
Smoke Nuisance	87	(4.71%)	-38.27%	141 (6.2%)
Domestic Fumes & Gasses	23	(1.24%)	-14.78%	27 (1.2%)
Industrial Dust, Fumes Gasses	38	(2.06%)	-26.89%	52 (2.3%)
Accumulations	117	(6.33%)	-14.56%	137 (6.0%)
Animals	4	(0.22%)	-19.97%	5 (0.2%)
Funerals/Exhumation	11	(0.60%)	83.43%	6 (0.3%)
Dark Smoke	5	(0.27%)	400.00%	1 (0.0%)
Pest Control	107	(5.79%)	-30.49%	154 (6.8%)
Industrial Noise	44	(2.38%)	-33.30%	66 (2.9%)
Commercial Noise	202	(10.93%)	-16.84%	243 (10.7%)
Domestic Noise inc alarms	532	(28.79%)	-4.62%	558 (24.5%)
Other inc light nuisance	105	(5.68%)	-2.43%	164 (7.2%)
<b>Total</b>	<b>1854</b>		<b>-18.72%</b>	<b>2281</b>

**NB** During the year, the category of Service Requests “Planning and Contaminated Land” was transferred to the Consultation Team, and was no longer dealt with by the Geographical Teams. However, the table above includes all Service Requests concerned with contaminated land, including those handled by the Consultation Team.

Dog Control complaints were transferred to Safer Communities before the beginning of the year.

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 2006 USA highlighted the fact that the diffusion tube monitoring for NO<sub>x</sub> suggested that there may be a slight exceedence of the guideline standard for NO<sub>2</sub> (by 1 µg/m<sup>3</sup>, 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 Detailed Assessment Report, published early in the financial year, demonstrated that it was unlikely that there would be any exceedences of the standard for Nitrogen dioxide, and that therefore it would not be necessary to declare an Air Quality Management Area.

Unfortunately, the diffusion tube results for 2007/2008 are very variable, and cannot be relied on. In an attempt to ensure that the results for 2008/2009 will be more reliable, additional tubes will be exposed.

A further Updating and Screening Assessment will be carried during quarter 1 of 2009, to be submitted before the end of March 2009.

### **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 a response time, an 8 week resolution rate targets, are local key performance indicators.

Indicator	Target 2008/09	Actual 2007/08	Target 2007/08	Performance 2006/07	Performance 2005/06	Performance 2004/05
Number of requests for assistance (includes complaints, advice and notifications).	N/A	1848	N/A	2281	2346	2203
Percentage of requests for assistance responded to within 3 days.*	98%		98%	95%	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%		98%	91%	83%	91%
Percentage of decisions taken consistent with enforcement policy	97%	NDA	97%	NDA	New	New

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

\*\* Reported monthly

**Promotional and Educational Activities**

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

We will also seek to lead projects/initiatives with our internal partners relating to the national indicators pertaining to reduction in air pollutants from the Council's own activities.

**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 will be available on our web site at [www.iwight.com/eh](http://www.iwight.com/eh)

Detail of enforcement action taken	No. of "persons responsible" subject to enforcement 07/08	No. of "persons responsible" subject to enforcement 06/07	No. of "persons responsible" subject to enforcement 05/06
No. of statutory notices served	50	32	3
No. of statutory notices complied with.	42	29	2
No. of appeals lodged against notices.	0	0	0
No. of appeals allowed in Whole or in Part.	0	0	0
No. of notices complied with in default	0	0	1
No. of "persons responsible" subject to conviction / simple cautions during the financial year	0	0	0

**Resources**

**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
4	SEHP	EHRB	0.55	Management responsibilities, Food and H&S, Training
11	HPO	Various	2.35	H&S, Food, Training
Total			<b>2.9</b>	19% of the total FTE (15.4) available ~£150k budget

**APPENDIX 4 - HEALTH AND SAFETY**

**Demands on the Health and Safety Service (Enforcement)**

As of 1 April 2008 there were 3352 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	1084 (32%)
Wholesale	64 (1%)
Offices	351 (10%)
Catering	610 (18%)
Hotels/Accommodation	366 (11%)
Residential Care	108 (3%)
Leisure & Cultural	219 (7%)
Consumer Services	250 (7%)
Other	300 (9%)
Unspecified	79 (2%)
Total	3352 (100%)

These fall into the following risk Category:

Risk Category	No. of premises 2008
A	11
B1	33
B2	128
B3	331
B4	645
C	2048
Zero	156
Total	<b>3352</b>

**Health and safety and smoke free work plan 2008/2009**

The Health and Safety Executive (HSE) and Local Authorities (LAs) are the principle Enforcing Authorities for the Health and Safety at Work etc. Act 1974 in Great Britain. The role of Enforcing Authorities is to ensure duty holders manage and control risks to prevent harm to employees and the public. Section 18 of the Health and Safety at Work etc. Act 1974 requires Enforcing Authorities to make adequate arrangements for enforcement.

Our key delivery **priorities** are:

- To manage the risk in high risk, poor performing and/or rogue trader businesses. (Targeted approach to risk in line with Better Regulation agenda)
- Investigating major injury incidents and fatalities. (National justice agenda and used to assess and target poor management in line with Better Regulation.)

### Local Priorities

With the businesses/activities Environmental Health has jurisdiction for, a review has been undertaken over where to prioritise and target our resource (e.g. areas which are causing the most accidents and ill health, areas not previously enforced, new legislation). The following outlines Environmental Health's work plan for this financial year:

1. Addressing Slips and Trips, Dermatitis and Duty to Manage Asbestos during all programmed food hygiene inspections between May 2008 and March 2009.

Slips and trips account for 52% of major injuries in the hotel and catering sector nationally. There were 1719 major and over 3 day injuries from slipping and tripping in 2006/07. The catering and hotel industry is in the top ten of the poorest performing industry sectors for slips and trips. This aligns with the Isle of Wight where our records show 252 reportable incidents have been received since 2002. The next largest category of incident is 70 for lifting and handling.

Dermatitis is the main cause of ill health in the hotel and catering sector, with an incident rate that outstrips the all-industry average by 3-fold (based on serious cases of dermatitis that get referred to a dermatologist). This is the only ill-health condition in this sector that exceeds the all industry average.

Asbestos related diseases accounts for around 4000 deaths per year (15 times the fatal accident rate) and is still the largest occupational killers in the UK. The number of mesothelioma deaths continues to rise and should peak between 2010-2015. Approximately 25% (taken from the Peto Study of 1995) of those dying from asbestos related disease have worked in the building, maintenance and repair trades at some time during their working lives.

**The output will be to ensure that at the completion of these interventions, appropriate systems are in place in businesses to control these risks so far as is reasonably practical.**

2. At all licensed premises where the Police have identified risks of violence and aggression, to utilise health and safety legislation and partnership working with the Police to reduce violence (and the threat of violence), crime and disorder in and around licensed premises.

Employees in public-facing jobs are particularly at risk of work-related violence. Physical attacks are obviously dangerous, but serious or persistent verbal abuse can be a significant problem too, as it can cause damage to employees' health through anxiety and stress. For their employers this can represent a real financial cost – through low staff morale and high staff turnover. This in turn can affect the confidence of a business and its profitability. Further costs may arise from expensive insurance premiums and compensation payments.

All work-related violence, both verbal and physical, has serious consequences for employees and for the business they work for. For employees violence can cause pain, distress and even disability or death.

**The output will be to ensure that at the completion of these interventions, appropriate systems are in place in businesses to control these risks so far as is reasonably practical. The businesses will also receive coaching in the HSE's new tool kit for managing the risk of work-related violence.**



3. To enforce the Noise at Work Regulations 2005 in the music and entertainment sector where live or recorded music is played - 15 pubs and clubs have been identified as likely to be in breach of these regulations

170,000 people in the UK suffer deafness, tinnitus or other ear conditions because of exposure to excessive noise at work. If you are a performer in the music and entertainment sector exposure to loud music can seriously damage your hearing and jeopardise your career in music. The Control of Noise at Work Regulations 2005 come into force in the music and entertainment sector from 6 April 2008. HSE has worked with industry to develop guidance and there are simple and straightforward steps employers and other duty holders can take to control noise at work and to protect the hearing of workers and performers.

**The output will be to ensure all premises which provide music entertainment have appropriate systems in place to comply with the Control of Noise at Work Regulations 2005.**

4. Identification and inspection of all Marinas and boat yards which we have jurisdiction for and have not been inspected.

There are understood to be a number of boat storage yards and marinas on the Island which we have not visited. Recently there have been serious incidents at boat yards (one island premises enforced by the HSE and another by a neighbouring authority). Many of these premises use lifting equipment and flammable substances.

**The output will be to ensure that at the completion of the intervention appropriate systems are in place in businesses to control these risks so far as is reasonably practical.**

5. Undertaken inspections of all due A, B1 and B2 risk rated premises and/or have a Confidence in Management Score (CIM) of 4 or worse. (See below) The premises with low confidence in management (CIM) are those which do not fall into categories A, B1 or B2. This may be due to the hazards being low, but the managements' attitude to health and safety is poor.

**Ensure that at the completion of the intervention appropriate systems are in place in businesses to control the risks so far as is reasonably practical.**

6. To liaise with other regulators to ensure health and safety standards are in place to protect the public and workers at the events on the Island. These events will include: Isle of Wight Festival, Bestival, Cowes Week, Powerboat, Old Gaffers, Isle of Wight Steam, Garlic Show, County Show, Chale Show, Osborne Events, Ventnor Jazz and Folk/Blues Festivals, Wight Air and other identified throughout the year with the available resource.

**Ensure that at the completion of the intervention appropriate systems are in place in businesses to control the risks so far as is reasonably practical.**

7. To devise and implement arrangements, if identified as feasible, to obtain depersonalised information from the St Mary's NHS Trust and local insurers' networks on work related accidents and ill health related to the premises which we have jurisdiction for. This information will be used to target future work.

Many work related incidents are not reported as required under the Reporting of Diseases and Dangerous occurrences Regulations 1995.

8. To devise and implement arrangements with relevant stakeholders (HSE, Isle of Wight PCT and Job Centre Plus), if identified as feasible, for future work to reduce the people claiming incapacity benefit and assist employers with returning them to work.

This will follow the work undertaken by Kirklees Borough Council and Westminster London Borough Council. There are 2.6 million people in the Country claiming incapacity benefit.

9. Investigate all reportable incidents

Specified injuries, diseases and dangerous occurrences are reported to the Incident Contact Centre and passed to Environmental Health 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.

10. Investigate requests for service

All complaints relating to conditions or working practices and smoking related issues within premises will be investigated where it anticipated there may be contraventions. 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.

**11. Advise to businesses**

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. 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, proposed developments (identified during Building Regulations and Planning Applications 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.

**12. Inspections of new businesses**

New businesses will be inspected where we it is determined we will visit to investigate a reportable incident /request for service or are visiting to carryout a food safety inspection.

**13. To ensure enforcement decisions are consistent with our Enforcement Policy, the HSC's Enforcement Policy Statement and the Enforcement Management Model.**

Ensures proportionate, consistent, transparent and accountable enforcement - part of the Better Regulation agenda

**14. Train and develop our staff to ensure competence.**

Encourages staff retention/recruitment and ensures credibility with local business

The above work plan relates to the external and internal influences such as the Rogers review national priority of **improving health in the workplace** and the Council's Eco Island vision of **a safe and well kept island**.

**Health and Safety Inspections (Enforcement)**

As previously mentioned Environmental Health will aim to incorporate the Retail Enforcement Pilot concept into its work during 2008/09. In addition and as part of this we will prioritise and target our resources with the aim of making the most impact whilst aiming to introduce the least possible burden on business. We will seek to combine our inspection activity where possible carrying out combined inspections with food safety/standards and environmental protection activities. If this is not possible we 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:

<b>Cumulative Target</b>		
<b>April 2007</b>	<b>April 2008</b>	<b>April 2009</b>
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:

<b>Aim: E. To reduce injuries at home, work &amp; on the road.</b>						
<b>High-level outcomes</b>	<b>Goals</b>	<b>Indicator(s)</b>	<b>2006 Baseline Position *</b>	<b>Cumulative Target</b>		
				<b>April 2007</b>	<b>April 2008</b>	<b>April 2009</b>
<b>Stay Safe</b>	<b>E1 – Reduce the number of accidents and injuries</b>	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
<b>Actual Results</b>				<b>78</b>	<b>12</b>	

<b>Premises due for inspection 2007/08</b>				<b>Performance against Target</b>	
<b>Confidence In Management Score</b>	<b>South</b>	<b>North</b>	<b>Total</b>	<b>Actual number inspected (%)</b>	<b>Actual No. where CIM Improved</b>
A little No Confidence (score 4)	26	22	48	46 (96%)	37 (77%)
Almost No Confidence (score of 5)	2	3	5	5 (100%)	4 (80%)
No Confidence (score of 6)	0	1	1	1 (100%)	1 (100%)
Other chosen during year *			382	368 (96%)	
<b>Total</b>			436		42 (88%)

\* 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:

<b>Premises due for inspection 2008/09</b>	
<b>Confidence In Management Score</b>	<b>Total</b>
A little No Confidence (score 4)	6
Almost No Confidence (score of 5)	2
No Confidence (score of 6)	1
<b>Others risk rated A, B1, B2</b>	<b>71</b>
<b>Total</b>	<b>80</b>

**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 2008/09	Actual 2007/08	Target 2007/08	Performance 2006/07	Performance 2005/06
Number of requests for assistance (includes complaints, advice and notifications).	N/A	341	N/A	307	446
Percentage of requests for assistance responded to within 3 days.*	98%	91%	98%	91%	88%
Percentage of Planning Consultations responded to within 10 days *	98%	No requests	98%	No requests	No requests
Percentage of Licensing Consultations responded to within 10 days.*	98%	ND	98%	100%	No requests
Percentage of requests for assistance resolved within 56 days.*	91%	95%	91%	96%	94%

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

**Promotional and Educational Activities (Enforcement)**

During 2007/08 the following work was planned to be carried out in the following order of priority:

- 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;**

These events were inspected, which included participating in the planning meetings as well as inspections during the event.

- Smokefree legislation Business drop in centres, due to come into force June 2007;**

Business Drop in Centres were arranged over the spring of 2007 to advise businesses of the new smoke free legislation (Health Act 2006). This work was further extended with grant money made available from Central government, where 507 visits were made to premises where it was common for smoking to be carried out (e.g. licenced premises). From June 2007 323 smoke free enforcement visits were undertaken. There were 17 joint visits undertaken with the Police during the first few weekends of the legislation coming into force. There were pubs and clubs where it was anticipated smoking could be occurring. Full compliance was found during these visits. Smoke free enforcement visits were also undertaken during visits to premises for other reasons (e.g. food Hygiene programmed inspections). During July 2007 it was obvious there were a number of high street retail premises in our towns centres which were not displaying the statutory 'no-smoking' signs. Officers walked these streets to visit premises who were not display the signs, with the aim of fixing the sign whilst there and giving further advice on the law. This resulted 306 inspections being undertaken. The only non-compliance identified was a result of high street retail premises not having put up the statutory 'no-smoking' signs.

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;**

Twenty visits were made to high street retail premises on the island. Two ladders were removed from use due to being in a dangerous condition.

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;**

With the available resource 9 businesses who use swing barriers were identified and visited. It was found at all these premises they had adequate arrangements to prevent them becoming unsecure, were in place at all.

5. **Storage and use of flammable/explosive substances at boat storage sites;**

This work has been carried over to the 2008/2009 year due to unavailable resources.

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;**

This work has been carried over to the 2008/2009 year due to unavailable resources.

7. **Enforcement visits with the Licensing officers to Tattooing and body piercing businesses to ensure safe infection control practices are used.**

Three visits were made to the 3 out of 5 of the Islands premises. Formal action was taken against one of the premises; which is now complaint with the standards required.

Work planned during 2008/09 is set out under local Priorities above

**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 will be available on our web site at [www.iwight.com/eh](http://www.iwight.com/eh)

Detail of enforcement action taken	No. of "persons responsible" subject to enforcement 07/08	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	168	85	104
The total number of requests for service which required a response during the financial year	341	307	342
No. of written warnings issued	106	221	286
No. of statutory notices served	11	16	24
No. of statutory notices complied with.	11	16	24
No. of appeals lodged against notices.	0	0	0
No. of appeals allowed in Whole or in Part.	0	0	0
No. of notices complied with in default	0	0	0
No. of "duty holders" subject to conviction / simple cautions during the financial year	0	1	1

**Resources**

**Staffing Allocation**

The following staff will be employed on health and safety work in 2008-09. 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
4	SEHP	EHRB	0.55	Management responsibilities, Food and Pollution
4	HPO	Various	2.39	Training, Food and EP
Total			<b>2.94</b>	16% of the total FTE (15.4) available ~£126k

## 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 2008 there were 42 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	41	41	41
Medium	1	2	10
High	0	0	0
<b>Total</b>	<b>42</b>	<b>43</b>	<b>51</b>

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.

### 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 2008/09	Actual 2007/8	Target 2007/08	Performance 2006/7	Performance 2005/06
Number of permitted processes.	42	46	48	50	45
Number of risk based inspections carried out expressed as a percentage of those that should be carried out.	100%	100%	100%	100%	85%

### Contaminated Land

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

- Inspecting the Island 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 Island is inspected 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 remediation. 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 of Wight 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 clean up 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 1990 "EPA"). 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 Island under Part IIA of the EPA, 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.

## **Internal Health & Safety**

Health & Safety for Council premises had been provided by an external consultant until 1 April 2004. Since then the Internal H&S Team has taken on 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

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**

Indicator	Target 2008/09	Actual 2007/8	Target 2007/08	Performance 2006/7	Performance 2005/06
Number of risk based audits carried out.	32	28	75	50	45

Only 37% of planned audits were carried out. This is because the section lost a FTE officer from September who was not replaced. Furthermore, completion of Phase I & Ia of the Tree Safety project has taken priority together with more requests for information this year being received. Focus next year will be to complete the high risk premises audits.

	Performance Indicator	Target 2008/09	Actual 2007/08	Target 2007/08
1	10% Reduction in rate of fatalities and major injuries	<=55*	48	<=56*
2	30% reduction in rate of working days lost (As a result of work related injuries)	<=873	800	<=930
3	20% reduction in the rate of work related ill health**	<=2859	27	<=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	50% (n=2)	100% immediately
	MEDIUM RISK audit items completed	80% within 3 months	19% (n= 270)	80% within 3 months
	LOW RISK audit items completed	40% within 6 months	100% (n=6)	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.

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

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.

<b>Indicator</b>	<b>Target 2008/09</b>	<b>Actual 2007/08</b>	<b>Target 2007/08</b>	<b>Performance 2006/07</b>	<b>Performance 2005/06</b>
Number of requests for assistance (includes complaints and advice).	273	290	241	261	268
Percentage of requests for assistance responded to within 3 days.*	99%	99%	98%	68%	87%
Percentage of requests for assistance resolved within 56 days.*	91%	99%	91%	95%	98%
Number of Accident Notifications	942	942	930	998	885
Percentage of Accidents notified receiving full investigation	15%	17%	26%	19%	10%
Percentage of Accidents notified receiving written investigation	32%	49%	50%	35%	11%

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 2007 to 31 March 2008 1599 licences/permits/registrations were issued .These included:

Licence	Target 2008/09	Actual 2007/08	Target 2007/08	Performance 2006/07
LA03 Premises licences	45	45	49	49
LA03 Club Premises Certificates	0	0	1	1
LA03 Personal licences	189	189	165	165
LA03 Temporary Event Notices	329	329	161	161
Private Hire Operators	27	27	31	31
Hackney Carriage/ Private Hire Drivers	294	294	320	320
Private Hire Vehicles	52	52	52	-
Hackney Carriages (Taxis)	175	175	175	-
Gaming Act licences	0	0	0	53
Gambling Act Licences & Permits	84	84	53	0
Street Trading Consents	33	33	35	35
Animals*	51	51	39	39
Water Taxis and Boatmen	102	102	104	104
Street Collections	72	72	63	63
House to House Collections	4	4	4	4
Lotteries	142	142	137	137

\* Includes Zoos, Pet Shops, Animal Boarding, Dangerous Wild Animals, Performing Animals.

All premises will be inspected in accordance with a schedule of programmed inspections based upon risk. Premises licensed under the Licensing Act 2003 will receive programmed inspections. The inspections will normally be carried out by appointment 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 or smaller events operating under a Temporary Event Notice. These visits can be carried out jointly with the Police and Fire Authority.

Other programmed inspections will also be based upon risk and will generally be inspected by appointment unless circumstances require an unannounced visit.

**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 2008/09	Actual 2007/08	Target 2007/08
Number of applications received.	1623	1623	1917
Number of applications processed within 56 days.	100%	100%	100%

**Licensing Inspections**

As previously mentioned, during 2008/09, we will aim to incorporate the Retail Enforcement Pilot concept into our enforcement work. In addition to this we will prioritise and target our resources with the aim of making the most impact whilst aiming to introduce the least possible burden on business. As at 1<sup>st</sup> April 2008 the Island has 704 licensed premises, in the following risk categories:-

Risk Rating	Numbers (%) 2008/09	Numbers (%) 2007/08
High	16 (2.5%) -2.5%	36 (5%)
Medium	198 (28%) 0%	194 (28%)
Low	489 (69.5%) +1.5%	476 (68%)
<b>Totals</b>	<b>704 (100%)</b>	<b>703</b>

Overall there has been a reduction of high risk premises with an increase in medium risk premises. All premises have now been risk rated following a programmed inspection.

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.

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

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

Premises due for Inspection 2007/2008:		Performance against Target		
Risk Score	Total number in each category	Actual number inspected	Number Closed	%
High	36	36	N/A	100
Medium	194	203	N/A	105
Low	0	0	N/A	0
<b>Totals</b>	<b>230</b>	<b>230</b>	<b>N/A</b>	<b>105</b>

During 2008/09 we aim to inspect 100% of premises requiring a licence inspection in accordance with legislation and their own minimum frequency requirement. In respect of premises licensed under the Licensing Act 2003, this translates to a requirement of:

Premises Due for Inspection 2008/2009:	Target Total
High	16
Medium	139
Low	0
<b>Totals</b>	<b>145</b>

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

Additionally, all other licences issued require an inspection during the term of the licence or on renewal. This equates to:

**Environmental Health Service Plan 2008/2009**

<b>Type of Licence</b>	<b>No of Inspections 2008/09</b>	<b>No of Inspections 2007/08</b>
Hackney Carriages (Taxis)	175	165 (39%)
Private Hire Vehicles	52	59 (14%)
Tattooing/Piercing/Accupuncture/Electrolysis	-	52 (12%)
Private Hire Operators' Records	27	31 (7%)
Amusements with Prizes	N/A ***	53 (13%)
Pet Shops	14	15 (4%)
Zoos	12**	12** (3%)
Riding Establishments	10	11(3%)
Animal Boarding Establishments	21****	11(3%)
Exceptionally Large Events	8	3 (1%)
Dog Breeders	0	0(<1%)
Dangerous Wild Animals	2	2 (<1%)
Boats (Water Taxis)	67	1 full day inspection* (<1%)
Motor Salvage Operators	0	1 (<1%)
Sex Establishments	1	1 (<1%)
Gambling Act Premises	66	66
Street Trading	33	35
Lottery Returns	142	0
<b>Total</b>	<b>563</b>	

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

\*\*Two people are required for zoo inspections and exceptionally large events therefore total inspections = licences multiplied by 2.

\*\*\* Repealed by the Gambling Act 2005

\*\*\*\* Includes Home Boarding

The inspection burden will therefore be 630 inspections per year or 47 per month.

The Gambling Act 2005 was implemented nationally in September 2007. Whilst this did not have a considerable resource implication, it diverted some attention away from inspections in 2008/2009. premises licensed under the Gambling Act 2005 will receive programmed inspections. The inspections will normally be carried out by appointment unless circumstances require an unannounced visit.

**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 2008/09	Actual 2007/08	Target 2007/08
Number of premises requiring an inspection.	630	555	568
Number of risk based inspections carried out expressed as a percentage of those that should be carried out.	100%	98%	100%

Factors that have impacted adversely on inspection delivery are:

- The requirements of a joint police operation in relation to the Operation Cobra.
- The administration of 3 applications for Designated Public Places Orders (DPPO)
- The Implementation of the Gambling Act 2005
- 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 2008/09	Actual 2007/08	Target 2007/08	Performance 2006/07	Performance 2005/06
Number of requests for assistance (includes complaints, advice and notifications).	902	902	525	598	255
Percentage of requests for assistance responded to within 3 days.*	98%	97%	98%	92%	69%
Percentage of requests for assistance resolved within 56 days.*	91%	96%	91%	91%	ND
Percentage of decisions taken consistent with enforcement policy*	97%	TBC	97%	ND	ND

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

Factors that have impacted adversely on inspection delivery are:

- The number of requests for assistance has exceeded the anticipated amount by 377 (an increase of 42%). Staff levels have not increased during the period 2007/8 and two substantial periods of staff sickness increased the burden on the remaining staff members.
- The requirements of Operation Cobra resulted in a considerable amount of man hours which were not previously identified and scheduled for 2007/08.
- The administration and implementation of 3 applications for Designated Public Places Orders (DPPO) which were not previously identified and scheduled for 2007/08.
- The Licensing Online project has been subject to the availability of our partners and required short notice to complete tasks.

### **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  
Taxi Licensing  
Smoking in Public Places  
CREW weeks  
Exceptionally large events  
Operation Cobra

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

### **Promotional and Educational Activities**

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

- Provision of appropriate training and advice to all the areas of the organisation.
- Creating, developing and maintaining working links with partner organisations, for example:
  - Town and Parish Councils & Management Committees
  - Fire and Rescue Service
  - Hampshire Constabulary (Licensing Enforcement)
  - LACORS
  - Institute of Licensing
  - National Association of Licensing and Enforcement Officers (NALEO)
  - Isle of Wight Taxi Proprietors' Association
  - Isle of Wight Club Watch
  - Isle of Wight Pub Watch
  - Zoo Licensing Forum
  - Isle of Wight Health Authority
  - Crime and Disorder Unit
  - Market Traders' Association
  - Maritime and Coastguard Agency (MCA)



**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 will be available on our web site at [www.iwight.com/eh](http://www.iwight.com/eh)

Detail of enforcement action taken	No. of "persons responsible" subject to enforcement 07/08	No. of "persons responsible" subject to enforcement 06/07
No. of review hearings for premises / club certificates	3	2
No. of revocations, suspensions, variations of licences carried out	3	0
No. of written warnings issued	0	Cannot determine at this time
No. of "duty holders" subject to conviction / simple cautions during the financial year	0	1

**Resources**

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

**Staffing Allocation**

The following staff will be employed on consultation work in 2008-09.

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	AO	Various	0.5	Administrative Support duties
Total			<b>6.125</b>	